



Accounts Receivable in Oracle:

# Generating Value with HighRadius Autonomous Receivables

Learn how the Autonomous Receivables platform integrates seamlessly with Oracle to modernize your Accounts Receivable operations and deliver improved business outcomes.



# Key Takeaways



1

A breakdown of Oracle's Accounts Receivable (AR) specific functionalities and why they are inadequate to manage global AR operations.



2

Robust automation, data visualization, and intelligence are a must for AR processes to operate on a world-class level.



3

Organizations can enhance the Oracle E-Business Suite and Oracle Cloud Financials using HighRadius Autonomous Receivables across Cash Application, Collections, Credit, Deductions, Electronic Invoicing, and Payments Processing.

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# Executive Summary

**An efficient and effective Accounts Receivable (AR) function is crucial to optimize working capital and secure cash flow. Hence, the modernization of AR operations has become an imperative for every organization to achieve these goals.**

The three vital characteristics of modern AR operations are **automation** of repetitive clerical tasks, data-driven **intelligence and insights** to support proactive management of every customer account, and a **360-degree view** of customer receivables. Oracle is a popular Enterprise Resource Planning (ERP) software used by global enterprises for managing their finance and accounting processes efficiently; however, it misses the mark in the following critical ways:

## Limited Automation

While Oracle is a great system of record, it offers only limited AR automation support. AR Operations are dependent on several manual tasks. For example, analysts have to aggregate payment details from checks, bank and electronic payment portals, and remittance details from electronic remittances before applying cash receipts in Oracle. Automating such tasks enables AR analysts to shift their focus to perform higher-level analytical activity.

## Lack of AR-Specific Intelligence and Insights

While Oracle houses the entire organization's AR data, it doesn't offer any intelligence to leverage the existing information to make proactive decisions. For example, collectors are assigned a call worklist based on predefined static rules, instead of strategizing to communicate with a customer based on their current credit scoring, payment behavior, and list of open invoices. Similarly, AR analysts cannot leverage the historical data of deductions and disputes of customers in Oracle to help their research process of identifying invalid deductions to recover lost money. While Oracle Cloud Infrastructure AI Services provide the AI layer, it is a general-purpose AI toolkit requiring a lot of training and build versus AR-specific AI use cases.

### No centralized 360-Degree View of the Customer

Oracle collects in-depth customer data; however, this data is not readily accessible to AR analysts. Analysts must access siloed customer information using several transaction codes, download the data and format to strategize further. Any enterprise wishing to build a 360-degree view of customers will need to engage data visualization experts, AR domain experts and enlist the help of IT teams. This quickly becomes expensive over time.

The right way forward for CIOs and IT leaders to serve the growing needs of the business is to find an AR-specific solution that incorporates the three essential components outlined above. It should complement your Oracle platform by integrating seamlessly into existing AR operations without causing any disruption to the defined process workflows. It should be easy to use and have an intuitive user experience so that AR teams can conduct their work faster and more strategically.

### HighRadius Autonomous Receivables

HighRadius Autonomous Receivables has been designed as a powerful AI-powered enhancement to Oracle that enables AR teams to deliver business impact from day one of its implementations. Its plug-and-play usability means minimal to zero disruption to existing operations during implementation, with most teams going live with their HighRadius implementations in less than 25 weeks.

HighRadius Autonomous Receivables uses the HEX-O extractor that significantly reduces the IT effort required to integrate with Oracle by creating an easy data flow exchange. As a result of implementing HighRadius Autonomous Receivables, a company experiences higher speed-to-value and shorter implementation cycles that do not require extensive investment in IT resources and zero IT effort in ongoing maintenance. An enterprise can also avoid expensive Oracle add-ons to make enhancements and challenging-to-manage upgrades while capturing higher efficiencies and an enhanced competitive edge.



Automation

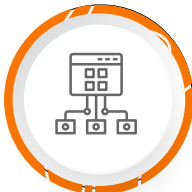


Intelligence and Insights



360-Degree View

HighRadius Autonomous Receivables adds automation, intelligence, and visibility to Oracle by



**Providing integration** with 1000+ Web portals (customer, carrier, invoicing, retail, and accounts payable portals), 100+ Banks, and 50+ Credit Agencies. It's all out-of-the-box, from fetching claims documents from retailer websites to pulling payment data from banks to fetching invoice payments statuses from AP portals. Providing managers and executives with access to an entire library of **ready-to-use dashboards and reports** for tracking AR performance globally at the customer, cluster, business, and geographic levels.



**Incorporating AI through a collection of 13 ready-to-use AI use cases** to solve specific AR challenges. This is specialized intelligence developed with domain expertise from 17+ years of working with AR leaders and algorithms trained on \$4.7 trillion+ receivables transaction data.



**Offering analysts 360-degree visibility** of necessary customer data (invoice data, payment commitments, and payment history) on a single screen with the ability to drill down to details like credit information, disputes, notes, and call logs.

# Autonomous Receivables

Platform				
APIs   Application PaaS   Connected Workspaces Studio				
Experience				
Enterprise Web UI   Mobile UI   Digital Assistants   Connected Workspaces				
1000+ Out-of-Box RPA Bots				
• 50+ Credit Agencies	• 100+ Invoice Portals	• 400+ Remittance Portals	• 300+ Retail Portals • 100+ Carrier Websites	• 50+ AP Portals for Invoice Status
13 AI Use Cases				
<ul style="list-style-type: none"> <li>• <b>Blocked Order Release Recommendation</b> using LightGBM or RF Regression</li> <li>• <b>Proactive Blocked Order Prediction</b> using Random Forest</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Auto Pay Functionality</b> using ARIMA, ARIMAX, LSTM, Prophet</li> <li>• <b>Prediction of Customer E-Adoption Trends</b> using KMeans, RandomForest, LightGBM, XGBoost</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Auto-match Payments to Invoices</b> using RF Classification</li> <li>• <b>Remittance Prediction</b> using Random Forest</li> <li>• <b>Auto Suggest Reference Numbers</b> using Random Forest</li> <li>• <b>Skip Payments with Deductions</b> Q Learning Proprietary Algorithm</li> <li>• <b>Check Image Noise Removal</b> using LM Berkley Model, Decision Trees and RF</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Deduction Promotion Matching</b> using Random Forests</li> <li>• <b>Deduction Validity Prediction</b> using Heuristical Forecasting</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Payment Date Prediction</b> using RF Regression and Gradient Tree Ensembles</li> <li>• <b>Customer Cohort Segmentation</b> using K-means Clustering</li> </ul>
Domain Functionality				
Online Credit Application Credit Bureau Integration Credit Scoring Credit Workflows	Merchant Branded Portal, Invoice Templates, Dispute Management, Payment Gateway Integration	Check Capture, Email, EDI and Web Data Capture Invoice Matching Deduction Coding	Claim POD Backup Automation Automated Trade Matching Shortage/Price/Variance Analysis Automated Claim Denials	Collection Strategies Notes, Payment Commitments, Dispute Management Automated Correspondence

- Credit
- EIPP
- Cash Application
- Deductions
- Collections

HighRadius Autonomous Receivables includes Credit, Collections, Cash Applications, Deductions, Electronic Invoicing and Payment Presentment. It's the only software platform that offers end-to-end solutions across invoice to cash processes. Built on a robust tech framework, it readily supports large, global-scale deployments making it a perfect match for enterprise-grade infrastructures. It also includes robust AI and RPA technology natively, precluding the need to build such solutions in-house.

With a combination of Oracle and Autonomous Receivables, global enterprises can now manage their AR and associated processes like never before.



## HighRadius Is An Industry Leader in Accounts Receivable Platform

HighRadius has implemented more than 1900+ enterprise AR transformations and has over 25% of Fortune 1000 companies utilizing its Autonomous Receivables platform.

With more than 70+ HighRadius clients running on Oracle, HighRadius Autonomous Receivables has become the go-to platform for proactive receivables management and operational excellence. In the following whitepaper, we aim to introduce the key features of the HighRadius Autonomous Receivables that will enhance specific areas of AR functionalities in Oracle.

1900+

**Implementations Globally**  
No. 1 provider for Integrated Receivables technology

<180 Days

**To implement**  
Global Go-Live in less than 180 days with most functionalities available Out of the Box

70+

**Oracle Customers**  
70+ HighRadius Customers who have Oracle as their ERP and chose HighRadius Platform

32 Mn

**Lines Of AR Code**  
Clients can leverage the IP already built. Integrations with 100+ Banks, 50+ Credit Agencies, and 1000+ Customers Portals

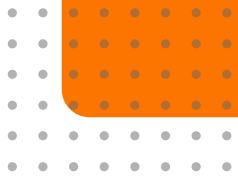
# Executive Summary

HighRadius was recently recognized as a leader in the first-ever Gartner Magic Quadrant for Invoice to Cash Applications.



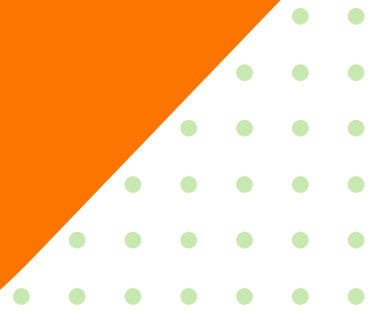
## 2022 Gartner® Magic Quadrant™ for Integrated Invoice-to-Cash Applications

[Read 2-minute summary](#)



# Chapter 1

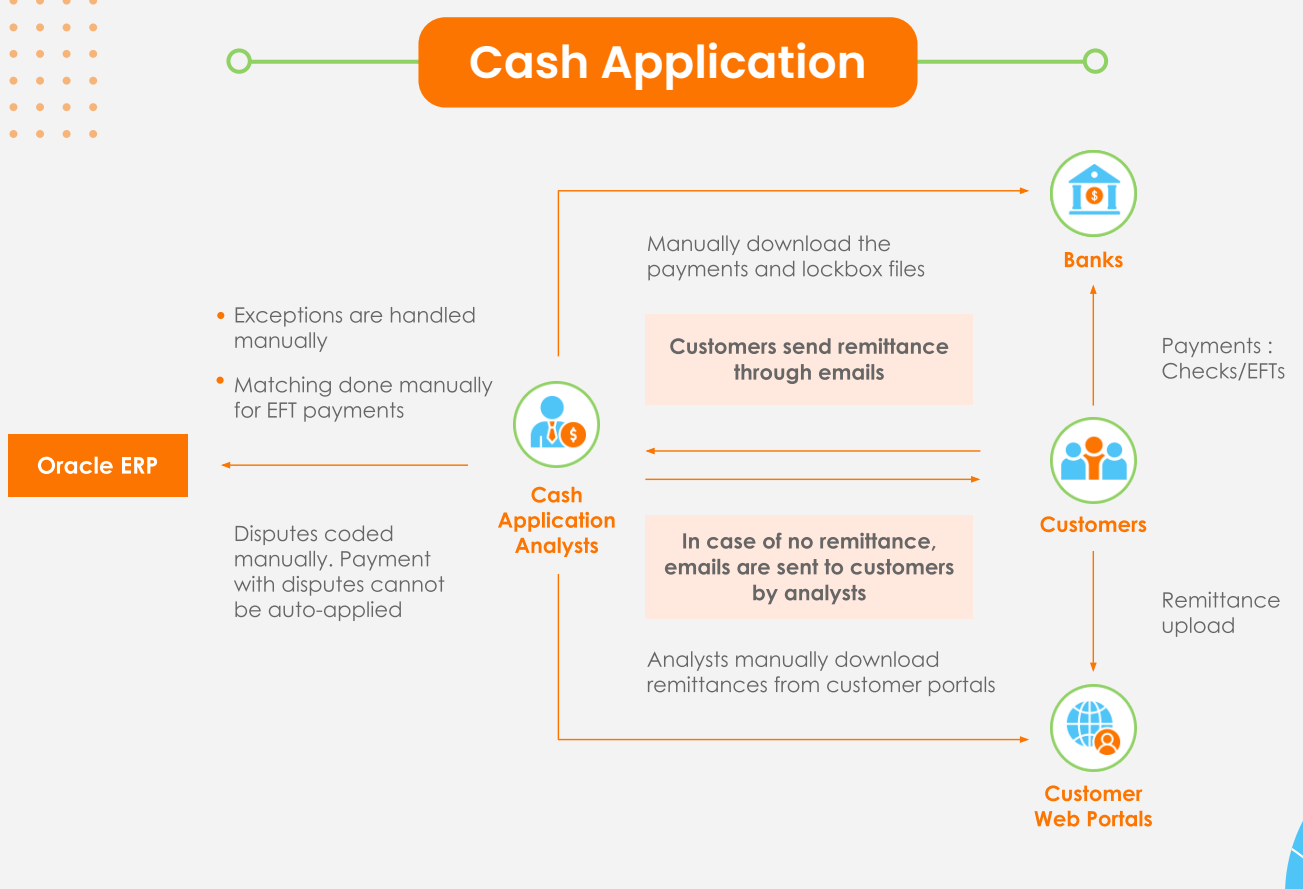
## How HighRadius Autonomous Receivables complements Oracle E-Business Suite and Oracle Cloud Financials Functionalities to deliver Business Impact



Augmenting the functionalities of Oracle E-Business Suite (EBS) or Oracle Cloud Financials with HighRadius Autonomous Receivables helps deliver quantifiable financial benefits that increase team productivity, enhance customer experience, and strengthen your company's bottom line.

# 1.1 HighRadius Cash Application for Oracle

Cash Application is where incoming payments from customers need to be matched with their respective open invoices in Oracle. While it sounds like a simple process, there are many intricacies in the cash application workflow, such as identifying and aggregating payments and remittances, matching payments to remittances and invoices, coding deductions and short payments, and reviewing posting for accuracy.



Lack of speed and accuracy in the cash application workflow impacts upstream and downstream processes like credit review, dispute management, and collections follow-ups; this affects the entire value chain and creates a terrible customer experience.

Let's review the critical components of the Cash Application process to understand how implementing HighRadius Autonomous Receivables optimizes Oracle functionality:

### 1 Aggregation of Payment and Remittance data

Aggregation of payment details from the checks and electronic payments, remittance details from electronic remittances is a time-consuming task occupying most of the AR analyst's time in the process of cash application.

#### a Check Payments:

For all the check payments received, banks send scanned images of the checks. They also provide a Lockbox service that key-in the check details and remittance information, before sending it in BAI standard format at an extra cost at the keystroke level.

*(Note: Check payments is not applicable for Europe)*

#### Oracle EBS and Oracle Cloud Financials

- Analysts need to find the relevant information from the scanned images of checks or bank payment files (BAI2 and related series) to match open receivables.
- The data capture from scanned check images is a manual process and labor-intensive task.
- Can engage a third-party supplier or build a solution to deploy a template-based OCR approach to automate the capture of the check data.

#### HighRadius Cash Application

- Uses AI algorithms varying from regression to clustering techniques to automatically capture data from check remittances.
- Automated data capture with no need for templates.
- It helped achieve an industry best-in-class "straight-through" processing of 84%+ across all customers compared to a standard OCR solution that provides 50% at best.

## HighRadius Cash Application for Oracle

Table Continued

### Oracle EBS and Oracle Cloud Financials

- Provides an option to interface the BAI2 files received from the bank. It works in cases where the remittance details are provided in total, and the bank file captures the relevant invoice number to process.

### HighRadius Cash Application

- Integrates directly with the banking systems and eliminates the need for lockbox keying-in services.
- These AI algorithms continuously learn and improve capture rates without any involvement from business teams.

## b Electronic Payments:

Electronic payments include Automated Clearing House (ACH) payments, Wire payments, Cards, Digital wallets, and many more. ACH processes direct debits, direct deposits, direct payments, electronic checks (eChecks), and electronic funds transfers (EFTs).

### Oracle EBS and Oracle Cloud Financials

- Analysts manually extract or download the details from the service providers (bank/clearing house) portals or upload the bank statements received in standard formats to Oracle to capture the payment details.
- The bank statement upload process can be scheduled in Oracle.
- The Automatic Electronic Payment Receipts functionality can be used to improve the process for electronic payments.

### HighRadius Cash Application

- Captures the payment details from all the sources - standard bank formats (BAI2 / MT940 / MT942 and other series) by integrating directly with the banking and clearing house systems.

## C Electronic Remittances:

Customers worldwide share remittance information over emails, EDIs, or upload to their AP portals.

### Oracle EBS

- Analysts need to manually extract or download the remittance information from Emails (body of email, attachments, and links) to map them to the incoming payments.
- There is no in-built feature to capture info. Oracle SOA, B2B, or Integration Cloud, along with Integration Generation 2, needs to be enabled to build EDI 820 inbound. Lockbox Transmission format can be configured to support EDI 820.
- If customers upload remittances to their AP portals, the AR analysts must manually log in to these sites multiple times every day to capture the data. Generate Universal Business Language (UBL 2.1) can be supported using XML gateway to automate, but it requires extensive development.
- Manually downloading and reading remittances across the data sources in various file formats is time-consuming.
- A third-party OCR engine can be deployed to read emails, documents, and attachments in a specified format. Helps minimize some tasks.

### Oracle Cloud Financials

- It is possible to use EDI formats directly in Oracle Cloud Platform Integration using the library add-ons. It needs an in-house development team to customize the required fields and for ongoing maintenance in case of modifications by the customer.
- SOA Cloud Service or Oracle Integration Cloud, along with Integration Generation 2, needs to be enabled to build EDI 820 inbound – Oracle Cloud Financials does not have a built-in feature.
- Cloud Financials has the ability to upload remittances via a spreadsheet (Excel Plug-In) that's linked directly to Oracle. Still requires an auto-application scheduled/run to apply for payments after remittance has been uploaded.
- You can build a bot per website using Integration Generation 2 in line with the company's RPA development life cycle and maintain the same. Website bots tend to be fragile and fail when customer websites change navigation.

### HighRadius Cash Application

- Uses AI algorithms varying from regression to clustering techniques to automatically capture data from check remittances.
- Aggregates remittance information from any form of payment source.
- Uses an AI-based email parsing engine that automatically recognizes remittances from the body of the email and its attachments (all formats) to capture relevant information.
- EDI Parsing engine can open an EDI file, read it line by line, understand the remittance details and capture the relevant information.
- Automatic data capture from customer websites and AP portals like Ariba, OBIO, Paymode-X, and GXS. Provides out-of-the-box integration with 400+ Customers' AR portals powered by an integrated RPA engine that aggregates the required information.
- In case of payments without remittance details, automated emails can be triggered to customers requesting remittance.

## 2 Invoice Matching, Short Payment, and Discount Handling

Invoice matching is the final step once the relevant data is aggregated and captured. Customers make short payments for trade promotions, early payment discounts, or disputed goods. The remittances usually highlight the reason for the short or excess payment.

### Oracle EBS

- Analysts must manually identify the short payments and map the customer-specific reason codes to their Oracle-specific reason codes.
- The customization of rules can help automate the identification of reasons and the mapping of relevant reason codes.
- Analysts must handle exceptions or reconfigure the input file before the final posting.
- Oracle Trade Management or Oracle Cloud Channel Revenue Management needs to be licensed and implemented to help automate some of these tasks.

### Oracle Cloud Financials

- The Smart Receipt feature in the application provides matching proposals post the receipt of bank statements and open receivables into the cloud solution. Application Suggestions are primarily rules based. e.g. 10 characters out of 11 are correct and the amount is correct = 95% probability.
- The business teams need to train the Smart Receipt rule-based process with multiple iterations to cover all possible scenarios and execute in line with the rules defined.
- The feature of AI and Machine learning is available as a separate offering, and it needs continuous calibration at regular intervals to ensure higher reliability.
- A custom process to actually create deductions from remittance detail needs to be developed. These transactions will typically live in the billing module. Otherwise, deductions will exist only as a short payment in the remittance and it is difficult to search or query.

### HighRadius Cash Application

- Its library of algorithms manages the mapping of short payments, overpayments, and discounts.
- Smart linking capabilities allow auto-detection and linking to payments. The engine captures the customer's deduction reason code and maps it to the relevant Oracle reason code.
- These AI algorithms continuously learn and improve capture rates without any involvement from business teams.
- Once the enriched file interfaces with Oracle, all open invoices with a payment match will be automatically closed, and deductions get created.
- Analysts can review and focus only on the exceptions.



### 3 ERP Integration & Scalability

Mergers, de-mergers, and acquisitions contribute to the fast-paced growth of global companies. This leads to complex business entities having multiple ERPs or having varied versions of the Oracle ERP.

**Oracle EBS**

- Integration with other ERP environments is available but needs heavy configuration.

**Oracle Cloud Financials**

- Provides an integrated environment that enables integration using SOA / B2B adapters.

**HighRadius Cash Application**

- Works with any version of Oracle and non-Oracle ERPs.
- Allows faster adoption of the solution and ways of working (WoW) in case of acquisitions and mergers. Highly scalable.

### 4 Analytics & Performance Metrics

Real-time visibility into the business value metrics and KPIs helps you assess how your people and technology create bottom-line business impact; by reducing DSO, improving working capital availability, and reducing borrowing costs. Continuous and transparent measurement of performance is a pillar of building any highly efficient team.

**Oracle EBS**

- There is a limited provision for AR metrics reporting or analytics.
- Oracle Receivables Command Center has preconfigured dashboards.

**Oracle Cloud Financials**

- OTBI reports functionality can be used to develop the reporting requirements.
- OBA Dashboard suite has embedded analytics with prebuilt standard dashboards and multi-dimensional reporting.

**HighRadius Cash Application**

- The Analytics solution contains 50+ out-of-box reports covering the accounts receivable processes accessible on the go.

Table Continued

## Oracle EBS

- Analysts can use excel-like tools to periodically develop and manage KPI reporting.
- Data visualization tools like Oracle Reporting Services, Tableau, and Power-BI can be deployed by an in-house team or third-party service providers, which involves a thorough build requiring the expertise of technical teams, business teams, and visualization experts.
- You can build a reporting and analytics tool, but it doesn't solve an essential dimension of what reports need to be tracked and how to generate insights.
- There are other 3<sup>rd</sup> party reporting tools that have connectors to EBS.

## Oracle Cloud Financials

- It will be a challenge in an enterprise scenario where business data is distributed between Oracle and Non-Oracle systems.
- Oracle Analytics Cloud (OAC), an add-on solution, can be deployed for better reporting and analytics functionality at an additional licensing and annual subscription cost.

## HighRadius Cash Application

- A dedicated team of AR experts is focused on the continuous development and curation of Industry-specific and process-specific intelligent reports to provide insights and drive decision-making.
- Provides a real-time view of the Business Value Metrics and KPIs.
- Provides unlimited filtering and drill-down capability. Provides an option to download reports and underlying data.
- Scheduled Reports functionality helps manage the time and frequency of regular reports. One such example report to help management is the Hit Rate Analysis of Cash Application.



**HighRadius cash application solution saved 50% of our analyst's time in data aggregation. We were also able to reduce headcount due to automation of manual processes.**

**Michael Waldron**  
Senior Manager, Enterprise Performance Management, ResMed.

# The Business Impact of Using HighRadius Cash Application:



**Higher Straight Through Processing**



**Improved Customer Experience**



**Speed and Accuracy of Cash Application**



**Significant Cost Savings and Productivity**

# 1.2 HighRadius Collections for Oracle

Today, collections management is not only a cost center that has to be run with the highest efficiency; it's also an integral part of an organization's value chain and the customer experience. CIOs are looking for ways to generate greater value by adopting a customer-centric focus that allows collectors to act more strategically.



Oracle Collections has supported businesses with collection management software, including functions like worklists for collection analysts, maintenance of collection strategies and profiles, and contact management to support the preparation of a call.

Let us review the critical dimensions of the Collections process and understand how HighRadius Collections optimizes the Oracle functionalities:

# 1 Collection Strategy & Worklist

The collections department need to transform their action plan from a traditional reactive approach that chases customers based on past dues, to a modern proactive collections approach that surgically goes after specific accounts based on strategy. Strategy and intuitiveness are critical for the collection team to contribute to the business goals of improving working capital.

**Oracle EBS**

- The collection manager needs to define the criteria for analyzing customers and prioritizing receivables management.

**Oracle Cloud Financials**

- The worklist is created automatically for the collection specialists daily.
- Customers that fulfill the rules defined in the system are distributed to the worklists of the collection specialists.
- Reactive approach as the strategy is based on invoices already overdue.

**HighRadius Collections**

- Uses a deeply embedded AI engine to predict invoice payment dates and payment delays based on multiple parameters that include customer master data, current credit scoring, past payment behavior of the customer, and the current open invoices.
- Proactive collections are enabled by the Invoice Payment Prediction date, as the date can be utilized in the collection rules.
- Combined with machine learning (random forest classification), the prediction gets more accurate over time and moves the focus of the collections staff to strategically essential follow-ups.

# 2 Customer Communication

Correspondence is the cornerstone of the collections process. It is imperative to have an automation solution that caters to this requirement. The customer communication system should handle and maintain multiple correspondence templates that the collection analysts need.

## a Emails & Faxes:

Communication with customers includes sending emails and faxes for serving past due notices, invoice copies, and account statements.

### Oracle EBS

- Emails and faxes are sent out using different predefined Oracle EBS programs owned by IT. They cannot offer flexibility from a business user standpoint.
- Emails and faxes out of the system require the development of customer-specific templates. The creation needs to be managed by the IT Team. Any new form or modification of existing forms requires IT support.
- The collections activity screen and correspondence screen are visible in a dashboard. Correspondence Log is only accessible as Notes and attachments. Business users can see the log of emails sent from the system.

### Oracle Cloud Financials

- Oracle BI template can be used to build correspondence templates customized to your content and layout needs.
- It cannot cater to the practical requirements of communication packaging to automatically provide attachments like invoices & proof of delivery.
- Dunning is exclusively based on AR aging, limiting the Collector's options based on past collection activities, promise to pay, and customer contact history to determine relevant past due notice content.
- There is no provision for analysts to track the customer replies to dunning notices and manage the end-to-end collections process in one system.
- Oracle CX Commerce cloud offers advanced features that can help improve some of these tasks.

### HighRadius Collections

- Automates dunning across the customer base without limitation on language, email templates, and attachments as an out-of-the-box functionality.
- Emails and fax templates are business configurable and do not require IT intervention. Email templates can be modified before it is sent out.
- Provides pre-built multi-language correspondence support.
- Can configure to include attachments such as invoice copies and account statements (Excel templates). Email can be sent directly from the Collectors screen instead of separate programs.
- The system offers auto-correspondence, utilizing AR aging and collection activities such as the promise to pay and Customer Contacts.
- Tracks the customer replies to dunning notices to ensure the analyst can manage the end-to-end collections process in one system.

## b Calling the Customers:

The success of an organization's debt collection efforts can often be correlated to the effectiveness of the customer calling process. On average, 25% of the collector's time is spent on this crucial step of collections management.

### Oracle EBS and Oracle Cloud Financials

- Can integrate with external phone systems with custom development.
- Oracle Service Center module can be deployed.
- Maintenance of modules and integration will be the responsibility of the organization's IT team post go-live.

### HighRadius Collections

- The system is equipped with an integrated dialer, enabling the collector to make a call from the system and automatically log every call to ensure complete tracking and visibility to management.
- Uses AI to analyze the complete account and gives collectors a summary of things that need to be discussed on the call, saving them time spent researching while at the same time uncovering insights.
- Leverages Natural Language Processing (NLP) to automatically convert conversations to text and capture follow-up actions and notes.
- Uses Freeda, the AI-enabled digital assistant, capable of answering questions and helping with work just like a knowledgeable colleague or reliable resource.

### 3 Invoice Tracking from Web Portals

Many organizations have started leveraging self-serve web portals for payments, such as Paymode-X, Tungsten, Ariba, and Coupa. This has significantly altered the way collectors work as they spend more time navigating these complex portals to upload invoices and get status updates, than calling the customers.

#### Oracle EBS and Oracle Cloud Financials

- Offers infrastructure to collaborate with a third-party RPA solution. Oracle Bill Management can integrate with customer portals, with custom development.
- Changes to integration and ongoing maintenance will be the responsibility of the organization's IT team post go-live.

#### HighRadius Collections

- Leverages embedded RPA capabilities to provide out-of-the-box bots to navigate and capture required information from these web portals.
- All customer payment status updates brought into the platform can be used as additional criteria to prioritize customers.

A global mobility service provider company was able to reduce its DSO (Days Sales Outstanding) by 14 days with the implementation of Autonomous Collections.





# The Business Impact of Using HighRadius Collections:



**Higher Collection Success Rate**



**Reduced Past Dues**



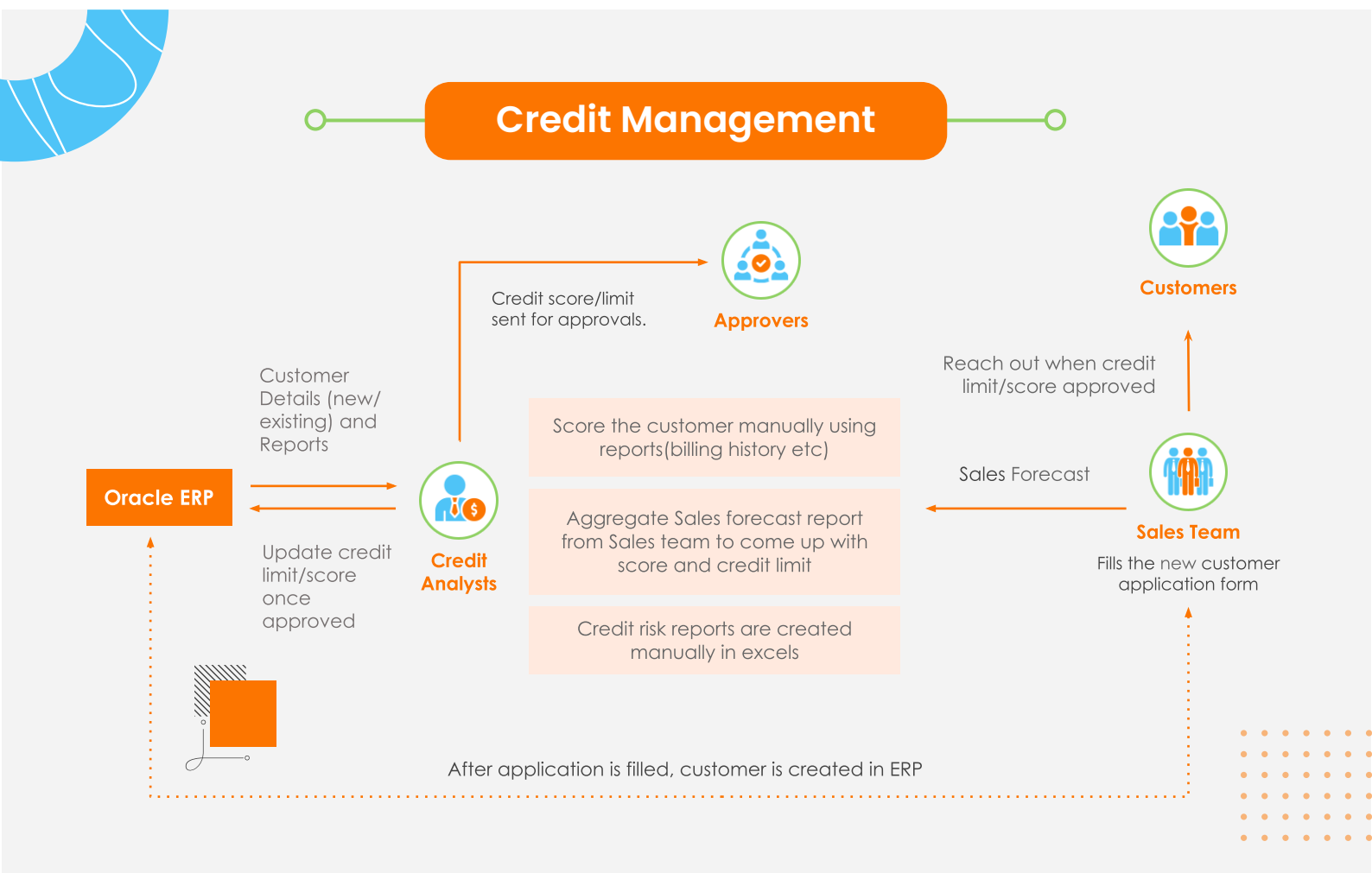
**Increased Customer Touchpoints**



**Minimized the Risk of Bad Debts**

# 1.3 HighRadius Credit for Oracle

The process of credit management is an integral part of any organization. The key is to find a balance between enabling business partners to do business with you by allowing credits, and limiting the risk of bad debt because of inappropriate credits for business partners at risk. Global companies are increasingly burdened with bankruptcies of their customers, delayed payments, and non-optimized credit policies. Credit information resides in the silos of different groups, making it difficult to arrive at an effective credit decision. Customers in new geographies pose further challenges with a lack of credit history.



Let us review the critical dimensions of the Credit process and understand how HighRadius Credit optimizes the Oracle functionalities:

# 1 Credit Application

Your organization needs an automated online credit application process that captures all information needed from a new customer in a single step that integrates with its ERP and CRM systems, to achieve maximum efficiency. A best-in-class credit system should use automation to eliminate as many manual tasks in the process as possible.

## Oracle EBS and Oracle Cloud Financials

- Web-based credit applications can be customized using Oracle Credit Management or third-party web development technology.
- Data transfer to Oracle will require custom development.
- Integration setup is needed every time a form is required for a different unit or geography.

## HighRadius Credit

- Provides a pre-configured library of 100+ forms. Provision to select the closest possible template and configure it to extend the templates without development.
- Customers can fill forms without any intervention from credit analysts.
- Multi-language form available out-of-the-box.
- Provides an easy-to-use web and mobile-based application. Pre-built integration with the credit solution to transfer data and initiate workflow for credit review.

# 2 Blocked Order Management

Helps prevent additional credit sales to customers by automatically blocking their orders if they are consistently late in making payments, have exceeded their credit limit, or are identified as a bad risk.

## Oracle EBS

- Provides basic function of order block & release functionality.

## Oracle Cloud Financials

- Orders can be put on hold if they meet the predefined rules.

## HighRadius Credit

- AI-enabled functionality leverages historical data to

Table Continued

Oracle EBS	Oracle Cloud Financials	HighRadius Collections
<ul style="list-style-type: none"> <li>Adoption of the Oracle Credit management system will give the option to use the credit rules engine.</li> <li>Rules can be defined for order management, while it is still a reactive process of blocked order management.</li> </ul>	<ul style="list-style-type: none"> <li>Requires credit analysts to perform analysis of the account before deciding to release the order.</li> </ul>	<p>provide suggested actions in a scenario where an order gets blocked.</p> <ul style="list-style-type: none"> <li>It helps prevent customer orders from getting blocked by proactively identifying at-risk accounts and setting up workflows to ensure the credit limits get freed up to avoid credit holds.</li> <li>Pro-active process of blocked order management.</li> </ul>

## 3 Bank and Trade Reference

Bank and trade References are one source of information that helps to calculate a customer’s credit scores and ratings. Organizations need to understand these when potentially building the customer’s credit file.

Oracle EBS and Oracle Cloud Financials	HighRadius Credit
<ul style="list-style-type: none"> <li>Credit analysts have to reach out to the bank and trade reference providers to capture information.</li> <li>Custom integration can be built into agencies' portals that provide bank and trade references.</li> <li>The organization’s IT team is responsible for the maintenance of the integrations.</li> </ul>	<ul style="list-style-type: none"> <li>An automated process to request bank and trade references is captured in the Credit solution.</li> <li>Automatically append applications with reports from leading agencies such as D&amp;B and Experian; credit insurance data from Coface and Euler Hermes; or public financial data.</li> <li>Out-of-the-box integration with agencies such as Confirmation.com guarantees reference information within 24 hours.</li> <li>Backup documents auto aggregated for building credit files of customers.</li> </ul>

## 4 Real-time Monitoring of Customer Behavior and Credit Exposure across Customer hierarchy

These are critical credit functionalities needed to ensure that “at-risk” accounts get flagged on a daily basis in real-time.

### Oracle EBS and Oracle Cloud Financials

- ⤵ Credit analysts will have to go to external sources like agency websites or emails to track high-risk accounts.
- ⤵ Credit analysts will have to review every credit report to identify at-risk accounts.
- ⤵ Customer hierarchy can be manually built and maintained between business partners (customer accounts) to track credit exposure.
- ⤵ With 1000s of customers and ongoing changes, it is not practical to update the customer hierarchy manually.
- ⤵ Oracle offers CX Cloud Service to build Customer Hierarchy features. It can also be imported from 3<sup>rd</sup> party systems.

### HighRadius Credit

- ⤵ Integration with external Credit Agencies to track negative information such as bankruptcies, liens, and credit downgrades to automatically trigger notifications to credit analysts and provide relevant backup documents.
- ⤵ Enables automatic tracking of internal customer payment behavior and analytics to notify credit analysts of required credit reviews.
- ⤵ Automatic customer hierarchy creation, view of credit exposure, and maintenance using the data from credit agencies such as D&B.

## 5 Integration with Credit Data Providers

The solution has to embed the existing Oracle system(s) and its processes while providing flexible integrations with external data providers, like leading credit agencies and external financial data providers.

### Oracle EBS


- Custom development and effort are required to access financial data sources from Credit Insurance Agencies (other than Dun & Bradstreet).
- Custom development is required to enter financial data such as balance sheets, income statements, and ratios.
- Maintenance costs of all integrations need to be owned by the organization’s internal IT team or 3rd Party Consulting partners.

### Oracle Cloud Financials

- Need to integrate with credit agencies when licensing the Oracle DaaS (Data As a Service) for Credit Integration.
- Extracts information from credit reports provided by the credit agencies and automatically updates the credit data for the business partners.
- Internal credit scoring is automatically recalculated according to the customized settings.

### HighRadius Credit

- Provides configurable templates to capture financial data such as balance sheets, income statements, and ratios.
- Out-of-the-box integration with financial data sources such as Edgars, Bloomberg, and CRMZ and with Credit Insurance agencies like Euler Hermes.
- Owns the maintenance of all the integrations and adapts to any data source changes.



**We got a global solution with efficiencies of one system which enabled integrated external reporting, automated credit scoring, credit monitoring, and currency conversion for financial statements.**

**Credit Services Leader**  
at a global Computer Hardware company

# The Business Impact of Using HighRadius Credit:



**Reduction of bad debts**



**Improved Customer Experience**



**Significant reduction of time to execute credit reviews**

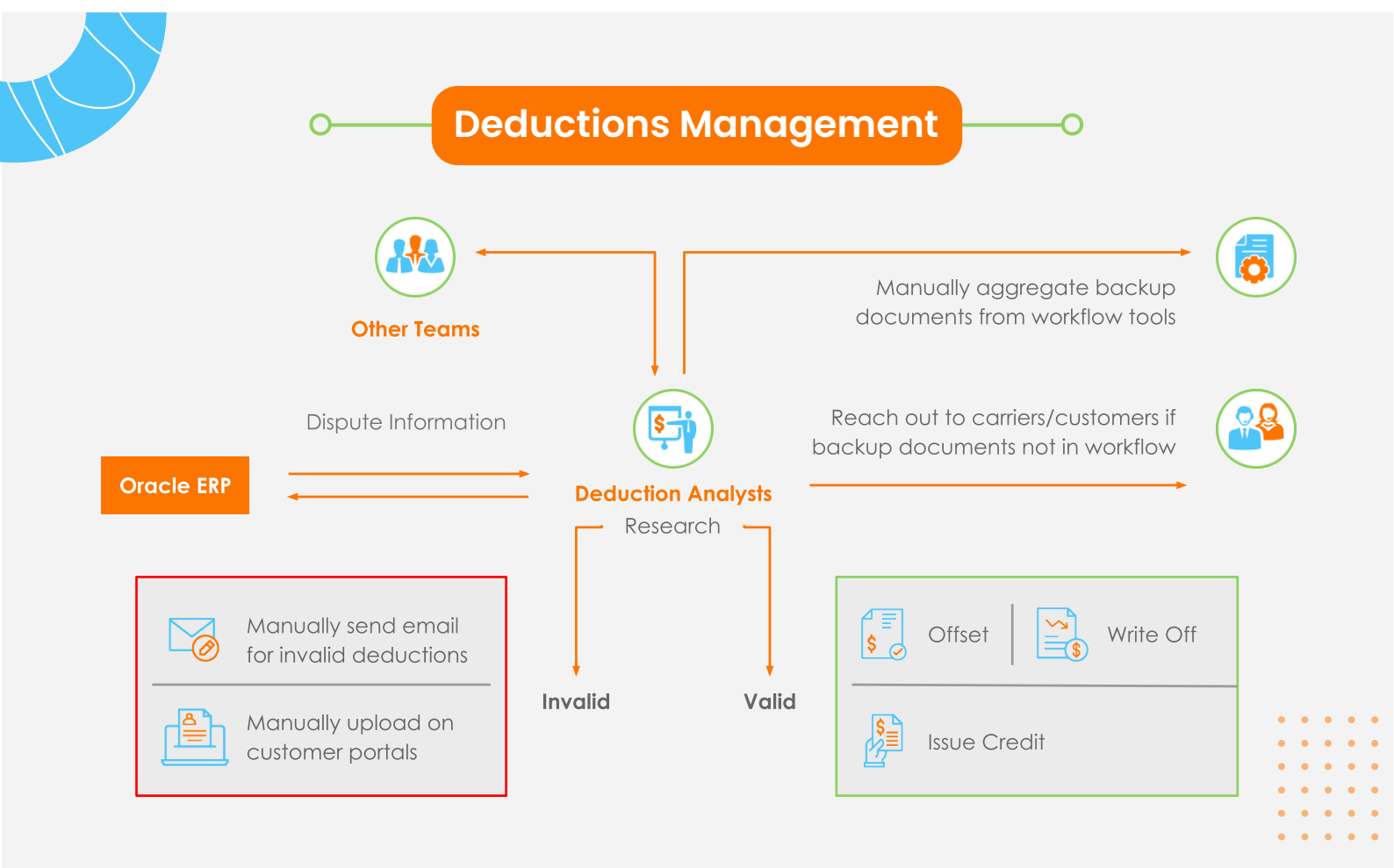


**Faster onboarding of new customers to boost sales**

# 1.4 HighRadius Deductions for Oracle

Deductions are a challenge across industries and sectors, leaving deductions teams scrambling to stop revenue leakage. Thinned-out margins from revenue leakage are usually due to too many broken processes, limited collaboration between internal departments, and poor communication with customers.

By not identifying and recovering revenue lost to invalid claims, deductions become one of the primary causes of dwindling cash on hand. This issue is particularly pernicious in the Consumer Packaged Goods (CPG) Industry.



Let us review the critical dimensions of the Deductions process and understand how HighRadius Deductions optimizes the Oracle functionalities:



## 1 Aggregation of Back-up documents

Once the deduction gets identified, the analyst needs to research and gather the back-up information to perform the analysis. Finding the root cause helps the analyst identify the correct stakeholders to resolve the deduction.

### Oracle EBS and Oracle Cloud Financials

- ⓘ No functionality to aggregate back-up documents such as Claim copy and POD from the customer, carrier websites, and emails.
- ⓘ Requires custom development and collaboration with third-party RPA bot providers to integrate with customers and carrier websites.
- ⓘ Post go-live, maintenance of these integrations will need to be owned by the organization's IT team. Custom bots fail more often and require a lot of maintenance and engagement.

### HighRadius Deductions

- ⓘ Provides out-of-the-box pre-built integration with most customer portals and carrier websites using a library of 300+ bots.
- ⓘ Captures back-up documents such as Claims, Proof of Delivery, Bill of Lading, and contracts. These documents can be automatically linked to the respective deductions for the team to perform the research.
- ⓘ HighRadius will provide post go-live, maintenance, and support as part of the subscription.

## 2 Validity of Deductions

A lot of time is spent by Deduction Analysts identifying invalid deductions that constitute only 5% to 10% of the overall volume of Deductions.

### Oracle EBS and Oracle Cloud Financials

- ⓘ Provides a basic deductions worklist and workflow.
- ⓘ There is no specific functionality to leverage historical data and help the analysts in the research process.

### HighRadius Deductions

- ⓘ Leverages historical deductions data to identify trends and, using AI algorithms, predicts the validity status of a deduction helping the analysts identify invalid deductions where organizations can recover money.

### 3 Deduction resolution, Credit issue, and Write-off approvals

Deduction Analysts spend equivalent time resolving trade and non-trade, high and low dollar value deductions. They need a system that helps segregate high-priority deductions, makes daily work more accessible for the analyst, and eases the approval process. Thereby significantly reducing the time spent on low-priority tasks.

#### Oracle EBS and Oracle Cloud Financials

- No provision of any matching functionality.
- Custom-built solutions can be deployed by engaging third-party RPA service providers to extract data and integrate with Oracle.
- Custom developments can help use extracted data to perform promotion-deduction matching, variance analysis, or issuing credits.
- Approval and hierarchy for Credit and Write-off approval processes can be customized in the Oracle system.

#### HighRadius Deductions

- The solution extracts data from backup documents and integrates it with the Trade Promotion Matching (TPM) system. Uses matching algorithms to identify whether the customer was eligible for a promotion or not.
- Helps perform variance analysis for non-trade deductions such as pricing and shortage. Includes auto-resolution of bulk disputes in a single click when found valid, in line with pre-designed business rules.
- Automates the research process, freeing up a considerable amount of the deduction analysts' time.
- Multi-level approval hierarchies can be configured in the system out of the box. Business approvers can approve or reject the credit and write off requests over emails.

## 4 Denial Correspondence


Once deduction analysts complete their analysis for a deduction and find it invalid, they need to inform customers by email or upload documents to customers' websites.

### Oracle EBS and Oracle Cloud Financials

- Requires custom-built bots to integrate with websites for correspondence.
- Bots are fragile and may fail whenever there is a change to the customers' websites.

### HighRadius Deductions

- The system provides pre-configured mail templates to send denial letters for invalid disputes.
- Provides integrated bots that log in to customer websites and automatically fill up deduction denial forms.
- HighRadius maintains the RPA-based integrations.



**We switched out our deductions system and within 3 months we were already more productive than we were before.**

**Mike Thelen**  
Director of Consumer Financial Services at Land O'Lakes.

# The Business Impact of Using HighRadius Deductions:



**Improved Net Recovery Rate**



**Faster Deductions Resolution**



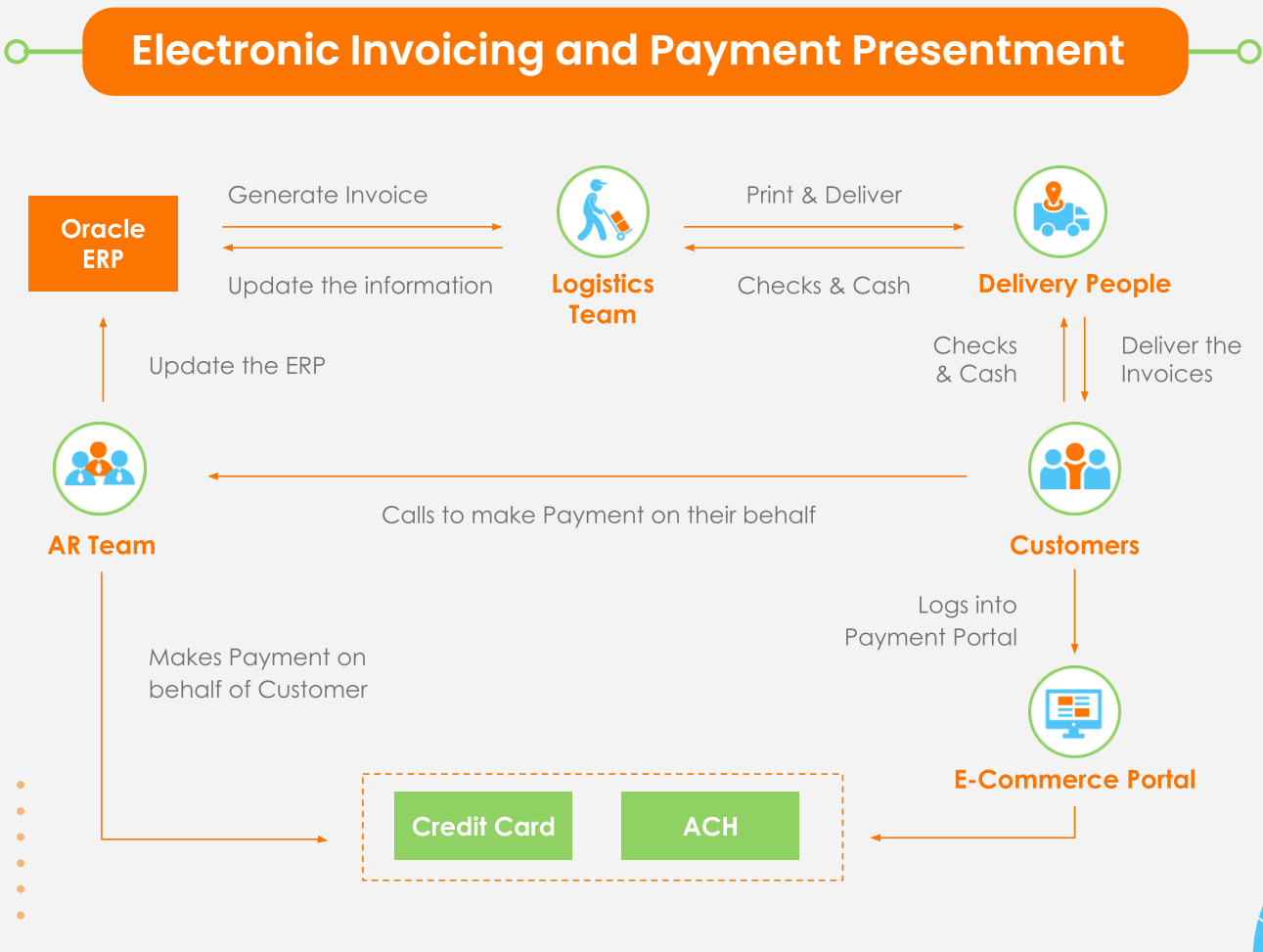
**Reduced Days Deduction Outstanding (DDO)**



**Increased Team Productivity**

# 1.5 HighRadius Electronic Invoicing and Payment Presentment (EIPP) for Oracle

The customer experience becomes more and more critical for businesses, which is especially true for the order to cash cycle, where supplier and buyer collaborate directly with each other. The invoicing and payment collection process is no longer just a process that needs to be executed most efficiently, but a vital aspect of the long-term relationship with the customer and has to ensure a positive customer experience.



Let us review the critical dimensions of the Electronic Invoicing and Payment Presentment Process and understand how it optimizes the Oracle functionalities:

## 1 Delivery of Invoices

One of the critical steps in the order to cash process cycle is to deliver the invoices to customers per the agreed modes of communication. The most commonly used excuse for not making payment on time by customers is the non-receipt of the invoice copy.

### Oracle EBS

- The iReceivables module of Oracle EBS provides the basic functionality for web-based invoicing and self-service account management.
- It can generate AR invoices using Universal Business Language (UBL 2.1) Standard or Oracle Application Gateway (OAG) standard and transmit them in XML format.
- Invoices need to be uploaded by analysts to customers' AP portals, where it's a customer mandate.

### Oracle Cloud Financials

- Oracle integration offers invoice delivery through emails and EDIs.
- Provides the option to push invoices to the customers' website with a custom java program deployment or a partnership with RPA service providers.
- The IT team needs to monitor and maintain the program/bots.

### HighRadius EIPP

- Enables automated delivery of Invoices and statements through e-mails, EDI, fax, upload into Customer Portals using RPA Bots.
- Provides the option for auto-delivery invoices into customers' accounting systems like Quickbooks and Sage.
- Helps deliver additional documents such as proof of delivery, bill of lading, and contracts.
- Monitoring and maintenance of bots are the responsibility of HighRadius.

## 2 Global Payment Methods

One of the practical and easy ways to fasten the collections process is by offering as many payment methods as possible. For companies with a global presence, pre-built integrations with global payment methods are necessary.

**Oracle EBS**

- The Oracle Payments Fund Capture provides the basic functionality for web-based payments.
- Oracle Payments Fund Capture Integrates directly with Oracle AR and Collection modules.
- Oracle Receivables processes invoices on the web and allows payments through bank transfer or credit card.

**Oracle Cloud Financials**

- Offers Oracle Payment Fund Capture provides multiple payment methods and can custom integrate with various third-party vendors
- These features come at an additional cost and contractual agreements.

**HighRadius EIPP**

- Provides out-of-the-box support for 100+ payment methods globally, including credit and debit cards, Paypal, direct debit, ACH, Trustly, Gyropay, and pre-authorized debits.
- Pre-built integrations with 30+ credit card processors globally at Level III.

## 3 Digital Collaboration between Client and Customers

A self-service customer portal should enable your teams to collaborate with customers and perform various tasks such as push notifications, provide buyer summary reports, submit remittances, and upload claims. It should enable collaboration over emails and chat.

**Oracle EBS**

- Offers a standalone payment portal iReceivables that customers can access to view or pay invoices and raise disputes.

**Oracle Cloud Financials**

- iReceivables is available as a billing management module in the Fusion Receivables Cloud application.

**HighRadius EIPP**

- Provides a digital collaboration portal that lets customers view invoices and proof of delivery documents, dispute details, invoice payment options, and submit tax exemption certificates.

Table Continued

## Oracle EBS

- iReceivables integrates with Oracle EBS.

## Oracle Cloud Financials

- Provides capabilities to match invoices and payments and create payment advice.
- Customers have to email or call the collection analysts to update documents or request a higher credit limit.

## HighRadius EIPP

- Customers can access the portal to obtain remittances for past payments and raise requests for a higher credit limit.
- The tool can send in-portal alerts and notifications to customers and email them the invoice payment links.
- Every action taken by a customer in EIPP is reflected in real-time in other modules like deductions or cash applications.

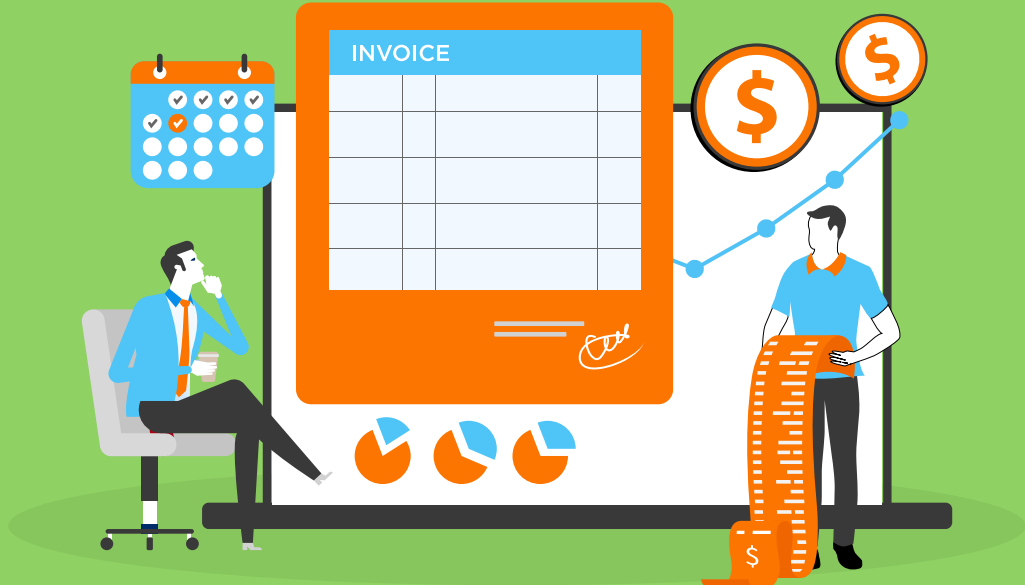


**The online invoicing and payments solution acts as one-stop access for our customers to make payments and view historical transactions.**

**Enterprise Performance Management Leader**  
of a Global Medical Device Company.



# The Business Impact of Using HighRadius EIPP solution:



Improved Customer Experience



Reduced Day Sales Outstanding (DSO)



Secured and Compliant solution

## Chapter 2

# HighRadius for Oracle - Customer Success Stories

**Autonomous Receivables has delivered quantifiable financial benefits to global companies that use Oracle for their Order to Cash function. It has helped automate processes, increase team productivity and effectiveness, and enhance customer experience.**

Using HighRadius Autonomous Receivables, customers have reported the following outcomes:

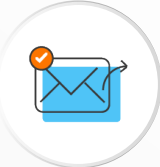
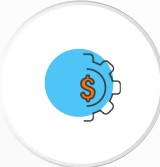

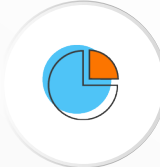






Faster Receivables Conversion due to Connected A/R Processes



A/R Teams able to Focus on High-Value Tasks

360-Degree Visibility of Global Process Health

# Delivering Business Impact - HighRadius for Oracle Customers

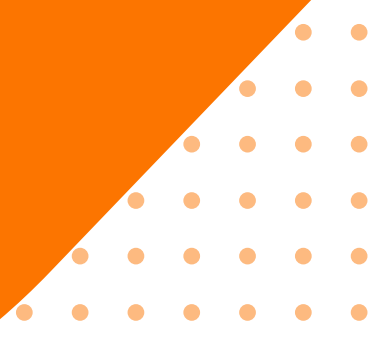
Collections	Cash Application	Deductions		Credit
				
				
<b>20% Reduction</b> Leading to Lesser Bad Debts	<b>84%+ (hit rate)</b> Cash Application Automation % Across Multiple Payment Formats	<b>94% Accuracy</b> In predicting invalid deductions, saving 46,000+ hours monthly on an average	<b>20% Reduction</b> Closed deductions by Dollars	<b>20% Reduction</b> Time saved for the credit team per month
<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>	<a href="#">LEARN MORE</a>

\*Click on the customer logo to learn more about their AR value achievement.

HighRadius has partnered with some of the most widely recognized global enterprises. [Click here](#) to view an entire library of customer success stories.

# Chapter 3

# Conclusion: Autonomous Receivables Transforms Your AR Operations to Industry Best



**With constant advancements and disruptions in the finance and accounting (F&A) landscape, standalone ERP platforms no longer can suffice. While Oracle ERP is an integral part of F&A technology, it needs to integrate intelligence and automation to enable the highest outcomes from the AR function.**

Today, Oracle needs game-changing enhancements like AI and Analytics to transform the organization's AR processes and give the competitive edge. But building such advanced integrations in-house can be expensive as well as time-consuming in terms of maintenance. Hence, partnering with specialized and niche tech vendors is essential.

HighRadius is the secret weapon of savvy Fortune 1000 companies who not only know the value of using a lean ERP like Oracle but also want to seamlessly add automation and intelligence to their AR operations.

**Schedule a demo**

**with our AR specialists to learn how Autonomous Receivables can reduce your overheads and take your enterprise to new heights.**



## About HighRadius

HighRadius is the leading provider of **Autonomous Finance Software**. Our AI-powered solutions automate routine processes and surface potential issues for further review, allowing finance professionals to focus on what matters, making better decisions more quickly than is possible with traditional ERP systems. More than 700 of the world's leading brands leverage HighRadius to power their Order to Cash, Treasury, and Record to Report functions, including 3M, Unilever, Anheuser-Busch InBev, Sanofi, Kellogg Company, Danone, Hershey's, etc.

Click [here](#) to know more about Autonomous Finance.

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