

Oracle 1Z0-962 Exam

Volume: 80 Questions

Question: 1

What validation step is required for implementing dispute processing?

- A. The Recognize Revenue Program is scheduled.
- B. BPM Work List for approval configuration is validated.
- C. Periods for which the transaction can be disputed are Open.
- D. All transactions are of the invoice type.

Answer: B

Question: 2

Your client performs many customer refunds and would like to search for real-time Receivables Refunds Status easily.

What should you do to meet this requirement?

- A. Create a Business Intelligence Publisher Report because you cannot create an OTBI Report for refunds.
- B. Create an Oracle Business Intelligence Applications (OBIA) Report.
- C. Query each customer refund and verify the Refund Status.
- D. Create a Real Time Report by using Oracle Transactional Business Intelligence (OTBI).

Answer: D

Question: 3

To determine the best approach to converting a client's data, you must know which setup is set-enabled and can be shared.

Identify three set-enabled setups in Receivables. (Choose three.)

- A. Collectors
- B. Standard Memo Lines

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- C. Revenue Types
- D. Receivable Specialists
- E. Revenue Contingencies

Answer: B,C,E

Question: 4

Which two are rules applicable to issue of refunds? (Choose two.)

- A. You cannot refund more than either the original receipt amount or the remaining unapplied amount.
- B. You can refund receipts that were either remitted or cleared.
- C. You can issue a credit card refund to a customer who has made a cash payment.
- D. You can refund receipts that are factored.

Answer: A,B

Question: 5

You are the Billing Manager and you are responsible for reviewing adjustments and approving them.

Which two tabs are available in the Adjustments Overview Region on the Billing Work Area page? (Choose two.)

- A. Pending My Research
- B. Pending Approval From Managers
- C. Pending Approval
- D. Pending My Approval
- E. Approved

Answer: A,D

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Question: 6

You are not able to initiate a bankruptcy request at the customer site level on behalf of a customer.

Which two conditions are failing? (Choose two.)

- A. Preferences must be enabled and Enable Bankruptcy must be set to Yes for the customer.
- B. The Collections Administrator creates a bankruptcy request in the Customer Relationship Management (CRM) application and a collector should have the Collection Manager and Customer Profile Administrator roles assigned.
- C. Preferences must be enabled and Enable Bankruptcy must be set to Yes in Manage Collections Preferences in the Functional Setup Manager for Advanced Collections.
- D. The Collections Manager creates a bankruptcy request in the Customer Relationship Management (CRM) application and a collector should be configured as a resource.
- E. Bankruptcy must be applied at the customer level, which includes all transactions at the customer, account, and Site levels.
- F. The customer does not have the default strategy and default collector assigned at the customer account and site level.

Answer: B,C

Question: 7

Which transactions are included when transactions of specified customers are selected in the Create Balance Forward Billing Program?

- A. transactions that have the Print Option set to Do Not Print
- B. transactions that have the selected payment terms
- C. transactions have a Bill Type of Imported
- D. transactions that were included in a previous Balance Forward Bill

Answer: B

Question: 8

Which two Collection Preferences can be selected as the default transaction class for the

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Transaction tab? (Choose two.)

- A. Debit Memo
- B. Deposit
- C. Charge Back
- D. Credit Memo
- E. Guarantee

Answer: A,D

Question: 9

A customer calls the Accounts Receivables department and asks for the balance of all invoices that are due in the next 30 days. The customer also has a question about a specific invoice line. As a Billing Specialist, which action would you take?

- A. Search for the information in the Review Customer Account Details user interface.
- B. Apply, reverse, or process the receipt.
- C. Create an open debit memo.
- D. Search for open invoices on the Manage Transaction search page.

Answer: A

Question: 10

If AutoAccounting is set to derive accounting segments based on a standard line, the transaction line must be either _____ or _____. Otherwise, AutoAccounting cannot derive a valid account code combination for revenue recognition.

Identify the two values. (Choose two.)

- A. a standard memo line
- B. a purchasing item
- C. a credit memo line

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- D. an inventory item
- E. a debit memo line

Answer: A,D

Question: 11

What do you need to total in order to find the total transaction price for a customer contract that is calculated by Revenue Management?

- A. the extended SSP amounts for all performance obligations in the customer contract
- B. the SSP amounts for all performance obligations in the customer contract
- C. the selling price for all performance obligations in the customer contract
- D. the allocated amount for all performance obligations in the customer contract
- E. the billing amount for all performance obligations in the customer contract

Answer: E

Question: 12

How can a Collector assigned to a Customer modify a strategy that is assigned from the Collections Dashboard?

- A. A strategy is automatically assigned based on Scoring and cannot be manually assigned to a Customer by a Collector.
- B. Only a Collections Administrator can modify the strategy.
- C. The Collector can modify the strategy from the Profile > Strategies tab.
- D. The strategy can be modified from the Manage Customers page.

Answer: A

Question: 13

Which two determinant types are used in reference data assignment? (Choose two.)