

Samkit Infosystems Limited

G-Cloud Service definition document AR Supporting Documents Download

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The Service

Samkit's **AR Supporting Documents Download** is a software tool designed for organisations using **Oracle ERP Cloud (Fusion)** to securely extract and download Accounts Receivable (AR) supporting documents directly from their Oracle environment.

The service helps to retrieve documents such as supplier invoices attachment and expense report related to reimbursable Receivable invoice, supporting audit activities, financial reviews, and statutory compliance requirements. The tool provides structured access to AR documentation without altering or storing data outside the customer's environment.

The service operates using **read-only access** to Oracle ERP Cloud and does not host or retain customer data.

Levels of Data Backup, Restore & Disaster Recovery

- The service does not host or retain customer data.
- All AR supporting documents are extracted directly from the customer's Oracle ERP Cloud instance.
- Backup, restore, and disaster recovery remain the responsibility of the customer's IT and Oracle Cloud infrastructure.
- Samkit does not provide separate backup or disaster recovery services for this tool.

Onboarding and Offboarding Support

Onboarding

- Initial setup to establish secure connectivity with Oracle ERP Cloud.
- Secure configuration of read-only access to Oracle ERP Cloud AR modules.
- Validation of user permissions required to retrieve supporting documents.
- Initial guidance on document selection, download formats, and folder structures.

Offboarding

- The tool can be removed without dependency on Samkit systems.
- No customer data is retained by Samkit after service termination.
- All access credentials and permissions are fully controlled and revoked by the customer.

Service Constraints

- Requires an active Oracle ERP Cloud environment with AR Modules enabled.
- Requires appropriate user permissions to access AR transactions and associated attachments.
- Dependent on Oracle Cloud system availability and performance.
- The service provides document retrieval only and does not modify AR transactions or documents.

- Custom rule creation beyond standard checks may require separate agreement.

Service Levels (Performance, Availability, and Support Hours)

Application Availability

AR Supporting Documents Download is a client-side tool; its availability is dependent on the end user's system and Oracle Cloud service availability.

Samkit ensures availability of:

- License issuance
- Software downloads
- Latest application versions

Support Hours

Support is provided:

Monday–Friday, 9:00–17:00 UK Time
(excluding UK public holidays)

Support includes:

- Installation and configuration assistance
- Troubleshooting connection issues
- Functional guidance on using the tool
- Patch updates where required

After-Sales Support

After onboarding, Samkit provides:

- Email-based technical support
- Remote assistance where appropriate
- Access to updated releases
- Issue resolution and bug fixes
- Optional enhancement workshops (chargeable under SFIA if requested)

Support covers the application functionality only—not Oracle ERP Cloud configuration or data issues.

Technical Requirements

- Oracle ERP Cloud (Fusion) with Accounts Receivable modules
- Internet connectivity for secure API communication

- Windows-based workstation or server (recommended)
- User credentials with permission to access AR documents and attachments
- Standard file storage for downloaded documents

AR Supporting Documents Download operates entirely client-side; no Samkit infrastructure hosts customer data.

Outage and Maintenance Management

AR Supporting Documents Download does rely on Microsoft Azure hosted servers; therefore, if any platform outage occurs, Samkit will make sure to inform all clients about the same by using email. Samkit will ensure to follow up with hosting server support team for a quick resolution.

Samkit may occasionally release updates. These:

- Are shared with customers via email
- Do not force downtime
- Can be installed at a time chosen by the customer

Oracle Cloud outages or customer network outages may temporarily affect connectivity to the ERP system.

Hosting Options and Locations

- The service operates within the customer's environment.
- No hosting, processing, or storage of AR documents is provided by Samkit.
- All documents remain within customer-controlled infrastructure and locations.

Access to Data (Upon Exit)

All data retrieved using AR Supporting Documents Download is stored **locally** by the customer. Upon exit:

- All downloaded AR documents remain with the customer.
- Customers can export and retain documents at any time during service use.
- Samkit retains no customer data or access to documents after service termination.

Security

- Read-only access to Oracle ERP Cloud AR Data and attachments.
- No modification of customer data or system settings.
- Secure communication with Oracle APIs.
- Access is governed by customer-managed credentials and role permissions.
- Supports audit readiness and internal control requirements.

Customers are responsible for:

- Managing user access within Oracle ERP Cloud
- Ensuring secure endpoint policies on their local systems

Contact

Please contact us if you would like to know more about this service or any of our listings on G-Cloud.

Email: info@samkit.co.uk

As all of our G-Cloud enquiries initially come into a single contact, please remember to tell us: -

- Your name, your organisation name and contact details
- Which service you are enquiring about
- A synopsis of your requirements or the problems you need to address.