



Oracle R12 iReceivables User Training

User Training Manual

Version 2.0 Oct 2020

Oracle R12 iReceivables User Training

Table of Contents

Oracle R12 iReceivables User Training

What is Oracle iReceivables?	Page 2
Getting Started	
Navigating to the login Page	Page 2
Oracle iReceivables	
Customer Search Page	Page 3
Account Summary Page	Page 5
Current Account Summary	Page 5
Monthly Statements	Page 6
Related Information	Page 6
Account Details Page	Page 7
Account Detail Search	Page 7
Account Detail List	Page 8
Transaction List	Page 9
Viewing Invoices	Page 10
View a single invoice from Customer Search	Page 10
View Multiple Invoices from the Account Detail	Page 10
Paying Transactions	Page 11
Applying Credits	Page 14
Additional Information	
Key terms and definitions	Page 17

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

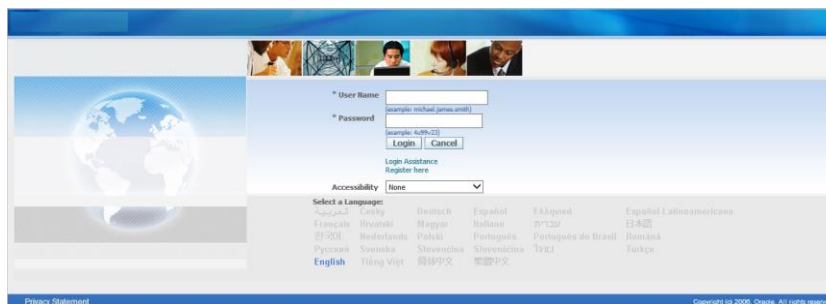
Navigating to the Login Page

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.

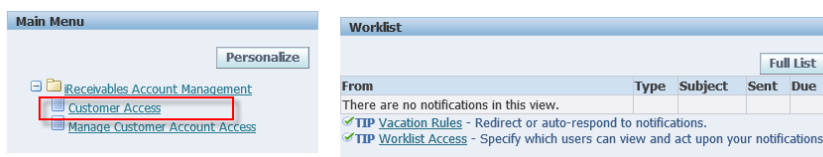
Oracle iReceivables Production

<https://ebsprdportal.tranetechnologies.com>

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



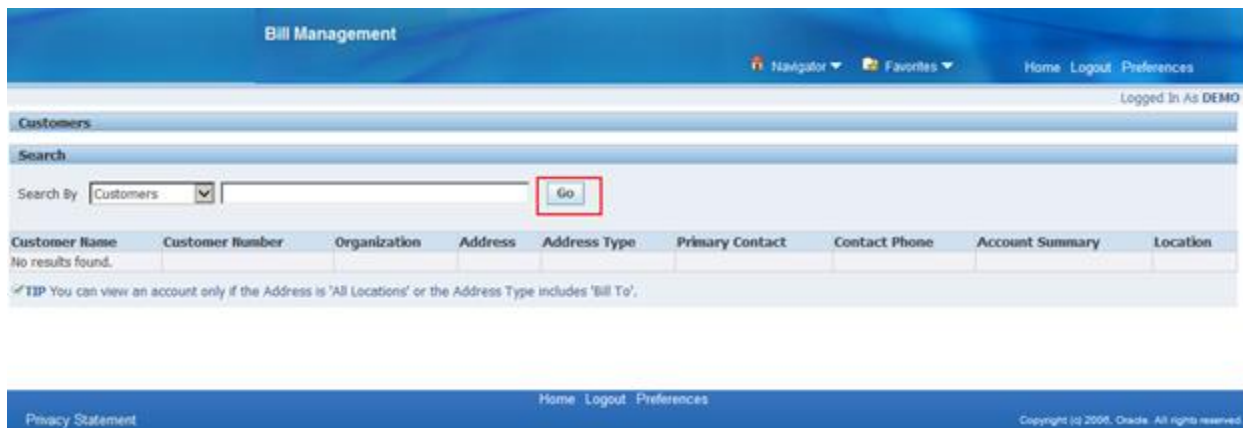
Once you have logged in, click on the iReceivables Account Management link. Then click on the Customer Access link as shown below. This will take you to the Customer Search Page.




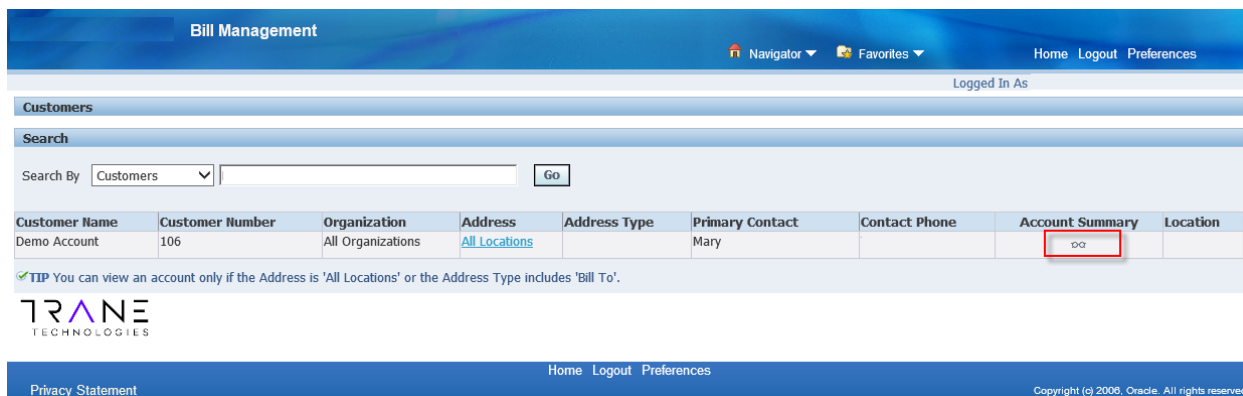
Oracle iReceivables


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.

Bill Management

[Navigator](#)
[Favorites](#)
[Home](#)
[Logout](#)
[Preferences](#)

Customers

Search

Search By: Customers

Customer Name	Customer Number	Organization	Address	Address Type	Primary Contact	Contact Phone	Account Summary	Location
Demo Account	106	All Organizations	All Locations		Mary		00	
Demo Account	106	US OU USD TCS	3600 Pammel Creek Rd, La Crosse, La Crosse, WI, 54601, United States	Bill To			00	La Crosse
Demo Account	106	US OU USD TCS	3600 Pammel Creek Rd, La Crosse, La Crosse, WI, 54601, United States	Bill To			00	La Crosse

TIP You can view an account only if the Address is 'All Locations' or the Address Type includes 'Bill To'.

[Home](#)
[Logout](#)
[Preferences](#)

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

Bill Management

[Navigator](#)
[Favorites](#)
[Home](#)
[Logout](#)
[Preferences](#)

Customers

Search

Search By: Credit Memos

Customer Name	Customer Number	Organization	Address	Address Type	Primary Contact	Contact Phone	Account Summary	Location
No results for Credit Memos								

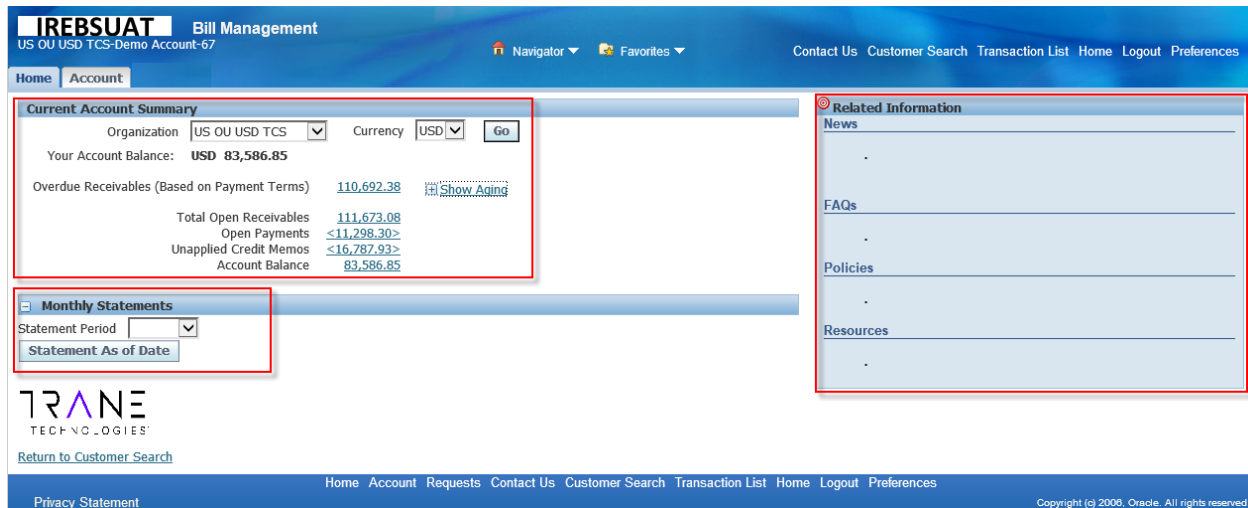
TIP You can view an account only if the Address is 'All Locations' or the Address Type includes 'Bill To'.

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Account Summary Page

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

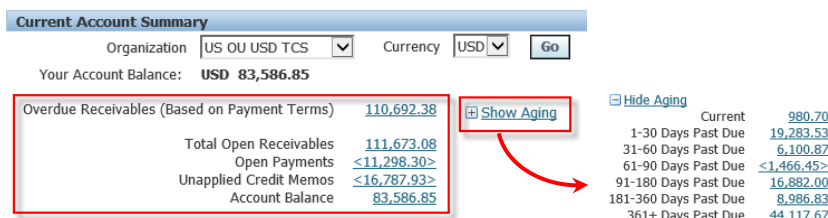


Current Account Summary

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



Current Account Summary	
Organization	<input type="text" value="US OU USD TCS"/>
Currency	<input type="text" value="USD"/>
<input type="button" value="Go"/>	
Your Account Balance: USD 83,586.85	
Overdue Receivables (Based on Payment Terms)	110,692.38
Total Open Receivables	111,673.08
Open Payments	<11,298.30>
Unapplied Credit Memos	<16,787.93>
Account Balance	83,586.85

<input type="button" value="Show Aging"/>	
<input type="button" value="Hide Aging"/>	
Current	980.70
1-30 Days Past Due	19,283.53
31-60 Days Past Due	6,100.87
61-90 Days Past Due	<1,466.45>
91-180 Days Past Due	16,882.00
181-360 Days Past Due	8,986.83
361+ Days Past Due	44,117.67

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.

Monthly Statements

Statement Period

Statement As of Date

Related Information

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

Related Information

News

FAQs

Policies

Resources

Account Details Page

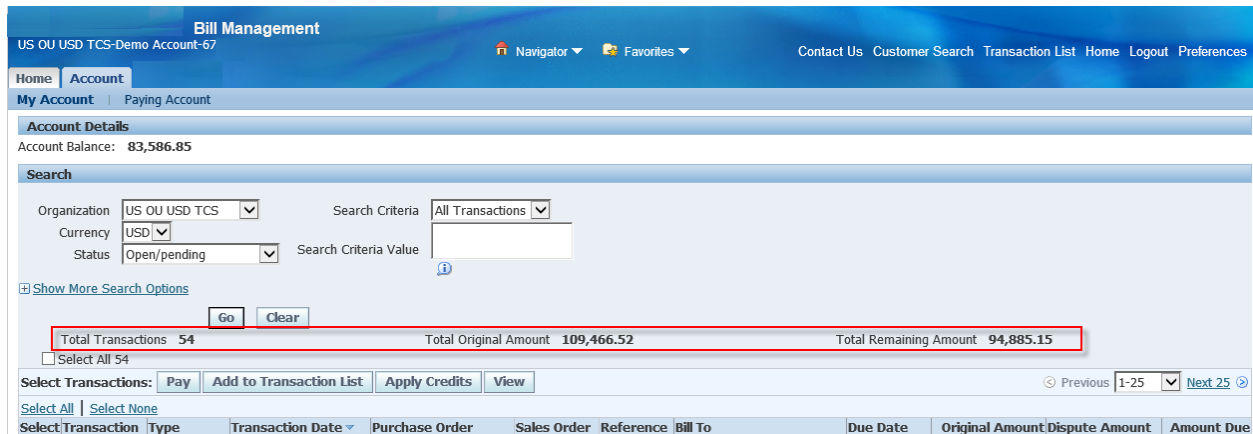
Clicking on any of the amounts on the Current Account Summary section or clicking on the Account Tab near the top left side of the page will navigate the user to the Account Details page shown below. The Account balance for the level selected is shown on the top left side.

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.



Bill Management
US OU USD TCS-Demo Account-67

Home Account

My Account | Paying Account

Account Details
Account Balance: 83,586.85

Search

Organization: US OU USD TCS
Currency: USD
Status: Open/pending

Search Criteria: All Transactions
Search Criteria Value:

[Show More Search Options](#)

Go Clear

Total Transactions: 54
Total Original Amount: 109,466.52
Total Remaining Amount: 94,885.15

Select All 54

Select Transactions: Pay Add to Transaction List Apply Credits View

Previous 1-25 Next 25

Select All Select None

Select	Transaction	Type	Transaction Date	Purchase Order	Sales Order	Reference	Bill To	Due Date	Original Amount	Dispute Amount	Amount Due
--------	-------------	------	------------------	----------------	-------------	-----------	---------	----------	-----------------	----------------	------------

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

Select Transactions: Pay Add to Transaction List Apply Credits View

Previous 1-25 Next 25

Select All Select None

Select	Transaction	Type	Transaction Date	Purchase Order	Sales Order	Reference	Bill To	Due Date	Original Amount	Dispute Amount	Amount Due
<input type="checkbox"/>	31	Invoice	10-Sep-2020	WA		0	306	10-Oct-2020	4,591.53		4,591.53
<input type="checkbox"/>	311	Invoice	02-Sep-2020	20		0	306	01-Nov-2020	980.70		980.70
<input type="checkbox"/>	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

Template: All Transactions Header

Format: EXCEL

Export

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.

Customers				
Search				
Search By: Invoices 311 <input type="button" value="Go"/>				
Transaction Number	Customer Name	Customer Number	Organization	Address
311	Demo Account	67	All Organizations	All Locations

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.

Select Transactions:

Pay

Add to Transaction List

Apply Credits

View

Previous

1-25 of 54

Next 25

Select All

Select None

	Select Transaction	Type	Transaction Date	Purchase Order	Sales Order	Reference	Bill To	Due Date	Original Amount/Dispute Amount	Amount Due
<input checked="" type="checkbox"/>	31	Invoice	10-Sep-2020	WA		0	306	10-Oct-2020	4,591.53	4,591.53
<input checked="" type="checkbox"/>	311	Invoice	02-Sep-2020	20		0	306	01-Nov-2020	980.70	980.70
<input checked="" type="checkbox"/>	3110	Invoice	31-Aug-2020	W		0	306	30-Sep-2020	4,134.00	4,134.00

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 Transactions:

Pay

Add to Transaction List

Apply Credits

View

Previous

1-25 of 54

Next 25

Select All

Select None

Select	Transaction	Type	Transaction Date	Purchase Order	Sales Order	Reference	Bill To	Due Date	Original Amount	Dispute Amount	Amount Due
<input checked="" type="checkbox"/>	31	Invoice	10-Sep-2020	WA		0	306	10-Oct-2020	4,591.53		4,591.53
<input checked="" type="checkbox"/>	311	Invoice	02-Sep-2020	20		0	306	01-Nov-2020	980.70		980.70
<input checked="" type="checkbox"/>	3110	Invoice	31-Aug-2020	W		0	306	30-Sep-2020	4,134.00		4,134.00

From the Transaction List

Transactions

Clear AllPayApply Credits

OrganizationUS OU USD TCSGo

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		

TRANE

TECHNOLOGIES

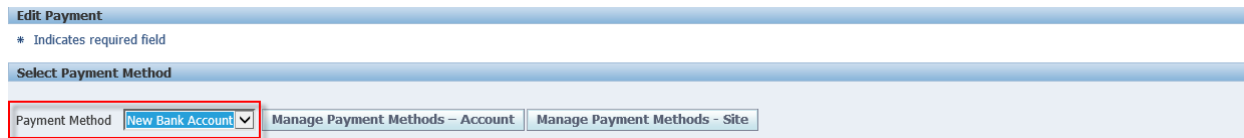
[Return to Account Details](#)

Clear AllPayApply Credits

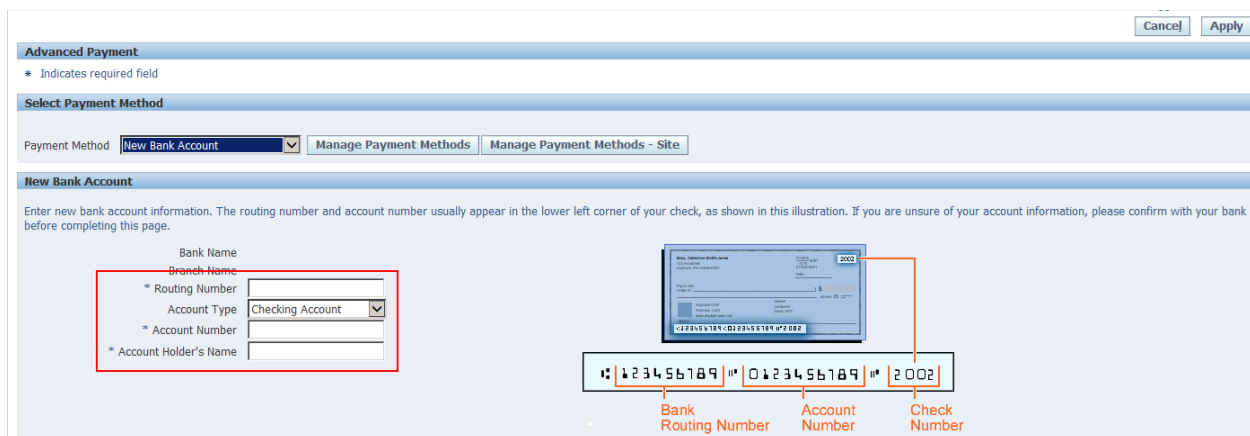
If this is the first payment for this account, Clicking the Pay button will navigate the user to the Advanced Payment page. If a payment has been processed before, the Quick Payment page will appear with the most recent prior payment method selected. Either page will allow the user to Add or select an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

Select Payment Method

Payment Method: **New Credit Card** | Manage Payment Methods – Account | Manage Payment Methods - Site

Create New Credit Card Account

Installment Summary

Transaction	Type	Transaction Date	Due Date	Payment Terms	Amount Due	Discount Amount	Payment Amount	Currency Code
5087	Invoice	19-Aug-2020	18-Sep-2020	.5%10 NET30	895.00	0.00	895.00	USD
							895.00	
							Remaining Balance	895.00 USD
							Total Payment Amount	895.00 USD
							Balance Due	0.00 USD

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

https://testsecureacceptance.cybersource.com/ - Checkout - Internet Explorer

Billing Information * Required field

First Name *
Last Name *
Company Name
Address *
City *
Country *
State/Province *
Zip/Postal Code
Email *

Payment Details

Card Type *

☒ VISA Visa
☐ Mastercard
☐ Amex
☐ Discover

Card Number *
Expiration Date *

Cancel Finish

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.

http://irebgsas.corp.ice.com/OA_HTML/cysResponse.jsp - Internet Explorer

Thank you! Your card has been processed and encrypted for your security.

Close Window

MerchantID: trane
Signature: Valid
Decision: ACCEPT
Reason Code: 100
Message:

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.

Select Transactions:

Pay

Add to Transaction List

Apply Credits

View

Select All

Select None

Select	Transaction	Type	Transaction Date	Purchase Order	Sales Order	Reference	Bill To	Due Date	Original Amount	Dispute Amount	Amount Due
<input checked="" type="checkbox"/>	3110	Credit Memo	11-Aug-2020	BRET		0		47	11-Aug-2020	(5,849.95)	(5,849.95)
<input checked="" type="checkbox"/>	5080	Invoice	07-May-2020	202	24	2		95	06-Jun-2020	7,230.00	7,230.00

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.

My Account | Paying Account

Apply Credits : Select Transactions

Select Transactions

Remove Clear All Add Transactions Reset Application Amounts

Select Customer Name	Transaction	Type	Date	Due Date	Payment Terms	Remaining Amount	Discount Amount	Application Amount	Balance Due Currency
<input type="checkbox"/> Demo Account	5080	Invoice	07-May-2020	06-Jun-2020	.5%10 NET30	7,230.00	0.00	7,230.00	0.00 USD
						Recalculate Total	7,230.00	0.00	7,230.00

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

Cancel Step 1 of 3: Select Transactions Next

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.

Search and Select: Add Transactions

Cancel Select

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By Customer Name Demo Account Go

Results

Previous 1-10 Next 10

Transaction Select Number	Type	Date	Due Date	Purchase Order	Sales Order	Original Amount	Remaining Amount	Discount Customer Amount Name
<input type="checkbox"/> 3108	Invoice	15-May-2020	14-Jun-2020			888.00	888.00	0.00 Demo Account
<input type="checkbox"/> 3110	Invoice	25-Aug-2020	24-Sep-2020			1,562.00	1,562.00	0.00 Demo Account

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.

Apply Credits : Select Credits

Select Transactions | Select Credits | Review

Cancel | Back | Step 2 of 3: Select Credits | Next

Select Credits

Remove | Clear All | Add Credits | Reset Application Amounts

Select All | Select None

Select Customer Name	Transaction	Type	Date	Original Amount	Remaining Amount	Application Amount	Unapplied Credits Currency
<input type="checkbox"/> Demo Account	3110	Credit Memo	11-Aug-2020	(5,849.95)	(5,849.95)	(5,849.95)	0.00 USD
				Recalculate	Total	<5,849.95>	0.00

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	7,230.00	0.00 USD
						Total	7,230.00	0.00	7,230.00

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 2 of 3: Select Credits | Next

Adjust the amount and click on the Recalculate button.

Select Transactions

Remove | Clear All | Add Transactions | Reset Application Amounts

Select All | Select None

Select Customer Name	Transaction	Type	Date	Due Date	Payment Terms	Remaining Amount	Discount Amount	Application Amount	Balance Due Currency
<input type="checkbox"/> 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
						Recalculate	Total	7,230.00	0.00
								5,849.95	1,380.05

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

Select Credits

Remove | Clear All | Add Credits | Reset Application Amounts

Select All | Select None

Select Customer Name	Transaction	Type	Date	Original Amount	Remaining Amount	Application Amount	Unapplied Credits Currency
<input type="checkbox"/> Demo Account	3110	Credit Memo	11-Aug-2020	(5,849.95)	(5,849.95)	(5,849.95)	0.00 USD
				Recalculate	Total	<5,849.95>	0.00

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

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.

Apply Credits : Review

Select Transactions Select 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.

Information Do you want to pay the remaining balance USD 1,380.05? **No Yes**

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.

Confirmation The selected credits have been applied to the selected transactions. **Printable Page**

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