

Oracle® Order Entry / Shipping User's Guide

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Oracle® Order Entry / Shipping User's Guide
Release 11

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Preface

Welcome to the *Oracle® Order Entry/Shipping User's Guide, Release 11.*

This user's guide includes the information you need to work with Oracle Order Entry/Shipping effectively. It contains detailed information about the following:

- Overview and reference information
- Specific tasks you can accomplish using Oracle Order Entry/Shipping
- Oracle Order Entry/Shipping setup
- Oracle Order Entry/Shipping functions and features
- Oracle Order Entry/Shipping windows
- Oracle Order Entry/Shipping reports and processes

This preface explains how this user's guide is organized and introduces other sources of information that can help you.

About This User's Guide

This guide contains overviews as well as task and reference information about Oracle Order Entry/Shipping. This guide includes the following chapters:

- Chapter 1 describes how to set up Order Entry/Shipping.
Note: Implementation information and procedures are contained in this chapter.
- Chapter 2 explains how to use Order Entry/Shipping to enter and process orders and returns.
- Chapter 3 describes how to use Order Entry/Shipping to record the customer information you need to ship to, bill to, and collect from your customers accurately.
- Chapter 4 describes how to use the pricing tools and features in Order Entry/Shipping to create and maintain any number of price lists and discounts.
- Chapter 5 describes how to create departures and deliveries, pick release departures and deliveries, and ship confirm departures and deliveries.
- Chapter 6 explains the variety of flexible and easy-to-use reports that Order Entry/Shipping provides to help you improve productivity and increase control.
- Chapter 7 provides you with an explanation of Order Entry/Shipping processes.
- Chapter 8 provides you with an overview of Oracle Order Entry Transaction Manager and describes how to troubleshoot any problems that arise from installing and configuring the Oracle Order Entry Transaction Manager.
- The appendices provide you with complete navigation paths to all windows in Order Entry/Shipping, information on item attributes, a description of the flexfields that Order Entry/Shipping uses, information on predefined standard value rules, and an overview of how Order Entry/Shipping uses the Account Generator.

Audience for This Guide

This guide assumes you have a working knowledge of your business area's processes and tools. It also assumes you are familiar with Order Entry/Shipping. If you have never used Order Entry/Shipping, we suggest you attend one or more of the Order Entry/Shipping training classes available through World Wide Education. For more information about Order Entry/Shipping and Oracle training, see: Other Information Sources.

Do Not Use Database Tools to Modify Oracle Applications Data

Because Oracle Applications tables are interrelated, any change you make using Oracle Applications can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

Consequently, we **STRONGLY RECOMMEND** that you never use SQL*Plus or any other tool to modify Oracle Applications data unless otherwise instructed.

Other Information Sources

Here are some other ways you can increase your knowledge and understanding of Order Entry/Shipping.

Online Documentation

All Oracle Applications documentation is available online on CD-ROM, except for technical reference manuals. There are two online

formats, HyperText Markup Language (HTML) and Adobe Acrobat (PDF).

All user's guides are available in HTML, Acrobat, and paper. Technical reference manuals are available in paper only. Other documentation is available in Acrobat and paper.

The *content* of the documentation does not differ from format to format. There may be slight differences due to publication standards, but such differences do not affect content. For example, page numbers and screen shots are not included in HTML.

The HTML documentation is available from all Oracle Applications windows. Each window is programmed to start your web browser and open a specific, context-sensitive section. Once any section of the HTML documentation is open, you can navigate freely throughout all Oracle Applications documentation. The HTML documentation also ships with Oracle Information Navigator (if your national language supports this tool), which enables you to search for words and phrases throughout the documentation set.

Related User's Guides

Order Entry/Shipping shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other user's guides when you set up and use Order Entry/Shipping.

If you do not have the hardcopy versions of these manuals, you can read them online using the Applications Library icon or Help menu command.

Oracle Applications User's Guide

This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI) available with this release of Order Entry/Shipping (and any other Oracle Applications products). This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent processes.

You can access this user's guide online by choosing "Getting Started with Oracle Applications" from any Oracle Applications help file.

Oracle Applications Demonstration User's Guide

This guide documents the functional storyline and product flows for Global Computers, a fictional manufacturer of personal computers products and services. As well as including product overviews, the

book contains detailed discussions and examples across each of the major product flows. Tables, illustrations, and charts summarize key flows and data elements.

Oracle Bills of Material User's Guide

This guide describes how to create various bills of materials to maximize efficiency, improve quality and lower cost for the most sophisticated manufacturing environments. By detailing integrated product structures and processes, flexible product and process definition, and configuration management, this guide enables you to manage product details within and across multiple manufacturing sites.

Oracle Inventory User's Guide

This guide describes how to define items and item information, perform receiving and inventory transactions, maintain cost control, plan items, perform cycle counting and physical inventories, and set up Oracle Inventory.

Oracle Master Scheduling/MRP and Oracle Supply Chain Planning User's Guide

This guide describes how to anticipate and manage both supply and demand for your items. Using a variety of tools and techniques, you can create forecasts, load these forecasts into master production schedules, and plan your end-items and their component requirements. You can also execute the plan, releasing and rescheduling planning suggestions for discrete jobs and repetitive schedules.

Oracle Product Configurator User's Guide

This guide describes how to improve order taking and fulfillment productivity by eliminating errors in new sales orders and bills of materials. You can use Oracle Product Configurator to verify product configurations, automatically select configuration options, and generate manufacturing bills of materials according to configuration constraints.

Oracle Project Manufacturing User's Guide

This guide describes the unique set of features Oracle Project Manufacturing provides for a project-based manufacturing environment. Oracle Project Manufacturing can be tightly integrated

with Oracle Projects; however, in addition to Oracle Projects functionality, Oracle Project Manufacturing provides a comprehensive set of new features to support project sales management, project manufacturing costing, project manufacturing planning, project manufacturing execution and project quality management.

Oracle Purchasing User's Guide

This guide describes how to create and approve purchasing documents, including requisitions, different types of purchase orders, quotations, RFQs, and receipts. This guide also describes how to manage your supply base through agreements, sourcing rules and approved supplier lists. In addition, this guide explains how you can automatically create purchasing documents based on business rules through integration with Oracle Workflow technology, which automates many of the key procurement processes.

Oracle Service User's Guide

This guide describes how you can track service requests, maintain and repair customer products in your installed base, and bill your customers for services rendered. This guide also gives an overview of the workflows that Oracle Service provides.

Oracle Work in Process User's Guide

This guide describes how Oracle Work in Process provides a complete production management system. Specifically this guide describes how discrete, repetitive, assemble-to-order, project, flow, and mixed manufacturing environments are supported.

Oracle General Ledger User's Guide

This guide explains how to plan and define your chart of accounts, accounting period types and accounting calendar, functional currency, and set of books. It also describes how to define journal entry sources and categories so you can create journal entries for your general ledger. If you use multiple currencies, use this manual when you define additional rate types, and enter daily rates. This manual also includes complete information on implementing Budgetary Control.

Oracle Receivables User's Guide

Use this manual to learn how to implement flexible address formats for different countries. You can use flexible address formats in the suppliers, banks, invoices, and payments windows.

Oracle Workflow Guide

This manual explains how to define new workflow business processes as well as customize existing Oracle Applications–embedded workflow processes. You also use this guide to complete the setup steps necessary for any Oracle Applications product that includes workflow–enabled processes.

Reference Manuals

Oracle Automotive Implementation Manual

This manual describes the setup and implementation of the Oracle Applications used for the Oracle Automotive solution.

Oracle Manufacturing, Distribution, Sales and Service Open Interfaces Manual

This manual contains up–to–date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes open interfaces found in Oracle Manufacturing.

Oracle Applications Message Reference Manual

This manual describes all Oracle Applications messages. This manual is available in HTML format on the documentation CD–ROM for Release 11.

Oracle Project Manufacturing Implementation Manual

This manual describes the setup steps and implementation for Oracle Project Manufacturing.

Oracle Self–Service Web Applications Implementation Manual

This manual describes the setup steps for Oracle Self–Service Web Applications and the Web Applications dictionary.

Installation and System Administration

Oracle Alert User's Guide

This guide explains how to define periodic and event alerts to monitor the status of your Oracle Applications data.

Multiple Reporting Currencies in Oracle Applications

If you use the Multiple Reporting Currencies feature to record transactions in more than one currency, use this manual before implementing Order Entry/Shipping. This manual details additional steps and setup considerations for implementing Order Entry/Shipping with this feature.

Multiple Organizations in Oracle Applications

If you use the Oracle Applications Multiple Organization Support feature to use multiple sets of books for one Order Entry/Shipping installation, this guide describes all you need to know about setting up and using Order Entry/Shipping with this feature.

Oracle Applications Implementation Wizard User's Guide

If you are implementing more than one Oracle product, you can use the Oracle Applications Implementation Wizard to coordinate your setup activities. This guide describes how to use the wizard.

Oracle Applications Developer's Guide

This guide contains the coding standards followed by the Oracle Applications development staff. It describes the Oracle Application Object Library components needed to implement the Oracle Applications user interface described in the *Oracle Applications User Interface Standards*. It also provides information to help you build your custom Developer/2000 forms so that they integrate with Oracle Applications.

Oracle Applications Flexfields Guide

This guide provides flexfields planning, setup and reference information for the Order Entry/Shipping implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This manual also provides information on creating custom reports on flexfields data.

Oracle Applications Installation Manual for Windows Clients

This guide provides information you need to successfully install Oracle Financials, Oracle Public Sector Financials, Oracle Manufacturing, or Oracle Human Resources in your specific hardware and operating system software environment.

Oracle Applications Product Update Notes

If you are upgrading your Oracle Applications, refer to the product update notes appropriate to your update and product(s) to see summaries of new features as well as changes to database objects, profile options and seed data added for each new release.

Oracle Applications Upgrade Preparation Manual

This guide explains how to prepare your Oracle Applications products for an upgrade. It also contains information on completing the upgrade procedure for each product. Refer to this manual and the *Oracle Applications Installation Manual* when you plan to upgrade your products.

Oracle Applications System Administrator's Guide

This manual provides planning and reference information for the Order Entry/Shipping System Administrator.

Other Sources

Training

We offer a complete set of formal training courses to help you and your staff master Order Entry/Shipping and reach full productivity quickly. We organize these courses into functional learning paths, so you take only those courses appropriate to your job or area of responsibility.

You have a choice of educational environments. You can attend courses offered by Oracle Education Services at any one of our many Education Centers, or you can arrange for our trainers to teach at your facility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Order Entry/Shipping working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle8 server, and your hardware and software environment.

About Oracle

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 45 software modules for financial management, supply chain management, manufacturing, project systems, human resources and sales and service management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 140 countries around the world.

Thank You

Thank you for using Order Entry/Shipping and this user's guide.

We value your comments and feedback. At the end of this guide is a Reader's Comment Form you can use to explain what you like or dislike about Order Entry/Shipping or this user's guide. Mail your

comments to the following address or call us directly at (650) 506–7000.

Oracle Applications Documentation Manager
Oracle Corporation
500 Oracle Parkway
Redwood Shores, CA 94065
U.S.A.

Or, send electronic mail to **appsdoc@us.oracle.com**.

Setting Up

This chapter tells you everything you need to know about setting up Oracle Order Entry/Shipping.

Order Entry/Shipping provides several features that enable you to set up your system and begin processing order information. You must define business policies, such as how you classify your orders, as well as various control features.

Oracle Order Entry/Shipping Recommended Setup

Setup involves several phases, including setting up other integrated applications, which include Oracle General Ledger, Oracle Receivables, and Oracle Inventory. Some setup steps are optional, depending on whether you have the integrating applications installed and whether you use the associated feature. For example, if your business supports drop shipments, you should also set up Oracle Purchasing. If you sell models and kits, set up Oracle Bills of Material and Oracle Product Configurator.

If you are setting up Order Entry/Shipping without one of the integrating applications fully installed, Order Entry/Shipping provides the necessary windows or defaults for a stand-alone installation.

If you are using a multiple organization structure, your system administrator must change the *OE: Item Validation Organization* and *OE: Set of Books* profile options to be visible and updatable at the

responsibility level. These changes allow Order Entry /Shipping to default tax code and revenue account information correctly. See: *Setting Up, Multiple Organizations in Oracle Applications*.

Oracle Applications Implementation Wizard

If you are implementing more than one Oracle Applications product, you may want to use the Oracle Applications Implementation Wizard to coordinate your setup activities. The Implementation Wizard guides you through the setup steps for the applications you have installed, suggesting a logical sequence that satisfies cross-product implementation dependencies and reduces redundant setup steps. The Wizard also identifies steps that can be completed independently—by several teams working in parallel—to help you manage your implementation process most efficiently.

You can use the Implementation Wizard as a resource center to see a graphical overview of setup steps, read online help for a setup activity, and open the appropriate setup window. You can also document your implementation, for further reference and review, by using the Wizard to record comments for each step.

Set Up Oracle Applications Technology

The setup steps in this chapter tell you how to implement the parts of Oracle Applications specific to Oracle Order Entry/Shipping.

The Implementation Wizard guides you through the entire Oracle Applications setup, including system administration. However, if you do not use the Wizard, you need to complete several other setup steps, including:

- performing system-wide setup tasks such as configuring concurrent managers and printers
- managing data security, which includes setting up responsibilities to allow access to a specific set of business data and complete a specific set of transactions, and assigning individual users to one or more of these responsibilities

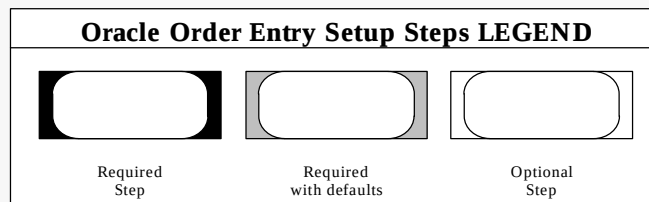
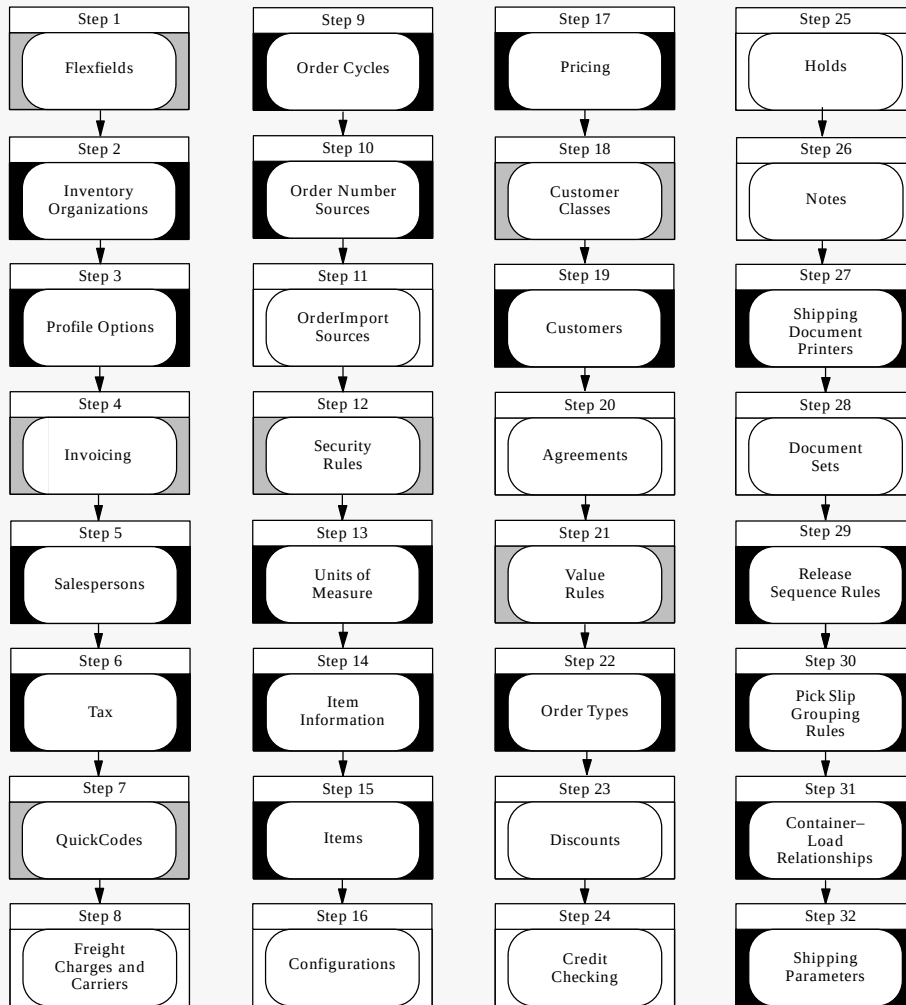
Also, if your product uses Oracle Workflow to, for example, manage the approval of business documents or to derive Accounting Flexfield values via the Account Generator, you need to set up Oracle Workflow.

See Also

Oracle Applications Implementation Wizard User's Guide

Setup Flow

While you can set up Order Entry/Shipping in many different ways, the following flow chart shows the order we recommend.



Step 1 Flexfields

Define key and descriptive flexfields to capture additional information about orders and transactions. See: Flexfields in Order Entry/Shipping: page C – 2.

Step 2 Inventory Organizations

Define inventory organizations (warehouses), organization parameters, subinventories, and picking rules in Oracle Inventory. See: Overview of Inventory Structure, *Oracle Inventory User's Guide* and Defining Picking Rules, *Oracle Inventory User's Guide*.

You must define at least one item validation organization and at least one organization that acts as an inventory source for orders fulfilled internally. If you plan to drop ship some orders, you must also define at least one logical organization for receiving purposes. Your item validation organization can be the same as your inventory source or your logical receiving organization, but you cannot use one organization for all three purposes. See: Drop-ship Order Flow: page 2 – 16.

Step 3 Profile Options

Define profile options to specify certain implementation parameters, processing options, and system options. See: Order Entry/Shipping Profile Options: page 1 – 10.

Step 4 Invoicing

Define Receivables invoicing information, including payment terms, invoicing and accounting rules, transaction types, AutoAccounting parameters, territories, and invoice sources. See the following topics in the *Oracle Receivables User's Guide* for more information: Payment Terms, Invoices with Rules, Transaction Types, AutoAccounting, Territories, and Invoice Batch Sources.

Step 5 Salespersons

Define information on your sales representatives. See: Salespersons, *Oracle Receivables User's Guide*.

Step 6 Tax

Define tax features, such as codes, rates, exceptions, and exemptions. See: Overview of Tax, *Oracle Receivables User's Guide*.

Step 7 QuickCodes

Define QuickCodes that provide custom values for many lists of values used throughout Order Entry / Shipping. See: Defining Order Entry / Shipping QuickCodes: page 1 – 23.

Step 8 Freight Charges and Carriers

Define freight charges and freight carriers to specify on orders. See: Defining Freight Charges: page 1 – 25 and Defining Freight Carriers, *Oracle Inventory User's Guide*.

Step 9 Order Cycles

Define order processing flows to meet different order type requirements. See: Defining Cycle Actions: page 1 – 54, Defining Cycle Results: page 1 – 56, Assigning Cycle Action Results: page 1 – 57, and Defining Order Cycles: page 1 – 59.

Step 10 Order Number Sources

Define order number sources for automatic numbering of orders. See: Defining Order Number Sources: page 1 – 62.

Step 11 OrderImport Sources

Define sources for importing orders into Order Entry / Shipping. See: Defining OrderImport Sources: page 1 – 64.

Step 12 Security Rules

Define security rules to prevent users from adding, updating, deleting, and cancelling order or return information beyond certain points in your order cycles. Use the rules Order Entry / Shipping provides, which prevent data integrity violations, or create your own. See: Defining Security Rules: page 1 – 72.

Step 13 Units of Measure

Define the units of measure in which you supply items. See: Defining Units of Measure, *Oracle Inventory User's Guide*.

- Step 14 Item Information**
- Define item information, including item attribute controls, categories, and statuses. See the following topics in the *Oracle Inventory User's Guide* for more information: Defining Item Attribute Controls, Defining Categories, and Defining Item Status Codes.
- Step 15 Items**
- Define the items that you sell, as well as container items. See: Overview of Item Setup and Control, *Oracle Inventory User's Guide*.
- Step 16 Configurations**
- Define the configurations that you sell. See: Creating a Bill of Material, *Oracle Bills of Material User's Guide*.
- Note:** Before you set up configurations, define the *OE: Included Item Freeze Method* profile option. See: Oracle Order Entry/Shipping Profile Options: page 1 – 10.
- Step 17 Pricing**
- Define price lists for each combination of item and unit of measure that you sell. Optionally, you can define pricing rules and parameters to add flexibility. See: Overview of Pricing: page 4 – 1 and Enabling Parameters: page 1 – 77.
- Step 18 Customer Classes**
- Define customer profile classes. See: Defining Customer Profile Classes, *Oracle Receivables User's Guide*.
- Step 19 Customers**
- Define information on your customers. See: Entering Customers, *Oracle Receivables User's Guide*.
- Step 20 Agreements**
- Define binding or non-binding customer agreements. You can assign pricing, accounting, invoicing, and payment terms to each agreement. See: Customer Agreements: page 3 – 3.

Step 21 Standard Value Rule Sets

Define standard value (defaulting) rules for order information to help you enter orders quickly and accurately. See: Defining Standard Value Rule Sets: page 1 – 86.

Step 22 Order Types

Define order types to classify orders and returns. For each order type, you can assign a default price list, standard value rule set, approval actions, payment terms, and freight terms. See: Defining Order Types: page 1 – 103.

Step 23 Discounts

Define discounts to allow price adjustments based on customer agreements, order types, purchase order numbers, specific products, or specific customers. Before you define discounts, enable your Pricing Attributes descriptive flexfield in the Enable Parameters window. See: Discounts: page 4 – 20.

Step 24 Credit Checking

Define your credit checking rules. See: Automatic Credit Checking of Orders: page 1 – 89, Defining Credit Check Rules: page 1 – 99, and Defining Sales Credit Types: page 1 – 102.

Step 25 Holds

Define automatic holds to apply to orders and returns. See: Defining Holds: page 1 – 108.

Step 26 Notes

Define standard documents to attach automatically to orders and returns. See: Defining Note Categories: page 1 – 111 and Defining Notes in Advance: page 1 – 114.

Step 27 Shipping Documents

Define groups of shipping documents that print automatically to specified printers when you confirm shipments. See: Choosing Printers for Shipping Documents: page 1 – 119 and Defining Document Sets: page 1 – 121.

Step 28 Release Sequence Rules

Define the order in which picking lines are released. See: Defining Release Sequence Rules: page 1 – 124.

Step 29 Release Rules

Define and save picking criteria that can be used when running Pick Release. See: Creating Release Rules: page 1 – 126.

Step 30 Pick Slip Grouping Rules

Define grouping rules to determine how released picking lines are grouped onto pick slips. See: Defining Pick Slip Grouping Rules: page 1 – 128.

Step 31 Container–Load Relationships

Define the relationship between container items and load items to specify which items can be contained within other items. See: Defining Container–Load Relationships: page 1 – 129.

Step 32 Shipping Parameters

Define default Shipping parameters. See: Defining Shipping Parameters: page 1 – 131.

Oracle Order Entry/Shipping Profile Options

During your implementation, you set a value for each profile option in Order Entry/Shipping to specify how Order Entry/Shipping controls access to and processes data.

Generally, your system administrator sets up and updates profile option values. The *Oracle Applications System Administration User's Guide* contains more information on profile options, including the internal names of each Order Entry/Shipping profile option.

Multi–Organization Setup

If you are using a multiple–organization structure, your system administrator must change the *OE: Item Validation Organization* and *OE: Set of Books* profile options to be visible and updatable at the responsibility level. These changes allow Order Entry/Shipping to default tax code and revenue account information correctly. See: *Setting Up, Multiple Organizations in Oracle Applications*.

Profile Option Settings

You can set or view the following profile options in Oracle Order Entry/Shipping. The table also includes some profile options from other applications that are used by Order Entry/Shipping.

Key	
✓	You can update the profile option.
–	You can view the profile option value but you cannot change it.

Profile Option	User	System Administrator				Requirements	
	User	User	Resp	App	Site	Required?	Default Value
AR: Use Invoice Accounting For Credit Memos	–	✓	✓	✓	✓	Required	No
BOM: Check for Duplicate Configuration	–				✓	Optional	No
BOM: Component Item Sequence Increment	✓	✓	✓	✓	✓	Optional	10

Table 1 – 1

Profile Option	User	System Administrator				Requirements	
	User	User	Resp	App	Site	Required?	Default Value
BOM: Default Bill of Material Levels	✓	✓	✓	✓	✓	Optional	1
Journals: Display Inverse Rate	✓	✓	✓	✓	✓	Optional	No
OE: Customer Relationships					✓	Optional	Yes
OE: Debug		✓	✓	✓	✓	Optional	No
OE: Debug Level	–	✓	✓	✓	✓	Optional	3
OE: Debug Trace		✓	✓	✓	✓	Optional	No
OE: Default Picking Document Set	✓	✓	✓	✓		Optional	Pick Release Documents
OE: Default RMA Status		✓	✓	✓		Optional	Entered
OE: Default Shipping Document Set	✓	✓	✓	✓		Optional	All Shipping Documents
OE: Discounting Privilege		✓	✓	✓		Optional	Full
OE: Force Valid Configurations		✓	✓	✓	✓	Optional	
OE: GSA Discount Violation Action					✓	Optional	Warning
OE: Immediate Inventory Update		✓	✓	✓		Optional	No
OE: Included Item Freeze Method					✓	Required	Booking
OE: Inventory Stock Location				✓		Required	
OE: Item Flexfield					✓	Required	
OE: Item Validation Organization					✓	Required	
OE: Item View Method	✓	✓	✓	✓		Required	Description
OE: Reservations					✓	Required	Yes
OE: Schedule Date Window	–	✓	✓	✓	✓	Optional	2
OE: Set of Books					✓	Required	
OE: Source Code					✓	Required	ORDER ENTRY
OE: Trans. Manager Debug Level		✓	✓	✓		Optional	
OE: Transaction Manager		✓	✓	✓	✓	Required	

Table 1 – 1

Profile Option	User	System Administrator				Requirements	
	User	User	Resp	App	Site	Required?	Default Value
OE: Tune for Large Number of Discounts				✓		Required	No
OE: Unit Price Precision Type					✓	Required	Standard
OE: Validate Option Line Item	—				✓	Required	Yes
OE: Validate Standard Line Item					✓	Required	Yes
OE: Verify GSA Violations					✓	Optional	No
OE: Weight Unit Of Measure Class	✓			✓		Optional	
RLA: Order Import Source	—					Optional	Automotive
SHP: Release Online Exception Report	—	✓	✓	✓	✓	Optional	
SHP: Release Online Pick Slip Report	—	✓	✓	✓	✓	Optional	
SHP: Release Single Orders Online	—	✓	✓	✓	✓	Optional	No
Tax: Allow Ad Hoc Tax Changes	—	✓	✓	✓	✓	Required	Yes
Tax: Allow Manual Tax Lines	—	✓	✓	✓	✓	Required	Yes
Tax: Allow Override of Customer Exemptions	—	✓	✓	✓	✓	Required	Yes
Tax: Allow Override of Tax Code	—	✓	✓	✓	✓	Required	Yes
Tax: Calculate tax on credit memos	—		✓	✓	✓	Optional	No
Tax: Inventory Item for Freight	—	✓	✓	✓	✓	Optional	
Tax: Invoice Freight as Revenue	—	✓	✓	✓	✓	Optional	No
Tax: Use Tax Vendor	—		✓	✓	✓	Required	No
WSH: Invoice Numbering Method	✓	✓			✓	Required	Automatic

Table 1 – 1

See Also

Bills of Material Profile Options, *Oracle Bills of Material User's Guide*

Common User Profile Options, *Oracle Applications User's Guide*

Overview of Receivables User Profile Options, *Oracle Receivables User's Guide*

Setting General Ledger Profile Options, *Oracle General Ledger User's Guide*

OE: Customer Relationships

Indicates whether Order Entry/Shipping honors customer relationships. (This profile option is currently used only in Order Entry/Shipping, and is not valid for any other Oracle Applications). Order Entry/Shipping honors customer relationships for agreements and commitments regardless of this profile option's setting.

<i>Yes</i>	Order Entry/Shipping honors customer relationships; for agreements, commitments, and ship-to and bill-to locations and contacts, you can only choose customer locations and contacts from among customers with defined relationships. (Default value)
<i>No</i>	Order Entry/Shipping does not restrict your selection of ship-to and bill-to locations and contacts in the Sales Orders window to related customers. Any active customer location or contact can be selected.

OE: Debug

Indicates whether debugging messages are displayed.

<i>Yes</i>	Display debug messages.
<i>No</i>	Do not display debug messages. (Default value)

OE: Debug Level

OE: Debug Trace

Indicates whether a trace file is created during the execution of a concurrent program. This profile option is used by Support as a tool to identify a problem with the code.

<i>Yes</i>	Display trace output of Order Entry/Shipping concurrent programs in log file.

No Do not display debug messages. (Default value)

OE: Default Picking Document Set

Specifies the default document set that is printed when you pick release a batch using the Release Sales Orders For Picking window. You can define custom document sets in the Define Document Sets window.

<i>Pick Release Documents</i>	Document set including all picking documents (Consolidated Pick Slip, Pick Slip, and Process Exception Report) defaults to the Document Set field in the Release Sales Orders For Picking window. (Default value)
<i>(User-defined values)</i>	You can define custom document sets in the Define Document Sets window.

OE: Default RMA Status

Allows you to provide a default Entry Status for the Returns window. User-defined entry statuses do not appear as options in this profile option.

<i>Entered</i>	When you create a new RMA, its status defaults to Entered. (Default value)
<i>Partial</i>	When you create a new RMA, its status defaults to Partial.

OE: Default Shipping Document Set

Specifies the default document set that is printed when you close a picking batch from the Confirm Shipments window. You can define custom document sets in the Define Document Sets window.

<i>All Shipping Documents</i>	Document set including all shipping documents (Bills of Lading, Commercial Invoice, Mailing Labels, and Pack Slip) defaults to the Document Set field in the Confirm Shipment window. (Default value)
<i>(User-defined values)</i>	You can define custom document sets in the Define Document Sets window.

OE: Discounting Privilege

Provides the option of controlling users' ability to apply discounts on an order or order line.

<i>Full</i>	Ability to apply any valid discount against an order or order line, as long as the order type of the order does not enforce list prices. (Default value)
<i>Non-Overridable Only</i>	Ability to apply only non-overridable discounts against an order or order line.
<i>None</i>	No ability to apply any discounts against an order or order line.
<i>Unlimited</i>	Ability to apply any valid discount against any order or order line, regardless of whether the order type of the order enforces list prices.

OE: Force Valid Configurations

When you attempt to add an invalid or incomplete configuration to a booked order, Order Entry/Shipping automatically places the Configuration Validation hold on your model line. This option's setting determines your ability to continue processing the order. Once the configuration becomes valid, Order Entry/Shipping releases the hold.

Though this profile option does not have a default value, if you do not select one, behavior reflects the *Yes* option.

<i>Yes</i>	You must enter all required components in a configuration for a booked order while in the Line Options window. You cannot save and proceed until all requirements have been satisfied.
<i>No</i>	The automatic hold prevents the model line from proceeding to the next cycle action.

OE: GSA Discount Violation Action

Indicates how you want the user notified when you define a discount that results in a item price less than the price on a GSA discount for the same price list.

<i>Error</i>	Prevent definition of discounts that result in GSA violations.
<i>Warning</i>	Permit the discount to be defined, but issue a message noting that the discount results in a selling price less than a GSA discount. (Default value)

OE: Immediate Inventory Update

Determines whether Update Shipping Information and Inventory Interface are run automatically when a pick slip or picking batch is closed.

<i>Yes</i>	Automatically runs the Update Shipping Information and Inventory Interface programs when the pick slip or picking batch is closed.
<i>No</i>	Does not automatically run Update Shipping Information and Inventory Interface when a pick slip or picking batch is closed. (Default value)

OE: Included Item Freeze Method

Controls the date and time Order Entry / Shipping uses to determine the included items for a configuration's bill of material.

<i>Booking</i>	Configuration freeze date and time are set at booking. Pick Release does not compare the order line schedule details to the bill of material and just uses the existing order line schedule details.
<i>Entry</i>	Configuration freeze date and time are set at order entry. Pick Release does not compare the order line schedule details to the bill of material and just uses the existing order line schedule details.
<i>Pick Release</i>	Configuration freeze date and time are set at pick release. If an order line is eligible, Pick Release reviews the bill of material and creates order line schedule details for all included items in the bill. If the order line was previously demanded or reserved, order line schedule details already exist for the included items. Pick Release compares the existing lines to the current bill. Pick Release adds or deletes order line schedule details to match the current structure of the bill. If an existing order line schedule detail is reserved but is no longer a valid included item in the bill, Pick Release unschedules and deletes it.
<i>(No value)</i>	Equivalent to Booking.

OE: Inventory Stock Location

Indicates the structure of the Oracle Inventory Stock Locator Flexfield used by Order Entry / Shipping in the Release Sales Orders For Picking and Confirm Shipment windows. This structure should be the same as

the structure defined in Oracle Inventory. This profile option must be set for the Confirm Shipment window and the Update Shipping Information program to function properly.

OE: Item Flexfield

Indicates the structure of the Item Flexfield (System Items) used by Order Entry/Shipping. This structure should be the same across all applications in the same database.

OE: Item Validation Organization

Indicates the Oracle Manufacturing organization against which items are validated. You must define all transactable items in this organization.

Note: Organization is synonymous with warehouse in Order Entry/Shipping.

Set the *OE: Item Validation Organization* profile at the site level for the inventory organization whose item master you want to use. This profile option indicates the organization that Order Entry/Shipping uses to validate items.



Warning: Do not change this profile option when you have open orders in your database.

OE: Item View Method

Allows you to specify how you want to view items in the Line Options windows.

<i>Concatenated Segment Values</i>	Indicates that you want to enter and view items by System Item Key Flexfield segment values. The Line Options window displays the System Item Key Flexfield concatenated segment value for an item in the Item field. The Item field list of values displays items by concatenated segment values.
<i>Description</i>	Indicates that you want to enter and view items by item description. The Line Options window displays item descriptions in the Item field. The Item field list of values displays items by description. (Default value)
<i>Concatenated Segment Values without Indentation</i>	Indicates that you want to enter and view items in the Line Options window by the System Item key flexfield segment values.

Description without Indentation Indicates that you want to enter and view items in the Line Options window by item description.

OE: Reservations

Indicates whether reservations are used in your installation of Order Entry / Shipping. On-line reservations are allowed in the Sales Orders and Schedule Orders windows. Pick release reserves quantities as the orders are picked.



Attention: You must set Reservations to Yes to use ATO functionality.



Warning: Do not change this profile option when you have open orders in your database.

Yes	Activate reservations in Order Entry / Shipping (Default value).
No	Inactivate reservations in Order Entry / Shipping.

OE: Schedule Date Window

Defines the number of days past the schedule date (including the schedule date) that the Demand Interface attempts to demand inventory. For example, if the schedule date for an order line detail is 9-NOV-96 and this profile option is set to 10, Order Entry / Shipping attempts to demand inventory from 9-NOV-96 to 18-NOV-96. If inventory is not available on 9-NOV-96 but a new shipment containing the requested items is expected on 12-NOV-96, Order Entry / Shipping demands the inventory and sets the schedule date on the order line detail to 12-NOV-96.

Note: There is no limit on the number of days you can define for the schedule date window. However, this window must be greater than or equal to 1. A brief window is recommended.

When demanding inventory for ship sets, ATO configurations, or Ship Model Complete PTO orders, inventory must be available for all items and options. If you demand inventory for an order containing a ship set using the above example, the schedule dates for all lines and line details in the ship set will be set to 12-NOV-96.



Attention: When demanding part of a ship set or Ship Model Complete PTO on-line, this profile option is ignored.



Attention: Pick Release ignores the value of this profile option.

OE: Set of Books

Identifies the set of books in which Order Entry/Shipping operates. This profile option is used to validate the Cost of Goods Sold Account created by the Inventory Interface. The set of books for all inventory organizations receiving transactions from Order Entry/Shipping must be the same.

OE: Source Code

Identifies the source code that Order Entry/Shipping passes to Oracle Inventory during scheduling. The source code should be defined as the third segment of the Sales Order Flexfield to guarantee that each transaction is unique.

(Default value) ORDER ENTRY

OE: Trans. Manager Debug Level

Determines what type of information you want listed in the diagnostics file for the Order Entry Transaction Manager. You can choose from the following options:

Bit Value/ Profile Option Value	Logging Enabled
1	All fields received from the client are printed to the log.
2	All fields sent to the client are printed to the log.
4	All buffer fields used by PL/SQL statements are printed to the log file before executing the statements.
16	The arguments to the user exits are logged.
32	All messages issued are written to the log file.
64	Logs miscellaneous actions.
4096	Time stamps are written to the log file.

Table A – 1

If you want to include multiple types of information in the diagnostics file, enter the sum of the bit values. For example, if you want to see all fields received from a client (bit value=1) and the arguments to the user exits (bit value=16) in the diagnostics file, enter 17 for the profile option.

OE: Transaction Manager

Specifies the Order Entry transaction manager to which you want to connect. See: Establishing a Network Connection: page 8 – 8.

OE: Tune for Large Number of Discounts

This profile option is only applicable if you use the Pricing Attributes descriptive flexfield and you have many discounts defined (for example, more than 1000).

Order Entry/Shipping performs a complex query the first time in a session that a user navigates to the Pricing Attributes field in the lines block of the Sales Orders or Returns window. This query checks to see which Pricing Attributes descriptive flexfield segments are enabled and are being used as parameters in any discounts you have defined. It may take an unacceptable amount of time for your users if you have many discounts defined, in which case you should set this profile option to Yes. In all other cases, you should leave this profile option as the default of No.

<i>No</i>	The complex query to check for used pricing attributes is run the first time in a session that the Sales Orders or Returns window is used. (Default value)
<i>Yes</i>	The complex query to check for used pricing attributes is not performed, and Order Entry/Shipping considers all Pricing Attributes Descriptive Flexfield segments as being used as parameters in any discounts you have defined. If any Pricing Attributes are entered for an order or return line, Order Entry/Shipping checks to see if they make the line eligible for any discounts.

OE: Unit Price Precision Type

Controls whether entry and display of unit prices are in either a currency's standard precision or its extended precision. Totals are always displayed in the standard precision of the currency.

<i>Extended</i>	Enter and display unit list and selling prices in a currency's extended precision.
<i>Standard</i>	Enter and display unit list and selling prices in a currency's standard precision. (Default value)



Attention: We recommend that you do not change this profile option from Extended to Standard if you ever want to access the orders and returns entered when the profile option was set

to Extended. If you change the option to Standard and you try to update or query orders entered when it was set to Extended, you receive an error message regarding the price precision.

OE: Validate Option Line Item

This profile option is used in conjunction with the Customer Orders Enabled Flag (in the Order Entry alternative region on the Master Item window in Oracle Inventory) to define whether an option item can be ordered and fulfilled from a warehouse. The following table shows the possible combinations.

OE: Validate Option Line Item	Customer Order Enabled Flag	Orderable as Option Item
Yes	No	No
Yes	Yes	Yes
No	Yes / No	Yes

Table A – 2

OE: Validate Standard Line Item

This profile option is used in conjunction with the Customer Orders Enabled Flag (in the Order Entry alternative region on the Master Item window in Oracle Inventory) to define whether a standard item can be ordered and fulfilled from a warehouse. The following table shows the possible combinations.

OE: Validate Standard Line Item	Customer Order Enabled Flag	Orderable as Standard Item
Yes	No	No
Yes	Yes	Yes
No	Yes / No	Yes

Table A – 3

OE: Verify GSA Violations

Indicates whether Order Entry should test for GSA violations. The evaluation is performed against all GSA discounts on the same price list as the order. Order lines with selling prices lower than the item's GSA selling price are in violation of GSA rules.

<i>Yes</i>	Test for GSA violations and place violating orders on hold.
<i>No</i>	Do not test for GSA violations. (Default value)

OE: Weight Unit Of Measure Class

Allows you to choose the unit of measure class for the weight units used in the Confirm Shipments window. If you do not enter a value for this profile option, the list of values for the Unit field on the Confirm Shipments window displays all units of measure that you have defined for your applications.

SHP: Release Online Exception Report

Specifies the name of the exception report created when you release orders on line. You can define a custom exception report or accept the default exception report. If you create a custom report, you must register the report and add the report to the document set feature in Order Entry / Shipping. You must set *SHP: Release Single Orders Online* to Yes for this profile option to work. This profile option can be seen and updated at the application and user levels.

SHP: Release Online Pick Slip Report

Specifies the name of the pick slip report created when you release orders on line. You can define a custom pick slip report or accept the default pick slip report. If you create a custom report, you must register the report and add the report to the document set feature in Order Entry / Shipping. You must set *SHP: Release Single Orders Online* to Yes for this profile option to work. This profile option can be seen and updated at the application and user levels.

SHP: Release Single Orders Online

Determines whether Pick Release Online can be used. This profile option must be set to Yes for Pick Release Online to work.

<i>Yes</i>	Enables Pick Release Online. (Default value)
<i>No</i>	Disables Pick Release Online.

WSH: Invoice Numbering Method

Determines how the invoice number is created in Oracle Receivables.

<i>Delivery Name</i>	The delivery name is used as the invoice number.
<i>Automatic</i>	AutoInvoice automatically creates the invoice number. (Default value)

Defining Order Entry/Shipping QuickCodes

You can create QuickCodes for Order Entry/Shipping. QuickCode types that you can define include:

- Agreement Types
- Cancellation Codes
- Credit Cards
- Freight Charges
- Freight Terms
- Hold Types
- Note Usage Formats
- Release Reasons
- Sales Channels
- Shipment Priorities

You can create as many QuickCodes as you require. You can also deactivate QuickCodes.

► To define QuickCodes:

1. Navigate to the Order Entry QuickCodes window.

Code	Meaning	From	To	Enabled
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐

2. Query the QuickCode Type for which you want to enter QuickCodes.
3. Enter a Code (descriptive name) and a Meaning (description) for the QuickCode.

If you want to define a freight charge type representing a duty on inventory items, you might enter 'Duty' in the Code field. The Meaning you define is used throughout Oracle Order Entry / Shipping when you choose this QuickCode. Be sure to make your Meanings clear and concise to ensure recognition and understanding.

4. Optionally, enter the effective dates for the QuickCode.
5. Check Enabled to activate the QuickCode.
Toggle Enabled off to deactivate the QuickCode.
6. Save your work.

See Also

Defining Receivables QuickCodes, *Oracle Receivables User's Guide*
QuickCodes, *Oracle Applications System Administrator's Guide*

Defining Freight Charges

You can define allowable freight charges and suggested amounts to assign shipments at shipping confirmation. You can add multiple freight charges to a shipment from the list of allowable freight charges and override the suggested freight amounts when you confirm shipments.

When you add freight charges at ship confirmation to a foreign currency order, you can use either your functional currency or the order's foreign currency. If you use your functional currency, Order Entry/Shipping converts the freight charges to the order currency when interfacing the transactions to Oracle Receivables.



Suggestion: You should define all your freight charges in your functional currency for uniformity. You can then modify the currency to match the order, and modify the amount on the Confirm Shipments window, as necessary.

Prerequisites

- Define your Freight Charges type QuickCodes. See: Defining Order Entry QuickCodes: page 1 – 23.

► To define freight charges:

1. Navigate to the Freight Charges window.

Name	Type	Currency	Amount	From	To

2. Enter a Name for the freight charge.
3. Enter the freight charge Type.
4. Enter the Currency to be used for the freight charge.

5. Enter the Amount for the freight charge.
You can change this amount during ship confirmation.
6. Optionally, enter Effective dates for the freight charge.
7. Save your work.

See Also

Overview of Delivery-based Ship Confirm: page 5 – 73

Order Cycles

You can control the steps required to process your orders from entry to shipping and invoicing using order cycles. Order cycles allow you to control each order's incremental progress so there is no risk in placing orders on-line before every exception has been approved. You can define as many different order cycles as required to meet both simple and complex sales order processing needs.

Order cycles allow all your orders to move automatically through the order process. As a result, you can enter and book orders sooner, allowing more departments to see demand earlier. Furthermore, since orders are on-line early, you have a more precise audit trail to clarify processing bottlenecks and to determine where and why order or order line cancellations occur in the process.

For more technical information regarding customizing order cycles to meet your business needs, see the *Oracle Order Entry/Shipping Technical Reference Manual*.

Order Cycles

Define order cycles to establish the activity that an order follows from initial entry through shipping and invoicing, or that a return follows from initial entry through receiving and crediting. You can define as many order cycles as your business requires.

Approval Actions

You can define manual approvals for greater control of your operations. You can approve product configurations, pricing discounts, export clearance, or release of beta products. You can place approvals anywhere within an order cycle to ensure proper validation of order activity, except between pick release and ship confirmation for orders. Each order cycle can contain multiple approvals.

On-line Approval

You maintain maximum control on the exact orders, returns, order lines, and return lines receiving approval. You can view, select, and approve everything awaiting approval.

Order and Line Actions

You can define and utilize both order and return actions and order and return line actions. Order actions ensure that the order functions as a

single entity. For example, you can perform an offline engineering review for an entire order, or you can prevent an entire order from releasing for shipping until it receives approval. Order line actions, on the other hand, allow individual lines to be processed independently so a single order or return can have lines at different actions simultaneously. For example, one line may be awaiting approval, while another has been approved to ship immediately. Also, non-shippable lines can progress directly to invoicing, while shippable lines can follow a standard picking and shipping cycle.

On-line Status

Order Entry / Shipping's on-line inquiry capability lets you review the status of an order or return. Use this feature to obtain up-to-date information regarding the activity an order, return, order line, or return line is currently eligible to perform as well as a comprehensive history of completed activity.

Order Cycle Reporting

Use the Order Cycle Listing to report on all defined order cycles to determine the optimum order cycle for each of your order types. Use the Order Cycle Picture Report to verify movement of orders through their appropriate cycle actions.

Closing Orders

Order Entry / Shipping automatically closes orders that have progressed through and successfully completed their order cycles when you submit the Close Orders program. An order line or return line closes when it completes all of the line-level actions within the cycle. An order, on the other hand, closes when it completes all of the order-level actions within its cycle and all of its lines close.



Attention: Be sure to include the standard actions of Complete Line and Complete Order at the end of all your order cycles to ensure that your orders and returns close once all prerequisites have been met.

By automatically closing complete orders and returns, Order Entry / Shipping improves performance since queries in most windows retrieve only open orders and returns. Also, many Order Entry / Shipping standard reports do not include closed orders and returns, so you can limit your reporting to active orders and returns.

Assigning an Order Cycle to an Order Type

Assign an order cycle to an order type to make an order cycle available to sales orders, internal sales orders, service orders, or returns. When you specify an order type for a sales order, internal sales order, or return, that order type determines the order cycle used. This allows you to specify different approvals and order processes for each of your order types.

See Also

Actions and Results: page 1 – 29

How Existing Orders are Affected by Order Cycle Modifications: page 1 – 36

Order Cycle Tips: page 1 – 37

Sample Order Cycles: page 1 – 38

Actions and Results

Order cycles are composed of distinct cycle actions. A cycle action indicates a processing step such as entering the order, reviewing the order for legal approval, or pick releasing the order. Cycle actions produce specific results; for example, the action of entering the order can result in the order being partially entered or being booked.

To create an order cycle, you link the cycle actions together in a sequence. You use the results of a cycle action to indicate when an order should proceed to the next cycle action in the order cycle. For example, your order cycle specifies first entering an order then pick releasing the order. The order should only proceed to Pick Release after the order is booked. The prerequisite for Pick Release in this cycle is the cycle action of Enter with a result of Booked. Order Entry/Shipping provides some standard cycle actions and results. You can define others to meet your business needs. You determine the sequence of the steps for your order cycles by designating specific results as prerequisites for each cycle action. See: Defining Cycle Actions: page 1 – 54 and Defining Order Cycles: page 1 – 59

Standard Actions

<i>Enter</i>	Enters the order in the system. This is always the first action in any order cycle.

<i>Demand Interface</i>	Updates Oracle Inventory with a demand request for the items on orders when demand is not done on-line.
<i>Purchase Release</i>	Passes drop-ship order lines to Oracle Purchasing for generation of purchase requisitions.
<i>Manufacturing Release</i>	Releases orders to Manufacturing for assembly of either a unique ATO configuration or a standard ATO item.
<i>Pick Release</i>	Releases order lines for picking.
<i>Ship Confirm</i>	Confirms actual shipments after picking.
<i>Backorder Release</i>	Releases backordered order lines for picking.
<i>Receivables Interface</i>	Passes order lines to Oracle Receivables for billing.
<i>Inventory Interface</i>	Passes order lines to Oracle Inventory to update quantity shipped.
<i>RMA Interface</i>	Passes Return Material Authorization information between Order Entry/Shipping and Oracle Inventory to communicate authorized and received quantities of a return.
<i>Cancel Order</i>	Indicates the entire order or return has been cancelled.
<i>Cancel Line</i>	Indicates the order line or return line has been cancelled.
<i>Complete Line</i>	Closes the order line or return line for further processing after it has completed all of its cycle actions.
<i>Complete Order</i>	Closes the order or return for further processing after it has completed all of its cycle actions and all of its lines are complete.

Standard Results

Order Entry/Shipping also provides standard results for each of these actions. Refer to the following table for an explanation of the results of each action. You can add results for the Enter action to indicate different states for an unbooked order. The cycle actions Manufacturing Release and Demand Interface are the only standard cycle actions which can process unbooked orders. All other standard actions require the order to be booked as well as meet explicit cycle prerequisites before processing can begin. You cannot add results for

any other standard cycle actions, since the programs that perform these actions only return the standard results.

Several actions have a result of Not Applicable, which is automatically achieved when a cycle action determines that an action is not necessary for an item on an order or return line because of item attributes. For example, a non-shippable item does not need to be pick released.



Attention: If you are using an order cycle for non-shippable items that includes Pick Release and Ship Confirm, then the initial result for those programs is Eligible. Order Entry/Shipping changes the result for Pick Release to Not Applicable and Ship Confirm to Eligible when you run Pick Release on the order or order line. The next time you run the Update Shipping Information program, Order Entry/Shipping changes the Ship Confirm result to Not Applicable as well. The next cycle action(s) in the order cycle will then have a result of Eligible.



Attention: Order Entry/Shipping automatically handles a result of Not Applicable. When a line receives a result of Not Applicable for a cycle action, it immediately becomes eligible for the next action in its order cycle. For example, if Receivables Interface – Interfaced to Receivables is a prerequisite for Complete Line and the order line receives a result of Receivables Interface – Not Applicable, it becomes automatically eligible for Complete Line.

Cycle Action	Results	Meaning
Backorder Release	Released	Released the order line from backorder status for picking.
Cancel Line*	Cancelled	Cancelled the entire quantity of the line.
	Partial	Cancelled a portion of the line.
Cancel Order*	Cancelled	Cancelled the entire order.
Complete Order	Closed	The order is closed.
Complete Line	Closed	The line is closed.

Table 1 – 2

Cycle Action	Results	Meaning
Demand Interface	Interfaced	Placed demand for the full quantity of the line.
	Partial	Placed demand for a partial quantity of a line with multiple schedule details.
	Not Applicable	Demand is not placed for items with the OE Transactable item attribute set to No.
Enter	Entered	Completely entered the order, but it is not yet ready to be booked.
	Partial	Entered some of the order, but it is still incomplete.
	Booked	Booked the order, it is ready to proceed through the order cycle.
Inventory Interface	Interfaced	The order line has been successfully interfaced with Oracle Inventory.
	Partial	Interfaced only part of the order line with Oracle Inventory.
	Interface Error	Order Entry /Shipping could not interface the order line with Oracle Inventory.
	Not Applicable	Items with the OE Transactable item attribute set to No do not interface to Inventory.

Table 1 – 2

Cycle Action	Results	Meaning
Manufacturing Release	Released	Order Entry / Shipping has released the order line to Manufacturing so that Bills of Material and Work in Process can see that there is a ATO model demanded, and they can respond appropriately.
	Configuration Created	Oracle Bills of Material has created the configuration.
	Work Order Opened	Oracle Work In Process has opened the work order for the line.
	Work Order Partially Completed†	Oracle Work In Process has partially completed the work order for the line.
	Work Order Completed†	Oracle Work In Process has successfully completed the work order for the line.
	Not Applicable	Non-ATO items or configurations bypass Manufacturing Release.
Pick Release	Partial	An order line has multiple schedule details and at least one of the schedule details has been released and at least one of the schedule details has not been released.
	Released	All schedule details for an order have been released. Schedule details can be released when you autbackorder all picking lines, release a partial quantity of a picking line, or release the full quantity of a picking line.
	Not Applicable	Items with the Shippable Item item attribute set to No bypass Pick Release.

Table 1 – 2

Cycle Action	Results	Meaning
Purchase Release	Interfaced	The order line has been interfaced successfully with Oracle Purchasing.
	Partial	Oracle Purchasing has recorded receipt for a partial quantity of the order line.
	Confirmed	Oracle Purchasing has recorded receipt for the complete quantity of the order line.
	Not Applicable	Lines with a Source Type other than External do not interface to Purchasing.
RMA Interface	Interfaced	Successfully interfaced the return line with Oracle Inventory.
	Partially Accepted	Some of the items being returned have been accepted into a subinventory.
	Completely Accepted	All of the items being returned have been accepted into a subinventory.
	Not Applicable	Items with the Shippable Item item attribute set to No do not interface to Inventory for receipt.
Receivables Interface	Interfaced to Receivables	Successfully interfaced the order line with Oracle Receivables.
	Partial	Interfaced only part of the order line with Oracle Receivables.
	Not Applicable	Items with the Invoice Enabled item attribute set to No do not interface to Receivables.

Table 1 – 2

Cycle Action	Results	Meaning
Ship Confirm	Backordered–Partial	Confirmed a portion of the requested quantity in Ship Confirm and backordered the remaining requested quantity.
	Partial	Released a portion of the ordered quantity in Pick Release and confirmed the entire requested quantity in Ship Confirm.
	Backordered–Complete	Backordered the entire requested quantity in Ship Confirm.
	Confirmed	Released the entire ordered quantity in Pick Release and confirmed the entire requested quantity in Ship Confirm.
	Not Applicable	Items with the Shippable Item item attribute set to No bypass Ship Confirm.
* Denotes cycle actions that are not required in any order cycle. Order Entry / Shipping automatically updates orders and order lines with these statuses when you perform a cancellation. † Denotes the only possible results for Manufacturing Release that you can use as prerequisites for any cycle action.		

Table 1 – 2

User Cycle Actions

You can define your own cycle actions and results to create customized order cycles that meet your specific business needs. For example, you may wish to process an export approval before releasing international orders for shipment. User cycle actions can be approval actions, which you can approve on–line in the Find Order and Line Approvals window. You can also approve approval actions through customized on–line or batch programs, or you can create non–approval steps to trigger customized on–line or batch programs. The *Oracle Order Entry/Shipping Technical Reference Manual* provides more detail on user exits that facilitate integrating customized on–line and batch programs with order cycles.

Cycle Results

The Cycle Results window displays whether or not any of the predefined cycle results are appropriate for your new cycle action. If they are not, you can use this window to add your own cycle results. See: Defining Cycle Results: page 1 – 56

Assign Results to Cycle Actions

Link your newly defined cycle actions and results in the Cycle Action Results window. Action–Result relationships defined on this window appear as options in the Order Cycles window. Once you have assigned results to cycle actions, you can use your cycle actions and results to build an order cycle. See: Assigning Cycle Action Results: page 1 – 57

See Also

Order Cycles: page 1 – 27

How Existing Orders are Affected by Order Cycle Modifications

When you modify an order cycle, existing orders that use that cycle are subject to your changes as soon as Order Entry/Shipping processes the orders.

If you add a cycle action or result and it is now a prerequisite for another step, orders formerly eligible for the step that requires the new cycle action as a prerequisite must process through the new cycle action. For example, say you modify an order cycle to add a cycle action called Export Approval between the Enter and Pick Release cycle actions. Export Approval is now a prerequisite for Pick Release. Orders that were eligible for Pick Release before your cycle modification are now eligible for Export Approval. Orders that were already pick released before the modification remain unchanged after the modification. Orders that had not yet passed the Enter cycle action now proceed to the Export Approval cycle action upon booking.

If you delete a cycle action or result and it is no longer a prerequisite for other steps, orders formerly eligible for the deleted step are no longer required to process through the deleted step and can proceed according to the new cycle action prerequisites. For example, an order cycle has a Legal Review approval action between the Enter and Pick Release cycle actions, and you delete the Legal Review cycle action.

The orders that were formerly eligible for Legal Review now become eligible for Pick Release and do not have to process through Legal Review.

See Also

Order Cycles: page 1 – 27

Order Cycle Tips

Line-level cycle actions allow the individual lines of an order or return to move through the order cycle independently of each other. Pick Release is an example of a line-level action. Order-level cycle actions require all lines on an order or return to move through the order cycle together. Enter is an example of a order-level action. When you book an order, all lines on the order receive the result Booked. A line-level action cannot be the prerequisite to an order-level action. You can query cycle actions in the Cycle Actions window and look at the Level field to determine whether an action is line- or order-level. You have the option of creating order- or line-level approval cycle actions. All standard cycle actions, except for Enter, Cancel Order, and Complete Order, are line-level actions. In a typical order cycle without approvals, the first line-level action is Pick Release. This means that you cannot have order-level approvals after the Pick Release cycle action.

If you are processing orders that have already shipped to your customer or that are sourced to an external supplier, your order cycle will not contain Pick Release and Ship Confirm. You may still have a need to update inventory balances and/or bill the customer, however. You can create a cycle in which Inventory Interface and/or Receivables Interface directly follow the Enter cycle action. In this case, since there is no "shipped" quantity to interface, the entire quantity of an order line is interfaced. The Inventory Interface also honors schedule details specified during order entry. If you have items under subinventory, lot, or revision control, these must be specified in the item details before running the Inventory Interface. Items under location or serial number control require Pick Release and Ship Confirm before the Inventory Interface.

Before putting your new order cycle into full production, try processing one order through the entire cycle. Use the View Orders window to monitor the order through its cycle actions to ensure you see the results

you expect. If you encounter any problems, you can correct your order cycle and begin again. If you complete a cycle action and your order does not appear as eligible for the next cycle action, this is an indication that there is a problem with your order cycle. Some common reasons for problems with cycles are that a cycle action is not listed as a prerequisite for any subsequent cycle actions, or a cycle action's prerequisite is not a cycle action included in the order cycle.



Attention: *Purchase Release: Not Applicable* is a non-passing result. Lines with this status do not automatically pass to the next cycle action in your order cycle. You must explicitly define this status as a prerequisite for the next cycle action.

See Also

Order Cycles: page 1 – 27

Overview of Processes: page 7 – 1

Sample Order Cycles

The order cycles described here are samples intended to help you define your own order cycles. Before creating your order cycles, you should clearly outline your company policies regarding backordering, shipping, invoicing, and so on.

Sample Cycle I: Shipping, Backordering, and Mandatory Review

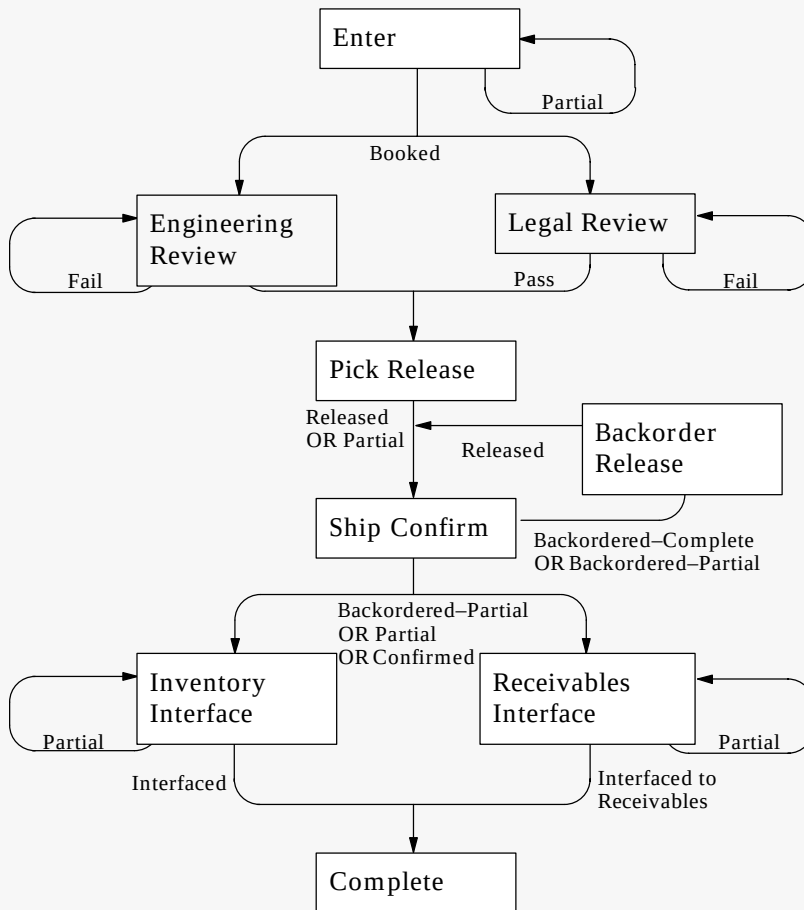
Use this order cycle for orders involving product shipment. This cycle allows you to backorder lines that ship either partially or not at all. When you include the action of Backorder Release, Order Entry/Shipping automatically manages your backorders. This cycle also includes mandatory engineering and legal approvals, which can occur in any order. In this cycle, orders do not advance to Pick Release until they pass Engineering Review and Legal Review. The following table depicts the order cycle definition from the Order Cycles window, while the flowchart provides a visual representation of this sample order cycle.

Sample Cycle I: Shipping, Backordering, and Mandatory Review		
Cycle Action	Prerequisite	
	Action	Result
Enter		
Engineering Review	Enter	Booked
Legal Review	Enter	Booked
Pick Release	Engineering Review AND Legal Review	Pass Pass
Ship Confirm	Pick Release OR Pick Release OR Backorder Release	Released Partial Released
Backorder Release	Ship Confirm OR Ship Confirm	Backordered–Complete Backordered–Partial
Inventory Interface	Ship Confirm OR Ship Confirm OR Ship Confirm	Confirmed Partial Backordered–Partial
Receivables Interface	Ship Confirm OR Ship Confirm OR Ship Confirm	Confirmed Partial Backordered–Partial
Complete Line	Receivables Interface AND Inventory Interface	Interfaced to Receivables Interfaced
Complete Order	Legal Review AND Engineering Review	Pass Pass

Table 1 – 3

Figure 1 – 1

Sample Cycle I: Shipping, Backordering, and Mandatory Review



LEGEND	
	Standard Action
	User – Defined Action

Sample Cycle II: Shipping, Backordering, and Optional Review

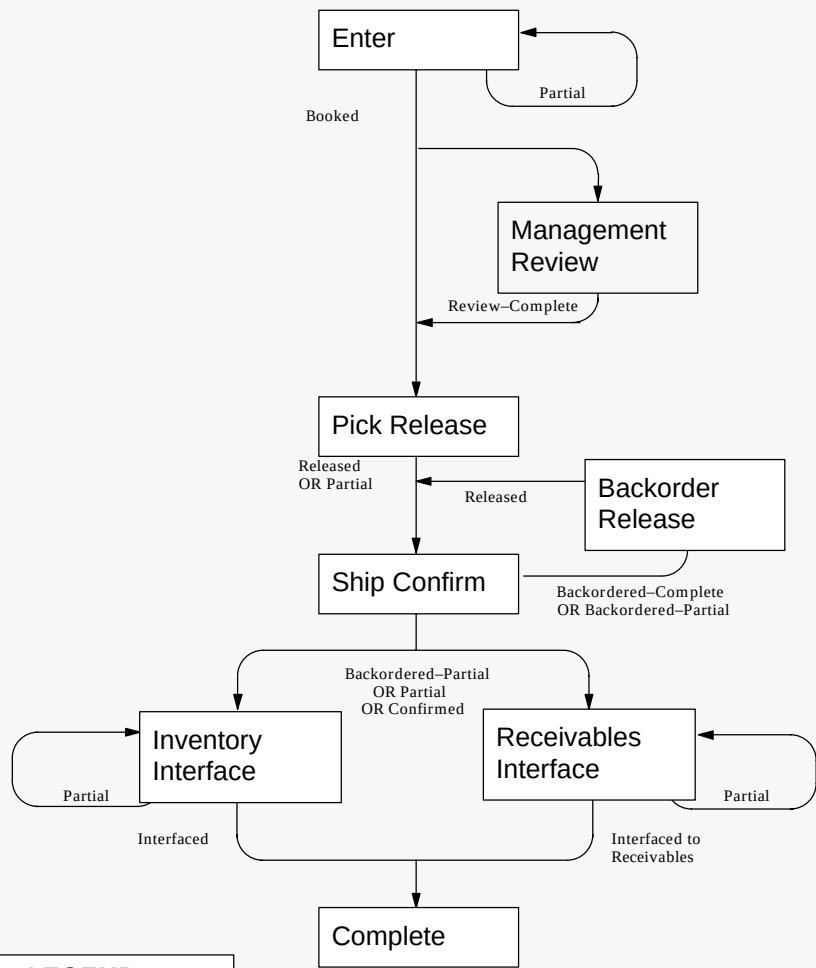
Use this order cycle for orders involving product shipment. This cycle is similar to Sample Cycle I, but with a different approval process. In this cycle, orders can be released and shipped at any time after being booked. Management wants the ability to spot-check orders and have an audit trail of which orders were reviewed, so a Management Review may or may not occur before Pick Release. The following table depicts the order cycle definition from the Order Cycles window, while the flowchart provides a visual representation of this sample order cycle.

Sample Cycle II: Shipping, Backordering, and Optional Review		
Cycle Action	Prerequisite	
	Action	Result
Enter		
Management Review	Enter	Booked
Pick Release	Enter OR Management Review	Booked Review–Complete
Ship Confirm	Pick Release OR Pick Release OR Backorder Release	Released Partial Released
Backorder Release	Ship Confirm OR Ship Confirm	Backordered–Complete Backordered–Partial
Inventory Interface	Ship Confirm OR Ship Confirm OR Ship Confirm	Confirmed Partial Backordered–Partial
Receivables Interface	Ship Confirm OR Ship Confirm OR Ship Confirm	Confirmed Partial Backordered–Partial
Complete Line	Receivables Interface AND Inventory Interface	Interfaced to Receivables Interfaced
Complete Order	Enter	Booked

Table 1 – 4

Figure 1 – 2

**Sample Cycle II: Shipping,
Backordering, and Optional Review**



LEGEND	
	Standard Action
	User – Defined Action

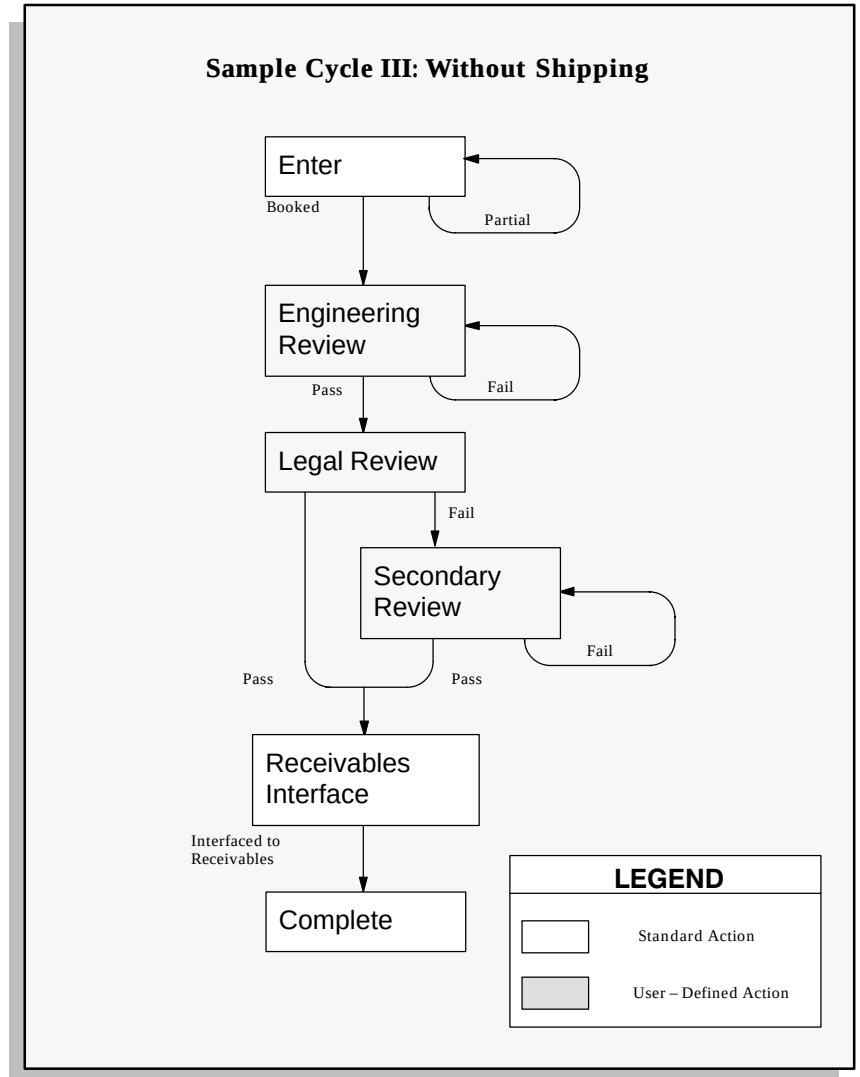
Sample Cycle III: Without Shipping

Use this order cycle for orders that do not involve product shipment. Typical examples include invoice-only orders and sales where products have already shipped. This cycle contains an Engineering Review and a Legal Review that must occur sequentially. If Legal Review fails, an order must pass the Secondary Review before the Receivables Interface can occur. Since the Receivables Interface is not preceded by Pick Release and Ship Confirm, there is no "shipped" quantity to interface. Therefore, when a line is eligible to interface to Receivables, the entire order quantity of the line is invoiced. The following table depicts the order cycle definition from the Order Cycles window, while the flowchart provides a visual representation of this sample order cycle.

Sample Cycle III: Without Shipping		
Cycle Action	Prerequisite	
	Action	Result
Enter		
Engineering Review	Enter	Booked
Legal Review	Engineering Review	Pass
Secondary Review	Legal Review	Fail
Receivables Interface	Secondary Review	Pass
	OR Legal Review	Pass
Complete Line	Receivables Interface	Interfaced to Receivables
Complete Order	Enter	Booked

Table 1 – 5

Figure 1 – 3



Sample Cycle IV: Drop–Ship Order

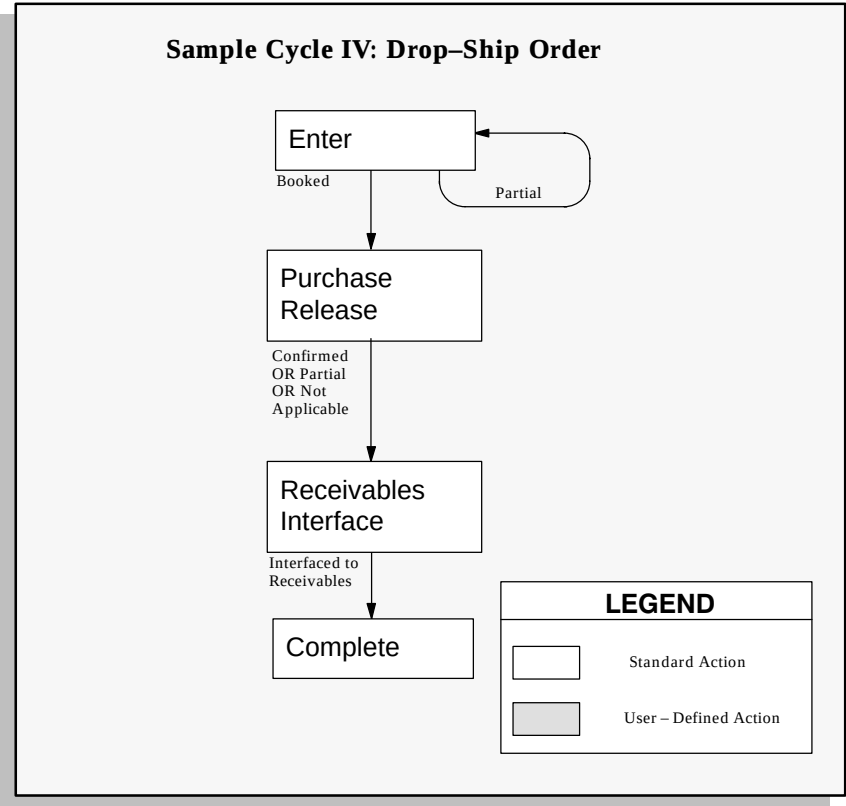
Use this order cycle for orders with lines that require external sourcing. Externally sourced lines can be fulfilled by a direct shipment from your supplier to your customer. For drop–ship lines, the Purchase Release cycle action replaces Pick Release, Ship Confirm, and Inventory Interface because your business does not ship the ordered items. Purchase Release passes information for eligible lines to Oracle

Purchasing in order to create a purchase requisition for your supplier. The following table depicts the order cycle definition from the Order Cycles window, while the flowchart provides a visual representation of this sample order cycle.

Sample Cycle IV: Drop-Ship Order		
Cycle Action	Prerequisite	
	Action	Result
Enter		
Purchase Release	Enter	Booked
Receivables Interface	Purchase Release OR Purchase Release OR Purchase Release	Confirmed Partial Not Applicable
Complete Line	Receivables Interface	Interfaced to Receivables
Complete Order	Enter	Booked

Table 1 – 6

Figure 1 – 4



Attention: The above example works for orders that are completely drop-shipped. If your business drop ships some lines on an order and sources other lines internally, you must create a different order cycle that handles both conditions. Such an order cycle would include the Purchase Release, Pick Release, Ship Confirm, and Inventory Interface cycle actions with appropriate prerequisites, as shown in the following table.

Sample Cycle IVa: Combination Order		
Cycle Action	Prerequisite	
	Action	Result
Enter		
Pick Release	Enter	Booked
Purchase Release	Enter	Booked
Ship Confirm	Pick Release OR Pick Release	Released Partial
Inventory Interface	Ship Confirm OR Ship Confirm	Confirmed Partial
Receivables Interface	Purchase Release OR Purchase Release OR Ship Confirm OR Ship Confirm	Confirmed Partial Confirmed Partial
Complete Line	Receivables Interface AND Inventory Interface	Interfaced to Receivables Interfaced
Complete Order	Enter	Booked

Table 1 – 7

Sample Cycle V: Return with Receipt and Credit

Use this order cycle for returns that require receipt of goods in Oracle Inventory and that issue credits after returned goods have been accepted. This cycle issues credits as customers return partial amounts of the authorized goods because the prerequisite for the Receivables Interface includes RMA Interface – Partially Accepted. Whenever any amount of goods is accepted into Oracle Inventory, the Receivables Interface creates a partial credit for that amount. The prerequisite for the Receivables Interface also includes RMA Interface – Completely Accepted, so the cycle creates a credit when you accept the complete quantity in Oracle Inventory at one time. You can change the prerequisite for the Receivables Interface to include only RMA Interface

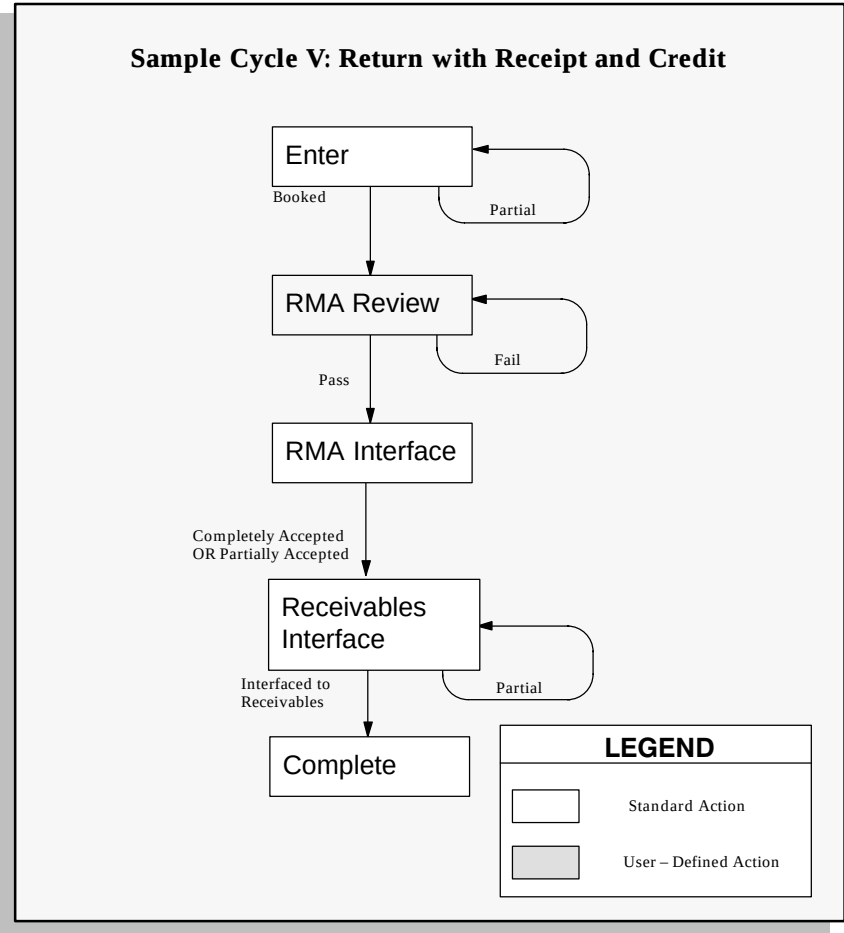
– Completely Accepted, so that the cycle requires a customer to return all authorized goods and waits to issue a credit until the goods are accepted.

This cycle includes an RMA Review to demonstrate that approval actions may be used in order cycles for returns as well as sales orders. A review step is especially important if you receive a returned drop-shipped item, then pass the item to your supplier. In this case, you may want to add another review or approval cycle action immediately before the Receivables Interface, to enable you to verify that the supplier has accepted the item before you issue a credit. The following table depicts the order cycle definition from the Order Cycles window, while the flowchart provides a visual representation of this sample order cycle.

Sample Cycle V: Return with Receipt and Credit		
Cycle Action	Prerequisite	
	Action	Result
Enter		
RMA Review	Enter	Booked
RMA Interface	RMA Review	Pass
Receivables Interface	RMA Interface OR RMA Interface	Completely Accepted Partially Accepted
Complete Line	Receivables Interface	Interfaced to Receivables
Complete Order	Enter	Booked

Table 1 – 8

Figure 1 – 5



Sample Cycle VI: Return with Receipt and No Credit

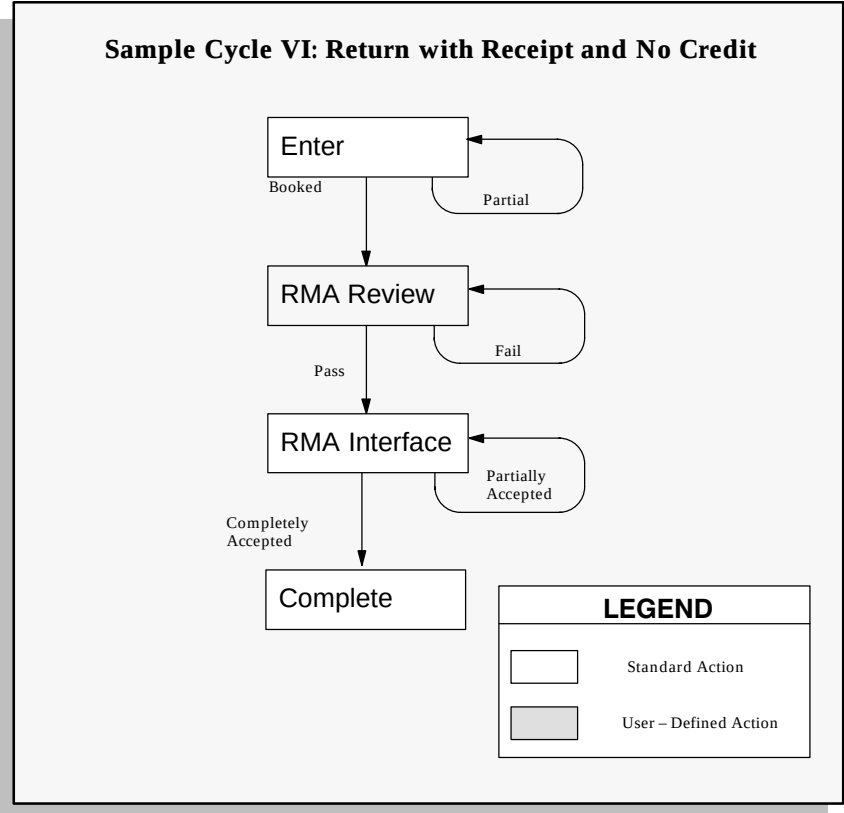
Use this order cycle for returns that require receipt of goods in Oracle Inventory but do not issue credits, such as returns for repair. To change such a cycle to issue credits, simply add the Receivables Interface action to the order cycle and add and modify the appropriate prerequisites.

The following table depicts the order cycle definition from the Order Cycles window, while the flowchart provides a visual representation of this sample order cycle.

Sample Cycle VI: Return with Receipt and No Credit		
Cycle Action	Prerequisite	
	Action	Result
Enter		
RMA Review	Enter	Booked
RMA Interface	RMA Review	Pass
Complete Line	RMA Interface	Completely Accepted
Complete Order	Enter	Booked

Table 1 – 9

Figure 1 – 6



Sample Cycle VII: Return with Credit Only

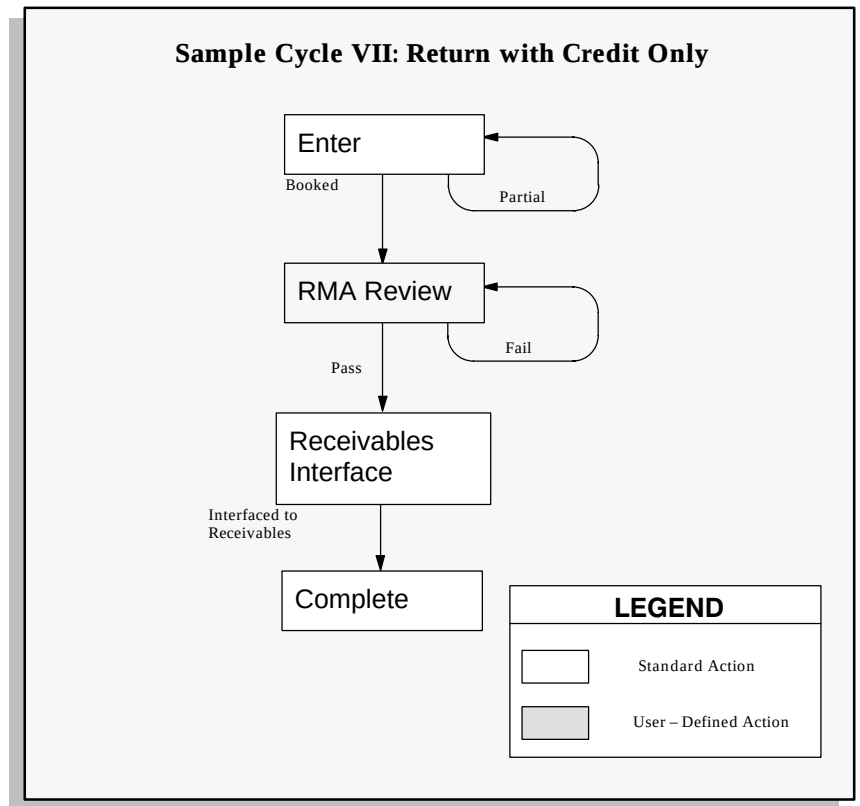
Use this order cycle for returns that do not require receipt of goods in Oracle Inventory before issuing credits. Since the Receivables Interface is not preceded by the RMA Interface, there is no "received" quantity to interface. Therefore, when a line is eligible to interface to Receivables, the entire return quantity of the line is credited.

If your return is for a drop-ship order and is shipped directly to your supplier, the approval step in this cycle allows you to verify that the supplier has received and accepted the returned item before you credit your customer. The following table depicts the order cycle definition from the Order Cycles window, while the flowchart provides a visual representation of this sample order cycle.

Sample Cycle VII: Return with Credit only		
Cycle Action	Prerequisite	
	Action	Result
Enter		
RMA Review	Enter	Booked
Receivables Interface	RMA Review	Pass
Complete Line	Receivables Interface	Interfaced to Receivables
Complete Order	Enter	Booked

Table 1 – 10

Figure 1 – 7



See Also

Defining Security Rules: page 1 – 72

Defining Cycle Actions: page 1 – 54

Entering Order Approvals: page 2 – 181

Order Cycle Listing Report: page 6 – 11

Order Cycle Picture Report: page 6 – 84

Action Result Listing Report: page 6 – 4

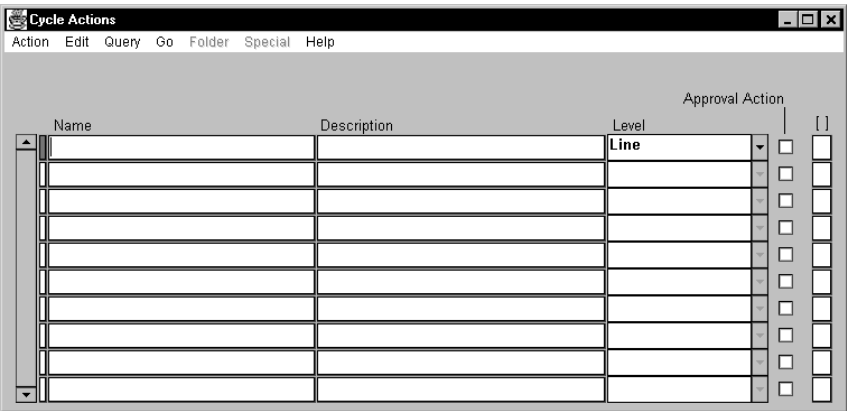
Order Cycles: page 1 – 27

Defining Cycle Actions

You can customize your order cycles by defining cycle actions and approval actions and using them in your order cycles. For a list of the standard order cycle actions provided by Order Entry/Shipping, see: Actions and Results: page 1 – 29.

► **To define a cycle action:**

1. Navigate to the Cycle Actions window.



2. Enter a name and description for the cycle action.
3. Select the level at which the cycle action should apply.

Order: applies to entire order

Line: applies to individual order lines

4. Indicate whether the cycle action is an approval by optionally checking Approval Action.

If the cycle action is an approval, you can approve orders or order lines in order cycles that contain this action. See: Entering and Viewing Order Approvals: page 2 – 181.



Attention: When you add a new order or line approval to use in an order cycle, you need to notify your DBA to add an index to the appropriate database table. Run the Action Result Listing and identify the approval action you have added, then ask your DBA to create an index on the table/column (SO_HEADERS/S..., SO_LINES/S...) assigned to that action.

The Find Order and Line Approvals window provides better query performance if it can utilize indexes on the 'S' columns with which

each approval action is associated in the SO_HEADERS and SO_LINES tables.

5. Save your work.

See Also

Action Listing Report: page 6 – 4

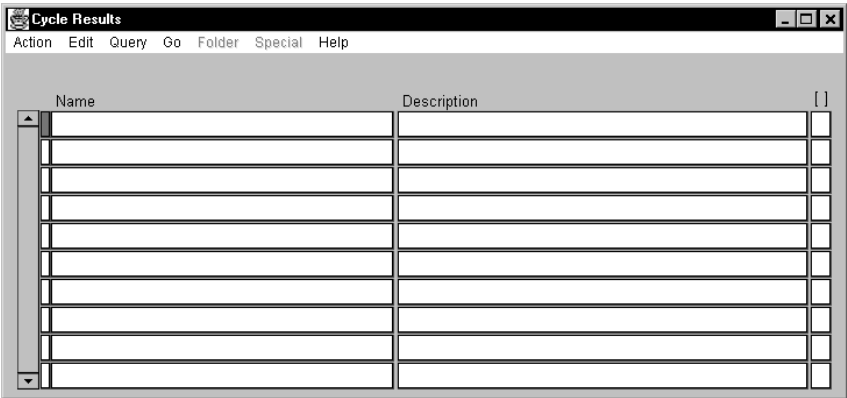
Defining Cycle Results: page 1 – 56

Defining Cycle Results

You can create cycle results and link them to cycle actions. If you have one result that relates to many cycle actions, you only need to define the result once. For example, if all your approval actions have the results Pass and Fail, define these results just once. For a list of the standard order cycle results provided by Order Entry/Shipping, see: Actions and Results: page 1 – 29.

► **To define cycle results:**

- 1. Navigate to the Cycle Results window.



- 2. Enter a name and description for the cycle action result.
- 3. Save your work.

See Also

Assigning Cycle Action Results: page 1 – 57
Defining Cycle Actions: page 1 – 54

Assigning Cycle Action Results

You must link cycle actions with their possible results. Each cycle action must have at least one result. Once you assign results to all of your actions, you can create your order cycles.

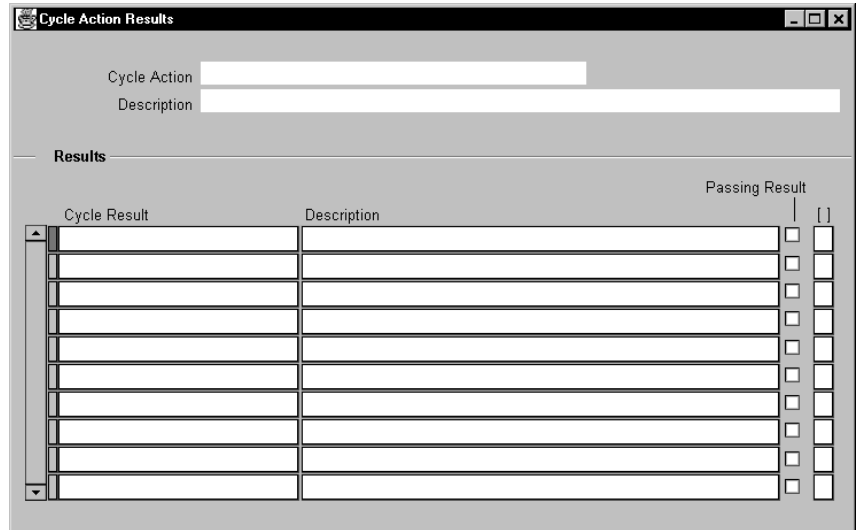
Prerequisites

- ☐ Set up your cycle actions. See: Defining Cycle Actions: page 1 – 54..
- ☐ Set up your cycle action results. See: Defining Cycle Results: page 1 – 56..

► To assign a cycle action result:

1. Navigate to the Cycle Action Results window.

The Find Cycle Action window appears.



Cycle Result	Description	Passing Result
		☐
		☐
		☐
		☐
		☐
		☐
		☐
		☐
		☐
		☐

2. Select the cycle action for which you want to assign results.
3. Enter cycle results to assign to the cycle action.
4. Indicate whether this is a passing result.

Passing results are important for your approval actions. Once an approval action achieves its passing result, it no longer appears in the Line Approvals and Order Approvals windows. A passing

result is for informational purposes only, to facilitate other cycle actions.

5. Save your work.

See Also

Defining Order Cycles: page 1 – 59

Defining and Maintaining Order Cycles

You can define order cycles which describe the processing, or routing, through which order lines progress. Order cycles contain cycle actions, or processing steps, such as Enter, Pick Release, or Ship Confirm. Each cycle action has at least one result. For example, results for the action Enter include Booked, Partial, and Entered.

Order Entry/Shipping supports your most complex approval cycles. You can place mandatory or optional approvals anywhere in an order cycle except between Pick Release and Ship Confirm. You can review complete approval histories for all your orders so you always know who approved what and when.

You can customize your order cycle by defining prerequisites for each action so that Order Entry/Shipping performs these actions in the sequence you define. For example, the prerequisite for the action Pick Release could be the action Legal Review and the result Pass. You would not be able to pick release an order line until it meets this prerequisite.

You can define as many order cycles as you want so that you can handle different processing requirements for different types of orders or for orders from different sales channels. For example, you may have one order cycle that requires legal approval, which you use for international orders, and one without legal approval for domestic orders.

You can modify existing order cycles by querying an order cycle in the Order Cycles window and making changes to the desired cycle action and/or prerequisites.

Prerequisites

- ☐ Set up your cycle actions. See: Defining Cycle Actions: page 1 – 54.
- ☐ Set up your cycle action results. See: Defining Cycle Results: page 1 – 56.
- ☐ Assign results to your cycle actions. See: Assigning Cycle Actions Results: page 1 – 57.

► **To define an order cycle:**

1. Navigate to the Order Cycles window.

Order Cycle

Description

Effective Dates

Cycle Actions

Action	Description

Cycle Action Prerequisites

Action Set	Action	Result

Action Results Cycle Results Cycle Actions

2. Enter a name and description for the order cycle.
3. Optionally, enter the effective dates for the order cycle.
4. Enter the cycle action(s) that make up the order cycle.

You may specify any number of actions for a given cycle. Order Entry predefines several standard actions, and you can define additional cycle actions. See: Defining Cycle Actions: page 1 – 54.

5. Define cycle action prerequisites by entering action set, action, and result combinations.

Use the same action set (number) for each prerequisite to identify a group of prerequisites that must each be satisfied before you can execute this action. Using the same action set creates an *And* condition. For example, if both Pass Engineering and Pass Legal are necessary to execute this action, you would assign the same action set to each prerequisite in this field.

Use different action sets to identify independent prerequisites, either of which may be satisfied before you can execute this action. Using different action sets creates an *Or* condition. For example, if either Pass Engineering or Pass Legal is necessary to execute this action, you would assign a different action set to each prerequisite.



Attention: The only possible results for Manufacturing Release that you can use as prerequisites for Pick Release, to

release ATO configurations, are Work Order Completed or Work Order Partially Completed.

6. Save your work.

► **To modify an order cycle:**

1. Navigate to the Order Cycles window.
2. Query an existing order cycle and make the desired changes to the order cycle.
3. Save your work.

See Also

Order Cycles: page 1 – 27

Sample Order Cycles: page 1 – 38

Defining Order Number Sources

You can define order number sources that automatically generate numbers for your orders and returns as you enter them. You can define a single order number source to assign unique consecutive numbers to all your orders and returns, or you can define multiple order number sources that operate within different order types. In the latter case, an order or return is uniquely identified by its type and its number, since orders and returns of different types may share numbers. Order and return numbers cannot contain alphabetic characters.

► **To define order number sources:**

- 1. Navigate to the Order Number Sources window.

Name	Description	Starting Number	Last Assigned Number	— Effective —		
				From	To	

- 2. Enter a name and description for the order number source.
- 3. Enter a starting number.

For pre-established order number sources, Order Entry / Shipping displays the last order number assigned from this order number source. If no numbers have been assigned, Order Entry / Shipping displays no value.
- 4. Optionally, enter effective dates for the order number source.
- 5. Save your work.

See Also

Defining an Order Type: page 1 – 103

Defining OrderImport Sources

You can define OrderImport sources from which to import order information. You can import historical orders, orders from other quote or sales systems, and changes to orders.

We recommend that you define a unique name for each source of order information you are importing. When you run the OrderImport program, you can enter the source(s) for each execution. You can run OrderImport for multiple sources at one time.

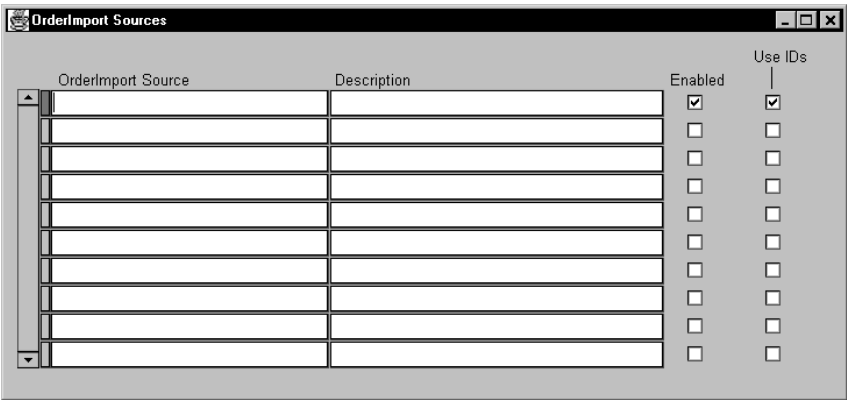
Internal Sales Orders

If you are importing internal sales orders from Oracle Purchasing, you need to define an OrderImport source to be used when you transfer the internal requisition information from Oracle Purchasing to create an internal sales order in Order Entry/Shipping.

You need to choose an OrderImport source for internal requisitions/internal sales orders when you define purchasing options in Oracle Purchasing. You choose this same OrderImport source as a parameter when you run the OrderImport program in Order Entry/Shipping. See: Defining Purchasing Options, *Oracle Purchasing User's Guide* and Overview of Internal Requisitions, *Oracle Purchasing User's Guide*.

► **To define an OrderImport source:**

1. Navigate to the OrderImport Sources window.



The screenshot shows a window titled "OrderImport Sources". It contains a table with four columns: "OrderImport Source", "Description", "Enabled", and "Use IDs". The "Enabled" column has a checked checkbox in the first row, while the others are unchecked. The "Use IDs" column has a checked checkbox in the first row, while the others are unchecked. There are 10 rows in total.

OrderImport Source	Description	Enabled	Use IDs
		☒	☒
		☐	☐
		☐	☐
		☐	☐
		☐	☐
		☐	☐
		☐	☐
		☐	☐
		☐	☐
		☐	☐

2. Enter the name and description of the OrderImport source.
3. Check Enabled to activate the OrderImport source.

4. If you provide IDs in orders that you import using this source, check Use IDs.
5. Save your work.

See Also

Importing Orders: page 7 – 18

Integrating Oracle Order Entry / Shipping Using OrderImport, *Oracle Manufacturing, Distribution, Sales and Service Open Interfaces Manual*

Security Rules

Order Entry / Shipping adapts to your order maintenance policies. You can specify the steps in your order processing when you no longer allow users to make changes to orders and returns. You can use Order Entry / Shipping's predefined security rules, which provide the minimum limits to maintain data integrity, or define your own, stricter rules to reflect your order maintenance policies.

Seeded Security Rule

Order Entry / Shipping provides seeded security rules that prevent loss of data integrity as information is interfaced to other applications, such as Oracle Inventory or Oracle Receivables. The seeded rules generally allow for changes to information not interfaced to other applications until the order is closed.

Conditional Logic

You can define security rules using *And–Or* conditional logic. For example, the security rule may prevent changes to ship to customer when the order line has reached Pick Release (for shippable order lines) *or* the Receivables Interface (for non-shippable order lines).

Security Rule Definition

You can define security rules for *objects* or *attributes*. *Objects* include regions on the Sales Orders and Returns windows, such as Order, Line, Option, Return, Return Line, and so on. *Attributes* include individual fields (of a particular *object*), such as Warehouse, Ship To Location, or Agreement. These are the same *objects* and *attributes* you use when defining standard value rule sets for order entry.

A security rule is made up of the following components:

- Operation (such as Update)
- Object (such as Line)
- Number
- Condition
 - Modifier
 - Name

- Scope

Update security rules also contain the following component:

- Attribute (such as Warehouse)

Select an Operation

You can define security rules to prevent users from performing the operations of Cancel, Insert, Delete, and Update on your orders and returns. You can prevent Cancel, Insert, and Delete on *objects*. You can prevent Update on *attributes*. As a data entry tool, you can effectively assign a general Update rule to all *attributes* associated with a particular *object*. See: Defining Security Rules: page 1 – 72

Identify an Object

You need to set up rules for all *objects*, such as Lines, Line Schedule Details, Shipment Schedule Lines, Option Price Adjustments, and so on.

Apply Conditional Number Logic

Each security rule line has a number that indicates whether the condition is independent of all other conditions, or whether it should only be considered when another condition is also true. Use this number to create *And* and *Or* conditions. You create an *And* condition by using the same number in this field for each row in the condition, or an *Or* condition by using a different number in this field for each row. Conditions with the same number must both be true for the security rule to apply. For conditions with different numbers, at least one must be true for the security rule to apply. You can create several *And* conditions and *Or* conditions for one object or attribute.



Attention: Order Entry/Shipping does not allow you to enter a number equal to any number already used in the Number field of a predefined security rule. This would, in effect, create an *And* statement with a System security rule, and could endanger data integrity.

Assign Conditions

The condition of your security rule is like an *If-Then* statement. Order Entry/Shipping checks for occurrences of the condition in your rule while users are cancelling, deleting, inserting, and updating orders and returns. When the condition(s) of a security rule are met, Order Entry/Shipping prevents the operation of that rule.

Modifier

You can use a modifier in the condition of a security rule to define a negative condition. For example: *If Backorder Release is Not Eligible, then prevent the operation of Cancel* (see example below). This rule would prevent users from canceling the *object* of the rule if the cycle action result of Backorder Release were anything *but* Eligible (or Not Applicable).



Attention: The result of Not Applicable is ignored by Security Rules, unless specifically stated in the rule.

Name

The Name of the condition can be any one of the following:

<i>ATO Component</i>	Prevent operation when a user enters an order line for an ATO (assemble-to-order) component.
<i>ATO Configuration Item</i>	Prevent operation when Oracle Work in Process has created an ATO configuration item for an ATO model or item.
<i>ATO Model</i>	Prevent operation when a user enters an order line for an ATO model.
<i>Cycle Status</i>	Prevent operation when an order, return, order line or return line has achieved a particular cycle status. If you choose this option you must enter a cycle action in the Action field. Choose appropriate cycle actions for orders or returns, depending on the <i>object</i> you are defining rules for.
<i>Internal Sales Order</i>	Prevent operation if the order is an internal sales order imported from Oracle Purchasing.
<i>Line Closed</i>	Prevent operation if the order line or return line is closed.
<i>Order Closed</i>	Prevent operation if the order or return is closed.
<i>Prorated Prices Exist</i>	Prevent operation if prorated discounts were used on the order and at least one order line has interfaced to Receivables.
<i>Schedule Group</i>	Prevent operation if the order line is in a schedule group. A schedule group can be all the lines in a ship set, in an ATO configuration, or in a Ship Together model (a configuration with the top model's <i>Ship Model Complete</i> inventory item attribute set to Yes).

<i>Scheduling Exists</i>	Prevent operation if the items on the order line have been demanded or reserved.
<i>Supply Reservation Exists</i>	Prevent operation if the item on the order line has a work order opened, and the schedule status for the line is Supply Reserved. When Work in Process completes the work order and changes the status to Reserved, this condition no longer applies.



Attention: Only the Order Closed, Line Closed and Cycle Status conditions are appropriate for objects related to returns.

If you choose to define a Cycle Status condition, you can indicate at what cycle action a rule should take effect. You can even be as specific as the cycle action result. Instead of using the Cycle Status option, you can state a condition to apply the security rule when an order or order line is closed. If prorated prices or another special situation exists on an order, you can specify a different condition for an *object* or *attribute* for the security rule to take effect.



Attention: Order Closed is equivalent to Cycle Status – Complete Order – Closed, and Line Closed is equivalent to Cycle Status – Complete Line – Closed.

Scope

Scope indicates whether you want Order Entry / Shipping to evaluate the condition of the rule against any other *objects* in addition to the rule's *object* before you allow modification to the original *object*. A condition holds true if *any* line within the scope meets the condition. For example, suppose Rule A is for Line *objects* and has a scope of Shipment Schedule. When you try to modify an order line, Order Entry / Shipping checks to see if the condition of Rule A holds true for the order line and its shipment schedule lines. If any of these lines satisfy the condition of Rule A, then the modification is prevented. Rule A has no effect when you try to modify the shipment schedule lines themselves.

Consider the following example for defining Order Entry / Shipping security rules.

Define Security Rules Example

The Order Entry / Shipping Super User at Fremont Manufacturing wants to prevent the addition of a new order line if any lines on an order have been approved for the custom line level approval action, Legal Review. The appropriate security rule would prevent insertion of lines that have a cycle status of Legal Review – Pass, on the scope of the order. Refer to Table 1 – 11 for the values to be entered in the Security Rules window for this example.

Security Rules Example				
Object: Line				
Operation: Insert				
Number	Name	Action	Result	Scope
1	Cycle Status	Legal Review	Pass	Order

Table 1 – 11 (Page 1 of 1)

Special Considerations

Rules That Cannot Apply

If you define a rule for Insert on an object where the condition would be applicable on the same existing object, the rule will never apply. If the condition only occurs for existing objects, but they are already inserted, the rule cannot be enforced. For example, a rule for Insert on a Line where the condition is Cycle Status – Pick Release is unenforceable because a line is already inserted if that condition exists.

Rules Must Be in Cooperative at Various Object Levels

Order Entry / Shipping evaluates security rules for an *object* when you are trying to perform an action on that *object*. If you have a security rule on a lower level *object* (such as Line) and you try to perform an operation on the higher level *object* (such as Order), the Line level rule is not evaluated. Therefore, when defining your security rules, you need to make sure that your higher level *object* rules cooperate with your lower level *object* rules such that all levels are synchronized. For example, if you have a rule for the Line object on the operation of Delete, you should define a comparable rule for the Order object so that you can cover all delete situations.

Cancel Orders Window Security Rules

The Cancel Orders window enforces some security rules that are not predefined using the Security Rules window. For example, the Cancel Orders window prevents you from cancelling order line quantities that have been shipped or invoiced, and from cancelling return line quantities that have been received or credited. The Cancel Orders window honors security rules that you define for the Cancel operation

that are stricter than these rules, but if you define any that conflict with these rules, they will be ignored.

Security Rules Usage

As you use Order Entry / Shipping, security rules are evaluated for any *object* you try to cancel, delete, insert, or update. If you are trying to modify an order line, Order Entry / Shipping evaluates the security rules for the Line *object*. If you are trying to modify a Shipment Schedule Line, Order Entry / Shipping evaluates the rules where the *object* is a Shipment Schedule Line.



Attention: If you change your security rules after you have entered orders and you want the security rule to affect all orders, you must define your rules, exit the application completely, then re-enter the application and attempt to perform the operation.

See Also

Defining Security Rules: page 1 – 72

Overview of Sales Orders: page 2 – 9

Overview of Returns: page 2 – 132

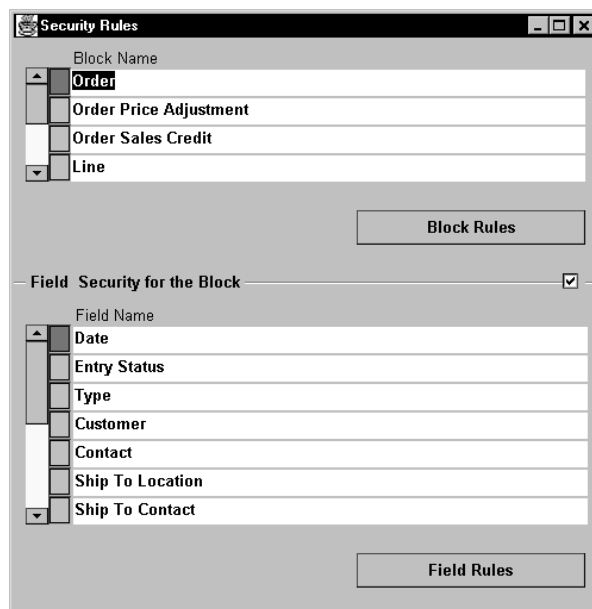
Cancelling Orders: page 2 – 189

Defining Security Rules

You can assign security rules to your order information. You can specify the steps in the order process where you no longer allow users to add, delete, modify or cancel order or return lines. You can use the default rules, which provide the minimum limits to maintain data integrity, or define your own stricter rules to reflect your order and return maintenance policies.

► **To define a security rule for a block:**

1. Navigate to the Security Rules window.



2. Select the Block name for which to define the security rule.
3. Choose Block Rules. The Security Rules (Block Name) window appears.

Num	Modifier	Condition Name	Action	Result	Scope	System Rules
1	☐					☐
	☐					☐
	☐					☐
	☐					☐
	☐					☐
	☐					☐
	☐					☐
	☐					☐
	☐					☐
	☐					☐

4. Select the operation you want your security rule to prevent.

Insert: Prevent a user from inserting data.

Update: Prevent a user from modifying data for all attributes within the Block you chose. This option effectively applies a blanket attribute-level rule, which you can then edit using the Update option from the Security Rules (Field Name) window.

Delete: Prevent a user from deleting data.

Cancel: Prevent a user from cancelling data.

5. Create *And* / *Or* conditions between rows by entering a number or accepting the sequential default.

You can define an *And* condition by using the same number in this field for multiple rows in the condition. You can define an *Or* condition by using different numbers. Conditions with the same number must both be true for the security rule to apply. For conditions with different numbers, at least one must be true for the security rule to apply.



Attention: You cannot enter a number equal to any number for a predefined security rule in Order Entry / Shipping (rules with System Rules check box toggled on). This would, in effect, create an *And* statement with a System security rule, and could endanger data integrity.

6. Check Modifier to define a negative condition.

A modifier allows you to define a security rule to be effective for any condition *except* for the one you enter in the Condition Name field.

7. Enter a condition name.

ATO Component: Prevent operation when you enter an order line for an ATO (assemble-to-order) component.

ATO Configuration Item: Prevent operation when Oracle Work in Process has created an ATO configuration item for an ATO model or item.

ATO Model: Prevent operation when you enter an order line for an ATO model.

Cycle Status: Prevent operation when an order, return, order line or return line achieves a particular cycle status. If you choose this option you must enter a cycle action in the Action field. Choose appropriate cycle actions for orders or returns, depending on the Block for which you are defining rules.

Internal Sales Order: Prevent operation if the order is an internal sales order imported from Oracle Purchasing.

Line Closed: Prevent operation if the order line or return line is closed.

Order Closed: Prevent operation if the order or return is closed.

Prorated Prices Exist: Prevent operation if prorated discounts were used on the order and at least one order line has interfaced to Receivables.

Schedule Group: Prevent operation if the order line is in a schedule group. A schedule group can be all the lines in a ship set, in an ATO configuration, or in a Ship Together model (a configuration with the top model's Ship Model Complete inventory item attribute set to Yes).

Scheduling Exists: Prevent operation if the items on the order line have been demanded or reserved.

Supply Reservation Exists: Prevent operation if the item on the order line has a work order opened, and the schedule status for the line is Supply Reserved. When Work in Process completes the work order and changes the status to Reserved, this condition no longer applies.

8. If you entered Cycle Status in the Condition Name field, enter a specific cycle action and result for your security rule

Order Entry / Shipping automatically allows only those results that you have defined to correspond with the action you chose. If you leave the Result field blank, your condition holds true when the Block (line or order) has *any* result for the cycle action you entered in the Action field, except *Eligible* and *Not Applicable*.

9. Enter the scope of the condition. The scope determines which lines to test the condition against when evaluating the security rule.

A condition holds true if *any* line within the scope meets the condition. If you chose Cycle Status in the Condition Name field, and you chose a line-level cycle action in the cycle Action field, then you must enter a scope. If you are defining a security rule based on an order action, such as *Enter*, then Order Entry / Shipping automatically displays *Order* in this field.

ATO Configuration: Evaluates the condition against all lines in an ATO configuration.

Configuration: Evaluates the condition against all lines in a configuration.

Line: Evaluates the condition only against the line on which you attempt the operation of your security rule.

Order: Evaluates the condition against all lines in an order.

Schedule Detail: Evaluates the condition only against the schedule detail on which you attempt the operation of your security rule.

Ship Set: Evaluates the condition against all lines in a ship set.

Shipment Schedule: Evaluates the condition against all lines in a shipment schedule.

Subconfiguration: Evaluates the condition against all option lines for a configuration, including the configuration line.

10. Save your work.

► **To define security rules for fields in a block:**

1. Navigate to the Security Rules window.
2. Check Field Security for the Block.
3. Select the Field name for which to define the security rule.
4. Choose Field Rules. The Security Rules (Field Name) window appears.

Since Field Name security rules can only prevent update, Order Entry / Shipping automatically toggles the Update operation on in the window.

5. The fields on this window function the same as the fields on the Security Rules (Block Name window). See steps 4–9 in the previous task for more information on these fields.

6. Save your work.

See Also

Defining Discounts: page 4 – 26

Defining Order Cycles: page 1 – 59

Assigning Cycle Action Results: page 1 – 57

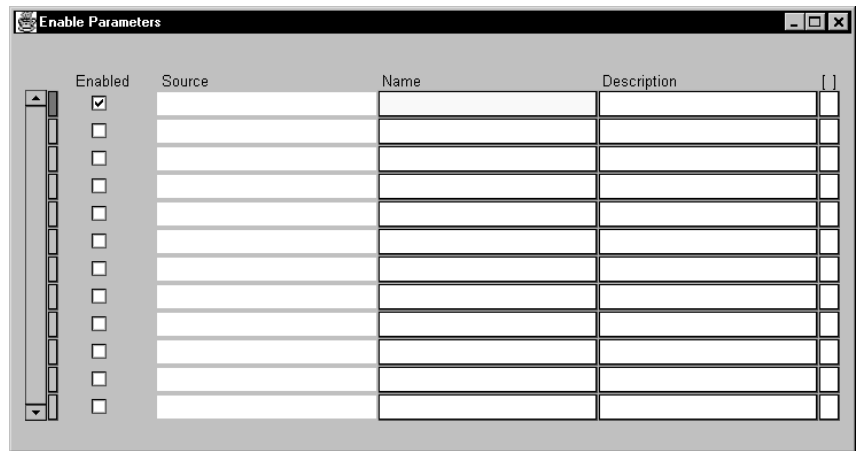
Enabling Parameters

You can enable parameters for pricing components, discount lines, automatic note additions, and holds.

Pricing parameters represent all the possible attributes that can be used for pricing or discounting. Order Entry / Shipping automatically defines the parameters whenever you enable segments in your Item (System Items) Flexfield or Pricing Attributes Descriptive Flexfield. Order Entry / Shipping automatically displays all allowable attributes; you enable those you want to use.

► To enable parameters:

1. Navigate to the Enable Parameters window.



Enabled	Source	Name	Description	
☒				
☐				
☐				
☐				
☐				
☐				
☐				
☐				
☐				
☐				

2. Scan the Name field for the parameter you want to enable. The Source field displays the type of field this parameter represents.

Field in OE Form: This type of parameter can be used for discount lines, automatic note addition entities, and holds.

Item Flexfield or Item Flex Segment: This type of parameter can be used for pricing components or discounts.

Descriptive Flex Segment: This type of parameter can be used for pricing components or discounts. Only the Pricing Attributes Descriptive Flexfield can be used as a parameter.

3. Check Enabled to activate the parameter.
4. Save your work.

See Also

Defining Discounts: page 4 – 26

Defining Holds: page 1 – 108

Creating Pricing Components: page 4 – 50

Standard Value Rule Sets

You can create rules to determine the source and prioritization for defaulting order information to the Sales Orders window. These standard value rules reduce the amount of information you must type in. You can even define a constant for most fields to be used when all other sources do not contain values.

Blocks and Fields

Blocks include regions on the Sales Orders and Returns windows such as Order, Line, Option, Return, Return Line, and so on. *Fields* include individual fields of a particular *Block*, such as Warehouse, Ship To Location, or Agreement. These are the same *blocks* and *fields* you use when defining Order Entry / Shipping security rules.

A standard value is a default value that Order Entry / Shipping automatically places in an order *field*. You can base the standard value for a *field* on values of other *fields*, such as values you have previously entered for the order, the customer, or the order type.

A standard value rule set is a collection of standard value sources for *blocks* and their *fields*. You can define several different rule sets to use in different order processing situations. You can define a different rule set for each order type, since you associate a rule set with an order type.

A standard value rule set is made up of the following components:

- Sequence
- Source
 - Block
 - Field
 - Value
- Override permissions

Assign a Sequence

You specify the priority sequence in which you want to search for a *field's* standard value. Order Entry / Shipping looks at the lowest number first to begin searching for a standard value. It continues to the next highest number until it finds a value. So if your first and second sources are null, but your third source does contain a value, Order Entry / Shipping uses your third source.

Identify Sources

A standard value source is the location from which you obtain a standard value; usually the location is another *block* and *field*. For most fields, you can assign at least one *block/field* standard value source, in addition to using the Profile Option and Value sources.

For example, you may want to define a rule to automatically provide the Price List on an order from a variety of different sources. In this case, the *block* of the rule is Order and the *field* is Price List. Potential sources consisting of *blocks* and *fields* include the customer agreement, the customer, and the order type, which are all *blocks*, and the price list is the *field* for all three of these *blocks*. You can choose which sources you want to use, and your choice may depend on your business practices, whether those sources exist for a particular order, and whether those sources have a price list defined for them. For the customer, you may have defined separate price lists for the bill-to and ship-to addresses in addition to the customer itself. All three of these *fields* are available as sources.

Profile Option

You can have other types of source *blocks* that you specify a value for instead of a field. The Profile Option source allows you to use a profile option, either system or user-defined, as a standard value source. You must then indicate the value of that profile option to be used as the default value in the rule. This source allows for greater standard value tailoring flexibility without complex customizations.



Suggestion: If you intend to use a profile option as a standard value source, you must make sure that it is defined before attempting to reference it in a standard value rule.

Value

The Value source option allows you to specify a constant value instead of a *field* that contains a value. This is especially useful if you always want the default to be the same value, or to use as a last resort if it so happens that none of the other sources you have defined for your rule set can actually provide values. For example, if all items in your organization are sold with the unit of measure Each, you could define a standard value rule to default the value of Each for the Unit *field* of the Line *block*.

Set Override Permissions

You can set the override permission fields to control whether users can override the default values that your rules provide, and whether Order

Entry / Shipping can override manually entered values using your standard value rules.

Override Allowed

For most fields, you will probably want your users to be able to override a default value at order entry time when necessary. However, for some sources, such as Agreement, you may not feel it is appropriate to allow users to override the *fields* that use Agreement as a source; you can use the Override Allowed field to prevent this.

Override User–Specified Values

Some defaulting may not take place until after the user has entered some values on an order manually. For example, a user may change the agreement, and that agreement may be a standard value rule source for other *fields*, which would result in different defaulting; or the user may want to enter the warehouse for the order, but they have already entered a specific warehouse for an order line. In these cases, you may or may not want to have your rules override the manually entered values in the Sales Orders window. You can control this using the Override User–Specified Value field.

For example, your order entry clerk enters an order over the phone. After manually entering a price list, the clerk quotes the price of the order to the customer on the phone. Later, an agreement is added to the order, which affects the standard value defaulting for the Price List *field*. If you want to allow the price list designated for the agreement to replace the one that the clerk originally entered, then you must have checked the Override User–Specified Value check box for the Price List *field* (Order *block*). If you want the original price list to prevail, then the Override User–Specified Value check box must be unchecked. Additionally, if the Override Allowed check box for the Price List *field* is checked for the Agreement source, then the order entry clerk can go back and reenter the price list to match the original. If the Override Allowed check box for the Price List *field* for the Agreement source is unchecked, then the clerk would not be able to replace the designated price list for the agreement.

Assign to an Order Type

Assign the standard value rule set to an order type. You can assign the same one to many order types.

The order type does not default. Once you enter the order type on an order, the standard value rule set for the order type is used to default information to all appropriate fields on the Sales Orders window.

See Also

Defining Standard Value Rule Sets: page 1 – 86

Duplicating Data From a Previous Record, *Oracle Applications User’s Guide*

Standard Value Rules Examples

Here is an example of a standard value rule that you can define for the Price List to default to the Sales Orders window. You may want to define a priority sequence in which you want Order Entry /Shipping to search for a Price List. The default sequence could be: look on an Agreement for a Price List, followed by the Invoice To Location, then Ship To Location, then Customer, and finally the Order Type. If Order Entry / Shipping still does not find a price list in any of those source locations, you can have a *Value* default, such as 1994 USA Prices, which you enter in the Value field of the Standard Value Rule Sets window. The table below represents this example.

Source Block Options (Sequence)	Source Field or Source Value	Default Override Notes
Agreement (1)	Price List	Override Allowed: Yes Override User-Specified Value: Yes
Invoice To Location (2)	Price List	Override Allowed: Yes Override User-Specified Value: No
Ship To Location (3)	Price List	Override Allowed: Yes Override User-Specified Value: No
Customer (4)	Price List	Override Allowed: Yes Override User-Specified Value: No
Order Type (5)	Price List	Override Allowed: Yes Override User-Specified Value: No
Value (6)	1994 USA Prices	Override Allowed: Yes Override User-Specified Value: No

Table 1 – 12



Suggestion: We do not recommend that you define any overly complex or cyclical standard values. If your rules are too convoluted Order Entry /Shipping generates an error.

Effects of Modifications to Orders and Rules

Modifications to orders may cause Order Entry / Shipping to reapply the defaulting from your standard value rule set. This reapplication of defaults may also lead to changes that trigger another reapplication. If you entered any fields manually, these values are not overridden, even if they are affected by a reapplication, unless you checked the *Override User-specified Value* option when you defined your standard value rule set. Values are not overridden if a reapplication results in potential changes that would violate security rules.

If reapplication changes a value and results in inconsistent information on the order, Order Entry / Shipping prevents users from committing the order and provides messages to assist in correcting the data. For example, depending on the standard value rule set, changing the warehouse on the order could change the warehouse on the order lines. If the line items are not in the new warehouse, Order Entry / Shipping prevents you from committing the order and issues instructions.

Modifications to standard value rule sets go into effect once you logout and login again for any new orders that use the modified standard value rule set. Existing orders are only affected if you update a field on the order that was involved in the modification (also after you logout and login again). If you never make a change to an existing order that uses the modified standard value rule set, thus activating validation of defaulting, then the order is not affected by the modification.

See Also

Defining Standard Value Rule Sets: page 1 – 86

Internal Sales Orders Predefined Standard Value Rule Set

Order Entry / Shipping provides a standard value rule set called Internal Sales Order Template for internal sales orders imported from Oracle Purchasing and processed using Order Entry / Shipping.



Attention: You cannot use this standard value rule set as provided because it is missing values that you must determine depending on the QuickCodes you define for your application. The sales channel, price list, and payment terms values are required to book the order and must be defined *before* you process any internal sales orders. Copy the template and enter the missing source objects before using the new standard value rule set. See: Duplicating Data From a Previous Record (*Oracle Applications User's Guide*).

The attributes that you should modify before using this rule are indicated as *User decides* in the tables below. The rule set template includes all attributes that are required for booking and some commonly used attributes that are not required.

Internal Sales Order Template – Block: Order

Field	Source Object Options (Sequence)	Source Attribute or Source Value
Accounting Rule	Value	Immediate
FOB Point	<i>User decides</i>	
Freight Carrier	<i>User decides</i>	
Freight Terms	<i>User decides</i>	
Invoice To Location	Ship To Location	Invoice To Location
	Customer	Invoice To Location
Invoicing Rule	Value	Advance Invoice
Payment Terms	Value	30 NET
Price List	<i>User decides</i>	
Sales Channel	<i>User decides</i>	

Table A – 4 Internal Sales Order Template – Block: Order (Page 1 of 2)

Field	Source Object Options (Sequence)	Source Attribute or Source Value
Salesperson	Value	No Sales Credit
Shipment Priority	<i>User decides</i>	

Table A – 4 Internal Sales Order Template – Block: Order (Page 2 of 2)

Internal Sales Order Template – Block: Line

Field	Source Object Options (Sequence)	Source Attribute or Source Value
Accounting Rule	Order	Accounting Rule
Invoicing Rule	Order	Invoicing Rule
Payment Terms	Order	Payment Terms
Schedule Date	Line	Request Date

Table A – 5 Internal Sales Order Template – Block: Line (Page 1 of 1)

Internal Sales Order Template – Block: Line Schedule Detail

Field	Source Object Options (Sequence)	Source Attribute or Source Value
Customer Requested	Value	Yes
Date	Line	Schedule Date
Warehouse	Line	Warehouse

Table A – 6 Internal Sales Order Template – Block: Line Schedule Detail (Page 1 of 1)

See Also

Defining Standard Value Rule Sets: page 1 – 86

Defining Standard Value Rule Sets

You can create and modify standard value rule sets to improve the efficiency and accuracy with which you enter orders. You can define the rules to determine the source and prioritization for defaulting order information to reduce the amount of information you actually type in the Sales Orders window. For most fields, you can assign one or more standard value sources in a priority sequence, or if the default is always the same, you can define a constant value.

Modifications to standard value rule sets go into effect once you logout and login again for any new orders that use the standard value rule set. Existing orders are only affected if you update an attribute on the order that was involved in the modification. If you never make a change to an existing order that uses the modified standard value rule set, thus activating validation of defaulting, then the order is not affected by the modification.



Attention: You should enter a standard value rule set for order types that you assign to regular orders, since the standard value rule set is the only way that you can designate an accounting rule for the order. Standard value rule sets do not apply to returns. Returns use the RMA Default Sources to determine the hierarchy of defaults for returns.

► To define a standard value rule set:

1. Navigate to the Standard Value Rule Set window.

Standard Value Rule Set

Name

Description []

Block

Fields

Defaulting Rules

Seq	Object	Attribute	Value	Override Allowed	Override User-Specified Value	[]
				☒	☐	
				☐	☐	
				☐	☐	
				☐	☐	
				☐	☐	
				☐	☐	
				☐	☐	

Value Description

2. Define a name for the standard value rule set.
3. Query the Block (region or area of the Sales Orders window, such as order, line, shipment schedule) for which you want to assign standard value rules. Each rule set can have unique rules for an object.
4. Select a field for which you want to assign standard value rules.
The available values fields include those on the Sales Orders window for which you can define default values, and that are associated with the Block you chose in the Block field.
5. Enter a sequence number to define the progression in which Order Entry/Shipping searches sources for the standard value.
A sequence must be unique within one attribute, but you can duplicate sequence numbers across attributes within the same rule set.
6. Choose the source Object and associated Attribute that you want Order Entry/Shipping to use to derive your default information.
The list of values displays all the available default source objects for the field you selected above. For example, if the field is Salesperson, then a source Object might be Agreement or Customer since both agreements and customers can have a salesperson associated with

them. Standard source objects have an associated attribute supplying the default, which usually is the same as the field you selected. The associated attribute for each standard source object displays in the list of values.

7. If you chose Value in the Object field, enter the constant value that you want to default for the field.

Order Entry / Shipping automatically validates the value based on the attribute for which you are defining your standard value rule. For example, Order Entry / Shipping validates the name of a price list or a salesperson's name.

8. If you chose Profile Option in the Object field, enter a custom profile option in the Value field. The value you have set for the profile option determines the default value for the attribute.
9. Check Override Allowed to allow users to override the standard value rule you are creating.

Do not check this box if you want to force users to accept the default at order entry.

10. Check Override User-Specified Value to have the standard value rule override any value that a user may have entered manually.
11. Save your work.

See Also

Standard Value Rule Sets: page 1 – 79

Standard Value Rule Sets – Predefined and Potential: page D – 2

Automatic Credit Checking of Orders

You can automatically prevent shipping of products to customers with unacceptable outstanding credit exposure using Order Entry/Shipping's automated credit checking. Credit checking can be done at ordering, shipping, or both. You determine balances to include when calculating total credit exposure, and set total exposure limits for a customer or customer site.

Credit Check Rules

Credit check rules are the formulas you use to calculate total credit exposure for a customer or customer site. You may include or exclude several different balances which Order Entry/Shipping uses to derive a customer's outstanding credit balance. For example, you can include all outstanding receivables, only past due receivables, or only receivables within a certain date range. You can define as many different credit rules as you need to meet your business requirements.

Customer Profile Classes

Customer Profile Classes allow you to create different credit risk classes and assign default credit policies to each class. Customer Profile Classes standardize your credit policies across customers and serve as templates when you create Customer Profiles.

Customer Profiles

Customer Profiles define your credit policies for individual customers or customer sites. You can accept the default credit policies from a Customer Profile Class, or you can customize credit limits to fit the particular customer. You can implement credit policy changes by modifying a Profile Class and cascading the changes to individual Customer Profiles.

Order Types

You can determine by order type whether to perform credit checking at ordering, shipping, or both using Credit Check Rules appropriate to your order type.

Payment Terms

Order Entry / Shipping allows you to control credit checking by payment terms, so you never unnecessarily credit check orders when, for example, your customer pays in cash.

Credit Check Hold

Order Entry / Shipping automatically holds customer orders that exceed credit limits. You control who is authorized to release Credit Check holds when you want to make an exception or the customer's credit balance is acceptable.

Audit Trail of Credit Check Holds

Order Entry / Shipping maintains a complete audit trail of credit check holds so you can track who applied or removed each hold, the date it was applied or removed, and why.

Online Status

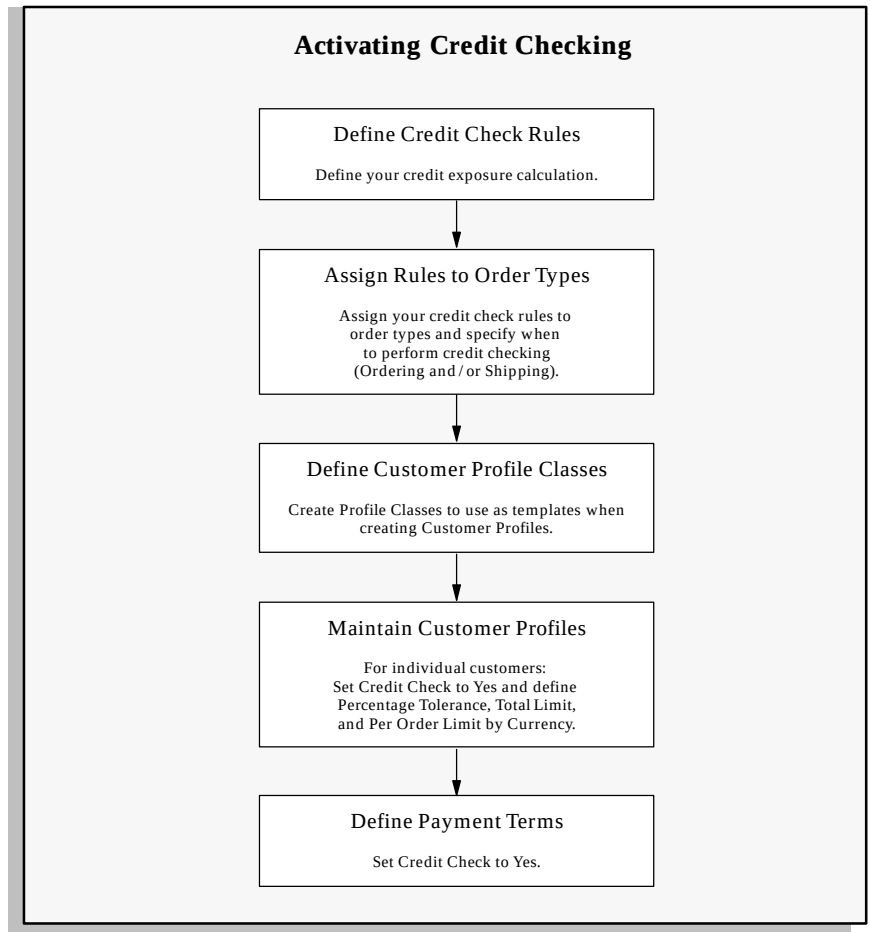
Order Entry / Shipping's online inquiry capability lets you review the status of any orders on credit check hold.

Report on Credit Check Holds

The Outstanding Holds report shows orders on hold, including credit check hold, for any or all customers. The Orders on Credit Check Hold Report shows customer balances for customers with orders on credit hold to help you determine why their orders are on hold.

Activating Credit Checking

You have three levels of control when determining which orders undergo automatic credit checking: Order Type, Customer Profile, and Payment Terms. Credit Checking occurs on an order when *all* three levels allow credit checking. If one level disregards credit checking, credit checking does not occur for the order. The following figure summarizes the credit check activation steps for you.



Define Credit Check Rules

Define as many credit check rules as you need to support your business practices. Assign up to two rules to an order type; one for order booking and the other for shipping. Any customer balances you include in your rule are added together to calculate the total order limit for a customer or customer site. If you include your customer's open receivables balance, you can limit the balance to only overdue receivables. If you include uninvoiced orders you can limit the balance to only orders scheduled to ship within a certain number of days. This prevents blanket orders (orders for a large quantity of an item with several ship dates covering several months) from artificially inflating your customer's outstanding balance. You can also include balances from orders currently on hold. Orders Currently On Hold includes

orders on any hold: Credit Check hold, GSA Violation hold, or any of your unique holds. The more balances you include in the formula, the higher your customer's total credit exposure (potentially) and the sooner they reach the credit limit. Use the Credit Check Rules window to define credit rule formulas.

Assign Credit Check Rules to an Order Type

You control when credit checking occurs and the rule to calculate a customer's outstanding credit balance by assigning Credit Check Rules to an Order Type. By assigning Credit Check Rules to the fields Ordering and/or Shipping in the Order Types window, you enable credit checking for orders using this order type. The Ordering field enables credit checking when you book an order and the Shipping field enables credit checking when you run Pick Release. You can assign the same rule to both fields or use different rules.



Attention: If you do not assign a rule to either Ordering or Shipping, then credit checking does not occur for orders using this order type regardless of other credit checking parameters.

Create Customer Profile Classes

Use the Customers window to specify credit limits in different currencies using the following five fields: Order Credit Limit, Credit Limit, and Currency in the Profile: Amounts alternative region, and Credit Check and Tolerance in the Profile: Transaction alternative region.

To enable credit checking for the Profile Class, check the Credit Check check box. Do not check the Credit Check check box to disable credit checking for the Profile Class.

The Order Credit Limit field sets a limit on the amount of an individual order. If credit checking is active and the customer exceeds the Order Credit Limit on an individual order, the order is put on credit hold.

The Credit Limit field sets a limit on the customer's outstanding credit balance, which is calculated using the Credit Check Rule. If credit checking is active and a customer's outstanding credit balance exceeds their Credit Limit, the order is put on hold.

The Tolerance field specifies a percentage by which a customer can exceed the Order Credit Limit and the Credit Limit without going on credit hold. If a Tolerance percentage exists, the Order Credit Limit and the Credit Limit are increased by the Tolerance percentage before

comparing individual order balances and the customer’s outstanding credit balance to these limits.

The Currency field determines the currency of the Order Credit Limit and Credit Limit values. A single Customer Profile Class can have limits in several different currencies. Order Entry/Shipping uses the currency of the order you are credit checking to determine which currency credit limits to use in credit checking calculations. Order Entry/Shipping only considers orders and invoices in the same currency as the order you are credit checking when calculating a customer’s outstanding credit balance and compares this to the Credit Limit value for the currency.

 **Attention:** If you do not define credit limits in a particular currency and you enter an order in that currency, no credit checking occurs on the order.

Create Customer Profiles

Implement credit limits for individual customers or customer sites by creating a Customer Profile for the customer and/or the Bill To Site. A Customer Profile is required at the customer level and optional at the Bill To Site level. When credit checking uses a Customer Profile associated with a Bill To Site, the Credit Check Rules consider only those orders for the Bill To Site in their calculations. When credit checking uses a Customer Profile from the customer level, the Credit Check Rules consider all orders for the customer regardless of Bill To Site in their calculations. Table 1 – 13 below describes which Customer Profile controls credit checking calculations when Profiles exist at the customer level and/or Bill To Site. This table uses a customer called ACME as an example. ACME has two Bill To Sites: Gotham and Metro. The Metro site does not have a Bill To Site Customer Profile, it relies on the Customer Profile at ACME’s customer level. Each row in the table corresponds to a different combination of Customer Profiles for the Gotham Bill To Site and ACME’s customer level. Each row shows which Customer Profile controls credit checking on ACME’s sales orders depending on which Bill To Site is used on the order, Gotham or Metro.

ACME Customer Level		Gotham Bill To Site		Customer Profile used for Credit Checking a sales order when the Bill To Site is Gotham	Customer Profile used for Credit Checking a sales order when the Bill To Site is Metro
Customer Profile?	Limits in Order Currency?	Customer Profile?	Limits in Order Currency?		
Yes	Yes	Yes	Yes	Gotham Site Profile	Customer Level Profile
Yes	Yes	Yes	No	Customer Level Profile	Customer Level Profile
Yes	Yes	No	N / A	Customer Level Profile	Customer Level Profile
Yes	No	Yes	Yes	Gotham Site Profile	No Credit Checking
Yes	No	Yes	No	No Credit Checking	No Credit Checking
Yes	No	No	N / A	No Credit Checking	No Credit Checking
No	N / A	Yes	Yes	Gotham Site Profile	No Credit Checking
No	N / A	Yes	No	No Credit Checking	No Credit Checking
No	N / A	No	N / A	No Credit Checking	No Credit Checking

Table 1 – 13 (Page 1 of 1)

The interaction between Customer Profiles at the customer level and Bill To Site gives you flexibility in implementing your credit policies. For example, you enter a new Bill To Site with no credit history. You can assign a Profile which does not perform credit checking, while at the customer level the Profile does require credit checking. Then credit checking does not occur on orders from the particular Bill To Site, but does occur for all other sites belonging to the customer. Or you might decide not to assign a Profile to the new Bill To Site. In this case, credit checking occurs on orders for the new Bill To Site based on the customer level profile using balances for all the customer's sites.

You can also control credit policies by currency for each Bill To Site or customer. For example, orders in a particular currency may comprise a small portion of the orders from a particular Bill To Site, but are a large portion of the orders from other sites. You can omit defining credit limits in that currency for the Bill To Site, while defining appropriate limits in that currency on the Profile assigned to the customer. When you enter an order in that currency for the Bill To Site, credit checking uses the Profile at the customer level and considers all the customer's orders, invoices, and payments in that currency, not just the small portion related to the Bill To Site.

Define Credit Checking Policies on Payment Terms

To enable automatic credit checking on an order using particular payment terms, set the Credit Check field on the Define Payment Terms form to Yes.



Attention: If the Credit Check field is No, then automatic credit checking does not occur on any order using the payment terms regardless of other credit checking parameters.

Using Credit Checking

Order Entry/Shipping uses the following procedures when credit checking your orders.

Initiate Automatic Credit Checking

If the order type, customer profile, and payment terms on an order allow credit checking, then credit checking automatically occurs at ordering, shipping, or both according to the order type. If credit checking is active at ordering, any changes that affect the order total, payment terms, or schedule date of a booked order in the Sales Orders window automatically initiate another credit check.

If an order fails credit checking at booking, it is put on Credit Check Failure hold. The order cannot proceed in its order cycle until the hold is released. A message displays at the bottom of the Sales Orders window notifying you that the order failed credit checking and is on hold.

If an order fails credit checking at shipping, the order is put on Credit Check Failure hold and is not pick released. The order can not proceed in its order cycle until the hold is removed. A message is printed on the Process Exception Report notifying you that the order could not be released because it failed credit checking.

You can view individual orders on Credit Check Failure hold in the View Orders window or all orders on Credit Check Failure hold in the Orders and Returns window (via the Find Holds window). You can generate a report of orders on Credit Check Failure hold using the Outstanding Holds Report, or run the Orders on Credit Check Hold Report to see customer balances for customers with orders on credit hold to help you determine why their orders are on hold.

Release an Order from Credit Check Failure Hold

You may automatically release an order from Credit Check Failure hold when you make changes that affect the order total, payment terms, or schedule date of the order in the Sales Orders window. As mentioned above, if credit checking is active at ordering, the order goes through credit checking again. If the order no longer violates credit checking criteria, Order Entry/Shipping automatically releases the hold. The order may no longer violate credit checking because changes to the total value of the order may bring it under credit limits, changes to payment terms may turn off credit checking, and changes to the schedule date affect the calculation of the shipping horizon on the credit check rule. Additionally, the customer's total outstanding balance may now be within limits.

If an order is on credit hold as a result of violating credit limits at shipping, the next time you Pick Release the order, the order goes through credit checking again. If the order no longer violates credit checking criteria, Order Entry/Shipping automatically removes the hold and releases the order according to your picking criteria. The order may no longer violate credit checking because of changes to quantities in the Cancel Orders window, changes to schedule dates in the Find Objects to Schedule window, or changes in the customer's total outstanding balance. If Pick Release immediately follows order entry in the order cycle, then Pick Release can also automatically remove a credit checking hold placed at ordering. If there are approval steps between order entry and Pick Release in the order cycle, you cannot approve the order until you remove the credit check hold.

If your responsibility has the authority, you can manually release an order from credit check hold at any time in the Find Holds window by choosing the Credit Check Failure hold. Choosing the Find Hold Sources button or the Find Orders button on the Find Holds window shows you a list of all orders on Credit Check Failure, and allows you to release the hold. You give a responsibility authority to remove a Credit Check Failure hold by querying the Credit Check Failure hold in the Holds window and specifying responsibilities with authority to remove the hold. If you do not choose specific responsibilities to remove Credit Check Failure holds, then all responsibilities have authority to remove this hold.



Attention: If you manually release an order from Credit Check Failure hold as described above, Order Entry/Shipping will not put the order on automatic Credit Check Failure hold again unless you make changes that affect the order total, order billing information, or schedule date of the order.

Modify Customer Profiles

Modify multiple Customer Profiles at one time by modifying a Customer Profile Class in the Customers window. Upon committing your changes to a Customer Profile Class you have three options for implementing your changes with customers whose Customer Profiles were originally created from the Customer Profile Class: Do Not Update Existing Profiles, Update All Profiles, and Update All Uncustomized Profiles.

Use these update options to easily increase or decrease credit risk without changing each customer's credit limits, by modifying the Tolerance percentage and selecting either Update All Profiles, or Update All Uncustomized Profiles.

Changes to Order Credit Limit, Credit Limit, and Tolerance values on the Customer Profile do not automatically initiate rechecking credit for existing orders or release orders currently on hold. When credit checking is next performed against an existing order, either through Pick Release or in the Sales Orders window, the new limits take effect. New limits are immediately in effect for new orders.

Update a Customer's Outstanding Credit Balance

Depending on what your Credit Check Rule includes in calculating your customer's outstanding credit balance, the following transactions can affect your customer's outstanding credit balance: paying or crediting invoices, releasing orders from hold, invoicing orders, or new orders moving into the shipping horizon.

Your customer's outstanding credit balance is calculated and compared to the Credit Limit only during the credit checking process at ordering and/or shipping. At either point in the order cycle, changes in your customer's outstanding credit balance can cause Order Entry/Shipping to automatically place a hold or remove a hold from an order. For example, during order entry the customer is over their credit limit and the order is put on Credit Check hold. The next day they pay several invoices which puts them under their credit limit. The order is not automatically released from Credit Check hold when the invoices are paid. The order is only automatically released from Credit Check hold if you run Pick Release or modify the price, quantity, or schedule date of a booked order line in the Sales Orders window because these events trigger automatic credit checking. Naturally, if your responsibility has the authority, you have the option of manually releasing a credit hold on an order using the Find Holds window.

Deactivating Credit Checking

There are three ways to deactivate Credit Checking on an order:

- Use an order type that does not have an assigned credit rule.
- Define the Customer Profile so that the Credit Check check box is not checked.
- Use payment terms for which the Credit Check check box is not checked.

Deactivating Credit Checking does not automatically release orders previously on credit hold. However, the next time you attempt to Pick Release an order or trigger credit checking in the Sales Orders window, Order Entry/Shipping releases the credit hold.

See Also

Defining Credit Check Rules: page 1 – 99

Defining Order Types: page 1 – 103

Entering Customers, *Oracle Receivables User's Guide*

Overview of Sales Orders: page 2 – 9

Viewing Orders and Returns: page 2 – 6

Releasing Holds: page 2 – 201

Defining Holds: page 1 – 108

Orders on Credit Check Hold Report: page 6 – 65

Outstanding Holds Report: page 6 – 67

Process Exception Report: page 6 – 56

Defining Payment Terms, *Oracle Receivables User's Guide*

Defining Credit Check Rules

You can define credit checking rules to use when calculating a customer's outstanding credit balance. If an order fails a credit check, it is automatically placed on credit check hold.

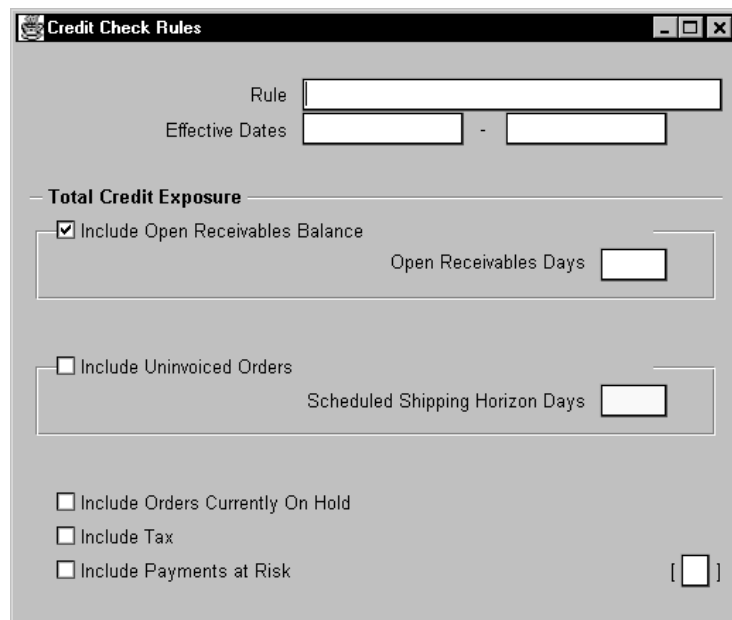
You can include or exclude some or all of your open accounts receivable balances, and some or all of your uninvoiced orders in your credit check rule. You can define as many credit checking rules as you need. If you inactivate a credit checking rule, you must also remove it from any order types that use it.

Order Entry/Shipping uses the currency of the order you are credit checking to determine which credit limits to use in credit checking calculations. Order Entry/Shipping only includes orders and invoices in the same currency as the order you are credit checking when calculating a customer's outstanding credit balance. See: Maintaining Customer Profiles, *Oracle Receivables User's Guide*.

You can only include the open accounts receivable balance if you have Oracle Receivables fully installed.

► To define a credit check rule:

1. Navigate to the Credit Check Rules window.



The screenshot shows the 'Credit Check Rules' window. It has a title bar with a standard icon, the text 'Credit Check Rules', and window control buttons (minimize, maximize, close). The main area contains the following fields and options:

- Rule:** A text input field.
- Effective Dates:** Two text input fields separated by a hyphen.
- Total Credit Exposure:** A section header with a horizontal line below it.
- Include Open Receivables Balance:** A checked checkbox. To its right is a text input field labeled 'Open Receivables Days'.
- Include Uninvoiced Orders:** An unchecked checkbox. To its right is a text input field labeled 'Scheduled Shipping Horizon Days'.
- Include Orders Currently On Hold:** An unchecked checkbox.
- Include Tax:** An unchecked checkbox.
- Include Payments at Risk:** An unchecked checkbox.
- []:** A small square button with brackets, located at the bottom right of the form area.

2. Enter a name for the credit check rule.
3. Optionally, enter the effective dates for the rule.
4. Indicate whether to include the open accounts receivables balance in this credit check rule.

You must activate either the Include Open Receivables Balance check box or the Include Uninvoiced Orders check box in your credit check rule. You can activate both, but you cannot toggle both off.

5. If you checked Include Open Receivables Balance, enter a value to indicate the range of dates for open receivables that you want to include in this credit check rule.

Negative Number: Includes past due, current, and future open receivables up to X days beyond the current date.

Positive Number: Includes open receivables with invoice dates X days earlier than the current date.

No Value: Includes all open receivables.

6. Indicate whether to include uninvoiced orders in this credit check rule.

You must activate either the Include Open Receivables Balance check box or the Include Uninvoiced Orders check box in your credit check rule. You can activate both, but you cannot toggle both off.

7. If you checked Include Uninvoiced Orders, enter the number of scheduled shipping horizon days for uninvoiced orders to include in your total credit exposure.

For example, if you enter 45, your total exposure includes only uninvoiced orders scheduled to ship within 45 days of the current date. Orders scheduled to ship after 45 days are not included.

8. If you include uninvoiced orders in your credit check rule:

- Indicate whether to include orders currently on hold.
- Indicate whether to include tax on uninvoiced orders.

Credit checking calculations on open receivables always include tax amounts and are not affected by the Include Tax option. If the performance of credit checking requires improvement you can toggle off this option.

9. If you include open accounts receivables balance in your credit check rule, indicate whether to include payments at risk when calculating a customer's outstanding balance.

Receipts at risk are remitted receipts that have not been cleared, or discounted (factored) receipts that have not been risk eliminated. If the performance of credit checking requires improvement you can toggle off this option.

10. Save your work.

See Also

Defining an Order Type: page 1 – 103

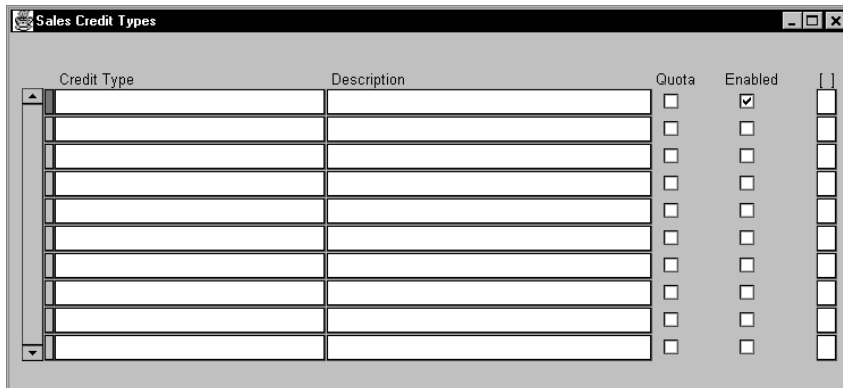
Defining Sales Credit Types

Order Entry / Shipping uses sales credit types to determine if the sales credit for an order is a quota or non-quota amount.

You can define as many sales credit types as you need.

► **To define sales credit types:**

1. Navigate to the Sales Credit Types window.



The screenshot shows the 'Sales Credit Types' window. It contains a table with the following columns: 'Credit Type', 'Description', 'Quota', 'Enabled', and a vertical bar. The first row has a checked box in the 'Enabled' column. The other rows have empty checkboxes.

Credit Type	Description	Quota	Enabled	
		☐	☒	
		☐	☐	
		☐	☐	
		☐	☐	
		☐	☐	
		☐	☐	
		☐	☐	
		☐	☐	
		☐	☐	

2. Enter a name and description for the credit type.
3. Check Quota if the sales credit type applies to revenue quota sales credit that you assign to salespeople.
4. Check Enabled to activate the sales credit type.
5. Save your work.

Defining Order Types

Order types are required for entering orders and returns because they specify processing rules and order entry defaults. You assign an order cycle to each order type to control the order processing and to provide default values for this order type.

The values you define for an order type can be defaulted to orders when you assign an order type, depending on how you define your standard value rule sets. You can attach a standard value rule set to an order type.

Prerequisites

- ☐ Define all QuickCodes. See: Defining QuickCodes: page 1 – 23.
- ☐ Define freight carriers. See: Defining Freight Carriers, *Oracle Inventory User's Guide*.
- ☐ Define organizations. See: Creating an Organization, *Oracle Human Resources Management Systems User's Guide*.
- ☐ Define order cycles. See: Defining Order Cycles: page 1 – 59.
- ☐ Create order number sources. See: Defining Order Number Sources: page 1 – 62.
- ☐ Define standard value rule sets. See: Defining Standard Value Rule Sets: page 1 – 86.
- ☐ Define price lists. See: Defining Price Lists: page 4 – 6.
- ☐ Define credit check rules. See: Defining Credit Check Rules: page 1 – 99.
- ☐ Define currencies and currency types. See: Defining Currencies, *Oracle Applications System Administrator's Guide*.
- ☐ Set up your Cost of Goods Sold Account flexfield segments. See: Defining Key Flexfield Segments, *Oracle Applications Flexfields Guide*.

► **To define order type header information:**

1. Navigate to the Order Types window.

2. Enter a name and description for the order type.
3. Optionally, enter effective dates for the order type.
4. Select the order cycle you want to associate with the order type.
5. Optionally, select a predefined order category to define how to use this order type.

Internal Sales Order: Internal orders that originate as internal requisitions in Oracle Purchasing and are imported to Order Entry / Shipping using OrderImport.

Regular: Sales orders from customers that you enter using the Sales Orders window or import from external systems using OrderImport.

Return: Reversals of sales orders that you enter when processing a return material authorization.

► **To define document, pricing, and credit check information for the order type:**

1. Navigate to the Main alternative region.
2. Optionally, select an order number source.
3. Optionally, enter an agreement type.

If you enter an agreement type here, you can only choose agreements with this agreement type when using this order type. You define agreement types using Order Entry QuickCodes.

4. Optionally, select a standard value rule set.

You can use the same set for multiple order types. If you change the standard value rule set for this order type, you must exit and login again for the modifications to take effect.



Attention: You should select a standard value rule set for order types that you assign to regular orders, since the standard value rule set is the only way that you can designate an accounting rule for the order. Standard value rule sets do not apply to returns, however, so you can leave this field blank for return order types. Returns use the RMA Default Sources to determine the hierarchy of defaults for returns.

5. Indicate whether an agreement is required for this order type.
6. Check Purchase Order Required to require purchase order numbers during order entry for orders and returns with this order type.
7. Select a price list and indicate whether to enforce prices on the price list without any discounts.

If you check Enforce List Price, you cannot apply discounts to the order line list price when you use this order type and users cannot override the selling price, unless the profile option *OE: Discounting Privilege* is set at the appropriate level.

8. Optionally, select the credit check rule to use when checking credit on an order when the order is booked. If you leave this field blank, no credit checking occurs when you enter orders with this order type.
9. Optionally, select the credit check rule to use when checking credit on an order when the order is pick released. If you leave this field blank, no credit checking occurs when you release sales orders for picking with this order type.

► **To enter optional shipping information for this order type:**

1. Navigate to the Shipping alternative region.
2. Select a warehouse for this order type. Warehouses are synonymous with inventory organizations in Oracle Manufacturing.
3. Enter a freight carrier.

4. Enter a shipment priority. You define shipment priorities using Order Entry QuickCodes.
5. Enter the freight terms. You define freight terms using Receivables QuickCodes.
6. Enter the Free On Board (FOB) point. You define FOB points using Receivables QuickCodes.
7. Enter the Demand Class for this order type. If you enter a demand class, it defaults for this order type based on your standard value rule sets. You define demand classes using Manufacturing QuickCodes.

► **To define finance information for this order type:**

1. Navigate to the Finance alternative region.
2. If you use Oracle Receivables, enter the default invoicing rule to apply to this order type.

An invoicing rule controls the amount and timing of your invoices.
3. If you use Oracle Receivables, enter the default accounting rule to apply to this order type.

An accounting rule controls the amount and timing of when you recognize revenue for this order. See: Defining Invoicing and Accounting Rules, *Oracle Receivables User's Guide*.
4. Optionally, select the credit method Oracle Receivables uses when adjusting the revenue account assignments of invoices using multi-period invoicing and accounting rules. See: Crediting Transactions, *Oracle Receivables User's Guide*.

LIFO (Last In First Out): Backs out revenue starting with the last general ledger period and reverses all prior periods until it has used up the credit memo.

Prorate: Credits an equal percentage to all account assignments for that invoice.

Unit: Reverses the revenue for the number of units you specify from an original line of the invoice.
5. Optionally, select the credit method Oracle Receivables uses when crediting the installments of invoices that have multiple installments (split term invoices). See: Crediting Transactions, *Oracle Receivables User's Guide*.

LIFO (Last In First Out): Credits the last installment to be credited first and then credits all prior installments until credit is used up.

FIFO (First In First Out): Credits the first installment first and then credits all subsequent installments until the credit is used up.

Prorate: Prorates the credit received by the installments of invoices by the amount remaining on their installments.

6. If you use Oracle Receivables, enter the receivables transaction invoice type for this order type.

Invoice types designate invoice status, invoice printing options, credit memo type, and whether the invoice posts to General Ledger or creates an open receivable. If you are defining a return type, select the invoice type associated with the appropriate credit memo type. See: Defining Transaction Types, *Oracle Receivables User's Guide*.

7. Optionally, enter a Cost of Goods Sold Account to associate with the order type.
8. Optionally, enter a currency and a currency conversion type for the order type.

If you entered a price list for your order type, then the currency for that price list must be the same as the currency you enter here.

If you choose *User* as the currency conversion type, the Sales Orders window requires you to enter the conversion rate and date.

9. Save your work.

Defining Holds

You can define holds to halt processing of your orders, returns, and their lines. Since orders and returns are not affected by holds until they are applied, you can define all the holds you use in your business at one time. You can define holds that are effective only at certain steps of the order cycle as well as holds that apply regardless of the stage of the order cycle.

For example, you may want to apply an item hold to prevent order lines for a particular item to be released for shipment. Any orders that are not ready for shipment or any orders that have already been shipped are not affected by this hold. You can also define a hold that affects all orders for a given customer, no matter where the order is in its cycle. When this type of hold is applied, it is effective regardless of the order's position in the cycle.

For each hold, you can specify hold security by responsibility to control which responsibilities have authority to apply or remove the holds you define.



Attention: Holds are not effective between Pick Release and Ship Confirmation. If you want to prevent an order or order line from shipping, the hold must be effective for no cycle action or the cycle action of Pick Release.

► To define a hold:

1. Navigate to the Holds window.

Holds

Name

Description

Type

Cycle Action

Effective Dates - ☐

Authorizations

Responsibility	Authorized Action	Effective Dates		
		From	To	
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐

2. Enter a name and description for the hold you want to create.
3. Enter a valid hold type.

Order Entry/Shipping provides two standard hold types that are used for the GSA and Credit Checking features: GSA Violation Failure and Credit Check Failure. We also provide the Configurator Validation hold type, which is used if you invalidate a configuration after booking. You define other hold types using Order Entry QuickCodes. See: Defining Order Entry QuickCodes: page 1 – 23.

4. Optionally enter the cycle action where you want to stop processing of orders with this hold.

The hold activates as soon as the cycle action has a status for the applicable order. For example, you can define a hold that prevents an order from being released for picking by entering Pick Release in this field. The hold takes effect as soon as an order that meets your hold criteria is eligible for Pick Release. If you leave this field blank, the hold prevents the order from processing as soon as it is applied regardless of cycle action.

You can view the cycle status and hold status of orders. See: Viewing Orders and Returns: page 2 – 6.

5. Optionally, enter effective dates for the hold to control when you can use this hold.

6. Optionally, determine which user responsibilities have authority to apply or release holds by entering combinations of responsibilities, authorized actions, and effective dates.

You can give some responsibilities the authority to apply a hold, other responsibilities the authority to release it, and others the authority to do both. If you do not specify a responsibility for a hold, anyone can apply or release it.

7. Save your work.

See Also

Applying Holds: page 2 – 196

Releasing Holds: page 2 – 201

Overview of Holds: page 2 – 193

Defining Note Categories

You must define at least one note category to use notes in Order Entry/Shipping. Notes can print automatically on the Bill of Lading, Commercial Invoice, Pack Slip, Pick Slip, and Sales Order Acknowledgement shipping documents, depending on the note categories you define.

Prerequisites

- ☐ Define your note usage formats. See: Defining Order Entry/Shipping QuickCodes: page 1 – 23.

► To define note categories:

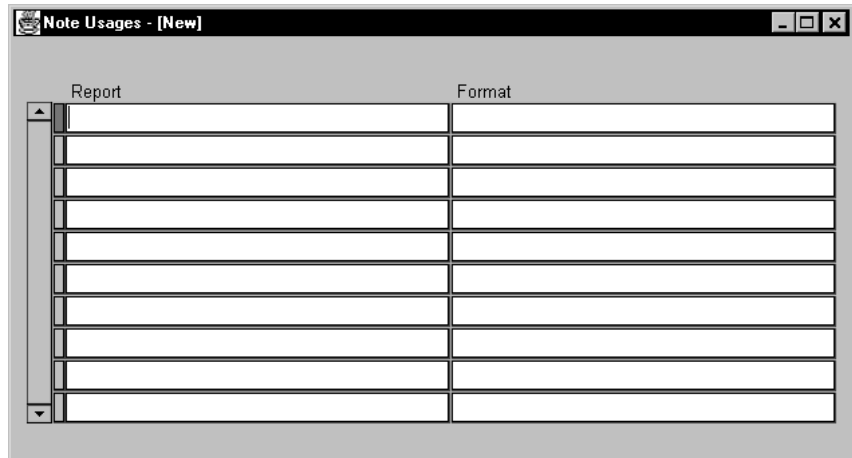
1. Navigate to the Note Categories window.

	Category	Default Datatype	Effective Dates	
			From	To
▲				
▼				

Reports Assignments

2. Enter a Category name.
3. Select a Default Datatype.
Though your choice can be overridden later when you create notes, providing a default here speeds note definition.
4. Optionally enter an effective date range.
5. Choose the Reports button.

The Note Usages window appears.



Report	Format

6. Select the Report that you want to associate with the category.

You can associate as many reports as you need with a single category. If you customize your own reports to include notes, you can specify your own as well as Order Entry / Shipping's default reports in this field. Only text notes can print on reports.

7. Choose a Format.

The Format value determines where notes in this category will appear on the report. You can add your own formats to the predefined ones via the Order Entry QuickCodes window. Standard reports support only the three pre-seeded formats (body, footer, header).



Attention: In standard reports, order-level notes print only at the header and footer levels; line-level notes print only in the report body.

8. Save your work, close the Note Usages window, and choose the Assignments button in the Note Categories window.

The Category Assignments window appears.

Type	Name	Enabled
Function		☒
		☐
		☐
		☐
		☐
		☐
		☐
		☐
		☐
		☐

9. Select Form in the Type field and Enter Orders in the Name field.
Once assigned, notes in this category are subsequently available in all non-modal windows associated with the Sales Orders, Returns, View Orders, and the Orders Workbench windows.
You can disable this choice later by unchecking the Enabled check box.
10. Save your work.

See Also

Defining Notes in Advance: page 1 – 114

Attachments Window, *Oracle Applications User's Guide*

Defining Notes in Advance

You can predefine standard, template, and one-time notes to attach to your orders, returns, order lines, or return lines.

You can define the rule(s) that Order Entry/Shipping uses to determine whether to apply a note to an order or return. You can specify that notes be applied to orders or lines for a certain customer, bill-to customer, ship-to customer, item, order type, and/or purchase order. You can create complex *and* and *or* conditions for your rules. Order Entry/Shipping applies notes automatically according to these rules when you choose the Apply Notes option from the Special menu in the Sales Orders or Returns windows.

Notes can print automatically on the Bill of Lading, Commercial Invoice, Pack Slip, Pick Slip, and Sales Order Acknowledgement shipping documents, depending on the note categories you have defined.

Prerequisites

- ☐ Define your note usage formats. See: Defining Order Entry/Shipping QuickCodes: page 1 – 23.
- ☐ Define your note categories. See: Defining Note Categories: page 1 – 111.

► **To define notes:**

1. Navigate to the Documents window.

The screenshot shows a 'Documents' window with the following fields and sections:

- Category**: Text input field.
- Description**: Text input field.
- Source**:
 - Data Type**: Text input field.
 - Storage**: Text input field with a dropdown arrow.
 - File**: Text input field.
- Usage**:
 - ☒ Standard
 - ☐ Template
 - ☐ One-Time
- Security**:
 - Type**: Text input field with the value 'None'.
 - Owner**: Text input field.
- Effective Dates**:
 - From**: Text input field.
 - To**: Text input field.
- Magnification**: Text input field with the value '100%' and a checkmark icon.
- Addition Rules**: Button at the bottom right.

2. Select a Category.

The choices available here depend on your definitions in the Note Categories window.

3. Enter a category Description.

4. Choose a Data Type Source or accept the default.

The default selection derives from your definition in the Note Categories window. You can choose any data type, but Order Entry/Shipping provides a default to speed note definition.

5. If you chose the Image data type, choose a Storage Source.

6. If you chose the Image data type, specify a filename; if you chose the Web Page data type, enter a Uniform Resource Locator (URL).

The browser that Order Entry/Shipping uses to display Web-based attachments is determined by the *Web Browser* system profile option. See: Common User Profile Options, *Oracle Applications User's Guide*.

7. Select a Usage.

Standard notes, once defined, can be applied to any number of orders, returns, or lines. You can edit a standard note only in the Documents window. Once a standard note has been applied, if you subsequently modify its contents, your changes are reflected in each order, return, or line to which the note is applied.

Template notes, like standard notes, can be attached to numerous orders, returns, or lines. However, to provide unique information for a particular order or return, you can modify a template note in the Attachments window. After an applied template note is modified in Attachments, it becomes a one-time note. See: Applying Notes: page 2 – 58.

One-time notes let you attach unique information to one order or return.

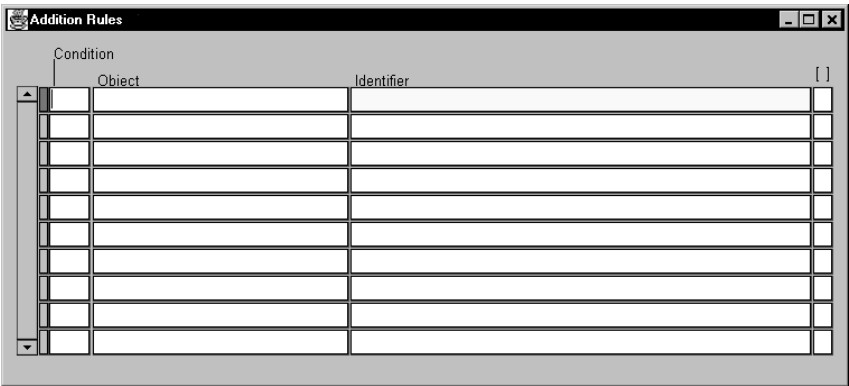
- 8. Optionally enter the Effective Date range.
You cannot apply a note after the date range has passed.
- 9. If the data type is Image, optionally adjust the magnification.
- 10. Save your work.

► **To define rules for note applicability:**

Note: This task applies only to Short Text and Long Text documents.

- 1. Navigate to the Documents window.
- 2. Define or query a text note.
- 3. Choose the Addition Rules button.

The Addition Rules window appears.



- 4. Enter a Condition.

This value is a number that optionally groups rules.

Rules with the same group number must both be true for the note to be applied. This is an *and* condition. For example, if you want

Order Entry/Shipping to apply this note to an order from a specific customer and for a specific item, enter the same number in this field for both rules.

For rules with different numbers, only one needs to be true for Order Entry/Shipping to apply the note to an order or return. This is an *or* condition. For example, if you want Order Entry/Shipping to apply this note to orders from either one customer or another customer, enter different numbers in this field for each rule.

5. Select the Object and Identifier that you want Order Entry/Shipping to use when deciding whether to apply this note.

For example, choose Customer in the Object field and specify the customer Acme, Inc. in the Identifier field.

If you choose Item or Ship To Customer as the identifier, Order Entry/Shipping applies the note at the line level. The choices Customer, Order Type, Purchase Order, and Bill To Customer cause Order Entry/Shipping to apply notes at the order or return level.

6. Save your work.

See Also

Defining Note Categories: page 1 – 111

Attachments Window, *Oracle Applications User's Guide*

Applying Notes: page 2 – 58

Overview of Sales Orders: page 2 – 9

Overview of Returns: page 2 – 132

Sample Notes

Note Example 1

You can create a standard note and modify it when you apply the note to an order. For example, you have a product under revision. A few of your customers have agreed to try the item's new version. You define a short-text note category, assign it to print at the order line on Pick Slips, and enable it for Enter Orders. Next, you define a standard note that uses this category and that, in the text field, informs your pickers to select the item's new version. Using Order Entry/Shipping's addition rules, enable the note for orders that include both any trial customer and the item. In the Sales Orders window, use Apply Notes to attach the standard note to relevant orders. When the pick slip is generated, it tells the picker to pick the new version of the item.

Note Example 2

You can create a template note as a starting point for general notes that need to be slightly different for each order or return. For example, you want to track extensive data for returns. You create a template note with prompts for each piece of information. As you enter returns, use the document catalog in the Attachments window to attach your template note. Enter additional information. Note that when you save, Order Entry/Shipping creates a one-time note that contains your newly specified information. The original template note remains unchanged.

If you use particular order types for your returns, then for the same scenario, you can also define rules to apply your template note to returns. When you use Apply Notes from the Special menu, the note will be attached to the return header.

Note Example 3

You can also create a one-time note that provides information specific to an order or line. For example, you need to retain for future reference a customer contract for a particular order. You scan the contract and save it as an image (such as a .jpeg file). When you create the order, attach the scanned contract to the order. After you have closed the order, the order and its attached contract remain in your database.

Choosing Printers for Shipping Documents

You can assign shipping documents and selected reports to specific printers. For example, you can assign pick slips and pack slips to your warehouse tractor feed printer, your mailing labels to a tractor feed printer stocked with blank labels, and other documents to a laser printer in your order entry office.

You can assign each shipping document and report to a different printer for each user, responsibility, application, or site. If a user or responsibility is not specified, Order Entry / Shipping uses the printer that you indicate for the application.

► To assign printers to shipping documents:

1. Navigate to the Choose Printers For Shipping Documents window.

Document
Bill of Lading
Commercial Invoice
Mailing Labels
Packing Slip
Pick Slip
Price List Listing

Choices				Enabled
Level	Value	Printer	Comments	
Application	Oracle Order En			☒
				☐
				☐
				☐
				☐

2. From the list of Documents, select the document you want to assign to a printer.
3. Select the level for which you want this printer to be active. You can choose from Site, Application, Responsibility, or User.



Attention: You must assign each shipping document to at least one printer at the application level.

4. Select the value for each defined level.

If you select Responsibility or User in the Level field, choose the specific name in this field. If you select Site or Application in the

Level field Order Entry / Shipping displays the name of your site, or Oracle Order Entry, and skips to the next field.

5. Select the name of the printer to which you want the shipping document to print.
6. Check the Enabled check box to activate the printer assignment.
7. Save your work.

See Also

Delivery-based Bill of Lading: page 6 – 47

Delivery-based Commercial Invoice: page 6 – 49

Delivery-based Mailing Label: page 6 – 51

Delivery-based Pack Slip: page 6 – 52

Delivery-based Pick Slip: page 6 – 54

Sales Order Acknowledgement: page 6 – 28

Process Exception Report: page 6 – 56

Defining Document Sets

You can group shipping documents and other reports in a set. You can print document sets from the Confirm Shipment window or the Release Sales Orders For Picking window, depending on the option you select in the Usage field. When you select a document set in either the Release Sales Orders For Picking or Confirm Shipment windows, the documents print automatically when you save your actions.

Order Entry / Shipping provides three predefined document sets: *Pick Release Documents* for use on the Release Sales Orders window, and *All Shipping Documents* and *Pack Slip Only* for use on the Confirm Shipment window.

You can set the *OE: Default Shipping Document Set* profile option to specify a default value for the Document Set field in the Confirm Shipment window. You can set the *OE: Default Picking Document Set* profile option to specify a default value for the Document Set field in the Release Sales Orders For Picking window. See: Order Entry / Shipping Profile Options: page 1 – 10.

Prerequisites

- ☐ Assign printers to your shipping documents. See Choosing Printers for Shipping Documents: page 1 – 119.

► **To define document sets:**

1. Navigate to the Shipping Document Sets window.
2. Enter a name for a new document set.
3. Select the type of document set you want to create in the Usage field.

Confirm Shipments Form: defines shipping document sets which can be printed from the Confirm Shipments window.

Release Sales Orders Form: defines pick release document sets which can be printed from the Release Sales Orders For Picking window.

4. Optionally, enter the effective dates for the document set.
5. Choose the printing method for sending the document set to the Concurrent Manager.

Parallel: Submits the reports separately, each with a different request ID. If one of the reports in the document set fails to print, the other reports will still print.

Sequential: This option is not currently available.

6. Determine the sequence in which you want the documents to print.
You can accept the default sequence or enter your own.
7. Enter the names of the documents to include in the document set.
The available options depend on the value you entered in the Usage field.
8. Save your work.

► **To edit document sets:**

1. Navigate to the Shipping Document Sets window.

Seq	Application	Report Name	Description

2. Query an existing document set.
3. Edit the existing effective dates, sequence of documents, or documents contained within the document set.
4. Save your work.

See Also

Overview of Delivery-based Ship Confirm: page 5 – 73

Delivery-based Bill of Lading: page 6 – 47

Delivery-based Commercial Invoice: page 6 – 49

Delivery-based Mailing Label: page 6 – 51

Delivery-based Packing Slip: page 6 – 52

Delivery-based Pick Slip: page 6 – 54

Defining Release Sequence Rules

You can define Release Sequence Rules to specify the order in which eligible picking lines are released during Pick Release. The order in which picking lines are released using a Release Sequence Rule is based on five attributes: order number, outstanding invoice value, schedule date, departure date, and shipment priority. You can assign a Priority (1 through 5) to one attribute or all of the attributes for the release sequence rule, with 1 being the highest priority and 5 being the lowest priority.

You can also define whether you want the picking lines released based on the attribute in an ascending order or a descending order. For example, if you define order number as your number 1 priority and select the associated Ascending toggle, the eligible picking line with the lowest order number is released first followed by the picking line with the next lowest order number.

You can define either the Outstanding Invoice Value attribute or the Order attribute for the Release Sequence Rule, but you cannot select both for the same rule. No two attributes can be given the same priority.

You can edit existing release sequence rules, but you cannot change the name of an existing release sequence rule.

► **To define release sequence rules:**

- 1. Navigate to the Release Sequence Rules window.

Release Priority			
	Priority	Ascending	Descending
Order		☒	☐
Outstanding Invoice Value		☒	☐
Schedule Date		☒	☐
Departure Date		☒	☐
Shipment Priority		☒	☐

2. Define a Name for the release sequence rule.
3. Define the Effective Dates for the rule.
4. Specify a Priority (1, 2, 3, 4, or 5 where 1 is the highest priority and 5 is the lowest) for one or all of the following attributes:

Order Number: Releases picking lines based on order number. If you define a priority for the Order Number attribute, you cannot define a priority for the Outstanding Invoice Value attribute.

Outstanding Invoice Value: Releases picking lines based on the outstanding invoice value. If you define a priority for the Outstanding Invoice Value attribute, you cannot define a priority for the Order Number attribute.

Schedule Date: Releases picking lines based on schedule date.

Departure Date: Releases picking lines based on departure date.

Shipment Priority: Releases picking lines based on shipment priority.

5. Select the Ascending or Descending toggle next to each attribute.

If you select the Ascending toggle next to the Schedule Date attribute, for example, the picking lines with the earliest Schedule Date are released first. If you select the Descending toggle, the picking lines with the most recent Schedule Date are released first.

6. Save your work.

See Also

Overview of Delivery-based Shipping: page 5 – 1

Releasing Sales Orders for Picking: page 5 – 67

Creating Release Rules

The Release Rules window defines and saves picking criteria that can be used when running Pick Release. Once you have created a release rule, you can select the rule from the Based On Rule list on the Release Sales Orders For Picking window to automatically populate the fields on the window with the predefined picking criteria. The following are two examples of uses for release rules:

- You have prearranged schedules for carrier pickups. One carrier comes every morning and the other comes every afternoon. You create two separate release rules, one for each carrier. Each day, when it is time to pull all orders for the morning carrier, you release orders using the rule for that carrier and all the necessary release criteria are automatically defaulted to the appropriate fields.
- You like to release all backorders in each of your warehouses once each week. For convenience, you set up a release rule for a specific warehouse and backorders only. Simply reuse your release rule each week to get your backorder pick slips.

If you create a release rule that includes a Request Date From/To or the Schedule Ship Date From/To as part of the release criteria, the next time you use the release rule the following will apply:

- If you enter the current date, the release rule always defaults to the current system date.
- If you leave the dates blank, the release rule always leaves the dates blank.
- If you enter any date other than the current date, the release rule always defaults the date you entered when you created the rule.



Attention: If you want to use Pick Release — Standard Report Submission (SRS), you must create a release rule. See Pick Release — SRS: page 7 – 25.

► To create or modify a release rule:

1. Navigate to the Release Rules window.

2. Define a name for the release rule, or select an existing rule from the list of rules if you want to modify the picking criteria of an existing rule.



Attention: You cannot change the name of an existing release rule.

3. Define parameters for the release rule.
4. Save the release rule.

See Also

Releasing Sales Orders For Picking: page 5 – 67

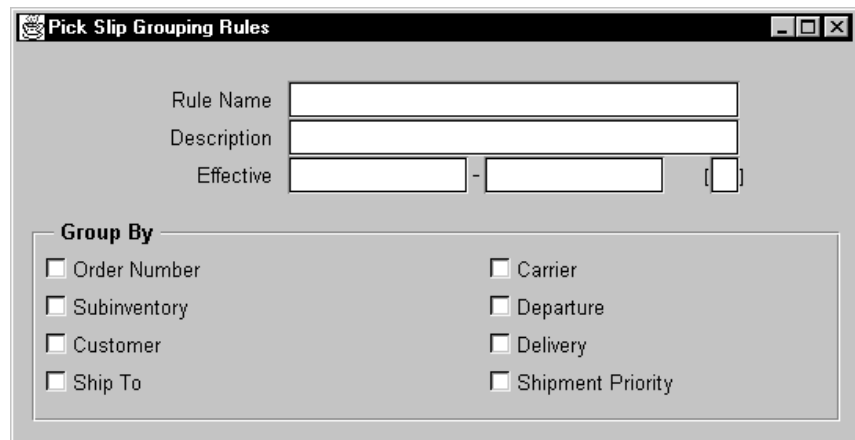
Overview of Delivery-based Pick Release: page 5 – 66

Defining Pick Slip Grouping Rules

You can define grouping rules to determine how released picking lines are grouped onto pick slips. Grouping rules allow you to specify the criteria by which released picking lines are grouped. Select from the following criteria: order number, carrier, subinventory, shipment priority, customer, departure, ship to, and delivery. If you select Order Number, for example, all picking lines with the same order number are grouped on the same pick slip. If you pick Carrier and Customer, all picking lines with the same freight carrier and customer are grouped on a pick slip.

► **To define pick slip grouping rules:**

1. Navigate to the Pick Slip Grouping Rules window.



The screenshot shows a window titled "Pick Slip Grouping Rules". It contains the following fields and controls:

- Rule Name:** A text input field.
- Description:** A text input field.
- Effective:** Two date input fields separated by a hyphen, with a small calendar icon to the right.
- Group By:** A section containing eight checkboxes arranged in two columns:
 - Order Number
 - Subinventory
 - Customer
 - Ship To
 - Carrier
 - Departure
 - Delivery
 - Shipment Priority

2. Define a Name for the Pick Slip Grouping Rule.
3. Define the Effective Dates.
4. Select the criteria by which you want the released picking lines grouped on a pick slip.
5. Save your work.

See Also

Overview of Delivery-based Ship Confirm: page 5 – 73

Defining Container–Load Relationships

You can define the relationship between container items and load items to specify which and how many items can be contained within other items. Container items are items that can contain other items. Load items are items that can be loaded into a container. Since a container item can be loaded into another container, a container item can also be a load item. For example, axles can be packed into a box and the box can be loaded onto a vehicle. The box serves as both a container item for the axles and a load item for the vehicle.

When you define the relationship between items, you specify the maximum number of load items that can be contained within a container item. This maximum quantity is used to:

- calculate the fill percentage for containers when the Fill Percentage Shipping parameter is set to Quantity (see: Defining Shipping Parameters: page 1 – 131), and
- calculate/estimate the number of containers required for delivery lines in a departure or delivery. See: Calculating Containers: page 5 – 23

Note: You can query all existing container–load relationships using the Enter Query (and Run Query) menu option(s).

► **To define container–load relationships:**

1. Navigate to the Container–Load Relationships window.

Container		Load		
Item	Type	Item	UOM	Maximum Quantity

Item Description

Container

Load

2. Select the Container Item from the List of Values.
The Container Item and Container Type display in the window.
3. Select the Load Item from the List of Values that you want to place in the Container Item.
4. Define the Maximum Quantity of Load Items you can place in the Container Item.
5. Continue defining all your Container–Load relationships until finished.
6. Save your work.

See Also

Calculating Weight, Volume, and Fill Percentage: page 5 – 18

Calculating Containers: page 5 – 23

Viewing Containers for a Departure: page 5 – 24

Viewing Containers for a Delivery: page 5 – 41

Defining Shipping Parameters

You can define the default parameters used throughout a specific warehouse (organization).

► **To define shipping parameters:**

1. Navigate to the Shipping Parameters window.

The screenshot shows the 'SHIPPING PARAMETERS (GLO)' window with the following sections and fields:

- General**
 - Weight UOM Class: [Text Field]
 - Volume UOM Class: [Text Field]
 - Percent Fill Basis: [Weight] (Dropdown), [] (Checkbox)
- Pick Release**
 - Release Sequence Rule: [Text Field]
 - Pick Slip Grouping Rule: [Text Field]
 - Print Pick Slip: [At the End] (Dropdown)
 - Default Pick Release Document Set: [Text Field]
- Departure Planning**
 - Line Assignment Method: [Parent Item Only] (Dropdown)
 - Weight / Volume Calculation: [Manual] (Dropdown)
- Confirm Delivery / Departure**
 - Default Delivery Document Set: [Text Field]
 - Default Departure Document Set: [Text Field]
 - Weight / Volume Calculation: [Manual] (Dropdown)
 - Container Inventory Control: [Optional] (Dropdown)
 - Enforce Packing in Containers: [No] (Dropdown)

2. Define the General Shipping Parameters.

Weight UOM Class: Select the default Weight Unit of Measure Class you want to be used throughout Shipping.

Volume UOM Class: Select the default Volume Unit of Measure Class you want to be used throughout Shipping.

Percent Fill Basis: Select the Percent Fill Basis you want to be used to determine whether or not containers have met their minimum fill percentage. Select from Quantity, Weight, or Volume. For example, if you define a container load relationship in which CONTAINERA

can hold quantity 5 of ITEM A, you select Quantity in this field, and you define the minimum fill percentage for CONTAINER A to be 75 percent, you will have to have at least quantity 4 of ITEM A in CONTAINER A to meet your minimum fill percentage.

3. Define the Pick Release Parameters.

Release Sequence Rule: Select the Release Sequence Rule that will default to the Release Sales Orders for Picking window.

Pick Slip Grouping Rule: Select the Pick Slip Grouping Rule that will default to the Release Sales Orders for Picking window.

Print Pick Slip: Select when you want the Pick Slip(s) to print. Choose At the End to print all pick slips at once after all pick slips are created, or Immediate to print pick slips individually as soon as all requirements are filled for each pick slip.

Default Pick Release Document Set: Select the document set that will default to the Release Sales Orders for Picking window.

4. Define the Departure Planning Parameters.

Line Assignment Method: Select which items you want to query in the Find Departure Information window. Select Parent Item Only to query all shippable items within a model by model name. Select All Shippable Items to query all shippable items. If you select All Shippable Items, you cannot query by model name.

Weight / Volume Calculation: Select how you want Weight and Volume calculated in the Departure Planning Workbench window. Select Automatic to automatically calculate the weight / volume of the departure and / or delivery whenever you change the status of the departure or delivery to planned. Select Manual to require weight / volume calculation via the Calculate Weight / Volume Special pull down menu.

5. Define the Confirm Delivery / Departure Parameters.

Default Delivery Document Set: Select the default document set printed for a delivery.

Default Departure Document Set: Select the default document set printed for a departure.

Weight / Volume Calculation: Select how you want Weight and Volume calculated for a delivery or departure. Select Automatic to automatically calculate the weight / volume of the departure and / or delivery whenever you change the status of the departure or delivery to planned. Select Manual to require manual entry of the weight and volume.

Container Inventory Control: This parameter was added to support functionality in a future release.

Enforce Packing in Containers: Select Yes to default the Enforce Packing check box on the Delivery Status and Departure Status windows (during Ship Confirm) to checked. When the check box is checked, a warning displays when you try to ship a delivery or departure containing unpacked delivery line items. Select No to default the check box to unchecked, thus preventing the warning from displaying during Ship Confirm. See: Confirming a Delivery: page 5 – 74 and Confirming a Departure: page 5 – 97

6. Save your work.

Orders

This chapter provides you with an overview of Order Entry/Shipping tools and describes how to use the tools to process orders and control operations. You can:

- enter orders. See: Overview of Sales Orders: page 2 – 9.
- copy orders. See: Copying Orders: page 2 – 85.
- import orders. See: OrderImport: page 7 – 18.
- discount orders and returns. See: Discounts: page 4 – 20
- schedule orders. See: Overview of Order Scheduling: page 2 – 89.
- enter returns. See: Overview of Returns: page 2 – 132.
- cancel orders and returns. See: Cancelling Orders: page 2 – 189.
- enter order approvals. See: Entering Order Approvals: page 2 – 181.
- apply holds. See: Applying Holds: page 2 – 196.
- release holds. See: Releasing Holds: page 2 – 201.
- close orders. See: Closing Orders: page 7 – 4.

See Also

Approval Actions: page 2 – 177

Holds: page 2 – 193

Orders Workbench

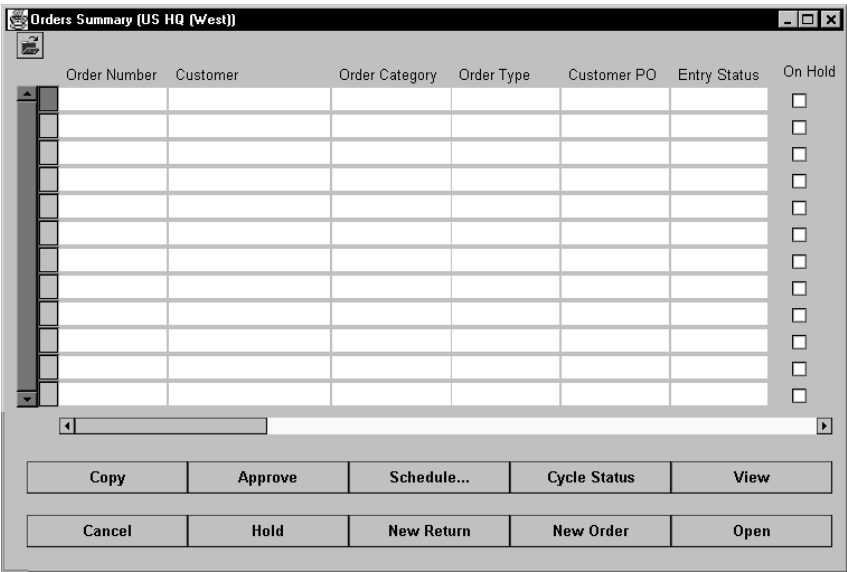
The Orders Workbench consists of two windows: the Find Orders window and the Orders Summary window. The Find Orders window queries existing orders and returns based on the criteria you define in the window. The results of your query display in the Orders Summary window.

The buttons in the Find Orders and Orders Summary windows perform the following functions:

Find Orders window

- ☐ Clear — removes all previously defined information from the window.
- ☐ New Return — creates a new return. See: Overview of Returns: page 2 – 132
- ☐ New Order — creates a new order. See: Overview of Sales Orders: page 2 – 9
- ☐ Find — queries an order or orders based on the defined criteria. See: Querying Orders: page 2 – 4

Orders Summary window



- ☐ Copy — copies an order. See: Copying Orders: page 2 – 85

- ☐ Approve — locates, views, or approves orders that are held with an approval action in their order cycle. See: *Entering Order Approvals*: page 2 – 181
- ☐ Schedule — schedules your orders and tracks the inventory necessary to fulfill your order demand. See: *Scheduling Orders*: page 2 – 101
- ☐ Cycle Status — views the cycle status for the order. See: *Viewing Cycle Status*: page 2 – 5
- ☐ View — views all details about an order, a return, or groups of orders or returns.
- ☐ Cancel — cancels sales orders, order lines, returns, and return lines. See: *Cancelling Orders*: page 2 – 189
- ☐ Hold — applies holds to orders, returns, order lines, or return lines based on customer, customer site, item, or order or return number. See: *Applying Holds*: page 2 – 196
- ☐ New Return — creates a new return. See: *Overview of Returns*: page 2 – 132
- ☐ New Order — creates a new order. See: *Overview of Sales Orders*: page 2 – 9
- ☐ Open — displays the selected order or return in the Sales Orders or Returns window.

To remove any of these buttons, use standard function security to exclude functionality for a particular responsibility. See: *Function Security for Orders and Returns*: page 2 – 80 and *How Function Security Works*, *Oracle Applications System Administrator's Guide*.

The On Hold check box indicates whether a hold has been placed either on an order's header or on any of its lines.

Querying Orders

The Find Orders window queries existing orders and returns based on the criteria you enter.

► **To query an order:**

1. Navigate to the Find Orders window, then navigate to the Main alternative region.



The screenshot shows the 'Find Orders' window with a 'Main' alternative region selected. The window contains several input fields for search criteria, organized into two columns. The left column includes fields for Order Number, PO Number, Order Category, Order Source, Order Dates, and Created By. The right column includes fields for Order Type, Requisition Number, Invoice Number, and a group box for Entry Status with checkboxes for Booked, Entered, and Partial. Below these columns are fields for Customer Name, Customer PO, Ship To Location, Bill To Location, Customer Number, and Salesperson. At the bottom of the window are four buttons: Clear, New Return, New Order, and Find.

2. Use the Main and Shipping, More alternative regions to enter criteria on which to base your query.
3. Choose the Find button. The results display in the Orders Summary window. See: Orders Workbench: page 2 – 2.

► **To create a new order:**

- Choose the New Order button. See: Overview of Sales Orders: page 2 – 9.

► **To create a new return:**

- Choose the New Return button. See: Overview of Returns: page 2 – 152.

Viewing Cycle Statuses

You can view the cycle status of an order or return.

► **To view the cycle status of an order:**

1. Navigate to the Find Orders window and query an order, then navigate to the Orders Summary window. See: Querying Orders: page 2 – 4.
2. Choose the Cycle Status button, and navigate to the Cycle Statuses window to view the cycle status for the order.
3. Choose the Holds button to view the hold status of individual order and return lines.

► **To view the hold status of individual order and return lines:**

- Choose the Holds button.

Viewing Orders and Returns

The View Orders window displays the status, shipping, work order, purchasing (for internal sales orders), and invoicing information for orders, returns, and internal sales orders. You can use the View Orders window to view detailed information about all shipments made on an order, including quantity and date shipped, freight carrier, and waybill number. You can also use the View Orders window to view the current cycle status of an order, return, or internal sales order, and its lines. Invoice and payment information can also be viewed for each order.

Prerequisites

- ☐ You must have entered an order or return. See: Overview of Sales Orders: page 2 – 9 and Overview of Returns: page 2 – 132.

► To view an order:

1. Navigate to the Find Orders window, query the order or return you want to view, and navigate to the Orders Summary window. See: Querying Orders: page 2 – 4.

The screenshot shows the 'View Orders (US HQ (West))' window. It has a title bar with standard window controls. The main area is divided into several sections. At the top, there are input fields for 'Order Number', 'Order Type', and 'Customer PO' on the left, and 'Order Total', 'Order Date', and 'Customer' on the right. Below these is a 'Lines' section with a dropdown menu. Underneath is a table with columns: 'Line', 'Item', 'UOM', 'Qty Ordered', 'Qty Shipped', and 'Qty Cancelled'. The table has several empty rows. At the bottom of the window, there is an 'Item Description' field and a row of buttons: 'Holds', 'Shipping', 'Backordered', 'Details', and 'Cycle Status'.

2. Choose the View button to view information about the order or return.

Note: You can also navigate to the View Orders window via the Sales Orders Special menu.

► **To view order line information:**

1. Navigate to the Lines alternative region to view order line information.

Note: If you have Oracle Release Management installed, among the fields displayed here are Customer Item, Customer Job, Customer Production Line, Customer Model Serial Number, Customer Dock, Intermediate Ship To, Production Sequence Number, and Industry Information. These fields are otherwise absent.

2. Choose the Holds button to view holds placed on the selected order line.
3. Choose the Shipping button to view shipping lines associated with the selected order line.

Choose the Details button in the View Shipping Lines window to view shipping line detail information.

4. Choose the Backordered button to view backordered picking line information.

Choose the Details button in the Backordered Picking Line window to view backordered picking line detail information.

5. Choose the Details button to view schedule detail information for the order line as well as included items for kits, models, and option classes.

6. Choose the Cycle Status button to view cycle status information for the order line.

Choose the Holds button on the Cycle Statuses window to view holds placed on a specific order cycle action.

► **To view shipping line information for the order:**

1. Navigate to the Shipping Lines alternative region to view all shipping lines associated with the order.
2. Choose the Details button to view shipping line details for a specific shipping line.

► **To view invoices and credit memos for the order:**

1. Navigate to the Invoices/Credit Memos alternative region to view invoice information for the order.
2. Choose the Invoice Details button to view details for a specific invoice.

► **To view picking batch information for the order:**

1. Navigate to the Picking Batches alternative region to view all picking batches in the order.
2. Choose the Backordered button to view any backordered picking lines for a specific picking batch.

Choose the Details button in the Backordered Picking Lines window to view backordered picking line details for a specific backordered picking line.

3. Choose the Shipping Lines button to view shipping line information for a specific picking batch.

Choose the Details button in the View Shipping Lines window to view shipping line details for a specific shipping line.

► **To view purchasing line information:**

1. Select Internal Requisition from the Special menu to view internal requisition information for the selected line.
2. Select Purchasing Information from the Special menu to view purchasing information for the selected line.

Choose the Purchase Order button to view purchase order information for the selected line.

► **To view return line information:**

- Select Return Line from the Special menu to view return information for the selected line.

► **To view work-in-process line information:**

- Select WIP from the Special menu to view Work in Process job information for the selected line.

Overview of Sales Orders

You can enter, view, and update sales orders using the Sales Orders window. You can order standard items, both shippable and non-shippable, and configurations using this window. You can also adjust pricing, assign sales credits, record payment information, attach notes, schedule shipments, enter model options, query material availability, and make material reservations, including selection of item revisions, subinventories, or lots. You manage all aspects of sales orders using positive integer quantities of items.

You can enter information in the Sales Orders window as you receive it. Order Entry/Shipping validates individual fields as they are entered. When you book an order, Order Entry/Shipping validates it to ensure that all required fields have values, that configurations are complete, and so on. After an order has been booked, it becomes eligible for the next step in its order cycle.

For orders that you intend to source externally (drop shipments), you can use all aspects of standard sales order functionality. The source type you specify at order entry determines whether an order will be fulfilled from inventory or by an external supplier.

For country-specific information, such as documentation for the Brazilian Additional Information descriptive flexfield, please see the appropriate country-specific user's guide.

Sales Order Header Block

Defining Sales Order Header Main Information: page 2 – 19

Defining Sales Order Header Pricing Information: page 2 – 25

Defining Sales Order Header Shipping Information: page 2 – 27

Defining Sales Order Header Tax Information: page 2 – 29

Defining Sales Order Header Payment Information: page 2 – 31

Sales Order Lines Block

Defining Sales Order Item Information: page 2 – 33

Defining Sales Order Line Pricing Information: page 2 – 35

Defining Sales Order Line Scheduling Information: page 2 – 40

Defining Sales Order Line Shipping Information: page 2 – 43

Defining Sales Order Line Project Information: page 2 – 37

Defining Sales Order Line Release Management Information: page 2 – 38

Sales Order Window Buttons

Using the Configurator from Order Entry, *Oracle Product Configurator User's Guide*

Scheduling an Order or Order Line: page 2 – 101

Applying Discounts to Orders: page 2 – 50

Applying Discounts to Line Items: page 2 – 52

Defining Ship To and Bill To Information: page 2 – 22

Defining Order Line Details: page 2 – 54

See Also

Drop Shipments: page 2 – 11

Sales Orders Special Menu: page 2 – 57

Required Fields for Entering Orders: page 2 – 47

Copying Orders: page 2 – 85

OrderImport: page 7 – 18

Viewing Orders and Returns: page 2 – 6

Configuring a Product, *Oracle Product Configurator User's Guide*

Validating Configurations, *Oracle Product Configurator User's Guide*

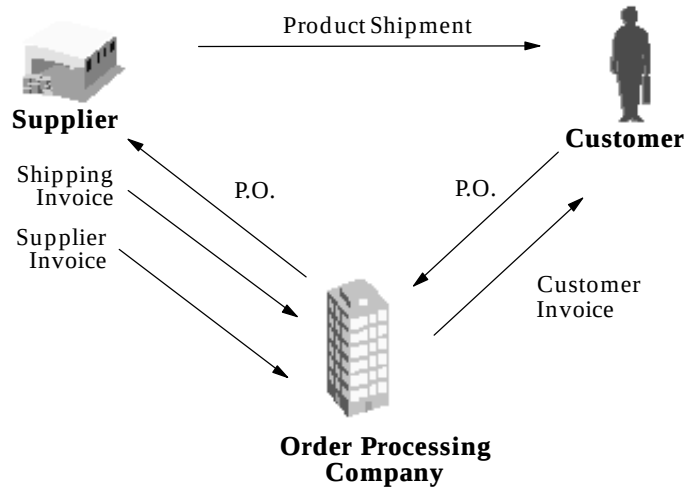
Overview of Order Scheduling: page 2 – 89

Sales Orders Customization: page 2 – 78

Function Security for Orders and Returns: page 2 – 80

Drop Shipments

Order Entry/Shipping allows you to enter drop-ship sales orders as well as standard sales orders. You can receive orders for items that you do not stock or for which you lack sufficient inventory, and have a supplier provide the items directly to your customer. The following diagram illustrates the drop shipment process.



Order Placement

You can enter orders using standard Order Entry/Shipping functionality, and decide at the time of entry whether a particular line will be drop-shipped. As with standard sales orders, you can modify orders or lines that you intend to drop ship after you have entered them.

Purchase Requisitions

Order Entry/Shipping creates purchase requisitions when you use the Purchase Release concurrent program with Oracle Purchasing's Requisition Import program. Purchase Release acts upon eligible lines that you want to fulfill from an external source. To use this program, add the *Purchase Release* cycle action to any order cycles you use with drop-shipped orders.

Quantity Adjustments after Shipping

If part of a drop-ship line ships and you do not wish to fulfill the remaining quantity, cancel the line. Over-shipments must also be

handled manually. If the supplier ships more than the ordered quantity, you can bill your customer for the additional quantity or request that they return the item. Use the Drop Ship Order Discrepancy Report to view differences between your drop-ship sales orders and their associated purchase requisitions and orders.

Returns

Use standard Order Entry/Shipping functionality to process return material authorizations (RMAs). Your customers can return drop-shipped items to you or to your supplier. If you receive the return into your inventory, you can retain it or ship it to your supplier. If you pass the returned item to your supplier, you should notify the buyer and authorize the return by generating a return document in Oracle Purchasing. If the supplier receives the return directly, they must inform you of the event before you can process the return in Order Entry/Shipping.

Holds and Approvals

Standard holds and approvals functionality controls drop-ship sales orders. You can implement holds and approvals at different stages in your order cycle to control the drop shipment process. For example, if your supplier reserves the right to refuse returns, you can add an approval step to your order cycle to ensure that the customer will not receive a credit unless your supplier notifies you that they accept the returned item.

If you place a hold on a line before you run Purchase Release, Order Entry/Shipping enforces the hold automatically. However, after a purchase order has been generated for your drop-ship line, you must control holds manually by coordinating with your supplier. The Drop Ship Discrepancy Report displays held orders for your review.

See Also

Overview of Sales Orders: page 2 – 9

Drop-ship Order Flow: page 2 – 16

Drop-ship Return Flow: page 2 – 150

Order Cycles: page 1 – 27

Sample Order Cycles: page 1 – 38

Cancelling Orders: page 2 – 189

Holds: page 2 – 193

Drop Ship Discrepancy Report: page 6 – 75

Purchase Release: page 7 – 28

Associating Ship-to and Receiving Locations

Order Entry/Shipping uses locations defined in Oracle Receivables' Customers windows, while Oracle Purchasing uses locations defined in Oracle Human Resources. If you source orders externally, you must associate the Order Entry/Shipping ship-to location with the Purchasing receiving location. This enables Oracle Purchasing to create a requisition with the correct ship-to information for your drop-ship sales order.

Prerequisites

- ☐ Define your receiving locations in Oracle Purchasing or Oracle Inventory. See: *Setting Up Site Locations, Oracle Human Resources Management Systems User's Guide.*
- ☐ Define your customers and addresses. See: *Entering Customers, Oracle Receivables User's Guide.*

► To associate ship-to and receiving locations:

1. Navigate to the Customer Addresses window.
2. Define a ship-to Usage, and choose Open. See: *Entering Customer Addresses, Oracle Receivables User's Guide.*

The Business Purpose Detail window appears.

Business Purpose Detail	
Usage	
Bill To Location	
☒ Primary	
Tax Registration Number	
Payment Terms	
Carrier	
☐ GSA	
Sales Territory	
Salesperson	
Order Type	
Freight Terms	
Location	
Tax Code	
☒ Active	
SIC Code	
FOB	
Ship Partial	
Contact	
Demand Class	
Price List	
Warehouse	
Internal	
Location	
Organization	
Tax	
Classification	
Calculation	
Rounding	

3. Enter business purpose information for this site usage. See: *Assigning a Business Purpose to a Customer Address, Oracle Receivables User's Guide.*

4. In the Internal region, select a Location.

The list of values displays locations defined in Oracle Purchasing or Oracle Inventory.

Note: You can assign a given receiving location to only one ship-to site.

See Also

Drop-Ship Order Flow: page 2 – 16

Purchase Release: page 7 – 28

Drop-ship Order Flow

Setup

Before you enter an order that you intend to source externally, verify that you have set up appropriate order cycles and order types. If you plan only to fulfill orders that are either purely drop-shipped or sourced internally, create an order cycle for each case. If you plan to fulfill orders with some drop-shipped lines and some internally sourced lines, you must create an order cycle that includes Purchase Release for externally sourced lines, as well as the Pick Release, Ship Confirm, and Inventory Interface cycle actions for internally fulfilled lines. Assign these order cycles to order types.

Note: You can create a custom API to define whether your default order source type will be Internal or External.

Entry and Booking

Enter, copy, or import an order. Ensure that the order type you select includes the cycle steps necessary to process the order completely. If your order type's order cycle is for drop-ship sales orders only, Order Entry / Shipping defaults External in the Source Type field for each line and makes available the Receiving Organization field. If your order type's order cycle allows for both externally and internally fulfilled orders, you must designate a source type of External or Internal on each line.

Only standard items may be drop-shipped; kits and models cannot be drop-shipped.

Depending on how your order cycle is defined, you can change the source type until the line has been processed by either Purchase Release or Pick Release. You can book an order without specifying a source type, but Purchase Release and Pick Release will not process lines lacking that information.

Purchase Release and Requisition Import

In order for Oracle Purchasing to generate requisitions for the ship-to location entered on your sales order, you need to associate the ship-to location with the appropriate Purchasing receiving location before you run Purchase Release.

The Purchase Release concurrent program processes eligible lines with a source type of External and passes information to Oracle Purchasing. Run Purchasing's Requisition Import program to create purchase requisitions based on this information. When you submit the program, ensure that you set Requisition Import's Multiple Distributions

parameter to *No*. After Requisition Import completes successfully, you can approve the requisitions to generate purchase orders.

If the buyer makes changes to the requisition or purchase order in Oracle Purchasing after Purchase Release has been run, use the Sales Order and Purchase Order Discrepancy Report to note differences between the original sales order and its associated purchase order.

Shipment and Receipt

Standard Oracle Purchasing functionality confirms that your supplier has completed the drop shipment. Confirmation may be as simple as a phone call, or it may include Electronic Data Interchange (EDI) documents, such as an Advance Shipment Notice (ASN).

When you receive shipment confirmation, enter a receipt in Oracle Purchasing, even if the drop-shipped item is not transactable. This creates inbound and outbound material transactions in your system for accounting purposes.

You must receive drop-ship items in a logical organization. If you use Oracle Master Scheduling / MRP and Oracle Supply Chain Planning, to avoid miscounting supply you may not want to include logical organizations in your planning. If you choose to include logical organizations, ensure that doing so does not cause planning and forecasting complications.

If your supplier should send only an invoice, you need to enter a passive receipt.

Invoicing

After your system's inventory has a record of the transaction, run the Receivables Interface and AutoInvoice programs to generate an invoice for your customer. You may want to pass on any landing or special charges that your supplier imposed on the drop shipment. Such charges must be applied manually to the invoice.

Closing

After all lines on the order have completed all applicable cycle actions and after you have invoiced your customer, run the Close Orders program.

See Also

Sample Order Cycles: page 1 – 38

Viewing Orders and Returns: page 2 – 6

Overview of Sales Orders: page 2 – 9

Drop Shipments: page 2 – 11

Copying Orders: page 2 – 85

OrderImport: page 7 – 18

Associating Ship-to and Receiving Locations: page 2 – 14

Purchase Release: page 7 – 28

Requisition Import Process, *Oracle Purchasing User's Guide*

Overview of Receiving, *Oracle Purchasing User's Guide*

Receivables Interface: page 7 – 31

Importing Invoice Information Using AutoInvoice, *Oracle Receivables User's Guide*

Closing Orders: page 7 – 4

Defining Sales Order Header Main Information

You can enter header information for a sales order as you receive it, not necessarily in the sequence followed by the window's alternative regions. The only fields you must enter before proceeding to the lines block are Order Type, in this alternative region, and Currency, in the Pricing header alternative region.

Prerequisites

- ☐ Set up your order types. See: Defining Order Types: page 1 – 103.
- ☐ Set up your salespersons. See: Defining Salespersons, *Oracle Receivables User's Guide*.
- ☐ Set up your price lists. See: Defining a Price List: page 4 – 6.
- ☐ Set up your discounts. See: Defining Discounts: page 4 – 26.

► To define header main information for an order:

1. Navigate to the Sales Orders window, then navigate to the Main header alternative region.

The screenshot shows the 'Sales Orders (US HQ (West))' window. The 'Main' header alternative region is active, displaying fields for Customer, Contact, Order Type, Salesperson, Order Date, Order Source, Customer Number, Order Number, Customer PO, Sales Channel, Entry Status, and a GSA checkbox. Below this is the 'Pricing' alternative region, which contains a table with columns: Line Number, Item, UOM, Order Quantity, Tax Code, Attributes, Price, Selling, Extended, Commitment, and a checkbox. The table has five rows. Below the table are fields for Item Desc, Line Total, Cancelled Qty, Multiple Shipments checkbox, and ATO checkbox. At the bottom are buttons for Configurator, Schedule..., Discounts, Addresses, and Details.

2. Select a Customer Name or a Customer Number.

You must enter a customer to be able to book an order. This is the sold-to customer for the order. The ship-to and bill-to customer

names may be different, depending on how you define your customer information.

If you have not previously defined the customer for this order, navigate to the Special menu and choose Quick Customer Entry. See: Entering Customers, *Oracle Receivables User's Guide*.

The GSA check box is checked automatically if you have identified a customer or its bill-to site as a General Services Administration (GSA) customer.



Attention: If you are modifying an imported Release Management (RLA) order, do not change previously specified customer information. Changing the customer invalidates the order's customer part numbers. If you need to modify the customer, enter a new order.

3. Choose the Addresses button to navigate to the Ship To and Bill To Addresses window. See: Defining Ship To and Bill To Information: page 2 – 22.

Note: Depending on how your standard value rules are set up, choosing an order type before you define ship-to and bill-to addresses for the order may default address information in the Ship To and Bill To Addresses window.

4. Select a customer Contact for this order or accept the default.

The contact can be the person placing the order or a contact for future order questions. You can choose any active contact that is associated with the customer on the order.

5. Select an Order Type for the order.

Order type determines characteristics of orders, such as the order cycle, order number source, accounting rule, and standard value rules. The list of values for this field limits your choices to order types that have no designated order category or that have a Regular order category.

6. Define the customer's purchase order number for the order or accept the default.

This information is for reference and reporting. You must enter a value here if the order type you specified requires a purchase order number. You can set up a default for a PO number from an agreement using standard value rules. Order Entry/Shipping warns you if you enter a purchase order number that already exists on another order for the same customer.

7. Select the primary Salesperson for this order.

By default, the primary salesperson receives 100 percent of the sales credits for an order. You can apportion sales credits to

multiple individuals in the Sales Credits window. See: Applying Sales Credits: page 2 – 60.

8. Select a Sales Channel.
9. Define the Order Date.
10. Optionally select the Entry Status for this order.

Status controls when the order is ready to proceed to the next step in the order cycle. You can choose from the list of values or enter manually any result you have defined for the action Enter. Booked is the only status that designates that you have entered and validated all order information and that the order is ready to proceed. You can book an order by entering Booked in the Entry Status field or by choosing the Book option from the Special menu.

Once you book an order, you can no longer modify the Entry Status field directly. However, if you cancel or close the order, this field is updated to display a status of Cancelled or Closed. See: Cancelling Orders: page 2 – 189 and Closing Orders: page 7 – 4.

11. Save your work.

When you save header information for the first time, an order number is generated according to the order number source defined for the Order Type you selected.

See Also

Overview of Sales Orders: page 2 – 9

Required Fields for Entering Orders: page 2 – 47

Sales Orders Special Menu: page 2 – 57

Defining Ship To and Bill To Information

You can enter customer address information for a sales order. You can either specify ship-to and bill-to information or allow the information to default based on your customer setup. For each item, you can choose to override ship-to addresses at the line, shipment schedule, or option level that default according to your standard value rules.

Prerequisites

- ☐ Set up your customers. See: *Entering Customers, Oracle Receivables User's Guide*.

► To define order-level address information:

1. Navigate to the Main header alternative region in the Sales Orders window.
2. Select a Customer Name or a Customer Number.
If you have not previously defined the customer for this order, navigate to the Special menu and choose Quick Customer Entry. See: *Entering Customers, Oracle Receivables User's Guide*.
3. Choose the Addresses button.

The Ship To and Bill To Addresses window appears.

Note: Depending on how your standard value rules are set up, choosing an order type before you define ship-to and bill-to addresses for the order may default address information in the Ship To and Bill To Addresses window.

4. Select a Ship To Location or Ship To Customer.

These fields provide default ship-to information for all lines on the order.

If you enter only a customer, you may need to choose address information as well. If you enter only a location, Order

Entry/Shipping automatically completes the corresponding customer name and address information.

Only active locations display in the list of values, and you can limit your search in the list by any part of the customer name, site name, and address.

If the system profile option *OE: Customer Relationships* is set to Yes, you can choose a ship-to location based only on the customer listed on the order or a related customer. If *OE: Customer Relationships* is set to No, customer relationships are ignored and you can choose a ship-to location from any customer.

5. Select a Ship To Contact.

You can choose any contact associated with the ship-to address.

6. Select a Bill To Location.

These fields provide bill-to information for all lines in the order.

If you enter only a customer, you may need to choose address information as well. If you enter only a location, Order Entry/Shipping automatically completes the corresponding customer name and address information.

Only active locations display in the list of values, and you can limit your search in the list by any part of the customer name, site name, and address.

If the system profile option *OE: Customer Relationships* is set to Yes, you can choose a bill-to location based only on the customer on the order or a related customer. If *OE: Customer Relationships* is set to No, customer relationships are ignored and you can choose a bill-to location from any customer.

7. Select a Bill To Contact.

You can choose any contact associated with the bill-to address.

8. Save your work.

9. Close the Ship To and Bill To Addresses window.

► **To define line-level address information:**

1. Navigate to the lines block in the Sales Order window.
2. Enter an item. See: Defining Sales Order Item Information: page 2 – 33.
3. Navigate to the Shipping lines alternative region.
4. Select a Ship To Location to receive this item.

You can set up your standard value rules to default the order-level ship-to location at the line level. You can also override the order-level location for a particular line.

Only active locations display in the list of values, and you can limit your search in the list by any part of the customer name, site name, and address.

If the system profile option *OE: Customer Relationships* is set to Yes, you can choose a ship-to location based only on the customer listed on the order or a related customer. If *OE: Customer Relationships* is set to No, customer relationships are ignored and you can choose a ship-to location from any customer.

5. Select a Ship To Contact.

You can choose any contact associated with the ship-to address.

6. Save your work.

Note: You can also view line-level ship-to location, address, and contact information by navigating to the Special menu, selecting More..., and choosing Ship To Location.

Note: If the item is an ATO model or Ship Model Complete PTO model, or part of a ship set, you must enter line-level address information in the Schedule Group Attributes window. See: Defining Schedule Group Attributes: page 2 – 130.

See Also

Overview of Sales Orders: page 2 – 9

Creating Customer Relationships, *Oracle Receivables User's Guide*

Order Entry / Shipping Profile Options: page 1 – 10

Defining Standard Value Rule Sets: page 1 – 86

Defining Sales Order Header Pricing Information

Prerequisites

- ☐ Set up your price lists. See: Defining a Price List: page 4 – 6.

► **To define pricing header information for an order:**

1. Navigate to the Pricing header alternative region in the Sales Orders window.

2. Optionally select an Agreement for the order.

Your order type determines whether you must enter an agreement. If you enter an agreement, the list of values for the Commitment field in the Pricing lines alternative region shows only commitments that reference the same agreement or that do not reference any agreement. See: Defining Agreements: page 3 – 7.

3. Select a currency and price list for the order.

Your price list's currency must match the currency you entered for this order.

4. Select an Invoicing Rule for the order or accept the default.

Order Entry/Shipping passes this information to Oracle Receivables to control the timing of your invoices.

5. Select the Payment Terms for the order.

Payment terms are interfaced to Oracle Receivables for invoicing. You can define payment terms using the Payment Terms window. See: Payment Terms, *Oracle Receivables User's Guide*.

6. Select the Conversion Type you want Order Entry/Shipping to use to convert a currency.

You must enter a conversion type if you choose a currency other than your functional currency and if a derivation factor between the two currencies has not been defined in Oracle General Ledger. The functional currency is the currency assigned to the Set of Books specified by the profile option *OE: Set of Books*. If you enter User in this field, then you must enter a conversion date and rate in the Conversion Date and Rate fields.

If you enter any other type, then there must be a conversion rate defined from the base currency to the order currency for the Order Date and Conversion Type, and you skip the Conversion Date and Rate fields. In this case, AutoInvoice determines the Conversion Date and Rate in Oracle Receivables.

7. Define the date on which you want currency conversion to take place.

Order Entry / Shipping defaults the current date in this field. You can enter a conversion date only if the conversion type is User.

8. Select a Conversion Rate if you entered User in the Conversion Type field.



Attention: If the profile option *Journals: Display Inverse Rate* is set to Yes, you must enter a conversion rate for the functional currency to foreign currency, and if it is set to No, you must enter a conversion rate for the foreign currency to functional currency.

9. Save your work.

See Also

Price Lists: page 4 – 4

Multi-Currency in Order Entry / Shipping: page 2 – 46

Defining Conversion Rate Types, *Oracle General Ledger User's Guide*

Entering Daily Rates, *Oracle General Ledger User's Guide*

Setting General Ledger Profile Options, *Oracle General Ledger User's Guide*

Overview of Sales Orders: page 2 – 9

Sales Orders Special Menu: page 2 – 57

Defining Sales Order Header Shipping Information

Depending on your standard value rules, if you enter warehouse, shipment priority, freight carrier, demand class, or request date information at the header level, the values cascade to your order lines to speed order entry. You can override these values for each line as necessary.

Prerequisites

- ☐ Set up your freight carriers. See: *Defining Freight Carriers: Oracle Inventory User's Guide*.
- ☐ Set up your QuickCodes. See: *Defining QuickCodes: page 1 – 23*.

► To define shipping header information for an order:

1. Navigate to the Shipping header alternative region in the Sales Orders window.
2. Choose a Warehouse.
3. Select a Shipment Priority.

Shipment priority allows you to group shipments into different categories of urgency, and can be used as a parameter for Pick Release. You can define additional shipment priorities in the Order Entry QuickCodes window.

4. Define a Freight Carrier and the order's Freight Terms.

Freight carriers determine how your shipment will be shipped to your customer and are defined in the Freight Carriers window. The freight carrier can be used as a parameter for Pick Release.

Freight terms record who is responsible for the freight charges for the order. You can define additional freight terms by using the Order Entry QuickCodes window.

5. Select an FOB Point.

You can define additional FOB choices in the Receivables QuickCodes window. See: *Receivables QuickCodes, Oracle Receivables User's Guide*.

6. Choose a Demand Class. See: *Demand Class QuickCodes, Oracle Receivables User's Guide*.

7. Define a Request Date for the order.

You can enter a time to track requested shipments more precisely.

8. Optionally check the Allow Partial check box to allow partial shipments.

If toggled on, the configuration options or individual order lines can be shipped as they are available, and you can assign different ship-to locations and other schedule details to different shipments in an order line. If toggled off, Order Entry / Shipping automatically defaults the same ship set number for each line as you enter it, preventing configuration options or order lines from shipping until all items in the order are available. You can override the ship set number.

9. Define Shipping and Packing Instructions.

Shipping instructions are printed on the pick slip and are intended for internal personnel. Packing instructions are printed on the pack slip and are intended for external shipping personnel.

10. Save your work.

See Also

Defining Order Entry / Shipping QuickCodes: page 1 – 23

Defining Standard Value Rule Sets: page 1 – 86

Overview of Sales Orders: page 2 – 9

Sales Orders Special Menu: page 2 – 57

Defining Sales Orders Header Tax Information

Prerequisites

- ☐ Set up your tax rates and methods. See: Overview of Tax, *Oracle Receivables User's Guide*.

► To define tax header information for an order:

1. Navigate to the Tax, Total alternative region in the Sales Orders window.



Attention: You can enter the fields in this region only if your setting for the *TAX: Allow Override of Tax Code* profile option is set to Yes. These fields are updated only when you query or save an order.

2. Select a Tax Handling Status. You can select from the following:
Exempt — indicates that this order is exempt for a normally taxable customer site and /or item. If you select Exempt, you must enter a reason for exemption.

Require — indicates that this order is taxable for a normally non-taxable customer and /or item.

Standard — indicates that taxation should be based on existing exemption rules. If the customer has a tax exemption defined, Order Entry /Shipping displays any certificate number and reason for the exemption in the corresponding fields.

3. Select an existing Certificate number (if you chose Exempt in the Tax Handling field) for the ship-to customer, or enter a new, unapproved exemption certificate number.

Unapproved exemption certificate numbers can be approved using the Tax Exemptions window. If you chose Standard in the Tax field, an existing exemption rule may display a certificate number in this field.

4. Select a reason (if you chose Exempt in the Tax Handling field) before booking the order.

You can define tax exemption reasons in the Receivables QuickCodes window. If you chose Standard in the Tax field, an existing exemption rule may display a reason in this field.

5. Save your work.

See Also

Taxation and Tax Exemptions in Order Entry /Shipping: page 2 – 45

Overview of Tax, *Oracle Receivables User's Guide*

Defining Receivables QuickCodes, *Oracle Receivables User's Guide*

Order Entry/Shipping Profile Options: page 1 – 10

Overview of Sales Orders: page 2 – 9

Defining Sales Order Header Payment Information

You can specify one of three payment types on an order: credit card, check, or cash. Payment types are a predefined QuickCode and cannot be modified.

► **To define credit card payment information for an order:**

1. Navigate to the Payment alternative region in the Sales Orders window.
2. Choose Credit Card as the Payment Type.
3. Define the amount of the payment.

This value can be either the full amount owed or a partial amount, such as a deposit or down payment. This amount is for informational purposes only; it is not transferred as a payment to Receivables. To enter payments against invoices for orders, use the Receipts window in Oracle Receivables.

4. Enter the credit card name.
You define credit card names in the Order Entry QuickCodes window.
5. Define the Credit Card Number, the Card Holder, and the credit card's Expiration Date.
6. Enter an Approval Code.
7. Save your work.

► **To define check payment information for an order:**

1. Navigate to the Payment alternative region in the Sales Orders window.
2. Choose Check as the Payment Type.
3. Define the amount of the payment.

This value can be either the full amount owed or a partial amount, such as a deposit or down payment. This amount is for informational purposes only; it is not transferred as a payment to Receivables. To enter payments against invoices for orders, use the Receipts window in Oracle Receivables.

4. Define the Check Number.
5. Save your work.

► **To define cash payment information for an order:**

1. Navigate to the Payment alternative region in the Sales Orders window.

2. Choose Cash as the Payment Type.

3. Define the amount of the payment.

This value can be either the full amount owed or a partial amount, such as a deposit or down payment. This amount is for informational purposes only; it is not transferred as a payment to Receivables. To enter payments against invoices for orders, use the Receipts window in Oracle Receivables.

4. Save your work.

See Also

Defining Order Entry / Shipping QuickCodes: page 1 – 23

Entering Receipts, *Oracle Receivables User's Guide*

Overview of Sales Orders: page 2 – 9

Sales Orders Special Menu: page 2 – 57

Defining Sales Order Item Information

Prerequisites

- ☐ Set up your units of measure. See: Defining Units of Measure, *Oracle Receivables User's Guide*.
- ☐ Set up your inventory items. See: Defining an Item, *Oracle Inventory User's Guide*.
- ☐ Set up your item configurations. See: Creating a Bill of Material, *Oracle Bills of Material User's Guide*.
- ☐ Enter main sales order header information. See: Defining Sales Order Header Main Information: page 2 – 19.
- ☐ Select a price list in the Sales Orders header block. See: Defining Sales Order Header Pricing Information: page 2 – 25.

► To define item information for an order:

1. Navigate to the lines block in the Sales Orders window.
2. Define the Line Number.

This field automatically defaults to **1** if this is the first line entered on the order. If you enter another line number or if there are existing lines on the order, Order Entry/Shipping automatically increments subsequent lines by one.

3. Select the Item for this order line.

Order Entry/Shipping validates the item against inventory items you define in the warehouse (organization) specified by the profile option *OE: Item Validation Organization*. You can only choose items that have the *Customer Orders Enabled* item attribute set to Yes.

If you intend to source this line externally, you must also ensure that you chose an appropriate order type on the header and that the item you select has the *Purchasable* item attribute toggled on. This attribute enables an item to be ordered on a purchase order. See: Drop-ship Order Flow: page 2 – 16.

Note: You cannot enter service items directly on sales order lines. Instead, either attach a service item to a serviceable product on a line via the Special menu, or create an order in Oracle Service. See: Ordering Service Programs with Products, *Oracle Service User's Guide* and Ordering Service Programs after the Product Sale, *Oracle Service User's Guide*.

4. Select the Unit Of Measure for the item.

You can enter only predefined units of measure in the same class as the item's primary unit of measure. The units of measure for models and kits are restricted to the item's primary unit of measure.

If an item does not have a price on your order's price list for the unit of measure on your order line, you must add that item / unit of measure combination to the price list before you can book the order. Order Entry / Shipping warns you if the item and unit combination that you enter is not on the price list you chose in the Pricing alternative region of the header block.

5. Define the item's Order Quantity in positive integers.



Attention: If shipment schedule lines exist for an order line, Order Entry / Shipping prohibits any updates to the order line quantity from this line. Use the Shipment Schedules window to update the ordered quantity. See: Defining Shipment Schedules: page 2 – 62.

6. Save your work.

See Also

Choosing Options: page 2 – 66

Using the Configurator from Order Entry, *Oracle Product Configurator User's Guide*

Defining Items, *Oracle Inventory User's Guide*

Defining Serviceable Products, *Oracle Service User's Guide*

Overview of Sales Orders: page 2 – 9

Sales Orders Special Menu: page 2 – 57

Defining Sales Order Line Pricing Information

Prerequisites

- ☐ Enter main sales order header information. See: Defining Sales Order Header Main Information: page 2 – 19.
- ☐ Choose a price list in the Sales Orders header block. See: Defining Sales Order Header Pricing Information: page 2 – 25.
- ☐ Set up your discounts. See: Defining Discounts: page 4 – 26.

► To define pricing line information for an order:

1. Navigate to the Pricing lines alternative region in the Sales Orders window.
2. Define the Tax Code for the order line.

The *TAX: Allow Override of Tax Code* profile option controls whether you can override a defaulted Tax Code. See: Order Entry/Shipping Profile Options: page 1 – 10.
3. Select pricing attributes for the order line according to the settings for your Pricing Attributes descriptive flexfield.

The selling price defaults and any appropriate automatic discounts are applied if a price list exists in the header block and if the item, the unit of measure on the line, and the item's pricing attributes are part of that price list. If these are all satisfied, you can modify the default selling price.
4. Optionally modify the default Selling Price.

The profile option *OE: Discounting Privilege* controls your ability to adjust pricing. To change the selling price, select the Selling Price field and choose the Discounts button. The item's line total appears in the Extended Price field. You can also adjust the price manually. See: Applying Manual Discounts: page 4 – 36.
5. Select the appropriate Commitment number if you want to apply this order line to a commitment. See: Entering Commitments, *Oracle Receivables User's Guide*.
6. Save your work.

See Also

Applying Discounts to Orders: page 2 – 50

Applying Discounts to Line Items: page 2 – 52

Repricing a Line: page 2 – 71

Applying Manual Discounts: page 4 – 36

Overview of Tax, *Oracle Receivables User's Guide*

Overview of Sales Orders: page 2 – 9

Sales Orders Special Menu: page 2 – 57

Defining Sales Order Line Project Information

► **To define project line information for an order:**

1. Navigate to the Project lines alternative region in the Sales Order window.
Note: Your choices here do not cascade to the option and shipment schedule levels.
2. Select a Project Number.
If the warehouse's Project Control Level is set to **Project** in Oracle Inventory, enter a Project Number prior to booking.
3. Select a Task Number.
If the warehouse's Project Control Level is set to **Task** in Oracle Inventory, you must enter a Task number if you selected a Project.
4. Save your work.

See Also

Overview of Projects and Tasks, *Oracle Projects User's Guide*

Overview of Sales Orders: page 2 – 9

Defining Sales Order Line Release Management Information

Order Entry / Shipping receives values in this region from Release Management via EDI and OrderImport. Release Management maintains the fields automatically, but you can manually enter or modify information as needed.

None of the fields in this region is required to enter or book an order.



Attention: If you are modifying an imported Release Management (RLA) order, do not change previously specified customer information. Changing the customer invalidates the order's customer part numbers. If you need to modify the customer, enter a new order.

Prerequisites

- ☐ Verify that Oracle Release Management is installed on your system.
- ☐ Enter an item. See: Defining Sales Order Item Information: page 2 – 33.

► **To modify or define release management line information for an order:**

1. Navigate to the Release Management lines alternative region in the Sales Orders window.
2. Enter the Customer Job Number.
3. Enter the Customer Production Line.
4. Enter the item's Customer Model Serial Number.
5. Enter the Customer Dock to which the item will be delivered.
6. Select an Intermediate Ship To Location from the list of values.
7. Enter the Production Sequence Number for the item.
8. Navigate to the Industry Information descriptive flexfield.

The Additional Industry Attributes window appears. See: Entering Industry Attribute Information in Order Entry/Shipping: page 2 – 44.

9. Save your work.

See Also

OrderImport: page 7 – 18

Defining Sales Order Line Scheduling Information

Prerequisites

- ☐ Enter main sales order header information. See: Defining Sales Order Header Main Information: page 2 – 19.

► **To define scheduling line information for an order:**

1. Navigate to the Scheduling lines alternative region in the Sales Orders window.
2. Select a Source Type.

Internal indicates that you intend to ship an item from inventory. External denotes a drop-ship line that will be fulfilled by a supplier.

Note: Your ability to modify a line's source type depends on the order type you entered in the order header. If the order type uses a non-drop-shipment order cycle, Order Entry/Shipping defaults Internal to the Source Type field. If the order type uses a drop-shipment order cycle, Order Entry/Shipping defaults External to the Source Type field. Only if the order type's order cycle permits a combination of internal and external shipments can you select a source type on a line-by-line basis.

Caution: If this order line is part of an internal sales order, its source type should be Internal to avoid sending the line back to Oracle Purchasing.

3. Select the Receiving Organization.

Note: Your ability to enter this field depends on the line's Source Type value.

4. Select the warehouse (organization) from which to ship the order line.

You can choose any warehouse for which the item attribute *Customer Orders Enabled* is set to Yes for this item.

5. Enter the quantity of the item that should be reserved for this order line.

If you enter a partial quantity to reserve, Order Entry/Shipping places demand for the remaining quantity ordered.

6. Define a Ship Set number if you want to ship the total quantity of this line as a group.

All lines in this order that have the same ship set number will be shipped together. All lines in the same ship set must have the same

warehouse, scheduled shipment date, ship-to location, shipment priority, and freight carrier.

7. Define the Date Requested, Date Promised, and Date Scheduled.

Request date and schedule date can be used as parameters for Pick Release. You can enter a time in the Date Requested field to track shipments more precisely. Schedule date is used in Oracle Manufacturing as the effective demand date.

8. Select a Schedule Action. You can select from the following:

ATP Inquiry — runs a query for the full ATP (available-to-promise) quantity on the line, without placing demand. Order Entry/Shipping performs an ATP Inquiry based on scheduling attributes currently displayed in an order line, such as item, quantity, warehouse, and dates. If any such scheduling attribute is modified and not yet committed to the database, Order Entry/Shipping performs the inquiry based on that information, but reverts to the saved data after the inquiry to prevent inadvertent alteration of any existing scheduling.

Demand — places demand for the full quantity entered in the Quantity Ordered field. If the item has the *Check ATP* item attribute set to Yes, Order Entry/Shipping automatically performs an ATP inquiry.

Reserve — reserves the quantity entered in the Quantity Reserved field. If the reserved quantity is null, Order Entry/Shipping automatically reserves the entire unreleased and uncanceled quantity ordered.

Undemand — removes demand previously placed for the line.

Unreserve — removes reservations previously placed for the line, but leaves the line demanded.

Unschedule — removes all demand and reservations for the line.

If you have previously chosen the Demand or Reserve schedule actions, Order Entry/Shipping displays the schedule status as Demanded or Reserved, respectively. The status Supply Reserved indicates that Oracle Work in Process has reserved the item; this is valid only for ATO configurations and ATO items. Once the item is built, the work order is closed, the item is transferred to Inventory, and the status will change to Reserved. If the order line is for a multiple quantity and only a partial quantity is completed, its status will remain Supply Reserved until the full quantity is complete. See: Overview of Order Scheduling: page 2 – 89.

Note: You can also define schedule actions in the Schedule dialog window. See: Scheduling an Order or Order Line: page 2 – 101.

9. Select the Demand Class for the order line. See: Demand Class QuickCodes, *Oracle Receivables User's Guide*.
10. Save your work.

See Also

Defining Shipment Schedules: page 2 – 62

Linking ATO Configurations: page 2 – 128

Overview of Sales Orders: page 2 – 9

Sales Orders Special Menu: page 2 – 57

Defining Sales Order Line Shipping Information

Prerequisites

- ☐ Enter main sales order header information. See: Defining Sales Order Header Main Information: page 2 – 19.
- ☐ Enter sales order header–level shipping information. See: Defining Sales Order Header Shipping Information: page 2 – 27.

► To define shipping line information for an order:

1. Navigate to the Shipping lines alternative region in the Sales Orders window.
2. Enter address information for the line’s final destination. See: Defining Ship To and Bill To Information: page 2 – 22.
3. Select the Shipment Priority for the order line.

Shipment priority allows you to group shipments into different categories of urgency, and can be used as a parameter for Pick Release. You can define additional shipment priorities in the Order Entry QuickCodes window.
4. Select the Freight Carrier.

Freight carriers determine how your shipment will be shipped to your customer and are defined in the Freight Carriers window. The freight carrier can be used as a parameter for Pick Release.
5. Save your work.

See Also

Defining Order Entry/Shipping QuickCodes: page 1 – 23

Overview of Sales Orders: page 2 – 9

Sales Orders Special Menu: page 2 – 57

Entering Industry Attribute Information in Order Entry/Shipping

In the Industry Information key flexfield, you can record industry-specific data for items on your order.

Prerequisites

- ☐ Verify that Oracle Release Management is installed on your system.
- ☐ Enter an item. See: Defining Sales Order Item Information: page 2 – 33.

► To enter Industry Attribute line information for an Automotive order:

1. Navigate to the Release Management alternative region in an appropriate window, then navigate to the Industry Information descriptive flexfield.

The Additional Industry Attributes window appears. Windows that display the Release Management alternative region include Sales Orders (lines block), Line Options, Shipment Schedules, and Lines to Schedule.

2. In the Context Value field, enter **VEH** or choose it from the list of values.
3. Enter the item's Model Year.
4. Enter a Customer Production Sequence number for the item.
5. Enter the Purchase Order Number that corresponds to this line item.
6. Enter the line's EDI Document Type.
7. Save your work.

See Also

Entering Data in a Descriptive Flexfield, *Oracle Applications User's Guide*

Taxation and Tax Exemptions in Order Entry/Shipping

Order Entry/Shipping allows you to quote an estimated tax for orders at order entry time. The tax estimate can be based on the tax status; address information for the customer; and VAT (Value Added Tax) codes assigned to items, sites, and customers. The actual tax value that appears on the customer's invoice in Oracle Receivables may vary.

You can use the Sales Tax Rate Interface to import locations and postal codes used for address validation from a third-party supplier, and load sales tax rate records from your sales tax feeder system.

Order Entry/Shipping provides the features you need to handle most domestic taxing needs. Generally, you define all your taxing parameters, including customer and item exemptions and exceptions in Oracle Receivables, and as each order is invoiced, tax is applied based on those rules. Occasionally, a normally taxable customer may have the opportunity to purchase a single order without paying sales tax. You can control whether users can identify such an order as tax-exempt using the Sales Orders window, or whether only your Receivables department can maintain customer and item exemptions. Exemptions entered using the Sales Orders window are subject to approval by the Receivables department via the Tax Exemptions window.

See Also

Overview of Tax, *Oracle Receivables User's Guide*

Multi-Currency in Order Entry/Shipping

Each sales order can have a different currency. The price list you specify on the order must be in the same currency as the order and vice versa. If you enter an order with a currency different from the functional currency for your set of books, you may have to select a conversion type before you book the order, depending on whether the currencies involved have a derivation factor defined in Oracle General Ledger. If a currency derivation factor exists between your functional currency and the currency on your order, the conversion rate is determined for you and the Conversion Type field remains disabled. All invoices for the order will be in the ordered currency.

You can use standard value rules to default the currency and price list to reduce entry time.

Order Entry / Shipping stores only the order currency, and calculates an estimated value for each order in the functional currency as needed for reporting information. If you enter a conversion type of Spot or Corporate, then Order Entry / Shipping uses the Spot or Corporate currency conversion rate for the order date to determine the currency conversion. If you use the conversion type of User, then Order Entry / Shipping uses the rate you enter on the order.

After you interface an order to Oracle Receivables using the Receivables Interface, Oracle Receivables uses the currency information you entered in the Sales Orders window to calculate the converted value of the order for invoicing purposes. If you entered Spot or Corporate, then Oracle Receivables uses the Spot or Corporate currency conversion rate for the invoice date to determine the currency conversion. If you enter the User conversion type, then Oracle Receivables uses the conversion rate and date that you entered in the Sales Orders window.

See Also

Defining Standard Value Rule Sets: page 1 – 86

Overview of Sales Orders: page 2 – 9

Receivables Interface: page 7 – 31

Currencies, *Oracle General Ledger User's Guide*

CDefining European Monetary Union Currencies, *Oracle General Ledger User's Guide*

Required Fields for Entering Orders

The following tables show the fields for which you must provide values when entering or booking an order. You can achieve this by defaulting information according to your standard value rule sets, as well as by entering values in the Sales Orders window, copying data from an existing order or return, or using OrderImport.

See Also

Defining Standard Value Rule Sets: page 1 – 86

Overview of Sales Orders: page 2 – 9

Copying Orders: page 2 – 85

OrderImport: page 7 – 18

Order Header

Attribute	When required
Customer Name or Number	Booking
Order Number	Entry (system-generated)
Order Type	Entry
PO Number	If Order Type requires
Salesperson	Booking
Sales Channel	Booking
Order Date	Booking
Entry Status	Entry
Ship To Location	Booking
Bill To Location	Booking
Agreement	If Order Type requires
Currency	Entry
Price List	Booking
Invoicing Rule	Booking
Payment Terms	Booking

Table 2 – 1 Order

Attribute	When required
Conversion Type	If Currency entered is not your functional currency
Conversion Date	If Conversion Type entered is User
Conversion Rate	If Conversion Type entered is User
Tax Handling	Entry
Tax Reason	If Tax Status is Exempt , at Booking
Payment Amount	If Payment Type requires
Check Number	If Payment Type requires
Credit Card	If Payment Type requires
Credit Card Holder	If Payment Type requires
Credit Card Number	If Payment Type requires
Credit Card Expiration Date	If Payment Type requires
Credit Card Approval Code	If Payment Type requires
Accounting Rule (<i>must use standard value rule set to provide defaulting</i>)	Booking

Table 2 – 1 Order

Order Line, Option Line, Shipment Schedule Line

Attribute	When required?
Line Number	Entry
Item	Entry
Ordered Quantity	Entry
Unit	Booking
Selling Price	Booking
Request Date	Booking

Table 2 – 2 Line

Schedule Detail

Attribute		When required?	
Quantity		Entry	
Schedule Date		Booking	
Warehouse		Booking	

Table 2 – 3 Schedule Detail

Applying Discounts to Orders

Prerequisites

- ☐ Set up your price lists. See: Defining a Price List: page 4 – 6.
- ☐ Set up your discounts. See: Defining Discounts: page 4 – 26.

► To apply a discount to an order:

1. Navigate to the Sales Orders window.
2. Enter information for a new order, or query an existing order. See: Overview of Sales Orders: page 2 – 9.
3. Place your cursor in one of the fields on the header level and choose the Discounts button.

The Discounts window appears.

Discount Name	Override Allowed	%	[]
	☐		
	☐		
	☐		
	☐		
	☐		

Total 0

Cancel OK

4. Select the Discount you want to apply to the order.

You can choose from a set of order discounts assigned to the price list for the order. These include generic discounts, as well as discounts specific to the particular agreement, agreement type, customer, customer class, order type, or purchase order defined on your order. The *OE: Discounting Privilege* profile option controls your ability to apply discounts.

5. If the Override Allowed check box is toggled on, you can change the discount percentage.



Attention: The Total price adjustment percent cannot exceed 100.

6. Choose OK to apply the discount.

Note: You can apply more than one discount to an order.

See Also

Order Entry/Shipping Profile Options: page 1 – 10

Overview of Sales Orders: page 2 – 9

Discounts: page 4 – 20

Applying Discounts to Line Items

Prerequisites

- ☐ Set up your price lists. See: Defining a Price List: page 4 – 6.
- ☐ Set up your discounts. See: Defining Discounts: page 4 – 26.

► To apply a discount to a line item:

1. Navigate to the Sales Orders window, select a line item, and choose the Discounts button.

The Line Discounts window appears. If any discounts for this order or line have been applied previously, they display here. You cannot modify order-level discounts in this window.

Discount Name	Level	Override Allowed	Final Price %	Discount Amount
		☒		
		☐		
		☐		
		☐		
		☐		

Total

Cancel OK

2. Select the Discount that you want to apply to the item.

You can choose from a set of discounts assigned to the price list you are using. These include generic discounts, as well as discounts specific to the particular agreement, agreement type, customer, customer class, item, item category, order type, or purchase order defined on your order. The *OE: Discounting Privilege* profile option controls your ability to apply discounts.

3. If the Override Allowed check box is toggled on, you can change the following:

Final Price: If you enter a final price directly, Order Entry /Shipping automatically calculates the discount percentage and amount.

Percent: If you defined the discount to be a particular percentage, Order Entry /Shipping defaults that percentage here. This value determines the selling price as a percent of the item's list price.

Discount Amount: If you defined the discount to be a particular amount, Order Entry/Shipping displays that amount here. This value determines the fixed amount to apply against the list price.



Attention: The Total line price adjustment percent cannot exceed 100.

4. Choose OK to apply the discount.

Note: You can apply more than one discount to a line.

See Also

Oracle Order Entry/Shipping Profile Options: page 1 – 10

Overview of Sales Orders: page 2 – 9

Repricing a Line: page 2 – 71

Discounts: page 4 – 20

Applying Manual Discounts: page 4 – 36

Defining Order Line Details

► **To define detail information for line items:**

1. Navigate to the Sales Orders window.
2. Create and save an order, select the line item for which you want to add details, choose the Details button, and navigate to the Line Schedule Details window.
3. Navigate to the Scheduling Information alternative region.



Attention: You can enter as many different schedule detail lines as you need for an order line, but the total quantity on all schedule detail lines must match the total order quantity for the line.



Attention: If an order line is in a ship set, or if the options for an order line are in a model with the *Ship Model Complete* inventory item attribute set to Yes, then the schedule date must be the same for all details.

4. Select the Subinventory you want Pick Release to use when this order line is released.

If you are reserving the order line, Order Entry/Shipping creates a reservation in this subinventory. If you do not indicate a subinventory, Pick Release uses inventory picking rules to determine a subinventory.

5. Select the Revision for the item you are reserving, if the item is under revision control.

If you are reserving the order line, Order Entry/Shipping creates a reservation for this revision. If you are only placing demand, this field is not required. If you do not indicate a revision, Pick Release uses inventory picking rules to determine a revision. If the item is not under revision control, Order Entry/Shipping automatically skips this field.

6. Select the Lot for the item you are reserving, if the item is under lot control.

If you are reserving the order line, Order Entry/Shipping creates a reservation in this lot. If you are just placing demand, this field is not required. If you do not indicate a lot, Pick Release uses inventory picking rules to determine a lot. If the item is not under lot control, Order Entry/Shipping automatically skips this field.

7. Define the Schedule Action for the order. Choose from the following:

ATP Inquiry — runs a query for the full ATP (available-to-promise) quantity on the line, without placing demand. Oracle Order

Entry/Shipping performs an ATP inquiry based on scheduling attributes currently displayed in an order line, such as item, quantity, warehouse, and dates. If any such scheduling attribute is modified and not yet committed to the database, Oracle Order Entry/Shipping performs the inquiry based on that information, but reverts back to the saved data after the inquiry. Oracle Order Entry/Shipping reverts back to the saved data to ensure that any existing scheduling for the order line is not altered inadvertently.

Demand — places demand for the full quantity on the line.

Reserve — reserves the quantity entered in the Quantity Reserved field.

Undemand — removes demand previously placed for the line.

Unreserve — removes reservations previously placed for the line, but leaves the line demanded.

Unschedule — removes all demand and reservations for the line.

If you have previously chosen the Demand or Reserve schedule actions, Order Entry/Shipping displays the schedule status as Demanded or Reserved. The status Supply Reserved indicates that Oracle Work in Process has reserved the item; this is valid only for ATO configurations and ATO items. Once the item has been built, the work order has been closed, and the item has been transferred to Inventory, the status changes to Reserved. If the order line is for a multiple quantity and only a partial quantity is completed, the status will remain Supply Reserved until the full quantity is complete.

8. Select the Demand Class for the order line.
9. Check the Customer Requested check box if the customer has requested that a specific revision, lot, or subinventory be entered on the line.

Order Entry/Shipping displays this information in the Sales Orders and Schedule Orders windows, so that if you need to reschedule lines you can be aware of any specific customer requests.



Attention: Order Entry/Shipping automatically checks the Released check box if the schedule detail has been pick released. You can modify unreleased lines in this window and in the Schedule Orders window.

10. Save your work.

See Also

Scheduling an Order or Order Line: page 2 – 101

Placing Demand: page 2 – 114

Placing Reservations: page 2 – 118

Order Unscheduling: page 2 – 121

Sales Orders Special Menu: page 2 – 57

Overview of Sales Orders: page 2 – 9

Sales Orders Special Menu

This section lists the available options on the Special menu for the Sales Orders window.

Apply Notes	See: Applying Notes: page 2 – 58
Book	See: Booking a Sales Order: page 2 – 59
Sales Credits	See: Applying Sales Credits: page 2 – 60
Service Lines	See: Ordering Service Programs with Products, <i>Oracle Service User's Guide</i>
Installation Details	See: Entering Installation Details During Order Entry, <i>Oracle Service User's Guide</i>
Shipment Schedules	See: Defining Shipment Schedules: page 2 – 62
Options	See: Choosing Options: page 2 – 66
Validate Configuration	See: Validating Configurations, <i>Oracle Product Configurator User's Guide</i>
Group Attributes	See: Defining Schedule Group Attributes: page 2 – 130
Schedule Results	See: Scheduling Results: page 2 – 125
ATP Details	See: Inquiring on Available To Promise (ATP): page 2 – 112
Price Line	See: Repricing a Line: page 2 – 71
Item Search	See: Item Search, <i>Oracle Inventory User's Guide</i>
Quick Customer Entry	See: Entering Customers, <i>Oracle Receivables User's Guide</i>
View Order	See: Viewing Orders and Returns: page 2 – 6
Ship To Information	See: Defining Ship To and Bill To Information: page 2 – 22
Match ATO Configuration	See: Using Match and Reserve, <i>Oracle Product Configurator User's Guide</i>
Match and Reserve ATO Configuration	See: Using Match and Reserve, <i>Oracle Product Configurator User's Guide</i>
SupplyChain ATP	See: Inquiring on Group Availability: page 2 – 72

Applying Notes

After you define notes, note categories, and their assignments, you can apply rule-based notes quickly using the Apply Notes Special menu option. Alternatively, you can attach existing notes or create new notes for your order, return, or lines using the Attachments (paperclip) button.

Prerequisites

- ☐ Define your note usage formats. See: Defining Order Entry / Shipping QuickCodes: page 1 – 23.
- ☐ Define your note categories. See: Defining Note Categories: page 1 – 111.
- ☐ Define at least one standard or one-time note. See: Defining Notes in Advance: page 1 – 114.

► **To apply a pre-defined note to an order or return:**

1. Navigate to the Sales Orders or Returns window.
2. Enter or query an order or return.
3. Choose Apply Notes from the Special menu.

This automatically attaches any notes whose rule criteria match information on your order, return, or line. These rules can be based on customer, bill-to customer, item, order type, purchase order, and ship-to customer.

4. Save your work.

► **To view or modify notes attached to an order or return:**

- In the Sales Orders or Returns window, choose the Attachments (paperclip) button on the toolbar.

See Also

Attachments Window, *Oracle Applications User's Guide*

Defining Notes in Advance: page 1 – 114

Overview of Sales Orders: page 2 – 9

Overview of Returns: page 2 – 132

Booking a Sales Order

► **To book an order:**

1. Navigate to the Sales Orders window.
2. Enter header and line information for a new order, or query an existing order. See: Overview of Sales Orders: page 2 – 9.
3. Select Book from the Special menu.

Applying Sales Credits

You can apply sales credits for an order, line, shipment schedule, or return. Sales credit information for a model line defaults to each option line. You can assign sales credits to salespersons other than the salesperson for the order. You must enter revenue credits totaling 100 in this window by the time you book the order. Prior to booking, Order Entry/Shipping prevents you from entering a total greater than 100.

Prerequisites

- ☐ Set up your sales credit types. See: *Defining Sales Credit Types: page 1 – 102.*
- ☐ Set up your salespersons. See: *Defining Salespersons, Oracle Receivables User's Guide.*

► To apply a sales credit:

1. Select Sales Credits from the Special menu.

The Sales Credits window appears.

Sales Credit Type	Revenue	Salesperson	% []
	☒		
	☐		
	☐		
	☐		
	☐		
	☐		
	☐		
	☐		

2. Select the sales credit Type.

Certain sales credit types apply towards revenue credit. Order Entry/Shipping defaults the primary revenue sales credit type for the salesperson entered in Main header alternative region.



Attention: Order Entry/Shipping automatically checks the Revenue check box if the defined sales credit Type applies towards revenue credit.

3. Select the salesperson who will receive the sales credit.
4. Define the percentage of sales credit for the salesperson.

Order Entry/Shipping maintains a running total of the sales credit percentages in the Revenue Total and Non Revenue Total fields.

5. Save your work.

Defining Shipment Schedules

You can support customer-requested shipment schedules by splitting an order line into separate shipments and assigning different schedule characteristics to each separate shipment of an order line. For example, a customer may order a large quantity of an item to take advantage of price breaks. Your customer would like the shipments to be spread out over several months. You can enter one order line for the full quantity, and divide the order line into several shipment schedule lines to be scheduled for different dates.

You can specify a ship-to location and/or pricing information for the shipment schedule line that is different from the information you entered for the order or order line. If you change the ship-to location or any of the pricing information for the shipment schedule line, Order Entry/Shipping will automatically update the total price of the shipment schedule line.

If you are entering several shipment schedules for the same configuration, you should enter the configuration options for the order line before splitting the order line into several shipment schedules so that you only need to enter the options once.

► **To split an order line into separate shipments:**

1. Select the order line you want to separate into multiple shipments in the Sales Orders window.
2. Select Shipment Schedules from the Special menu.

The Shipment Schedules window appears.

3. Define the number of shipments you want to create and the quantity to be shipped in each shipment.
4. Save your work.

► **To define scheduling information for a shipment schedule:**

1. Navigate to the Scheduling alternative region.
2. Define the quantity you want to reserve for each separate shipment.
You can enter partial reservations.
3. Select the Warehouse, and define the Requested Date, Promised Date, and Scheduled Date for each shipment.
4. Select a Schedule Action.

After you save your work, the Status field will display the shipment's new schedule status.

Note: You can use the Schedule button to achieve the same result. See: Scheduling an Order or Order Line: page 2 – 101.

5. Select the Demand Class for the shipment schedule. See: Demand Class QuickCodes, *Oracle Receivables User's Guide*.
6. Save your work.

► **To define pricing information for a shipment schedule:**

1. Navigate to the Pricing alternative region.

2. Select pricing attributes for the shipment order line according to how you set up your Pricing Attributes descriptive flexfield.
3. Define the Tax Code for the order line.

The profile option *TAX: Allow Override of Tax Code* lets you control whether you can override a defaulted Tax Code. See: Order Entry / Shipping Profile Options: page 1 – 10
4. Modify the default Selling Price.

You can only change the Selling Price if the *OE: Discounting Privilege* profile option is set to Yes. To change the selling price, select the Selling Price field and choose the Discounts button.
5. Select the appropriate Commitment number if you want to apply this shipment order line to a commitment. See: Entering Commitments, *Oracle Receivables User's Guide*.
6. Save your work.

► **To define shipping information for a shipment schedule:**

1. Navigate to the Shipping alternative region.
2. Enter address information for the shipment schedule's final destination. See: Defining Ship To and Bill To Information: page 2 – 22.
3. Select the Shipment Priority for the order line.

Shipment priority allows you to group shipments into different categories of urgency, and can be used as a parameter for Pick Release. You can define additional shipment priorities in the Order Entry QuickCodes window. See: Defining Order Entry / Shipping QuickCodes: page 1 – 23.
4. Select the Freight carrier.

Freight Carrier can be used as a parameter for Pick Release.

► **To define project information for a shipment schedule:**

1. Navigate to the Project alternative region.
2. Select a Project Number.
3. If you chose a Project Number, select a Task Number.

► **To modify or define release management line information for an shipment schedule:**

1. Navigate to the Release Management alternative region.



Attention: You must have Oracle Release Management installed to access this region.

2. Enter the Customer Job number.
3. Enter the Customer Production Line.
4. Enter the option's Customer Model Serial Number.
5. Enter the Customer Dock to which the item will be delivered.
6. Select an Intermediate Ship To Location from the list of values.
7. Enter the Production Sequence Number.
8. Navigate to the Industry Information descriptive flexfield.
The Additional Industry Attributes window appears. See: Entering Industry Attribute Information in Order Entry / Shipping; page 2 – 44.
9. Save your work.

Choosing Options

You can enter configuration options for models or make changes to configurations. Standard value rule settings can default information to line option fields.

If an option line is not part of a ship set or ATO model, or if a model's Ship Model Complete inventory item attribute is set to No, you can enter separate information for each option, including the following:

- pricing
- warehouse
- request, promise, and schedule dates
- ship-to location

If a line is in a ship set or ATO model, or if a model's Ship Model Complete attribute is set to Yes, use the Schedule Group Attributes window to modify scheduling and shipping information for all lines in a ship set or configuration. See: *Defining Schedule Group Attributes: page 2 – 130.*

If you are entering several shipment schedules for the same configuration, you should enter the configuration options for the order line before splitting the order line into several shipment schedules, so that you only need to enter the options once. See: *Defining Shipment Schedules: page 2 – 62.*

You can also use the Configurator to choose options. See: *Using the Configurator from Order Entry, Oracle Product Configurator User's Guide and Line Options and the Configurator: page 2 – 70.*

Prerequisites

- ☐ Set up your item configurations. See: *Creating a Bill of Material, Oracle Bills of Material User's Guide.*
- ☐ Create and save an order. See: *Overview of Sales Orders: page 2 – 9.*

► **To assign options to a line:**

1. Select a model line in the Sales Orders or Shipment Schedules window, navigate to the Special menu, and select Options.

The Line Options window appears.

2. Choose an option from the list of values for the Item field.

The profile option *OE: Item View Method* controls whether the list of values displays options by description or by concatenated segment values.

3. Enter the Ordered Quantity.

Order Entry/Shipping defaults the quantity from the model's bill of material. If the bill allows, you can change the quantity within an accepted range.

► **To enter or modify pricing information for an option:**

1. Navigate to the Pricing alternative region.
2. Enter or modify the Tax Code.

The profile option *TAX: Allow Override of Tax Code* controls whether you can override a defaulted tax code.

3. Choose pricing attributes for the item according to how you set up your Pricing Attributes descriptive flexfield.
4. Modify the default Selling Price.

The profile option *OE: Discounting Privilege* controls your ability to adjust pricing. Enter a selling price or choose the Discounts button. The option's line total appears in the Extended Price field. See: Applying Manual Discounts: page 4 – 36.

Whenever you change an option's selling price, the Configuration Total field is updated. This is equivalent to the Line Total field in

the lines block of the Sales Orders window. The Configuration Total field sums the model's extended price (displayed in the Pricing lines alternative region of the Sales Orders window) and the extended price of each option you include in the model.

5. Select a Commitment. See: *Entering Commitments, Oracle Receivables User's Guide*.

► **To enter or modify scheduling information for an option:**

1. Navigate to the Scheduling alternative region.
2. Enter a quantity to reserve.

If you enter a partial quantity to reserve, Order Entry/Shipping places demand for the remaining quantity ordered.
3. Select the warehouse (organization) from which to ship the option.

If the profile option *OE: Validate Option Line Item* is set to Yes, you can choose any warehouse for which the item attribute *Customer Orders Enabled* is set to Yes for this item. If the profile option *OE: Validate Option Line Item* is set to No, you can use any warehouse for which the item is defined.
4. Define the Date Requested, Date Promised, and Date Scheduled.

Request date and schedule date can be used as parameters for Pick Release. Schedule date is also used in Oracle Manufacturing as the effective demand date.
5. Select a Schedule Action.

After you save your work, the Status field will display the option's new schedule status.

Note: You can use the Schedule button to achieve the same result. See: *Scheduling an Order or Order Line: page 2 – 101*.
6. Select the Demand Class for the option line. See: *Demand Class QuickCodes, Oracle Receivables User's Guide*.

► **To enter or modify shipping information for an option:**

1. Navigate to the Shipping alternative region.
2. Enter address information for the option's final destination. See: *Defining Ship To and Bill To Information: page 2 – 22*.
3. Select the Shipment Priority for the order line.

Shipment priority allows you to group shipments into different categories of urgency, and can be used as a parameter for Pick

Release. You can define additional shipment priorities in the Order Entry QuickCodes window. See: Defining Order Entry/Shipping QuickCodes: page 1 – 23.

4. Select the Freight Carrier.

Freight Carrier can be used as a parameter for Pick Release.

► **To define project information for an option:**

1. Navigate to the Project alternative region.
2. Select a Project Number.
3. Select a Task Number.

If the warehouse's Project Control Level is set to **Task** in Oracle Inventory, you must enter a Task number if you selected a Project.

► **To modify or define release management information for an option:**

1. Navigate to the Release Management alternative region.



Attention: You must have Oracle Release Management installed to access this region.

2. Enter the Customer Job number.
3. Enter the Customer Production Line.
4. Enter the option's Customer Model Serial Number.
5. Enter the Customer Dock to which the item will be delivered.
6. Select an Intermediate Ship To Location from the list of values.
7. Enter the Production Sequence Number.
8. Navigate to the Industry Information descriptive flexfield.

The Additional Industry Attributes window appears. See: Entering Industry Attribute Information in Order Entry/Shipping: page 2 – 44.

9. Save your work.

See Also

Configuring a Product, *Oracle Product Configurator User's Guide*

Order Entry/Shipping Profile Options: page 1 – 10

Item Attributes Used by Order Entry/Shipping: page B – 2

Line Options and the Configurator

Order Entry / Shipping provides two means by which to select configuration options. The Line Options window displays only the items you add to an order, much as the Sales Orders window's lines block does. The Configurator shows all available options (organized by class, if applicable). You can use either or both windows to choose items for an order. The following table presents a few differences between the two windows.

Characteristic	Line Options	Configurator
Information Display	Lists ordered items only	Displays indented list of all items, with ordered items marked
Quantity	Displays extended quantity of options and classes	Displays option and class quantities relative to one model, regardless of total quantity
Manual Discounts	Available via Discounts button	Use Line Options

Table 2 – 4

If you choose an option from the list of values in the Line Options window, the option's associated option classes, if any, are added automatically to your order. Similarly, choosing an option in the Configurator automatically selects associated option classes.

See Also

Choosing Options: page 2 – 66

Configuring a Product, *Oracle Product Configurator User's Guide*

Repricing a Line

Before you book an order, you choose items and a price list for the order. If you modify a price list or discount after applying either to an item on your order, use Price Line in the Special menu to update your order lines.

► **To update the price for an order line:**

1. Navigate to the item you want to reprice in the Sales Orders, Shipment Schedules, or Line Options window.
2. Navigate to the Special menu and choose Price Line.

Order Entry/Shipping recalculates and displays the item's new Selling and Extended Prices, based on current list price and automatic discount information.

Note: If you have applied a manual order- or line-level discount to an order and subsequently redefine the discount, you must remove it from the order, then re-apply it.

See Also

Defining Price Lists: page 4 – 6

Adjusting Price Lists: page 4 – 13

Defining Discounts: page 4 – 26

Applying Manual Discounts: page 4 – 36

Defining Sales Order Header Information: page 2 – 19

Defining Sales Order Line Level Information: page 2 – 33

Defining Shipment Schedules: page 2 – 62

Choosing Line Options: page 2 – 66

Inquiring on Group Availability

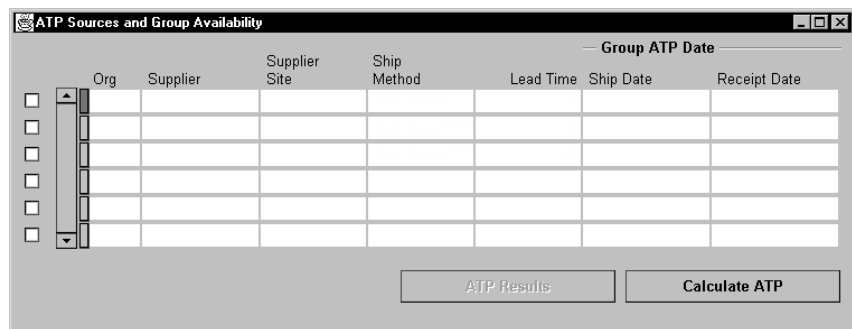
You can view Available to Promise (ATP) information across multiple inventory organizations so that you can decide which supply source you want to use to meet demand.

Prerequisites

- ☐ Enter header and item information for an order. See: Overview of Sales Orders: page 2 – 9.

► To inquire on group availability dates:

1. Navigate to the ATP Sources and Group Availability window.



	Org	Supplier	Supplier Site	Ship Method	Lead Time	Ship Date	Receipt Date
☐							
☐							
☐							
☐							
☐							

ATP Results Calculate ATP

2. Select at least one warehouse for which you want to view availability, and choose Calculate ATP.

The Group ATP Ship and Receipt Date fields display availability dates for the item in the selected warehouse(s).

► To view ATP results for multiple warehouses:

1. Navigate to the ATP Sources and Group Availability window.
2. Select at least one warehouse for which you want to view availability, and choose ATP Results.

The ATP Results window appears, displaying required and available quantities for your item in the selected warehouse(s).

3. Choose the Period ATP button to view ATP information by period, or choose Open to view details for the current result.

See Also

Supply Chain ATP, *Oracle Master Scheduling/MRP and Oracle Supply Chain Planning User's Guide*

Viewing Supply Chain ATP Results, *Oracle Inventory User's Guide*

Customizing the Sales Orders Form

Prerequisites

- ☐ Install Oracle Order Entry Runtime on your PC. See: *Oracle Applications Installation Manual for Windows Clients*.
- ☐ Install the Oracle Order Entry Development Kit on your PC. See: *Oracle Applications Installation Manual for Windows Clients*.
- ☐ Verify that the Order Entry Development Kit has installed the following files in the %AU_TOP%\res\US subdirectory:
 - OEXOECMN.FMB
 - OEXOECOE.FMB
 - OEXOEMOE.FMB
 - OEXOERMA.FMB
 - OEXOESVC.FMB
 - OEXOEVOR.FMB
 - OEXSTAND.FMB
 - CZFDCFGR.FMB

For example, if you installed Oracle Applications to the default directory, verify that the files are present in C:\Apps10\au10\res\US.

- ☐ Design different form layouts to meet your requirements.

Note: To ensure that your forms match the look-and-feel of Oracle Applications, see: *Oracle Applications Coding Standards* and *Oracle Applications User Interface Standards*.

► To customize items on the Sales Orders form:

1. Make a backup copy of both the CUSTOM form (OEXOECOE.FMB) and the MAIN form (OEXOEMOE.FMB), as well as OEXOEMOE.FMX.

The original location of OEXOECOE.FMB and OEXOEMOE.FMB is the %AU_TOP%\res\US subdirectory. OEXOEMOE.FMX resides in %OE_TOP%\forms\US.

2. Use Developer/2000 Forms Designer to edit OEXOECOE.FMB.

To hide an item, set its height and width to zero and set its navigable property to FALSE.



Attention: Do not put the item on a NULL canvas or set its DISPLAYED property to FALSE. Either action causes errors when form logic attempts to set the item's properties.

If a block contains an item called SWITCHER, the underlying code requires that SWITCHER be the first item in the block.

If a block contains an item called STOP, place defaulted fields before the STOP item.

When items are resequenced, you may need to update the Previous Navigation Item and Next Navigation Item properties. For back–tabbing support for Display Only fields, see: *Oracle Applications Coding Standards*.

3. Generate the form in %OE_TOP%\forms\US\OEXOEMOE.FMB.

Note: Check the **Compile all PL/SQL code** check box.

The file OEXOEMOE.FMX will appear in the same directory. For example, if you installed Oracle Applications to the default directory, the file will appear in C:\Apps10\OE50\forms\US.

4. Copy OEXOEMOE.FMX to a new form name.

This is the executable version of your customized form.

5. Copy OEXOECOE.FMB (in %AU_TOP%\res\US) to a new form name.

This is your customized form.

Note: You rename OEXOEMOE.FMX and OEXOECOE.FMB in order to retain a backup of your customizations. The original files are overwritten each time you reinstall Oracle Oracle Order Entry/Shipping.

6. Access the Sales Orders form to view your changes.

► **To utilize more than one version of the form:**

For each version, repeat steps 2–5 above. Save each customized OEXOEMOE.FMX and OEXOECOE.FMB to a different form name for your reference.

1. Using the Application Developer GUI responsibility, register the new file (saved in step 4, above) as a form. See: Forms, *Oracle Applications System Administrator's Guide*.
2. Register the form as a function. See: Form Functions Window, *Oracle Applications System Administrator's Guide*.
3. Add the form to the desired Oracle Applications menu. See: Menus Window, *Oracle Applications System Administrator's Guide*.

If you entered `STARTUP_MODE = SALES_ORDERS` in the Parameters field during step 2, choosing the new menu item will open the Sales Orders form. If you left the field blank, choosing the new menu item will open the Orders Workbench.

See Also

Sales Orders Customization: page 2 – 78

Upgrade Scenarios

The following scenarios describe different types of upgrades and the steps required to maintain your Sales Orders form customizations. Complete the steps below for any of the following cases:

- You receive a new server-side-only upgrade.
 - You receive an upgrade that affects only the PL/SQL Client Library.
 - You receive an upgrade that includes changes to the MAIN form (OEXOEMOE.FMB).
1. Locate the backup copy of your customized form. Copy it to %AU_TOP%\res\US\OEXOECOE.FMB. For example, if you installed Oracle Applications to the default directory, copy your customized form to C:\Apps10\au10\res\US\OEXOECOE.FMB. See: Customizing the Sales Orders Form: page 2 – 74.
 2. Generate OEXOEMOE.

If you receive an upgrade in which an item referenced in CUSTOM has changed, due to a change in the database, and you receive new versions of the Oracle Order Entry/Shipping Object and Library files:

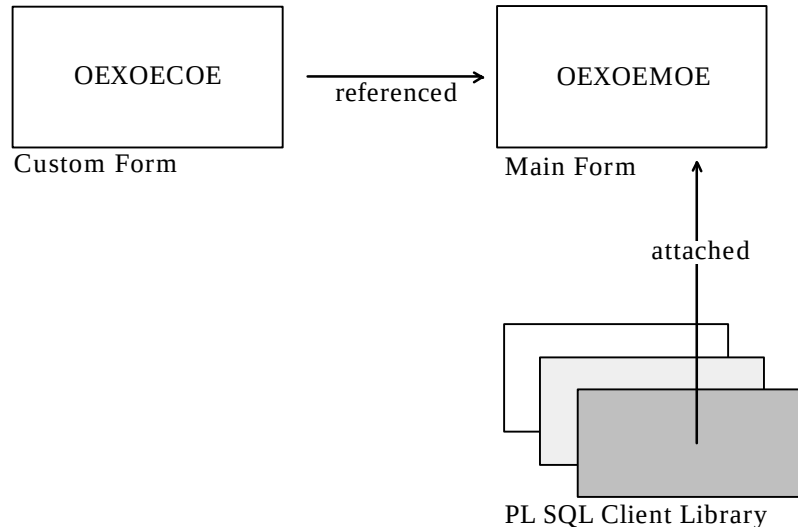
1. Using Developer/2000 Forms Designer, open both your customized form and the new version of the OEXOECOE form.
2. Drag and drop the new item onto the appropriate canvas in your customized form.
3. Adjust the item as necessary.
4. Save your changes to the customized form.
5. Generate OEXOEMOE.

See Also

Sales Orders Customization: page 2 – 78

Sales Orders Customization

You can customize the appearance of the Sales Orders form to meet your needs. Because these visual aspects are stored in a different module from the form's functional logic, your customizations will be preserved through most upgrades.



Client-Side Modules

The CUSTOM form contains the Sales Orders form's presentation layer, which you can modify using Developer/2000 Forms Designer.

The MAIN form, which references customizable objects in CUSTOM (OEXOECOE), is executed in the application's normal runtime environment. You must regenerate MAIN each time you make changes to CUSTOM or after you apply an upgrade or patch that affects MAIN.

LIBRARY is a library attached to MAIN that contains logic required by the form.

Allowed Customizations

When you edit the CUSTOM form, you can choose from the following possible customizations:

- ☐ Hide an item (text item, button, check box, poplist, option group)
 - Caution:** Do not hide any item required for entry or booking that is not defaulted. For example, do not hide the Order Type.
- ☐ Display hidden items
- ☐ Resize an item
- ☐ Resequence an item
- ☐ Move an item from one region or alternative region to another
- ☐ Move an item from a multi-row block to the overflow area, or vice versa
- ☐ Edit boilerplate labels
- ☐ Increase or decrease the number of rows displayed in a multi-row block
- ☐ Resize a window
- ☐ Set a button as default

See Also

Customizing the Sales Orders Form: page 2 – 74

Upgrade Scenarios: page 2 – 77

Function Security for Orders and Returns

Use function security to control user access to functions in the Orders Workbench, the Sales Orders window, and the Returns window. Your system administrator customizes a responsibility at your site by including or excluding functions and menus in the Responsibilities window.

The functions listed below are available by default, but may be excluded individually or severally:

- Sales Orders: Enter
- Sales Orders: View
- Returns: Enter
- Returns: View

If a responsibility enables you to enter an order or return, you can automatically view orders or returns as well.

If you exclude both Sales Orders: Enter and Sales Orders: View from a responsibility, that responsibility's users can neither access the Sales Orders window via the Navigator menu nor query orders from the Orders Workbench. If you exclude both Returns: Enter and Returns: View, users can neither access the Returns window nor query returns from the Orders Workbench. If you exclude all four functions, you should also remove the Orders, Returns menu item from the Navigator.

Function Security Example: Orders and Returns

Your company employs some individuals whose tasks include viewing orders and entering returns. They do not enter orders.

1. Navigate to the Responsibilities window.
2. Query an existing responsibility whose functionality you want to limit, or define a new one.
3. In the Function and Menu Exclusions block, choose Function as the type of exclusion rule to apply against the responsibility.
4. Select Sales Orders: Enter as the name of the function.
5. Save your work.
6. Assign users to the responsibility.

See Also

Overview of Function Security, *Oracle Applications System Administrator's Guide*

Defining a Responsibility, *Oracle Applications System Administrator's Guide*

Menus field help, *Oracle Applications System Administrator's Guide*

Copy Validation

Order Entry/Shipping validates copied orders for any invalid or inactive header-level or line-level information. If you are copying to a return material authorization, no validation is performed. See: Copying Orders: page 2 – 85.

Validation errors can produce the following results:

- An inactive or invalid order cycle or currency code results in total copy failure.
- An invalid item causes its line to fail, but the rest of the order is copied.
- Model configuration errors cause the affected line to fail, but the rest of the order is copied. If the invalid line is part of a valid model, the top-level line and its valid options and classes are copied.
- Price adjustments are checked at the header and line levels. Invalid price adjustments are deleted and the selling price is recalculated.
- Sales credits are checked at the header and line level. Invalid or inactive sales credits are deleted.
- All other attributes with errors are given a null value.

If an error occurs, a warning message appears. Copy orders validation errors can be viewed in detail by running the Process Exception Report for the Copy Orders Validation program and the copied order number. See: Process Exception Report: page 6 – 56.

Header-level Validation

Order Entry/Shipping validates the following characteristics at the header level:

- accounting rule
- contacts
- credit card code (credit card name)
- currency (if not valid, copy fails)
- customer
- customer agreement
- discount (price adjustment)
- invoicing rule

- order cycle (if not valid, copy fails)
- payment terms
- payment type code
- price list
- sales channel
- sales credit type
- salesperson
- ship-to and bill-to locations/ addresses
- shipment priority, FOB, freight carrier, and freight terms
- tax code

Line-level Validation

Order Entry/Shipping validates the following characteristics at the line level:

- configuration (against bill of material for the top model)
- customer ordered (if not valid, line is not copied)
- discount (price adjustment)
- inventory item (if not valid and orderable, line is not copied)
- payment terms
- quantity ratio (against bill of material for the top model)
- sales credit type
- salesperson
- ship to address and contact
- shipment method and priority
- warehouse
- source type

Invalid items are not copied into a bill of material; therefore, the bill is copied incompletely. If a model has a class with all invalid options, the entire class is not copied. Incomplete models on booked orders are automatically placed on hold.

Sales Credit Validation

Order Entry/Shipping validates the following characteristics to ensure that your sales credit information contains the appropriate information:

- sales credit type
- salesperson

Price Adjustment Validation

Order Entry /Shipping validates the following characteristics to ensure that your price adjustments contain the appropriate information:

- discount (price adjustment)
- price list (item has valid definition on list)

Security Rules and Standard Value Rule Sets Validation

When you copy orders, Order Entry /Shipping does not apply the standard value rule set for the new order type. Since you are copying an order, your new order has the default values of the original order including any changes to those defaults that were made. Changing the order type when copying does not necessarily apply the standard value rule set for that order type.

Copying Orders

You can create a new order or return by copying information from an existing order or return. You specify how much information you want to copy from one order or return to another.

When copying from an order to another order, Order Entry/Shipping effectively copies the standard value rule set that you defined for the order type on the original order, plus any changes to those default values.

When copying from a return to an order, Order Entry/Shipping copies the relevant header and line information and uses the standard value rule set to define the Accounting Rule. Standard value rule sets are the only way to enter an accounting rule on an order.

When copying to a return, you can enter or change return information. Order Entry/Shipping defaults any appropriate information that exists for the return, copies the relevant information from the order or return, and allows you to enter several defaults. Your setting for the *OE: Default RMA Status* profile option determines the default value for the entry status.

Order Entry/Shipping automatically copies tax status information (Tax Status, Certificate, and Reason) to and from orders and returns.

Oracle Order Entry automatically copies VAT tax codes to the destination document lines when you copy a document in any of the following situations:

- a regular order to a regular order
- a return order to a return order
- a regular order to a return order

However, if you copy a return to a regular order, the VAT code is not defaulted or copied.

If a tax code is not present in a regular order you are copying from, it is defaulted.



Attention: Any order line entered prior to Release 10.6 that requires a tax code must be updated through the Sales Orders window.

After you save your changes, make a note of the Copy To Number, and query that new order or return number in the Sales Orders or Returns window. You can then add, modify, or view the information that Order Entry/Shipping copied to the new order or return.

Internal Sales Orders

You cannot copy from or to internal sales orders. To create new internal sales orders, you must import internal requisitions from Oracle Purchasing using OrderImport.

Copy Validation

For regular orders Order Entry / Shipping checks all of your data during the copy process and ensures that the data is accurate and valid. No validation is performed for return material authorizations.

Order Entry / Shipping checks for any invalid / inactive header or line level attributes. Errors can produce the following results:

- An inactive or invalid order cycle or currency code results in total copy failure and no order is copied.
- Item level errors or model configuration errors cause the line to fail and not copy, but the rest of the order is copied.
- Price adjustments are checked at the header and line level. Invalid price adjustments are deleted and the selling price is recalculated.
- Sales credits are checked at the header and line level. Invalid or inactive sales credits are deleted. Salespersons are deleted if their corresponding sales credits are invalid.
- All other attributes with errors are given a null value.

If an error occurs a warning message appears. Copy orders validation errors can be viewed in detail by running the Process Exception Report for the Copy Orders Validation program and the copied order number. See: Process Exception Report: page 6 – 56.

Note: An exception report is not generated if the result is total copy failure and no order is copied.

► To copy an order or return:

1. Navigate to the Copy Orders window.

Copy Orders

Copy From Order
 Number Type Category

Copy To Order
 Number Type Category

Include

☒ Order Level Information	☐ Sales Credits
☒ Order Level Descriptive Flexfields	☐ Notes
☒ Order Lines	☐ New Holds
☒ Order Lines Descriptive Flexfields	☐ Existing Holds

Return Attributes

Reason	Receipt Date
Shipment Priority	Receiving Warehouse
Inspection Instructions	Freight Terms
Freight Carrier	FOB Point

Copy

2. Enter the number order or return you want to copy.

Note: To find an order navigate to the Orders Summary window, find the order, then choose the Copy button to navigate to the Copy Orders window.

3. Enter the type and category of the order or return you are creating.
4. Indicate the information to include in the new order or return:

Order Level Information: Copies the order information (not including lines) to a new order. If you are copying to a return, you must check this option. When you copy to an order, this option is toggled on if you are copying from a return and toggled off if you are copying from another order.

Order Level Descriptive Flexfields: Copies the order descriptive flexfield information to the new order or return.

Order Lines: Copies all line information to the new order or return. This option is toggled on if you are copying from an order to a return or from a return to an order. This option is toggled off if you are copying from an order to another order or from a return to another return.

Order Line Descriptive Flexfields: Copies the line descriptive flexfield information to the new order lines or return lines.

Sales Credits: Copies the sales credit information to the new order or return. If you check this option and Order Level Information, Order

Entry / Shipping copies the order or return sales credits. If you check this option and Order Lines, Order Entry / Shipping copies the line sales credits. This option is toggled on by default only if you are copying from an order to a return.

Notes: Copies the notes information to the new order or return. If you check this option and Order Level Information, Order Entry / Shipping copies the order or return notes. If you check this option and Order Lines Information, Order Entry / Shipping copies the line notes.

Existing Holds: Copies the holds *currently applied* on the original order or return to the new order or return. If you check this option and Order Level Information, Order Entry / Shipping copies the order or return holds. If you check this option and Order Lines Information, Order Entry / Shipping copies the line holds.

5. If copying to a return, navigate to the Return Attributes region and enter the following:
 - Enter the reason why the customer is returning the item. A reason is required if you are including order lines.
 - Enter the date you expect to receive the return. A date is required if you are including order lines.
 - Enter the receiving warehouse. A receiving warehouse is required if you are including order lines.
 - Optionally, enter shipment priority, inspection instructions, freight terms, freight carrier, and the FOB point.

Order Entry / Shipping copies the information you enter in the Inspection Instructions field to each return line to be transferred to Oracle Inventory.

6. Choose Copy to copy the order or return.

See Also

Oracle Order Entry / Shipping User Profile Options: page 1 – 10

Overview of Sales Orders: page 2 – 9

Overview of Returns: page 2 – 132

Overview of Order Scheduling

Scheduling is a communications tool that helps balance customer demands with your ability to fulfill that demand. The following are some aspects of this tool that Order Entry/Shipping provides:

ATP Inquiry	Enables you to make delivery commitments to customers while taking an order, or to verify from where a line can be fulfilled
Demand	Communicates current or future product needs to Oracle Inventory and other manufacturing products for forecasting and planning purposes
Reservation	Allocates inventory to a specific order line from a warehouse, subinventory, lot, or revision
Schedule Detail	Lets you split a line's supply so that part of a line may be fulfilled from one lot, or part may ship at a different time, without requiring separate lines
Ship Set	Requires that all lines with the same ship set number ship together

Order scheduling is managed differently from company to company. Some may place demand for a product at order entry and reserve it upon release. Others place demand for a product and promise it to customers at order entry. Still other companies may place demand and promise a product at order entry but, because they have high inventory levels, do not need to reserve the product at release. Order Entry/Shipping supports a variety of scheduling environments. If you schedule at order entry, you can use the Sales Orders window. If you have a special department that schedules orders, you can separate the functions and use the Schedule Orders window. Or, if you never schedule but simply enter and release orders, you can set up Order Entry/Shipping to support your business.

You can schedule order lines with multiple ship-to locations, shipping warehouses, request dates, promise dates, schedule dates, and inventory details. With ship sets, you can specify which lines on an order must be shipped together, thus guaranteeing that a ship set is released only when all lines in the ship set are available for pick release.

From the Sales Orders or Schedule Orders windows, you can request on-line ATP inquiries and schedule shipment dates for a single order line or detail, a ship set, a configuration, or an entire order. If the date

and quantity you request are not available, Order Entry/Shipping displays the earliest date (after the schedule date) that you can ship the quantity you require according to your inventory and planning parameters.

You can also schedule shipments for models with options, just as you can with regular lines. You can change warehouse and shipping information for each shipment schedule. You can also add, change, or delete model options, which allows you to rearrange your scheduled shipments to support customer or internal requirements.

All scheduling activity is actually performed on schedule details, not order lines. However, when you request a scheduling action on a line, the action will apply automatically to all associated schedule details.

You can either enter a schedule preference in the Schedule Action field for each order line or order line schedule detail, or choose a scheduling action from the Schedule dialog window via the Schedule button. You may want to indicate your scheduling preference on each order line or order line schedule detail when you want to demand some and reserve others. However, if you want to perform the same scheduling action on all items in one configuration, order, or shipment, it is more efficient to assign scheduling actions from the Schedule dialog window.

Order Entry/Shipping recognizes demand and reservations for orders or order lines on hold.

Sales Orders Window

If you choose to schedule orders as you enter them, you can perform all scheduling functions for a schedule detail, order line, or group of order lines using the Sales Orders window. You can communicate or negotiate with your customer on product availability and shipment dates and enter a promise date reflecting your agreement with your customer.

Schedule Orders Window

Order Entry/Shipping also provides a separate group of windows that you can use to schedule or reschedule an order, group of orders, an item or group of items. Only booked orders are displayed in the Schedule Orders windows. This window group is ideal for use in your scheduling department because it does not allow addition or deletion of order lines or changes to ordered quantities or promise dates.

Internal Sales Orders

You can only change the schedule date, schedule status, quantity reserved, freight carrier, shipment priority, ship set number, and

ship-to contact when scheduling an internal sales order. You cannot split an internal sales order line into multiple details; you can only change the schedule date for the entire line.

See Also

System Controls to Support Scheduling: page 2 – 92

Item Attributes that Affect Scheduling: page 2 – 94

Schedule Details: page 2 – 96

Scheduling an Order or Order Line: page 2 – 101

Overview of Holds: page 2 – 193

Scheduling Special Menu: page 2 – 124

System Controls to Support Scheduling

Order Entry / Shipping provides the following application-level profile options to support your scheduling needs.

OE: Reservations

This profile option defines whether you manage your business by reserving on-hand available inventory at some point in the order process. A reservation allocates a reservable item's on-hand available inventory to a sales order line. Oracle Inventory does not include reserved inventory in Current On-hand Available balances, and Oracle Applications do not allow you to transact inventory reserved to another sales order or use it in an inventory material transaction.

With this profile option set to Yes, you can reserve on-hand quantities of an item on-line using the Sales Orders or Schedule Orders windows, or via OrderImport. If you have not reserved the item before releasing the item for shipment, Pick Release automatically reserves the item.

If this profile option is set to No, Order Entry / Shipping does not allow on-line reservations during scheduling, and Pick Release releases all eligible order lines regardless of stock availability.

OE: Autobackorder

If this profile option is set to Yes and there is insufficient quantity on hand to release a shipment, Pick Release automatically backorders the unavailable quantity (the order line status becomes Backorder Release – Eligible). If this profile option is set to No, the items are not released (the order line status remains Pick Release – Eligible).

The profile option *OE: Reservations* must be set to Yes for Order Entry / Shipping to recognize this profile option setting.

OE: Schedule Date Window

This profile option defines the number of days past the schedule date (including the schedule date) that the Demand Interface attempts to demand inventory. Inventory must be available for all items and options if you place demand for a ship set, ATO configuration, or Ship Model Complete PTO model. There is no limit on the value you can specify, but it must be greater than or equal to one day.

Pick Release ignores the value of this profile option, and its value is irrelevant when you attempt to demand part of a ship set or Ship Model Complete PTO model on-line.

See Also

Oracle Order Entry/Shipping Profile Options: page 1 – 10

Overview of Order Scheduling: page 2 – 89

Scheduling an Order or Order Line: page 2 – 101

Item Attributes that Affect Scheduling

Several item attributes affect scheduling orders. You set item attributes for each item when you define or update the item.

Check ATP

Set this attribute to Yes to require an ATP inquiry on the item any time demand is placed for the item on an order line. This attribute controls scheduling of high demand or short lead time items to ensure that you do not promise more than you are able to supply in a given time.

If the item is also sold as a component in a bill, this attribute can also be set for the bill of material using the Bills of Material window. If the item attribute *Check ATP* is set to No, Order Entry/Shipping ignores the bill attribute for that particular item and does not check ATP. If the item *Check ATP* attribute is set to Yes, whenever the item is sold in the bill, Order Entry/Shipping considers the bill attribute. For example, if the item is sold as a component of a bill and separately as a spare part, you may want to check ATP when the item is sold as a spare part, but not when it is sold as a part of the bill. To accomplish this, set the item attribute to Yes and the bill of material attribute to No.

ATP Components

Set this item attribute to Yes to indicate that the item has a bill of material structure containing components that require ATP checking whenever demand is placed. When you place demand for the item, Order Entry/Shipping searches downward in the bill for components with the *Check ATP* attribute set to Yes, and includes them all in the ATP check. The *ATP Components* item attribute is effective only for ATO and PTO items.

OE Transactable

This item attribute indicates whether the item is transactable in Order Entry/Shipping. This attribute must be set to Yes if you want to place demand for an item and if you want shipments of the item to be interfaced to Oracle Inventory. Each time you place demand for an order line or group of lines, only those with *OE Transactable* set to Yes are demanded.

Reservation Control

This item attribute indicates whether you can create a material reservation for the item. If the attribute is set to Reservable,

reservations can be created only when you have enough on-hand available inventory to support the reservation.

Note: If an item is not reservable, but a user tries to reserve it, Order Entry/Shipping places demand for the order line instead, and the message line displays *Scheduling Success*.

The profile option *OE: Reservations* must be set to Yes for Order Entry/Shipping to recognize this attribute setting.

Ship Model Complete

If this item attribute is set to Yes, the configuration is released for shipment only if all associated order lines are eligible and not on hold, and full sets of the reservable, shippable components, including the model, options, and included items, are available. A kit can be released only when full sets of the shippable components, meaning the kit and its included items, are available.

If the profile option *OE: Reservations* is set to Yes, Order Entry/Shipping validates eligibility, holds, and availability for the shippable components. If the profile option is set to No, Order Entry/Shipping validates eligibility and holds, but not product availability.

Shippable Item

This item attribute must be set to Yes for Order Entry/Shipping to release an order line for the item, for the item to appear on the pick slip, and to allow ATP inquiries.

See Also

Item Attribute Descriptions by Group, *Oracle Inventory User's Guide*

Defining Items, *Oracle Inventory User's Guide*

Updating Organization Level Items, *Oracle Inventory User's Guide*

Oracle Order Entry/Shipping Profile Options: page 1 – 10

Overview of Order Scheduling: page 2 – 89

Scheduling an Order or Order Line: page 2 – 101

Updating Lines to Schedule: page 2 – 105

Schedule Details

Each time you enter an order line, Order Entry/Shipping automatically creates a schedule detail. A schedule detail includes the warehouse, schedule dates, subinventory, lot, and revision. The warehouse and schedule date are inherited from the order line, provided your standard value rule set for the order type defaults the Line Schedule Details information from the order line. Subinventory, lot, or revision must be entered manually. If you never need to schedule an order line to any more detail than the warehouse, you can do all your scheduling from the order line. However, if you need to do more detailed scheduling or your standard value rule set *does not* default the information, you need to create details manually in the Schedule Details window. The Schedule Details window is available from both the Sales Orders and Schedule Orders windows. See: Defining Standard Value Rule Sets: page 1 – 86.

You can create as many schedule details for an order line as you need. It may be appropriate to create more than one schedule detail for an order line if you are unable to meet a customer request date with only one shipment from one warehouse. You may also want to indicate the specific subinventory from which to pick the item, or reserve some or all the ordered quantity from a specific lot or revision. Schedule details reflect your internal scheduling to meet a customer request and do not appear on customer invoices. You can create multiple details for an order line with different schedule statuses. For example, you can place demand for one schedule detail, reserve another, and leave another unscheduled. You may want to do this when a customer wants to specify the particular lot or revision they want. If you have only a partial quantity available in the lot they requested, you can reserve the quantity available from the specific lot and then demand the balance without lot reference.

The detail's Schedule Status and the item controls determine what information can or must be entered on the detail. If you are creating unscheduled details (no demand or reservations) or demanded details, you can enter the warehouse, schedule date, and subinventory. The subinventory will be the only one used when Pick Release releases this schedule detail.

If you are reserving a schedule detail and the item is under lot or revision control, you may also need to enter the lot or revision. If you are using revision control and you enter a lot or subinventory, you must also specify a revision. If you are using lot control and you enter a subinventory, you must also specify a lot.

If you have multiple schedule details for an order line, the order line warehouse, schedule date, and schedule status may be different for

each schedule detail. The order line warehouse and schedule date reflect the last one entered on the order line. The order line schedule status reflects the highest level of scheduling of all schedule details. For example, you may have three schedule details, one reserved, one demanded, and one unscheduled; the order line Schedule Status displays Reserved. Each schedule displays the actual warehouse, schedule date, and schedule status in the Schedule Details window.

You can modify any information on a schedule detail except in the Quantity or Schedule Status fields, or you can create your own schedule detail. Depending on your standard value rules, if you change the schedule date on the order line, the details that you updated manually may or may not be updated as well.

Note: Pick Release releases schedule details, not order lines, so it is important that the schedule details be accurate. If you question whether a change you made on the order line cascaded into the details, verify that the changes were applied correctly in the Schedule Details window.

See Also

Defining Order Line Details: page 2 – 54

Overview of Order Scheduling: page 2 – 89

Scheduling an Order or Order Line: page 2 – 101

Ship Together Models

A ship-together model is a configuration or kit with the base model's *Ship Model Complete* inventory item attribute set to Yes. All associated models, options, and classes must be eligible for pick release, not on hold, and, along with associated included items, available in whole quantities of the model to be released for shipment. ATO models, ATO configured items, and ATO items are inherently ship-together models.

When you order a PTO or ATO model with the *Ship Model Complete* attribute set to Yes on the base model, the values for the scheduling attributes warehouse, ship-to location, shipment priority, freight carrier, schedule date, and demand class all default from the parent model line and override anything entered for individual options. Standard value rule sets have no effect on these lines. If you have a PTO model that has the *Ship Model Complete* attribute set to No, and if you have an ATO model within it, then the options of the PTO model can have their own values for these scheduling attributes, and the options within the ATO model inherit their values for these scheduling attributes from the ATO model line. You cannot, however, have a PTO model that has the *Ship Model Complete* attribute set to Yes within a PTO model that has the *Ship Model Complete* attribute set to No.



Attention: If the profile option *OE: Reservations* is set to No, Pick Release verifies only that all lines in a ship-together model are eligible for pick release and are not on hold. Available inventory is not verified. Manually backordered ship-together model lines are released as they meet the appropriate pick release criteria.

See Also

Overview of Order Scheduling: page 2 – 89

Defining Schedule Group Attributes: page 2 – 130

Locating Orders to Schedule

Prerequisites

- ☐ Book an order. See: Overview of Sales Orders: page 2 – 9.
- ☐ Set item and bill of material attributes, such as ATP Inquiry, Reservable, and Required for Revenue, that can affect scheduling actions. See: Item Attributes that Affect Scheduling: page 2 – 94.

► **To locate orders or order lines in the Schedule Orders windows:**

1. Navigate to the Find Objects to Schedule window.
2. Enter selection criteria for the orders or order lines you want to schedule.

Order selection criteria: Enter order number, customer, site information, order type, shipment priority, and so on, to display all orders meeting that criteria. If all fields are left blank, the search is made for all open booked orders. Choose Find Orders to start the search and display the results in the Orders to Schedule window.

3. Select the order or order line to schedule. See: Scheduling an Order or Order Line: page 2 – 101.

► **To locate order lines to schedule for a particular item:**

1. Navigate to the Find Objects to Schedule window.
2. Enter selection criteria for the items you want to schedule.

Item selection criteria: Enter warehouse, item category, or item information to display all order lines for the item matching the search criteria. If you enter only the warehouse and item category, the search is made for all items in that category. Choose Find Items to start the search and display the results in the Items to Schedule window.

Note: Not all items that display have lines that meet your criteria. Some items may not be associated with orders you can schedule.

3. Select the item to schedule, then choose the Backordered Lines button or the Lines button as appropriate. See: Scheduling Backordered Lines: page 2 – 104 and Updating Lines to Schedule: page 2 – 105.

► **To locate orders or order lines from the Sales Orders window:**

1. Navigate to the Find Orders window.

2. Enter selection criteria to find orders.

3. Choose Find.

Orders matching your selection criteria appear in the Orders Summary window.

You can also use the Sales Order window to enter a new order to schedule. See: Overview of Sales Orders: page 2 – 9.

4. Select the order or order line to schedule. See: Scheduling an Order or Order Line: page 2 – 101.

See Also

Overview of Order Scheduling: page 2 – 89

Updating Lines to Schedule: page 2 – 105

Scheduling an Order or Order Line

Prerequisites

- ☐ Create and save an order. See: Overview of Sales Orders: page 2 – 9.

► **To schedule an order or order line:**

1. Navigate to any child window of the Sales Orders or Schedule Orders windows.

For example, you can schedule orders from the Sales Orders window itself, from Lines to Schedule, and from Line Options.

2. Choose the Schedule... button to display the Schedule dialog window.
3. Select the scope for the scheduling action: Order, Ship Set, Configuration, Shipment, or Line/Detail.
4. Select an action:

ATP Inquiry: Check ATP (available-to-promise) for all order lines within the scope you chose, without placing demand. If the items within your scope are part of a ship set, or if they are part of an ATO model or Ship Model Complete PTO model, Order Entry/Shipping supplies the first date that all affected items are available. If the order can be shipped partially, Order Entry/Shipping supplies individual ATP dates and quantities for each item within your scope. See: Defining Sales Order Line Scheduling Information: page 2 – 40.

Demand: Place demand for all demandable items within your scope that have not already been demanded.

Reserve: Reserve inventory for all reservable order lines and schedule details within your scope that have not already been reserved. If the item on a line is not reservable, Order Entry/Shipping places demand instead. If the reservation fails, use the View Schedule Results window to see a list of all items and each corresponding ATP date and quantity.

Undemand: Remove demand for all demanded order lines and schedule details within your specified scope.

Unreserve: Remove reservations for all reserved order lines and schedule details within your scope, and replace with demand.

Unschedule: Remove all demand and reservations for all the order lines and schedule details within your scope.

5. Choose the Schedule button to launch the action.

► **To assign a schedule action to a line or detail:**

1. Navigate to the lines block of any child window of the Sales Orders or Schedule Orders windows.
2. Choose the Schedule... button to display the Schedule dialog window.
3. Select Line/Detail as the Scope.
4. Select an action:

ATP Inquiry: Check ATP (available-to-promise) for this order line or line detail, without placing demand. If the line or detail is part of a ship set, Order Entry/Shipping supplies the first date that all items in the order are available. If the order can be shipped partially, Order Entry/Shipping supplies ATP information for this item only.

Demand: Assign demand to the line or detail, if it has not already been demanded.

Reserve: Reserve inventory for the line or detail, if it has not already been reserved. If the item is not reservable, Order Entry/Shipping places demand instead. If the reservation fails, use the View Schedule Results window to see a list of all items and each corresponding ATP date and quantity.

Undemand: Remove demand for the line or detail.

Unreserve: Remove reservation from the line or detail, and replace with demand.

Unschedule: Remove demand and reservation for the line or detail.

5. Choose the Assign button.

Assigning a schedule action to a line updates the Schedule Action field, but Order Entry/Shipping does not perform the action until you save your work. This enables you to assign schedule actions to many lines on an order and then perform all queries at once.

See Also

Overview of Order Scheduling: page 2 – 89

System Controls to Support Scheduling: page 2 – 92

Item Attributes that Affect Scheduling: page 2 – 94

Updating Lines to Schedule: page 2 – 105

Scheduling Backordered Lines: page 2 – 104
Placing Demand: page 2 – 114
Placing Reservations: page 2 – 118
Unscheduler an Order: page 2 – 121
Scheduling Results: page 2 – 125
Inquiring on Available to Promise (ATP): page 2 – 112
Checking On-hand Quantity: page 2 – 127
Linking ATO Configurations: page 2 – 128

Scheduling Backordered Lines

► **To schedule backordered lines on an order:**

1. Select the order to schedule using the Orders to Schedule window. See: Locating Orders to Schedule: page 2 – 99.

You can only modify backordered lines using the Schedule Orders windows.

2. Navigate to the Lines to Schedule or Items to Schedule window.
3. Choose the Backordered Lines button to navigate to the Backordered Lines window.
4. Update backordered lines.

For any backordered line, you can update scheduling information, such as warehouse, schedule date, lot, subinventory, and revision; and shipping information, such as ship-to location and contact, carrier, and shipment priority.



Attention: Order Entry / Shipping no longer recognizes ship sets and Ship Together models once a picking line has been backordered.

Since you make updates directly to the backordered line rather than to the actual order line, the Sales Order window does not reflect the changes. You can see the changes by viewing the order. The changes are reflected the next time you run Pick Release with criteria matching the backordered picking lines.

You can backorder order lines manually at ship confirmation or automatically at Pick Release. When an order line or a partial quantity of an order line is backordered, Order Entry / Shipping returns the scheduling status of the backordered line to the status prior to pick release. If an order line was demanded or reserved prior to pick release, it will remain demanded or reserved when it is backordered. If the order line was unscheduled when it was pick released, it will be returned to unscheduled status when it is backordered.

See Also

Overview of Order Scheduling: page 2 – 89

Scheduling an Order or Order Line: page 2 – 101

Updating Lines to Schedule

You can view and update information at the line level for previously booked orders. The orders may have been entered directly in the Sales Orders window, copied from another order, or imported via OrderImport.

For country-specific information, such as documentation for the Brazilian Additional Information descriptive flexfield, please see the appropriate country-specific user's guide.

Prerequisites

- ☐ Enter and book an order. See: Overview of Sales Orders: page 2 – 9.

► To update schedule information for an item:

1. Navigate to the Main alternative region in the Lines to Schedule window.

Lines to Schedule (US HQ (West))

Main

Item	Cust Num	Schedule Date	Ship Set	Order Qty	Schedule Action	SI

Order Number: [] Type: [] Customer: []

Line: [] UOM: [] Cancelled Quantity: []

Item Desc: [] Released Quantity: []

ATP Date: [] Available Quantity: []

Schedule... Included Items Backordered Lines Details

2. Enter a Schedule Date for the item you intend to schedule.
3. Optionally assign the item to a ship set. See: Defining Ship Sets: page 2 – 110.
4. Enter a Schedule Action.

After you save your work, the Status field will display the item's new schedule status.

Note: You can use the Schedule button to achieve the same result. See: Scheduling an Order or Order Line: page 2 – 101.

5. Save your work.

► **To update shipping information for an item:**

1. Navigate to the Shipping alternative region in the Lines to Schedule window.
2. Verify that the Source Type is Internal.

You cannot schedule lines that you intend to source externally. The source type External and the Receiving Organization field are only for use with drop shipped orders.

3. Select a Warehouse.
4. Specify a Ship To Location for the item.
5. Select a Shipment Priority.

Shipment priority allows you to group shipments into different categories of urgency, and can be used as a parameter for Pick Release. You can define additional shipment priorities in the Order Entry QuickCodes window. See: Defining Order Entry/Shipping QuickCodes: page 1 – 23.

6. Enter a Freight Carrier.
7. Specify the Demand Class.
8. Navigate to the shipping More alternative region.

The following fields are view-only: Shipped Qty, Request Date, and Promise Date.

9. Enter a quantity to reserve for the item.

Order Entry/Shipping displays any quantity previously reserved for the order line. The quantity reserved cannot exceed the quantity ordered. You can reserve a partial quantity.

10. Save your work.

► **To update Project Manufacturing information for an item:**

1. Navigate to the Project alternative region in the Lines to Schedule window.
2. Select a Project Number.
3. Select a Task Number.

If the warehouse's Project Control Level is set to **Task** in Oracle Inventory, you must enter a Task number if you selected a Project.

4. Save your work.

► **To update Release Management information for an item:**



Attention: You must have Oracle Release Management installed to access this region.

1. Navigate to the Release Management alternative region in the Lines to Schedule window.
2. Enter the item's Customer Job number.
3. Specify the Customer Production Line.
4. Enter the Customer Model Serial Number.
5. Enter the Customer Dock to which the item will be delivered.
6. Select an Intermediate Ship To location from the list of values.
7. Enter the item's Planning Production Sequence number.
8. Navigate to the Industry Information descriptive flexfield.
The Additional Industry Attributes window appears. See: Entering Industry Attribute Information in Order Entry / Shipping: page 2 – 44.
9. Save your work.

► **To view all order lines that contain a particular item:**

1. Navigate to the Lines to Schedule window and select an item.
2. Navigate to the Special menu and choose View All Lines for this Item.

Note: This menu entry is available only if you chose the Find Orders button in the Find Objects to Schedule window.

► **To display all lines on an order to which a particular item belongs:**

1. Navigate to the Lines to Schedule window and select an item.
2. Navigate to the Special menu and choose View All Lines for this Order.

Note: This menu entry is available only if you chose the Find Items button in the Find Objects to Schedule window.

See Also

Scheduling Backordered Lines: page 2 – 104

Item Attributes that Affect Scheduling: page 2 – 94
Defining Standard Value Rule Sets: page 1 – 86
Overview of Sales Orders: page 2 – 9
Copying Orders: page 2 – 85
OrderImport: page 7 – 18

Shipment Schedules

If your customers place orders requiring multiple shipments over time, you can split the order line rather than enter separate order lines. You can record a different request date, promise date, schedule date, ship-to location, ship-to contact, shipment priority, and freight carrier for every order line that is not in a ship set. Create customer shipment schedules in the Shipment Schedules window. Shipment schedules allow you to give the customer pricing advantages for purchasing large quantities, but spread the shipments over time. If you entered individual order lines for each separate shipment and you have price breaks established for the item based on quantity, unless one individual order line reached the price break quantity the customer would pay a higher price for the items. Since you enter one order line for the full quantity, Order Entry/Shipping applies the volume price break to each shipment schedule.

For each shipment schedule you can change the request date, ship-to location, ship-to contact, shipment priority, and freight carrier. If you split an order line for a model with options into shipment schedules, Order Entry/Shipping duplicates the exact configuration to each shipment schedule. You can change the options for that shipment schedule until the individual shipment schedule has been pick released. For example, your customer has a blanket order to ship 100 configurations each month for the next six months. After three months you no longer support one of the options they chose, and they still have three months' worth of shipments outstanding. You can update the remaining three shipment schedules, removing the obsolete option.

If you schedule shipments for multiple request dates, Order Entry/Shipping automatically manages the release of the shipment schedules. Order Entry/Shipping only releases the shipment schedule lines which match your pick release criteria. For example, if two shipment schedule lines exist with request dates of 31-MAR-94 and 31-OCT-94 and you release orders with request dates through 31-MAR-94, Order Entry/Shipping automatically checks the dates and releases only the first shipment schedule line.

See Also

Overview of Order Scheduling: page 2 – 89

Scheduling an Order or Order Line: page 2 – 101

Overview of Delivery-based Shipping: page 5 – 1

Releasing Sales Order for Picking: page 5 – 67

Defining Shipment Schedules: page 2 – 62

Defining Ship Sets

You can group order lines to ship together in ship sets. Ship sets can be assigned on an individual order line or group of lines on an order. All order lines in the same ship set must be available to release before all the lines in the ship set can be released. You can assign a single ship set to all the lines in an order to support customers that do not allow partial shipments. Or you can assign a ship set to only one line in an order with multiple quantities to ensure that the order line is not released until the full quantity is available.

If you define a single order line as a ship set, Order Entry/Shipping waits until the entire order quantity is available to ship before releasing that line for picking. If you define an order line for a configured product as a ship set, Order Entry/Shipping waits until all items you ordered in each configuration are available before releasing the line for picking.

Because the lines in a ship set must ship together, they must share the same schedule group attributes: schedule date, warehouse, ship-to location, shipment priority, freight carrier, and demand class. If you put a model or several order lines in a ship set, the values for the Schedule Group Attributes cascade from the first line in the ship set, overriding what you entered for the other lines and schedule details. On the other hand, if you further modify the scheduling attributes on the order header, *these attributes will not cascade* to the ship set lines, since ship sets contain different lines that might have different defaulting rules.

If you confirm partial shipment of a ship set, Order Entry/Shipping treats the remaining quantity as a ship set until it is backordered.



Attention: If the profile option *OE: Reservations* is set to No, Pick Release only verifies that all lines in a ship set are eligible for Pick Release and are not on hold. Available inventory is not verified. Manually backordered ship set lines are released as they meet the appropriate Pick Release criteria.

► To define a ship set:

1. Navigate to the Sales Orders or Lines to Schedule window.
2. Enter the same number in the Ship Set field for the lines that you want to group in the ship set.

Note: If you do not check Allow Partial in the Sales Orders header block, Order Entry/Shipping automatically defaults the same ship set number to each order line as you enter them, resulting in one ship set for the entire order. Order Entry/Shipping waits until all lines in a ship set are available for picking before releasing any line.

See Also

Overview of Order Scheduling: page 2 – 89

Defining Schedule Group Attributes: page 2 – 130

Inquiring on Available To Promise (ATP)

You can check available quantities for an item, a group (configuration or ship set), or an entire order without placing demand or reservations. Order Entry / Shipping and Oracle Inventory verify that the quantity ordered is available on the schedule date you specify. Oracle Inventory uses the item or organization ATP rule to determine the supply and demand to be considered in the calculation.



Attention: ATP Inquiry is for informational purposes only and does not place demand or reserve on-hand inventory.

You can request an ATP inquiry for any item with the item attribute combinations represented in the following table:

ATP Inquiry Item Attributes			
OE Transactable	Shippable	Check ATP	Perform ATP Inquiry
N	–	–	N
Y	Y	–	Y
Y	N	Y	Y
Y	N	N	N
A '–' means the setting is not applicable to whether the ATP inquiry is performed.			

Table 2 – 5

When you request an on-line ATP Inquiry, Order Entry / Shipping supplies the ATP Date and Available Quantity from Oracle Inventory. The ATP Date reflects the first date after the schedule date that the ordered quantity is available. The Available Quantity represents the quantity available on the Schedule Date.

If you are performing an ATP inquiry on a scheduling group, such as a Ship Together Model, ship set, or ATO configuration, the ATP Date displays the first date that all components are available. Navigate to the View Schedule Results window to see the individual dates for each component and learn which component is extending an ATP date.

If you need to negotiate with your customer to find an agreeable shipment date, you can also navigate to the ATP by Period window in Oracle Inventory for additional information. You can navigate directly to this window from the View Schedule Results window.

► **To view ATP by period:**

1. After running an ATP inquiry, choose Schedule Results from the Special menu to display the View Schedule Results window.

The screenshot shows a software window titled "View Schedule Results (US HQ (West))". It contains a table with the following headers: Group, Line, Item, Requested Quantity, Scheduled Date, Quantity, ATP Date, and Available Quantity. The table has several empty rows. Below the table, there are input fields for Customer, Customer Num, Item, UOM, Warehouse, Group Available Date, Failure Reason, and Action. A button labeled "ATP by Period..." is positioned at the bottom right of the window.

2. Select a line.
3. Choose the ATP by Period button to navigate to the Oracle Inventory ATP by Period window, showing the available ATP quantity for each period.

Note: You can also view ATP by period when you choose ATP Details from the Special menu after running an ATP inquiry.

See Also

Viewing ATP Information, *Oracle Inventory User's Guide*

Viewing ATP by Period Detail, *Oracle Inventory User's Guide*

Overview of Order Scheduling: page 2 – 89

Scheduling an Order or Order Line: page 2 – 101

Scheduling Results: page 2 – 125

Placing Demand

Place demand to communicate current or future product needs to Oracle Inventory and other manufacturing products for forecasting and planning purposes. Depending on your business practices, you may place demand on-line at order entry, in the background after order entry, on-line during scheduling, or only as the item is being released for shipment. Additionally, you may want some items always to require an ATP check before demand is placed. You can implement a combination of these approaches depending on the item or order type.

If you want to place demand either on-line or in the background, you define your items with the item attribute *OE Transactable* set to Yes. If you additionally want to check ATP each time the item is demanded, you need to set the item attribute *Check ATP* to Yes. If you are demanding configurations (models with options), you also need to set the item attribute *ATP Components* to Yes at the appropriate levels in a model bill of material to ensure that Order Entry / Shipping finds all the items in the configuration whose availability you want checked.

Once you successfully place demand for an order, line, or detail, Order Entry / Shipping passes the information to Oracle Inventory and to Oracle Master Scheduling / MRP and Supply Chain Planning. A demanded item can be reserved for another order.

► To place demand on-line:

1. Navigate to a child window of the Sales Orders or Schedule Orders windows.
2. Select an order line or schedule detail to demand.
3. Choose the Schedule button to navigate to the Schedule dialog window.
4. Select the Scope for the demand and select Demand as the action.
5. Choose the Schedule button.

A message appears notifying you when the process is complete, and the Status for the line is changed to Demanded.

6. Choose Schedule Results from the Special menu to display the View Schedule Results window.

The Action field displays Demanded. If the process fails, the reason displays in the Failure Reason field.

► **To place demand using the Demand Interface:**

1. Navigate to the Demand Interface window.

Demand Interface

Run this Request...

Request Name: Demand Interface

Parameters:

Language: American English

At these Times...

As Soon As Possible

Schedule...

Upon Completion...

☒ Save all Output Files

Notify:

Print To:

Completion Options...

Copy a Prior Request... Cancel Submit Request

The Demand Interface is a concurrent program that places demand in the same manner as the on-line process, except that it works in batch mode as a background process. You must include the Demand Interface standard cycle action in those order cycles where you want to place demand. See: Order Cycles: page 1 – 27.

2. Enter Demand Interface in the Name field.
3. Enter the order number in the Parameters window.
4. Optionally, set the interface to resubmit automatically at a given time or time interval so that it continues to run throughout the day, processing any eligible order lines.
5. Choose Submit.

See Also

Overview of Order Scheduling: page 2 – 89

Scheduling an Order or Order Line: page 2 – 101

Simultaneous Online and Batch Demand: page 2 – 116

Demand for Check ATP Items: page 2 – 117

Item Attributes Used by Order Entry /Shipping: page B – 2

Simultaneous Online and Batch Demand

On-line and batch demand can be used simultaneously by including the Demand Interface in your order cycle and placing demand through the Sales Orders or Schedule Orders windows. For example, you can have an order cycle that has *Demand Interface* as the cycle action between *Enter* and *Pick Release*. For orders that use that order cycle, you place demand on-line so that you can give the customer a promise date over the phone. The result of the cycle action *Demand Interface* remains *Eligible*, waiting for the Demand Interface to process the order line. When the interface program processes the eligible demanded order lines, it recognizes the existing demand and does not place additional demand. Instead, it sets the result for the cycle action to *Interfaced*.

See Also

Overview of Order Scheduling: page 2 – 89

Scheduling an Order or Order Line: page 2 – 101

Placing Demand: page 2 – 114

Demand Interface: page 7 – 7

Demand for Check ATP Items

If the item being demanded also requires an ATP check (the item attribute *Check ATP* is set to Yes), Order Entry/Shipping automatically performs the ATP check and does not allow demand to be placed unless the ATP check is successful. If you are placing demand on-line, all feedback on the ATP check is the same as the feedback for an ATP inquiry. If you are placing demand using the Demand Interface, and the ATP check is not successful, Oracle Order Entry writes an error message to the exception file. You can run the Process Exceptions Report to review the errors in this file. The result for the cycle action *Demand Interface* remains *Eligible* for the line if Order Entry/Shipping cannot successfully place demand. Once demand is successfully placed, the status is set to *Interfaced*. See: Process Exception Report: page 6 – 56.

See Also

Overview of Order Scheduling: page 2 – 89

Placing Demand: page 2 – 114

Placing Reservations

Prerequisites

You can place reservations for an order line if both of the following are true:

- ☐ The profile option *OE: Reservations* is set to *Yes*.
- ☐ The item attribute *Reservation Control* is set to *Reservable*.

► To place reservations:

1. Navigate to one of the Sales Orders or Schedule Orders windows.
2. Select an order line or schedule detail to reserve.
3. Enter Reserve in the Action field of the line or detail.
4. Save your work.

A message appears notifying you when the process is complete and the Status for the line is changed to Reserved.

Note: To reserve an order line, configuration, ship set, or the entire order, choose the Schedule button to navigate to the Schedule dialog window. Select the Scope for the demand and select Reserve as the action. Choose the Schedule button. A message appears notifying you when the process is complete and the Status for the line is changed to Reserved.

The ordered quantity is automatically reserved unless you indicate a different quantity in the Quantity Reserved field. If you attempt to reserve an entire configuration, the options are reserved once the WIP job has completed assembly of the configured item.

5. Choose Schedule Results from the Special menu to display the View Schedule Results window.

This window displays the quantity requested to reserve and the quantity available to promise for each order line considered in the reservation request. If you reserve a multiple quantity order line and only a partial quantity can be reserved, Order Entry/Shipping reserves the quantity available and demands the balance. The Quantity Reserved field shows the actual quantity that Order Entry/Shipping is able to reserve, the order line Action field displays Reserved, and Order Entry/Shipping creates two schedule details, one for the reserved quantity and one for the remaining, demanded quantity.

Note: If the process fails, the reason is displayed in the Failure Reason field. If an item is not reservable but a user tries to reserve

it, Order Entry/Shipping places demand for the order line instead, and the message line displays *Scheduling Success*.

► **To reserve less than the full quantity of an order line:**

1. Navigate to the Lines to Schedule window.
2. Enter the quantity to reserve in the Quantity Reserved field.
3. Save your work.

If you request a reservation for partial quantity of an order line and the requested quantity is not available, your request fails. The Quantity Reserved field shows the actual quantity reserved, the order line Action field displays Reserved, and Order Entry/Shipping creates two schedule details, one for the quantity reserved and one for the quantity demanded.

► **To reserve an order line to specific subinventories, lots, or revisions:**

1. Navigate to the Schedule Details window.

Quantity	Schedule Date	Subinventory	Rev	Lot	Action	Status	
							☐
							☐
							☐
							☐
							☐

2. Create a separate schedule detail for each unique combination of subinventory, lot, revision, warehouse, or date.
3. Enter Reserve in the Action field on each schedule detail.

The total quantities of the schedule details must equal the total quantity of the order line. If the customer requested the specific lot or revision, you can indicate this for future reference by checking the Customer Requested box. This can be valuable information for

a scheduler when deciding whether they can reallocate available inventory to other customers.

4. Save your work.

See Also

Overview of Order Scheduling: page 2 – 89

Scheduling an Order or Order Line: page 2 – 101

Order Uncheduling

There are three different actions to unschedule order lines and associated schedule details or groups of order lines: Undemand, Unreserve, and Unschedule.

Undemand

The *Undemand* action removes demand from currently demanded order lines, removes the demand record from the Inventory demand table (MTL_DEMAND), and clears the schedule status. If you undemand a ship set or a Ship Together model that includes an ATO configuration with an attached configuration item, Order Entry / Shipping *does not* undemand the ATO configuration. Undemanding the configuration also means unattaching it from the configuration item. If you want to undemand the ATO configuration, navigate to the ATO model order line in the Schedule Details or Lines to Schedule window and choose *Undemand* in the Action field. If the ship set or ship-together model includes a demanded ATO configuration that *does not* have an attached configuration item, Order Entry / Shipping removes demand from this order line along with all the others in the ship set or ship-together model.

Unreserve

The *Unreserve* action changes reservations on currently reserved order lines to demand, updates the demand record from the Inventory demand table (MTL_DEMAND), and sets the schedule status to *Demanded*. If you unreserve a ship set or a ship-together model that includes an ATO configuration with an attached configuration item, Order Entry / Shipping *does not* unreserve the ATO configuration. If you want to unreserve the ATO configuration, go to the ATO model order line in the Schedule Details or Lines to Schedule window and choose *Unreserve* in the Action field.

Unschedule

The *Unschedule* action removes both demand and reservations from currently demanded or reserved order lines, removes all demand and reservations from the Inventory demand table (MTL_DEMAND), and clears the Schedule Status field. If you unschedule a ship set or a ship-together model that includes an ATO configuration with an attached configuration item, Order Entry / Shipping *does* remove demand and reservations for the ATO configuration, detaching the configuration item and removing all associated records from the Inventory demand table.

See Also

Overview of Order Scheduling: page 2 – 89

Scheduling an Order or Order Line: page 2 – 101

Quantity Changes: page 2 – 123

Quantity Changes

Whenever you query an existing order line, the Quantity Ordered field identifies the current quantity ordered for that line. You can change the quantity for a reserved or demanded order line by first unscheduling the line, then entering the revised total quantity in the Quantity Ordered field in the Sales Orders window.

You can update the Quantity Reserved for an order line by unscheduling the order line, then revising the Quantity to Reserve field. If the quantity you want to reserve is the same as the ordered quantity, it is not necessary to include a quantity in the Quantity Reserve, since the entire Ordered Quantity will be used.

- You must unschedule a scheduled (demanded or reserved) order line before changing the quantity, unit of measure, subinventory, lot, or revision.
- You are not required to unschedule a scheduled order line to change attributes such as warehouse, date, and freight carrier.



Attention: You cannot change scheduling attributes while trying to undemand, unreserve, or unschedule an order (you must save one type of change before doing the other).

See Also

Overview of Order Scheduling: page 2 – 89

Scheduling an Order or Order Line: page 2 – 101

Order Unscheduling: page 2 – 121

Scheduling Special Menu

This section lists the available options on the Special menu for the Schedule Orders windows.

Schedule Results	See: Scheduling Results: page 2 – 125
ATP Details	See: Inquiring on Available to Promise: page 2 – 112
On-Hand Quantity	See: Checking On-hand Quantity: page 2 – 127
View All Lines on this Order	See: Updating Lines to Schedule: page 2 – 107
View All Lines for this Item	See: Updating Lines to Schedule: page 2 – 107
ATO Configured Item	See: Linking ATO Configurations: page 2 – 128
Group Attributes	See: Defining Schedule Group Attributes: page 2 – 130
Match ATO Configuration	See: Using Match and Reserve, <i>Oracle Product Configurator User's Guide</i>
Match and Reserve ATO Configuration	See: Using Match and Reserve, <i>Oracle Product Configurator User's Guide</i>

-

[illegible]

Order Entry/Shipping only displays the order line schedule details that were processed by the request. For each scheduled item you can view the reason for schedule failures in the Failure Reason field.

Note: Scheduling results can be viewed *only* until you perform another schedule request. If you schedule demand for an order and receive the scheduling message, then immediately schedule a reservation, you will see only the scheduling results for the reservation when you view the explanation or the results in the View Schedule Results window.

Each schedule detail is evaluated to see if it should be included in any action request. For example, if you reserve an entire order using the action Reserve, but only some of the order lines are reservable, Order Entry /Shipping only attempts to reserve the schedule details for items with the item attribute *Reservation Control* set to Reservable, and attempts to place demand for the remaining quantity.

Scheduling can either be successful, be successful with warnings, or fail. Using the example above, if all items on the order are

reservable and there is enough quantity on hand, Order Entry / Shipping updates the Schedule Status field on all order lines and order line schedule details to Reserved and displays the message Scheduling Complete.

In our example, if only some of the items on the order are reservable, Order Entry / Shipping updates the Schedule Status field on all order lines and order line schedule details to Reserved for all *reservable* items and displays the message Scheduling Completed with Warnings. If there is an insufficient quantity on hand for some of the reservable items, Order Entry / Shipping updates the Schedule Status to Reserved on all order line schedule details that are successfully reserved and on all order lines where *at least one* schedule detail is reserved, and displays the message Scheduling Completed with Errors.

See Also

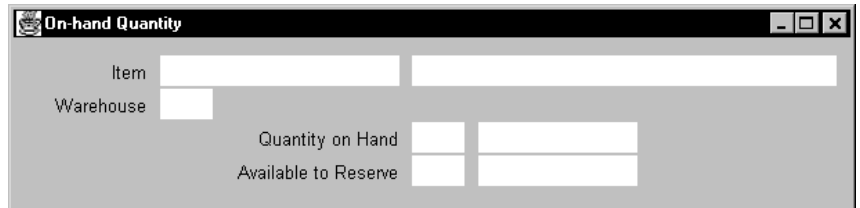
Scheduling an Order or Order Line: page 2 – 101

Updating Lines to Schedule: page 2 – 105

Checking On-hand Quantity

► **To check on-hand quantity:**

1. Select the order to schedule. See: Locating Orders to Schedule: page 2 – 99.
2. Navigate to the Lines to Schedule or Schedule Details window.
3. Select an order line.
4. Choose On-Hand Quantity from the Special menu. The On-hand Quantity window appears.



The screenshot shows a window titled "On-hand Quantity" with a standard Windows-style title bar. The window contains a form with the following fields:

Item		
Warehouse		
Quantity on Hand		
Available to Reserve		

See Also

Overview of Order Scheduling: page 2 – 89

Scheduling an Order or Order Line: page 2 – 101

Linking ATO Configurations

You can assign and unassign an ATO (assemble-to-order) configuration item to an ATO model order line. Oracle Manufacturing creates and assigns a new ATO configuration item in the item master for each ATO model order line. Alternatively, if you have a configuration in Inventory that you want to use to fulfill an ATO order, you can assign that configuration to the order line. After assigning the configuration item to the order line, you can use the Sales Orders window or the Schedule Orders window to reserve it.

You can also manually assign an existing configuration item number to an ATO model order line, even if that configuration is not available in inventory, so that Oracle Manufacturing does not create a new configuration item and assign it. If you assign an ATO configuration item to an order line but do not reserve it, Oracle Work in Process creates a new final assembly order to build the configuration for the sales order.

If you unassign a configuration item from an ATO model order line, Oracle Manufacturing views the sales order line as entered but with no configuration item assigned, and therefore creates and assigns a new configuration item. If a final assembly order has been created for the configuration item, it is automatically unassigned from the sales order and becomes available for reassignment. You can optionally have the final assembly order put on hold by setting up the *Respond to Order Changes* parameter in Work in Process. See: *Defining WIP Parameters, Oracle Work in Process User's Guide*.

► **To assign, view, or unassign an ATO configuration to or from an ATO model order line:**

1. Navigate to the Lines to Schedule window.
2. Select an ATO model line, shipment schedule line, or option line.
3. Select ATO Configured Item from the Special menu.

The ATO Configured Item window appears, showing the order information from the ATO line.

ATO Configured Item

Order Line

Order Order Type
 Line Ordered Item

Configuration

Item Desc

Manufacturing Status

Result Date

Cancel Unassign Create Done

4. Optionally enter an item to assign to the ATO model order line.
 The configuration item names displayed in the list of values depend on your setting for the Numbering Method field in the Bills of Material Parameters window. The item descriptions are the concatenated descriptions for the model and option items. See: *Defining Bills of Material Parameters, Oracle Bills of Material User's Guide*.
5. Choose an action to perform:
Assign: Assigns the ATO model order line to the selected ATO configuration item. This option is available only if the ATO model line is not already assigned to an ATO configuration item.
Create: Creates a new ATO configuration item for the ATO model line. This option is available only if you do not enter a configuration item.
Unassign: Unassigns the ATO model order line from the currently assigned ATO configuration item. This option is available only if the ATO model line is already assigned to an ATO configuration item.
Note: In Order Entry/Shipping, you cannot unassign an ATO model order line from an ATO configuration item if the item's work order is partially complete. Instead, use the Discrete Jobs window in Oracle Work in Process.
6. Choose Done.

See Also

Overview of Order Scheduling: page 2 – 89
 Scheduling an Order or Order Line: page 2 – 101

Defining Schedule Group Attributes

The Schedule Group Attributes window modifies shipping and scheduling information for all the lines in a schedule group. A schedule group can be all the lines in a ship set, in an ATO configuration, or in a ship-together model (a configuration or kit with the base model's Ship Model Complete inventory item attribute set to Yes). Since these lines all ship together, their shipping attributes (schedule date, warehouse, ship-to location, freight carrier, shipment priority, and demand class) must be the same.

► **To define schedule group attributes:**

1. Navigate to the Sales Orders or Lines to Schedule window.
2. Select an order containing a schedule group.
3. Select Group Attributes from the Special menu.

The Schedule Group Attributes window appears.

The screenshot shows the 'Schedule Group Attributes' window. It has a title bar with the text 'Schedule Group Attributes' and a close button. Below the title bar is a dropdown menu. The window is divided into two main sections: 'Schedule Group' and 'Attributes'. The 'Schedule Group' section contains fields for Order Number, Line, Customer, Group, Order Type, Promise Date, and Ship Set. The 'Attributes' section contains fields for Schedule Date, Ship To Location, Shipment Priority, Warehouse, Freight Carrier, and Demand Class. At the bottom right are 'Cancel' and 'Done' buttons.

4. Select the schedule date for which you want to schedule the group.
5. Select the warehouse from which you want to ship the group.

You can choose any warehouse for which the item attribute *Customer Orders Enabled* is set to Yes for all items in this group. If you are scheduling internal sales order lines, you cannot change the warehouse.

6. Select the customer location to receive the shipment or accept the existing value.

Note: If you are scheduling internal sales order lines, you cannot change the location.

7. Select the freight carrier, the shipment priority, and the demand class for the group.
8. Choose Done to modify the line information for the group.

See Also

Defining Ship Sets: page 2 – 110

Ship Together Models: page 2 – 98

Overview of Returns

Using the Returns window, you can enter, view, and update return material authorizations (RMAs) for your customers to return goods to you. Order Entry/Shipping allows you to authorize the return of your sales orders as well as sales made or fulfilled by other suppliers, as long as the items are part of your item master. You can authorize returns for replacement, as well as returns with or without credit. If you require that items be returned for credit, Order Entry/Shipping can prevent customer credits until the items have been inspected, if necessary, and accepted by your organization. You can also attach notes to provide extra information about a return.

You can enter information in the Returns window as you receive it. You can also copy existing orders and returns to begin a new return.

Prerequisites

- ☐ Set up your Credit Memo Reasons QuickCodes. See: Defining Receivables QuickCodes, *Oracle Receivables User's Guide*.

Return Header Block

Defining Return Header Main Information: page 2 – 152

Defining Return Header Pricing and Sales Information: page 2 – 156

Defining Return Header Shipping Information: page 2 – 158

Defining Return Header Tax Information: page 2 – 159

Return Lines Block

Defining Return Line Reference Information: page 2 – 161

Defining Return Line Credit Information: page 2 – 163

Defining Return Line Receiving Information: page 2 – 165

Defining Return Line Tax Information: page 2 – 166

Viewing Status Information for Return Lines: page 2 – 167

Returns Window Buttons

Entering Return Material Authorization Discounts: page 2 – 168

Entering Return Material Authorization Sales Credits: page 2 – 171

Defining Receive From and Credit To Information: page 2 – 154

See Also

Drop Shipments: page 2 – 11

Drop-Ship Return Flow: page 2 – 150
Returns Special Menu: page 2 – 175
Required Fields for Entering Returns: page 2 – 173
Return Material Authorizations (RMAs): page 2 – 134
Function Security for Orders and Returns: page 2 – 80
Inspecting Customer Returns, *Oracle Inventory User's Guide*
Receiving Customer Returns, *Oracle Inventory User's Guide*
RMA Interface: page 7 – 40
Copying Orders: page 2 – 85
Viewing Orders and Returns: page 2 – 6
Approval Actions: page 2 – 177
Entering Order Approvals: page 2 – 181
Holds: page 2 – 193
Cancelling Orders: page 2 – 189
Closing Orders: page 7 – 4

Return Material Authorizations (RMAs)

Order Entry / Shipping provides sophisticated tracking of your return material authorizations (RMAs). Returns from a customer occur for a variety of reasons including damage, shipment error, or sampling. Return material processing functionality allows you to manage customer expectations while controlling inventory receipts and customer credit processing.

Return Material Authorization (RMA)

Order Entry / Shipping lets you accept returns for credit, repair, or replacement for whatever reason you authorize. Order processing controls allow you to establish the appropriate activity for your different returned goods channels.

RMA Cycle

Order Entry / Shipping provides the flexibility of an order cycle for RMAs. You define the activity an RMA follows from initial entry through receiving and the issuing of a credit memo. Order Entry / Shipping allows you to define as many different RMA order cycles as your business requires.

Approvals and Holds

You can implement business practices affecting all RMAs in an order cycle, such as Management Reviews, by including approvals in RMA order cycles. Manage exceptions to RMA processing at any point in an order cycle with holds.

Return Policies

You control on an item-by-item basis which items are returnable and which items require inspection before being received into inventory.

Copy Orders

Order Entry / Shipping provides a convenient copy feature to save you time with data entry. Using the Copy Orders window, you can enter RMAs from information already entered on the original order or from other RMAs. Additionally, you can create replacement sales orders from your RMAs.

Return for Credit

Accept returns for credit by applying credits to original invoices or creating on account credits. Through Order Entry / Shipping's

integration with Oracle Receivables, application of your revenue rules and credit methods determines when the credit is recognized and issued. Control the currency of a credit by specifying a currency on the RMA. Reflect restocking charges or return fees by creating price adjustments. Returns for credit also adjust sales credits.

Return for Replacement

Damaged deliveries or defective items upset your customer, sales organization, and materials management. Your returns for replacement are processed as you issue an RMA for the original order and process a fresh order for the replacement item.

Non-Invoiced Return

You can receive returned items from consignment without any accounts receivable activity, as with returned demo or sample items. You return these items to inventory without crediting the customer account or shipping a replacement item.

Reference Sources

Reference original documents while entering an RMA to speed data entry and ensure accuracy. On any RMA line you can reference the original sales order number, any purchase order number entered on a sales order, or an invoice number. Using a reference source provides default information from the sales order or invoice for the item, quantity, unit, credit price, and sales credits as you enter an RMA line.

RMA Tracking

Order Entry/Shipping captures the reason for returns for subsequent reporting and analysis. All original information tied to the item and the customer, such as original price and quantity, are also tracked. Upon receipt of returning items, specify lot and serial number information in compliance with inventory requirements.

Cause Analysis

You can use standard reports to generate a return cause analysis, and direct removal of error efforts for improved quality control. You control the options for detail or summary information, the sort sequence, and the selection of data you want to see on the report.

RMA Business Flows

Overview of Returns

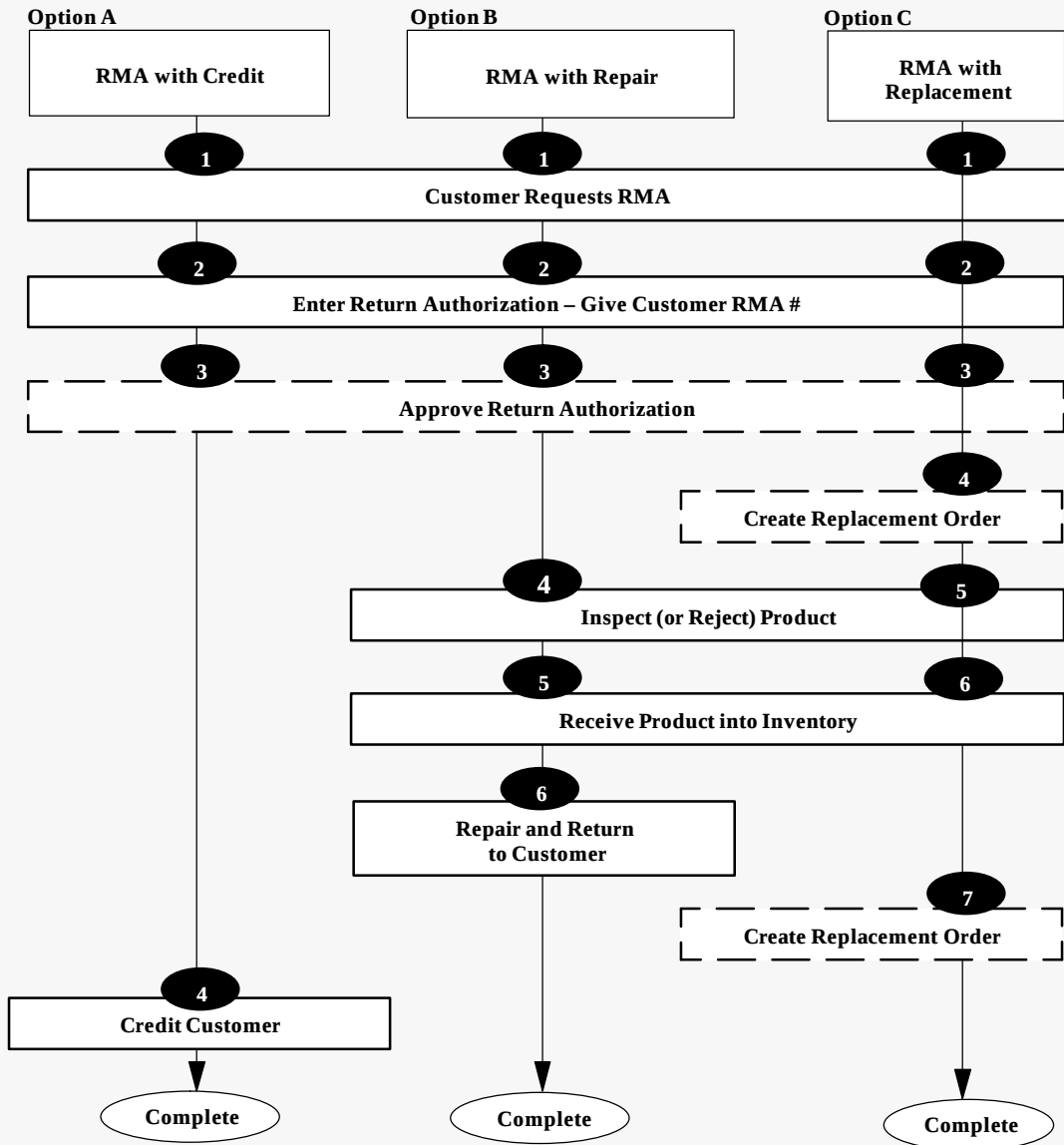
Order Entry/Shipping supports a variety of methods for returning products so your return policies can respond to the changing needs of

your marketplace. For example, a shipment is damaged in transit and your customer calls to return the item. The type of product, your customer's needs, and your company's policies can all affect the way you process this request for return. Order Entry/Shipping lets you decide at the time you authorize the return how to process the request. You can accept the return and process a credit for the customer, updating all sales activity and credit balances. Or you can accept the return for replacement, and enter a replacement order instead of issuing a credit. To see other return options, look at the following table and figures. The table describes different RMA business flows, and the figures compare the steps required to process each business flow (optional steps are shown in dashed boxes). The Option column in the table corresponds to the Options columns in the figures.

Return Material Authorization Types		
Type of RMA	Option	Description
RMA with Credit Only	A	Your company issues a credit without the customer returning the product.
RMA with Repair	B	Your customer returns a damaged product. Your company repairs and returns the product to the customer.
RMA with Replacement	C	Your customer returns a product and your company sends a replacement product rather than issuing a credit.
RMA with Receipt and No Credit	D	Your customer returns a product you sent to them on a trial basis or at no charge, therefore they receive no credit.
With Receipt and Credit	E	Customer returns a product and receives credit.
Returned Item Fails Inspection (Exception case)	B, C, D, E	Customer returns product, Company inspects product and rejects it. Company scraps product or sends product back to Customer

Table 2 – 6 (Page 1 of 1)

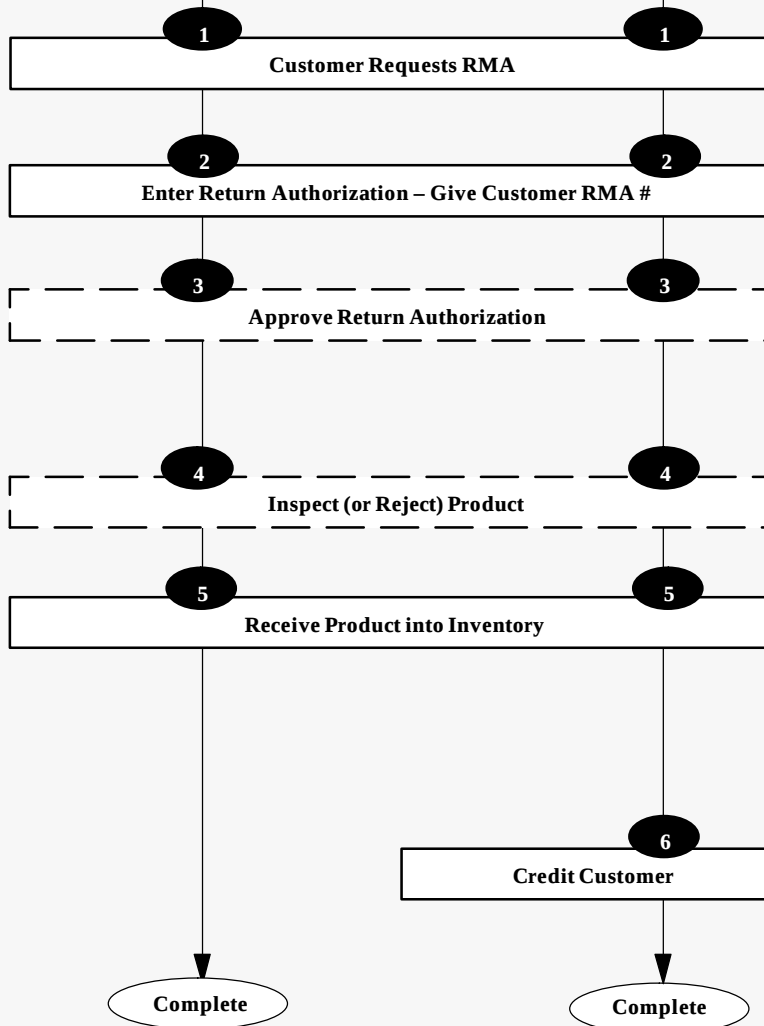
Return Options A through C



Return Options D and E

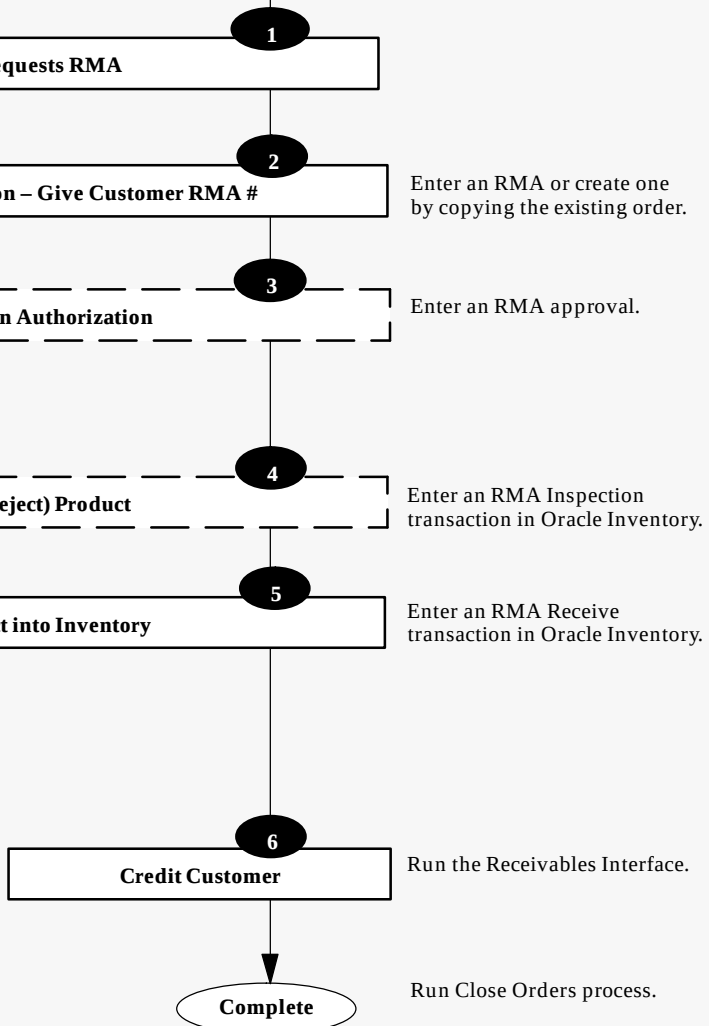
Option D

RMA with Receipt/
No Credit



Option E

RMA with
Receipt and Credit



Enter an RMA or create one by copying the existing order.

Enter an RMA approval.

Enter an RMA Inspection transaction in Oracle Inventory.

Enter an RMA Receive transaction in Oracle Inventory.

Run the Receivables Interface.

Run Close Orders process.

RMA Setup

Below are setup features that have a significant impact on RMA processing.

Return Order Cycles

Order Entry/Shipping provides diversity in RMA processing through order cycles. Order cycles control some of the steps required to process your returns from entry to completion. All RMA order cycles begin with booking and end with closing, which is similar to the order cycles for sales orders. Optionally, RMA order cycles can contain approval steps just like sales order cycles.

RMA Interface

If you want to inspect and/or receive returns in Oracle Inventory, your order cycle must include the RMA Interface. This program provides two way communication between Oracle Inventory and Order Entry/Shipping. This interface allows Order Entry/Shipping to communicate expected return items and their quantities to Oracle Inventory. It allows Oracle Inventory to communicate to Order Entry/Shipping when those items are accepted into a subinventory. The steps you take in Oracle Inventory to inspect the item or receive it in a subinventory are not controlled by the order cycle. Actions in Oracle Inventory are conditionally controlled by the item attribute *RMA Inspection Status*.

The RMA Interface has a result of Interfaced once a return line has been interfaced to Oracle Inventory and is available for inspection and/or receipt. The RMA Interface has a result of Partially Accepted if a portion of the returning quantity is received into a subinventory. The RMA Interface has a result of Completely Accepted if all of the returning quantity is received into a subinventory or if more than the returning quantity is received into a subinventory. See: RMA Interface: page 7 – 40.

Receivables Interface

If you want to generate credits for returns in Oracle Receivables, your order cycle must include the Receivables Interface. This program provides communication from Order Entry/Shipping to Oracle Receivables regarding returned items, quantities, sales credits, types of credits, and so on. If the RMA Interface results Partially Accepted or Completely Accepted are prerequisites to the Receivables Interface in the order cycle, only quantities of the item that have been received in a subinventory are credited. Items which are received for purposes of inspection are not eligible to be credited unless they pass inspection

and are received into a subinventory. Thus, if the prerequisite for the Receivables Interface includes RMA Interface – Partially Accepted, then the Receivables Interface creates partial credits corresponding to the accepted quantity that has not already been credited. If the prerequisite for the Receivables Interface is only RMA Interface – Completely Accepted, the Receivables Interface waits until the full quantity is accepted and then creates a full credit. If the RMA Interface is not a prerequisite to the Receivables Interface in the order cycle, the full return quantity entered on the RMA line is eligible to be credited. See: Receivables Interface: page 7 – 31 and Order Cycles: page 1 – 27.

Item Attributes

Item attributes control properties of an item on a return and in Oracle Inventory. Enable items to appear on RMAs by setting the item attribute Returnable to Yes. This allows you to control which items you accept for return.

Physical items you expect to receive in Oracle Inventory must have the following item attributes: Returnable: Yes, Shippable Item: Yes, Transactable: Yes, and Stockable: Yes. Note that Transactable is under the Inventory attribute group and is different from OE Transactable, which is under the Order Entry attribute group. To set the Transactable attribute to Yes, the Inventory Item attribute must also be Yes. Stockable is also under the Inventory attribute group.

To create credits for return items in Oracle Receivables, the item must have the item attributes Returnable: Yes and Invoice Enabled: Yes.

Intangible items, such as warranties or education services, should have the following item attributes: Returnable: Yes, Shippable Item: No, and Invoice Enabled: Yes. With these attributes, items do not interface to Oracle Inventory but can interface to Oracle Receivables to generate credits. By assigning items different attributes, you can mix shippable and intangible items on the same return using the same order cycle without having to process intangible items in inventory.

You can require items to go through inspection before being received in a subinventory by setting the item attribute RMA Inspection Status to Inspection required. If RMA Inspection Status is set to Inspection not required, the item may still go through inspection before being received into a subinventory, but it is not required.

When returning an item, the current item attributes for that item are in effect, not the item attributes that were in effect when the item was originally ordered. Therefore, if you want to prevent an obsolete item from being ordered but still want to accept returns for it, set the item attributes Customer Orderable: No and Returnable: Yes. If you

generate credits from returns, it is not advisable to modify an item's Invoice Enabled item attribute, as you may generate an invoice for the original order and later be unable to create a credit for the return because you modified the Invoice Enabled item attribute. See: Defining Items, *Oracle Inventory User's Guide*.

Order Number Sources

Automatically number your RMAs by using order number sources. An order number source is required. You can create as many separate number sources as desired. Order types can have a unique order number source or can share sources. Consequently, you can have individual sources for each RMA order type, one source for all your RMAs, or a shared number source between RMAs and sales orders. See: Defining Order Number Sources: page 1 – 62.

Order Types

Define order types to control RMA processing and RMA entry defaults. You assign a number of properties to an order type such as an order cycle and order number source. During RMA entry you assign an order type to the RMA so it inherits the properties of the order type.

If you create credits from your RMAs, the order type also determines credit methods for credit memos applied to invoices with split terms or multi-period accounting rules. See: Defining Order Type: page 1 – 103.

Default Sources

Order Entry/Shipping provides a default hierarchy for RMAs. You can default information from a variety of sources. These sources and their prioritization are controlled by Order Entry/Shipping.

Security Rules

Security rules allow you to specify the steps in the return process where you no longer allow users to modify return information or to add, delete, or cancel return lines. You can use the default rules provided, which supply the minimum limits to maintain data integrity, or define your own stricter rules to reflect your return maintenance policies. There is one set of security rules for all RMAs. See: Security Rules: page 1 – 66 and Defining Security Rules: page 1 – 72.

Return Reasons

Order Entry/Shipping enables you to identify and track reasons for product returns by requiring a return reason on each return line. If you

generate credits from your RMAs, the return reason is carried through to the credit memo as the reason for the credit. To enable this audit trail, Order Entry/Shipping and Oracle Receivables share the Credit Memo Reason QuickCode, which provides values for the return reason. Since Credit Memos and Returns share reasons codes, departments controlling these documents should agree upon valid codes. See: Defining Receivables QuickCodes, *Oracle Receivables User's Guide*.

RMA Processing

This section describes in greater detail the steps for processing RMAs.

Authorize a Return

Order Entry/Shipping offers several options for authorizing returns. The Returns window allows you to authorize a new return.

Reference Source

In the Returns window, you can enter all the data for a return line or you can use reference sources to speed data entry. A reference source is a document currently existing in Order Entry/Shipping which supplies default information to the return line. A reference source can be a sales order line or invoice line. You reference a sales order either by the sales order number or a purchase order number you entered on the sales order. You reference an invoice by the invoice number. Invoice numbers are an option only when Oracle Receivables is fully installed. Once you specify a reference document, you must specify which line on the document the customer is returning. Then Order Entry/Shipping takes the item, quantity, unit, credit (selling) price, original price adjustments, and original sales credits information from the reference line and defaults it on the return line. The selling price defaults as the credit price on the return. You can modify this amount through price adjustments.

Credit Memos

If the return order cycle includes the Receivables Interface, you can create applied credit memos or on account credits from your returns. In this case, if you use a reference source, you can populate the Credit To Invoice field on the return line, and the return creates an applied credit memo. If you use an invoice as a reference source, it defaults as the Credit To Invoice. If you leave the field blank, the return creates an on account credit. If you do not use a reference source, you cannot specify a Credit To Invoice.

When you enter a Credit To Invoice, the return quantity defaults to the quantity on the invoice line, superseding the quantity defaulting from the reference source. Regardless of the default source, you can decrease the quantity if your customer is returning less than the original amount. You cannot, however, increase the quantity above the original amount on the Credit To Invoice line or reference source line if there is no Credit To Invoice. This has significance if you create multiple invoices for one order line. For example, you have an order for quantity 10; your first invoice was for a quantity of 3 and your second invoice was for a quantity of 7. If your customer wants to return the full quantity and receive an on account credit, referencing the sales order line would allow you to return the full quantity of 10 on one return line. Referencing invoice numbers would require entering 2 return lines, one for a quantity of 3 and another for a quantity of 7. You also have the option of not using any reference source and entering all the information without defaults. This would result in one return line and an on-account credit. If your customer wants to return the full quantity and receive an applied credit memo, you would enter 2 return lines regardless of the reference document, as you must specify each invoice as a Credit To Invoice. You would not have the option of entering the line without a reference source because a reference source is necessary to create the applied credit memo.

Sales Credits

Order Entry/Shipping automatically manages your sales credits when interfacing a credit memo to Oracle Receivables. If you create an applied credit memo, the sales credits from the original invoice are reduced accordingly, regardless of the sales credits entered on the return. If you create an on account credit from a return, sales credits are reduced according to the sales credit information you enter on the return.

Copy Orders

Another method of speeding data entry is to copy existing orders or returns using the Copy Orders window. This window offers the option of copying either a complete order or return, or portions of an order or return. If you are copying information from a sales order, you also have the option of entering return information not found on a sales order, such as return reason and inspection instructions. If any lines on the order have been invoiced, the invoice is automatically specified as the Credit To Invoice on the return line. If you are copying from another RMA, the Credit To Invoice field is left blank. If you copy a complete document, you can modify the resulting RMA using the Returns window. If you copy portions of a document, you can complete the resulting RMA using the Returns window.

Configurations

Configurations are a special class of returning items. Configurations are unique to a sales order because customers may choose different options on each order line and the underlying bill of material may change between orders. Consequently, when returning a configuration, it is useful to copy the original sales order or have a reference source to tie the return to the sales order or invoice.

If a configuration exists on a sales order, copying the sales order to the return using the Copy Orders window copies the entire configuration: model, options, and classes. You can then add, delete, or modify configuration information using the Returns window.

If you decide not to copy the original sales order, you can enter the configuration directly in the Returns window using a reference source. A sales order or purchase order reference source always allows you to reference the entire configuration on a return. However, if you use an invoice as a reference source, you cannot be sure it references the entire configuration. When a model is not a Ship Together model, options can interface to Receivables at different times and appear on different invoices. Using an invoice reference source only references the options appearing on that particular invoice.

PTO Configurations

When returning PTO configurations with a reference source, you can see the original options using the Reference Line field list of values. If you reference an invoice number, only those options invoiced on that invoice are shown. Other reference sources display all the options in the configuration. If you use any reference source and return a model, class, or option, any associated returnable included items are automatically interfaced to Oracle Inventory for receipt when the RMA order cycle contains the RMA Interface. Options, classes, and models can interface to Oracle Receivables for crediting if appropriate for their item attributes and the RMA order cycle.

When returning PTO configurations without a reference source, enter the returning items as individual lines. The RMA Interface does not automatically interface included items to Oracle Inventory when returning the model, options, or classes without a reference source, so you need to enter included items as line items on the RMA. Options, classes, and models can interface to Oracle Receivables for crediting depending upon their item attributes and the RMA order cycle.

ATO Configurations

You must use a reference source when returning ATO configurations. Use the Reference Line field QuickPick to see the original options.

Entry of the ATO model item causes the RMA Interface automatically to interface the ATO configured item to Oracle Inventory for receipt. The ATO configured item relating to that specific shipment displays in Oracle Inventory when receiving or inspecting the RMA. To generate credits for classes or options in the ATO configuration, enter a return line for each class or option using a reference source. Standard components are considered an integral part of their associated models, classes, or options and therefore are not separately exploded for receipt in Inventory or credit in Receivables.

When returning ATO configurations without a reference source, enter the model, classes, and options as individual lines. Depending upon their item attributes and the RMA order cycle, the models, classes, and options interface to Oracle Inventory and Oracle Receivables. Entry of the ATO model item does not cause the RMA Interface to automatically interface the ATO configured item to Oracle Inventory for receipt. To receive the ATO configured item in Oracle Inventory, enter the ATO configured item that was shipped to the customer on a price list and then on the RMA line. Table 2 – 7 summarizes return options for configurations.

Additional Information: For purposes of entering return lines, ATO items function like standard items and PTO kits function like models or classes with included items.

See: Overview of Returns: page 2 – 152 and Copying Orders: page 2 – 85.

Configuration Entry Using Reference Sources		
	Reference Source	No Reference Source
PTO and ATO Option Selection Method	List of values in Reference Line field for individual RMA lines.	Enter individual RMA lines.
Automatically Return PTO Included Items?	Yes, the RMA Interface automatically interfaces the included items to Oracle Inventory for receipt.	No, enter included items as individual RMA lines.
Automatically Return ATO Configured Item?	Yes, return the ATO model and the RMA Interface automatically interfaces the ATO configured item to Oracle Inventory for receipt.	No, enter the ATO configured item on an RMA line to receive the item in Oracle Inventory.

Table 2 – 7 (Page 1 of 1)

Approve an RMA

You can institute business reviews of returns through approvals, such as legal or management reviews. If your return order cycle has order level or line level approvals, use the Find Order and Line Approvals window to approve the return. View approval history using the Order Approval History window. See: Entering Order Approvals: page 2 – 181.

Create a Replacement Order

Create replacement orders for items your customer is returning using the Copy Orders window. You can copy the entire RMA, or just the lines, directly to a sales order. Once you copy an RMA or the RMA lines to a sales order, you can use the Sales Orders window to modify the new sales order. You can also directly enter the replacement order in the Sales Orders window.

You can create a replacement order for any RMA regardless of the return order cycle. Note, however, if your RMA generated a credit to the customer, then you probably want the replacement order to use an order cycle that includes the Receivables Interface so that your customer receives an invoice for the replacement order. If your RMA did not generate a credit to the customer, then you probably want the replacement order to use an order cycle that does not include the Receivables Interface to avoid double-billing your customer. See: Overview of Sales Orders: page 2 – 9 and Copying Orders: page 2 – 85.

Interface Returning Items to Inventory

Indicate items you expect to receive in inventory by running the RMA Interface. Order Entry/Shipping interfaces to Oracle Inventory any returns that include the RMA Interface in their return order cycle and are eligible. Order Entry/Shipping can resubmit your request at a time or time interval you specify at submission time so that eligible return lines are automatically processed without any further involvement on your part. See: RMA Interface: page 7 – 40.

Inspect Customer Returns

Return items requiring inspection before you receive them into a subinventory. See: Inspecting Customer Returns, *Oracle Inventory User's Guide*.

Receive Customer Returns

Receive returning items into a subinventory using the Receive Customer Returns window. See: Receiving Customer Returns, *Oracle Inventory User's Guide*.

Oracle Inventory communicates quantities received in this window to Order Entry/Shipping via the RMA Interface. Entries in this window affect cycle statuses in Order Entry/Shipping. If any partial amount of the returning quantity is accepted, the cycle status for the RMA Interface becomes Partially Accepted. When the full returning quantity is accepted, the cycle status for the RMA Interface becomes Completely Accepted.



Attention: It is not advisable to accept items requiring inspection directly into a subinventory and *then* process those items through inspection. When an item is accepted into a subinventory in the Receive Customer Returns window, it may become eligible for the next action in its order cycle depending on the prerequisite, and the next cycle action would be performed whether the item passed or failed inspection. If the next cycle action is Receivables Interface, it would result in creating credits for rejected and accepted items.

Return Items to Customer

Use the Return to Customers window in Oracle Inventory to return items to a customer that you earlier received into a subinventory through the Receive Customer Returns window. See: Returning Items to Customers, *Oracle Inventory User's Guide*.

Generate Credits from Returns

Indicate RMA lines you want to generate credits for by running the Receivables Interface. Order Entry/Shipping interfaces to Oracle Receivables any returns that include the Receivables Interface in their return order cycle and are eligible. Upon completion of the Receivables Interface, you submit AutoInvoice from Oracle Receivables to import credit data into Oracle Receivables. See: Receivables Interface: page 7 – 31.

Close Returns

Order Entry/Shipping automatically closes returns that have progressed through and successfully completed their order cycles when you submit the Close Orders program. Be sure to include the standard actions of Complete Order Line and Complete Order at the end of all your order cycles to ensure your returns close once all prerequisites have been met. A return line closes when it completes all of the line level actions within the cycle. A return, on the other hand, closes when it completes all of the order level actions within its cycle and all of its lines close. See: Closing Orders: page 7 – 4.

View Returns

You can see the current status of a return or return lines using the View Orders window. See: Viewing Orders and Returns: page 2 – 6.

Report on Returns

Order Entry / Shipping provides reports to assist you in assessing your exposure and determining the reason for your returning items. Review detailed information about a return, including line reference, credit-to-invoice, and expected, received, and accepted quantities and dollars in the Open Return Detail Report. Identify returns that have been open beyond a user-specified number of days and that have outstanding receipts beyond a user-specified number of days in the Open Return Summary Report. Perform cause analysis for your returns based on return reasons entered on RMA lines in the Return By Reason Report. See: Open Return Detail Report: page 6 – 31, Open Return Report: page 6 – 33, and Returns By Reason Report: page 6 – 92.

Managing RMA Exceptions

Modify an RMA

Before booking an RMA, you can change return information. Once you book an RMA, security rules control when you can modify return information such as deleting lines or changing quantities. You can partially or completely cancel a return or return line that has not yet been credited or received.

See: Cancelling Orders: page 2 – 85 and Defining Security Rules: page 1 – 72.

Over-Receive an RMA

Oracle Inventory allows you to over-receive against an RMA. Once you receive an amount against an RMA line, it cannot be transferred to another RMA line. When an item is over-received in Oracle Inventory, the RMA lines cycle status is set to Completely Accepted, which allows Order Entry / Shipping either to close the RMA line or to generate a credit, depending upon the order cycle. If Order Entry / Shipping generates a credit, the total credit does not exceed the amount authorized by the RMA line since that is all you have agreed to accept. To authorize additional credit for the return, you can create a credit memo directly in Oracle Receivables.

Under-Receive an RMA

When customers return less than the quantity authorized on the RMA and have no intention of returning the full quantity, you can cancel the remaining amount on the RMA line. The line's cycle status is set to Completely Accepted, which allows Order Entry/Shipping either to close the RMA line or to generate a credit depending upon the order cycle. If Order Entry/Shipping generates a credit, the total credit does not exceed the original quantity authorized by the RMA less the cancelled quantity.

See: Overview of Sales Orders: page 2 – 9, Defining Items, *Oracle Inventory User's Guide*, Overview of Returns: page 2 – 132, and Copying Orders: page 2 – 85.

Drop-ship Return Flow

Setup

Define an order cycle that includes an approval action, RMA Interface, and Receivables Interface. If your business has no physical contact with returned items that are shipped directly to your supplier, the RMA Interface enables you to track the return for accounting purposes. If you choose not to account for the returned item in inventory, you need not include the RMA Interface in your order cycle. Assign the order cycle to an order type.

Entry and Booking

Enter, copy, or import a return material authorization (RMA) using standard functionality. Ensure that the order type you select includes the cycle actions discussed above. If you have agreed with your supplier that customer returns proceed directly to them, the supplier must inform you of the customer's intention to return or of the actual receipt before you enter the RMA in Order Entry/Shipping.

Approval

If the drop-ship item will ultimately be returned to your supplier, you may want to wait to process the RMA until your supplier notifies you that they accept the returned item. To control processing, you can use an order-level or line-level approval action.

RMA Interface (Conditional)

You can use the RMA Interface to adjust inventory even if your business will not receive the returned item physically.

If the returned item ships directly to your supplier and you do not want to record a logical transaction for the return, you need not run the RMA Interface or include it in your order cycle. Subsequently running the Receivables Interface credits your customer for the full amount on the RMA line.

If the returned item ships directly to your supplier and you want to record a logical transaction for the return, increment inventory by receiving the returned amount into a logical organization, so that your system records receipt but the item cannot be used accidentally by another order. Communicate the transaction to your buyer, who may enter a return in Oracle Purchasing, enter a miscellaneous transaction in Oracle Inventory, or perform a similar transaction according to how you have set up your business. This decrements inventory to indicate that your supplier has ownership of the returned item.

If your customer returns the drop-shipped item to you and you pass it to the supplier for final receipt, communicate the transaction to the buyer after you have received the returned item. The buyer may enter a return in Oracle Purchasing, enter an issue transaction in Oracle Inventory, or perform a similar action according to how you have set up your business.

If your customer returns the drop-shipped item to you and you retain it in inventory, process the RMA as you would for a standard return.

Crediting Your Customer

Run the Receivables Interface to communicate the RMA to Oracle Receivables, then use AutoInvoice to generate a credit memo for your customer.

Closing

After all lines on the RMA have completed all applicable cycle actions and after you have credited your customer, close the RMA.

See Also

Sample Order Cycles: page 1 – 38

Viewing Orders and Returns: page 2 – 6

Overview of Returns: page 2 – 132

Drop Shipments: page 2 – 11

Copying Orders: page 2 – 85

OrderImport: page 7 – 18

RMA Interface: page 7 – 40

Returns, *Oracle Purchasing User's Guide*

Performing Miscellaneous Transactions, *Oracle Inventory User's Guide*

Receivables Interface: page 7 – 31

Importing Invoice Information Using AutoInvoice, *Oracle Receivables User's Guide*

Closing Orders: page 7 – 4

Defining Return Header Main Information

You can either enter a return material authorization or use the Copy Order feature in Order Entry/Shipping to copy existing orders and returns to start a new return. See: Required Fields for Entering Returns; page 2 – 173.

- To define main header information for a return:
1. Navigate to the Returns window, then navigate to the Main header alternative region.

Returns (US HQ (West))

Main

Customer

Contact

Return Type

Request Date

Return Source

Customer Num

Return Number

Customer PO

Return Date

Entry Status

☐ GSA

☐

Reference

Reference

Return

Nurn	Type	Number	Line	Item	UOM	Quantity	Reason	[]

Item

Type

Line Total

Discounts

Sales Credits

Addresses

2. Enter a customer name or a customer number.
- You can choose active or inactive customers for returns. This allows you to accept returns from customers that no longer place orders with you. If you choose an inactive customer, the locations and addresses selected on the return must still be active. If you do not choose a customer name, you must choose a customer number. Depending on your customer definition, choosing a customer may default a return type for this return. See: Customers Field Reference, *Oracle Receivables User's Guide*.
- If you have not previously defined the customer for this return, navigate to the Special menu and choose Quick Customer Entry. See: Entering Customers, *Oracle Receivables User's Guide*.
- ☞

Attention: The GSA check box is checked automatically if you have identified a customer or its bill-to site as a General Services Administration (GSA) customer.

3. Optionally enter a customer contact.

4. Select a return type for the return.

The return type determines characteristics of returns, such as the order cycle, order number source, and price list. After you choose an return type, Order Entry / Shipping automatically enters the shipment priority and any other default information for the return type. The list of values for this field limits your choices to order types that have no designated order category or that have a **Return** order category.

5. Enter the purchase order number from the original order.

You must enter a value here if the order type you specified requires a purchase order number. The value in this field defaults to the Reference Number field in the Reference alternative region and defaults Purchase Order to the Reference Type field. If you use the Copy Orders feature to copy the original order's *lines* to this return, Order Entry / Shipping uses the original sales order as the reference and defaults all the sales order lines.

6. Enter the request date and return date.

Both dates default to the system date, but you can alter either value to reflect customer wishes. The Request Date value defaults to the Date Expected in the Receiving lines alternative region.

7. Define an entry status.

Status controls when the return is ready to proceed to the next step in the order cycle. You can choose any of the results you have defined for the action Enter. Booked is the only status that designates that you have entered all return information and that the return is ready to proceed. You can use the profile option *OE: Default RMA Status* to have Order Entry / Shipping automatically enter a status for this field when you enter a return.

8. Save your work.

See Also

Overview of Returns: page 2 – 132

Returns Special Menu: page 2 – 175

Defining Receive From and Credit To Information

Prerequisites

- ☐ Set up your customers. See: Entering Customers, *Oracle Receivables User's Guide*.

► To define return address information:

1. Navigate to the Returns window.
2. Enter header information for a new return, or query an existing return. See: Overview of Returns: page 2 – 132.

If you have not previously defined the customer for this order, navigate to the Special menu and choose Quick Customer Entry. See: Entering Customers, *Oracle Receivables User's Guide*.

3. Choose the Addresses button.

The Receive From and Credit To Addresses window appears.

4. Select the Receive From Location.

Order Entry/Shipping automatically defaults the receive-from address from the primary ship-to location, if you defined one for the customer. Otherwise, if you choose a location, Order Entry/Shipping automatically completes the corresponding customer name and address. Only active locations display in the list of values.

If the system profile option *OE: Customer Relationships* is set to Yes, you can choose a receive-from location based only on the customer listed on the return or a related customer. If *OE: Customer Relationships* is set to No, relationships are ignored and you can choose a receive-from location from any customer.

5. Enter the Contact for receipt of the return.

You can choose any contact that is associated with the receive-from address.

6. Enter the Credit To Location.

Order Entry/Shipping automatically defaults the credit-to location from the receive-from (ship-to) address or from the primary bill-to location, if you defined them for the customer. Otherwise, if you choose a location, the customer and address automatically default from the location. Only active locations display in the list of values.

If the profile option *OE: Customer Relationships* is set to Yes, you can choose a credit-to location based only on the customer listed on the return or a related customer. If the profile option *OE: Customer Relationships* is set to No, relationships are ignored and you can choose a credit-to location from any customer.

7. Enter the Contact associated with the credit-to address.

8. Save your work.

9. Close the Receive From and Credit To Addresses window.

See Also

Overview of Returns: page 2 – 132

Creating Customer Relationships, *Oracle Receivables User's Guide*

Order Entry/Shipping Profile Options: page 1 – 10

Defining Standard Value Rule Sets: page 1 – 86

Defining Return Header Pricing and Sales Information

► **To define pricing and sales information for a return:**

1. Navigate to the Pricing, Sales header alternative region in the Returns window.
2. Enter a salesperson.

If you are issuing an on-account credit, then Order Entry / Shipping reverses quota credit for the salesperson you enter here. Any sales credits for a return line take precedence over return-level sales credits.



Attention: If you enter an invoice number in the Credit detail alternative region, Oracle Receivables' AutoInvoice program automatically reverses the sales credit quota for the original salespeople for the invoice line and disregards any salesperson you enter here.

3. Enter a Price List for the return.

You cannot change this value after you have entered return lines. Order Entry / Shipping displays the currency code for the currency on the price list you specify. If you intend to generate customer credits from this return, the credits will be in the same currency as the return. If you intend to apply a customer credit to a specific invoice, the currency of the invoice and credit must match.

4. Optionally enter a currency conversion type.

You must enter a conversion type if you choose a currency other than your functional currency and if a derivation factor between the two currencies has not been defined in Oracle General Ledger. The functional currency is the currency assigned to the Set of Books specified by the profile option *OE: Set of Books*. If you enter User in this field, you must enter a conversion date and rate.

If you enter any other type, then there must be a conversion rate defined from the base currency to the order currency for the Return Date and Conversion Type, and you skip the Conversion Date and Rate fields. In this case, AutoInvoice determines the Conversion Date and Rate in Oracle General Ledger.



Attention: If the profile option *Journals: Display Inverse Rate* is set to Yes, you must enter a conversion rate from the functional currency to the foreign currency. If it is set to No, you must enter a conversion rate from the foreign currency to the functional currency.

5. Save your work.

See Also

Defining a Price List: page 4 – 6

Multi-Currency in Order Entry / Shipping: page 2 – 46

Defining Conversion Rate Types, *Oracle General Ledger User's Guide*

Entering Daily Rates, *Oracle General Ledger User's Guide*

Setting General Ledger Profile Options, *Oracle General Ledger User's Guide*

Overview of Returns: page 2 – 132

Defining Return Header Shipping Information

► **To define shipping information for a return:**

1. Navigate to the Shipping header alternative region in the Returns window.
2. Enter the freight carrier, freight terms, FOB point, and shipment priority.

Freight terms indicate who is responsible for the freight charges to return the products, but they do not create freight charges or impact credit amounts generated by the return.

3. Enter any inspection instructions for the return.

Order Entry / Shipping copies the information you enter in the Inspection Instructions field to each return line and passes it to Oracle Inventory. For example, you may want Inventory personnel to validate damaged shipments.

4. Save your work.

See Also

Overview of Returns: page 2 – 132

Returns Special Menu: page 2 – 175

Defining Return Header Tax Information

► **To define the tax status of a return:**

1. Navigate to the Tax, Total header alternative region in the Returns window.



Attention: This tax information is only transferred to Oracle Receivables for return lines that do not have a reference to a sales order, purchase order, or invoice, and if the order cycle for this return includes the Receivables Interface cycle action. You can only enter the fields in this region if the *TAX: Allow Override of Customer Exemptions* profile option is set to Yes.

2. Select a Tax Control Status:

Exempt: Indicates that return lines without reference information are exempt for a normally taxable customer site and/or item. If you select Exempt, you must enter a certificate number and reason.

Require: Indicates that return lines without reference information are taxable for a normally non-taxable customer and/or item.

Standard: Indicates that taxation for return lines without reference information should be based on existing exemption rules. If the customer has a tax exemption defined, Order Entry/Shipping displays any certificate number and reason for the exemption in the corresponding fields.

3. Enter an existing certificate number (if you chose Exempt in the Tax Control Status field) for the receive-from customer, or enter a new, unapproved exemption certificate number.

Unapproved exemption certificate numbers can be approved using the Tax Exemptions window. If you chose Standard in the Tax field, an existing exemption rule may display a certificate number in this field.

4. Enter a reason (if you chose Exempt in the Tax Control Status field) before booking the return.

You can define tax exemption reasons in the Receivables QuickCodes window. If you chose Standard in the Tax field, an existing exemption rule may display a reason in this field.

5. Save your work.

See Also

Overview of Tax, *Oracle Receivables User's Guide*

Defining Receivables QuickCodes, *Oracle Receivables User's Guide*

Order Entry/Shipping Profile Options: page 1 – 10

Overview of Returns: page 2 – 132

Defining Return Line Reference Information

Order Entry/Shipping provides many ways to speed data entry. If you have Oracle Receivables installed, you can reference an invoice if you know the invoice number and line number. You can also reference a sales order or purchase order. Referencing these documents provides default information on the return, increasing order entry accuracy and efficiency. See: Required Fields for Entering Returns: page 2 – 173.

► **To define reference information for a return line:**

1. Navigate to the Returns window.
2. Enter header information for a new return or query an existing return. See: Overview of Returns: page 2 – 132.
3. Navigate to the Reference lines alternative region.
4. Enter a line number or accept the default.

Order Entry/Shipping automatically supplies a default value of **1** if this is the first line to be entered on the return. If you enter another line number or if there are existing lines on the return, Order Entry/Shipping automatically increments subsequent lines by one.
5. Optionally enter a reference type for this return line.

Order Entry/Shipping uses the reference to provide default information for the Credit to Invoice, Item, Pricing Attributes, Quantity, Unit and Credit Price fields, and copies order and line price adjustments and line sales credits from the reference to the return at the line level.

Invoice: References an invoice. You must have Oracle Receivables installed to choose this option.

Purchase Order: References a sales order line using the customer's purchase order number.

Sales Order: References a sales order.

If you enter a reference type, you must enter a number and line in the Reference Number and Line fields.
6. If you entered a reference type, enter an invoice, purchase order, or sales order number for the returning item.

The choices shown in the list of values for this field are limited by the customer you entered in the return's header. If you have the profile option *OE: Customer Relationships* set to Yes, you can also choose a reference source for any related customer.
7. If you entered a reference type, enter the invoice, purchase order, or sales order line number for the returning item.

8. Select a returnable Item for this return line.

The item must have the *Returnable* inventory item attribute set to Yes. Order Entry/Shipping validates the item against inventory items you have defined. Item information displays automatically if you referenced an invoice, purchase order, or sales order and order line.



Attention: Items that appear in the list of values for references include those on orders that have been booked but not necessarily shipped. Since some of these items may not need to be shipped, they might not be shippable items, or shipping may not be a part of the order cycle, but you may still want to authorize return of these items.

9. Enter the item's unit of measure.
10. Enter the quantity of the item to return.
11. Enter a reason explaining why the customer is returning this item.

You can choose from the Credit Memo Reason QuickCodes that you defined in the Receivables QuickCodes window. If you create a credit memo in Oracle Receivables from this return line, this reason will also be the Credit Memo Reason.
12. Save your work.

See Also

Defining Items, *Oracle Inventory User's Guide*

Defining Receivables QuickCodes, *Oracle Receivables User's Guide*

Overview of Returns: page 2 – 132

Returns Special Menu: page 2 – 175

Defining Return Line Credit Information

► **To define credit information for a return line:**

1. Navigate to the Credit lines alternative region in the Returns window.

Any line number, item, unit of measure, and quantity information you entered in the Reference alternative region defaults to the Credit region.

If you referenced an invoice, purchase order, or sales order, you cannot override the unit of measure. You can override the quantity if the customer is returning only a portion of the original order amount. You cannot increase the quantity; if the customer is returning additional quantity of the item from another order, you must enter a separate line.

2. Optionally enter a pricing attribute for the item.

Order Entry/Shipping validates the pricing attribute against the values defined for the Pricing Attributes Descriptive Flexfield during Order Entry/Shipping setup. The pricing attribute defaults if you reference an invoice, purchase order, or sales order that provides this information. If you enter a return reference, you cannot change the pricing attribute values.

3. If you entered a sales order or purchase order reference, enter the invoice on which to credit the return.

Order Entry/Shipping displays the invoice number if you referenced an invoice. The invoices that appear in the list of values are those associated with the reference sales order or purchase order. If you enter a credit-to-invoice after having referenced a sales order or purchase order reference, the quantity may change to match the quantity on the corresponding invoice line.

If you enter a credit-to invoice number, or if one defaults:

- If the order cycle on the return includes the Receivables Interface, Order Entry/Shipping generates a credit memo.
- Oracle Receivables' AutoInvoice automatically reverses the sales credit quota for the original salespeople for the invoice line.

If you leave this field blank:

- Order Entry/Shipping issues an on-account credit if the order cycle on the return includes the Receivables Interface.

4. Enter the credit price.

If you referenced an invoice, purchase order, or sales order, Order Entry / Shipping calculates the credit price for this return line by applying any applicable return or return line price adjustments from the original sales order to the original selling price. If you did not use a reference, the credit price is calculated by determining the list price associated with the return price list, item, pricing attributes, unit and quantity, and any price adjustments for the return or the line. If the item is not on the price list for the return, you can enter a price manually.

5. Save your work.

See Also

Overview of Returns: page 2 – 132

Returns Special Menu: page 2 – 175

Defining Return Line Receiving Information

► **To enter receiving information for a return line:**

1. Navigate to the Receiving lines alternative region in the Returns window.
2. Enter the warehouse to which the customer is sending this return.

The RMA Default Sources table specifies the source and priority of the defaults. Only warehouses for which the item has the item attribute *Returnable* set to Yes are valid choices.



Attention: The Warehouse field is required even if you do not have Oracle Inventory installed.

3. Enter the date on which you expect to receive this return.

If you have Oracle Inventory installed, Order Entry / Shipping displays the most recent receipt date for the return line in the Received field, after the return line has been received in Inventory. The Date Expected value defaults from the Request Date in the header.

4. Note whether the Inspection Required box is checked.

This check box's status depends on how the item is defined in your item validation organization, not in the organization receiving the item. If the item attribute *RMA Inspection Required* is set for the item validation organization but not for the receiving warehouse, the item will still require inspection.

5. Save your work.

See Also

Overview of Returns: page 2 – 132

Returns Special Menu: page 2 – 175

Defining Return Line Tax Information

► **To define tax information for a return line when no credit-to invoice exists:**

1. Navigate to the Taxes lines alternative region in the Returns window.
2. Choose a Tax Code.

If the tax control status for the return is Required, or if the *TAX: Calculate Tax on Credit Memos* profile option is set to Yes, you must enter a value in this field. If this line references an invoice, purchase order, or sales order, the tax code value defaults from the reference and the field cannot be updated subsequently.

► **To define tax information for a return line with a credit-to invoice:**

1. Navigate to the Taxes lines alternative region in the Returns window.
2. Note that you cannot enter any field.

See Also

Overview of Tax, *Oracle Receivables User's Guide*

Defining Return Header Tax Information: page 2 – 159

Overview of Returns: page 2 – 132

Viewing Status Information for Return Lines

After you enter a return, you can view information such as the quantities cancelled, received, and accepted for a returning item.

► **To view the status of a return line:**

1. Navigate to the Returns window.
2. Enter or query a return.
3. Navigate to the Status lines alternative region.
4. Scroll to the line you want to view, or enter a line number to jump to that line.

Received quantity is the returned amount of an inventory item for which you have not issued a credit. The accepted quantity refers to the amount of the returned item that has been received as well as inspected or that has been received and does not require inspection, and for which you have issued a credit.

See Also

Inspecting Customer Returns, *Oracle Inventory User's Guide*

Receiving Customer Returns, *Oracle Inventory User's Guide*

Viewing Orders and Returns: page 2 – 6

Overview of Returns: page 2 – 132

Returns Special Menu: page 2 – 175

Entering Return Material Authorization Discounts

Prerequisites

- ☐ Set up your price lists. See: Defining a Price List: page 4 – 6.
- ☐ Set up your discounts. See: Defining Discounts: page 4 – 26.

► To assign a discount to a return header:

1. Navigate to the Returns window.
2. Enter header information for a new return, or query an existing return. See: Overview of Returns: page 2 – 132.

Note: You cannot apply a discount to a return at the header level after you have added one or more lines.

3. Choose the Discounts button.

The Discounts window appears.

Discount Name	Override Allowed	%
	☐	
	☐	
	☐	
	☐	

Total 0

Cancel OK

4. Enter the discount you want to apply to this return.

You can choose from a set of discounts assigned to the price list for the return. These include generic discounts, as well as discounts specific to the particular agreement, agreement type, customer, order type, or purchase order defined on your return. The *OE: Discounting Privilege* profile option controls your ability to apply discounts.

5. If the Override Allowed check box is toggled on, you can change the discount percentage.



Attention: The total price adjustment percent, including any return charges, cannot exceed 100.

6. Choose OK to apply the discount.

► **To assign a discount to a return line:**

1. Navigate to the Returns window.
2. Enter header and line information for a new return, or query an existing return. See: Overview of Returns: page 2 – 132.
3. Select a line to discount and choose the Discounts button.

The Line Discounts window appears. If any discounts for this return or line have been applied previously, they display here. You cannot modify return-level discounts in this window.

The screenshot shows the 'Line Discounts (US HQ (West))' window. At the top, there are input fields for 'Line Number' (three boxes) and 'Original Price' (one box). Below these are 'Selling Price' (two boxes). A section titled 'Override Allowed' contains a table with columns: 'Discount Name', 'Level', 'Override Allowed' (checkbox), 'Final Price %', and 'Discount Amount' (with a currency symbol). The table has five rows, with the first row having the 'Override Allowed' checkbox checked. At the bottom right of the table is a 'Total' row. Below the table are 'Cancel' and 'OK' buttons.

Note: You cannot apply a discount to a return at the header level after you have added one or more lines.

4. Select the discount that you want to apply to the item.
You can choose from a set of discounts assigned to the price list for the return. These include generic discounts, as well as discounts specific to the particular agreement, agreement type, customer, order type, or purchase order defined on your return. The *OE: Discounting Privilege* profile option controls your ability to apply discounts.
5. If the Override Allowed check box is toggled on, you can change the following:

Final Price: If you enter a final price directly, Order Entry / Shipping automatically calculates the discount percentage and amount.

Percent: If you defined the discount to be a particular percentage, Order Entry/Shipping defaults that percentage here. This value determines the credit price as a percent of the list price for an item.

Discount Amount: If you defined the discount to be a particular amount, Order Entry/Shipping displays that amount here. This value determines the fixed amount to apply against the list price.



Attention: The Total line price adjustment percent, including any return charges, cannot exceed 100.

Note: Price adjustments for a positive amount lower the credit. Price adjustments for a negative amount increase the credit.

6. Choose OK to save your work.

See Also

Oracle Order Entry/Shipping Profile Options: page 1 – 10

Overview of Returns: page 2 – 132

Defining Discounts: page 4 – 26

Entering Return Material Authorization Sales Credits

If the order cycle for your return includes the Receivables Interface and if you use a reference source for a return line, you can populate the Credit Invoice field in the Credit lines alternative region. In this case, Oracle Receivables creates an applied credit memo, and the sales credits from your original invoices are reduced accordingly, regardless of the sales credits you enter on the return. If you create an on-account credit from a return, sales credits are reduced according to the sales credit information you enter on the return.

► **To apply sales credits for a return:**

1. Navigate to the Returns window.
2. Enter header and detail information for a new return, or query an existing return. See: Overview of Returns: page 2 – 132.
3. Select a return line.
4. Choose the Sales Credits button to navigate to the Sales Credits window.

Sales Credit Type	Revenue	Salesperson	% []
	☒		
	☐		
	☐		
	☐		
	☐		
	☐		
	☐		

Revenue Total
Non Revenue Total

Cancel OK

5. Enter a sales credit type.

If the sales credit type is applied toward quotas, the Revenue box is toggled on.

6. Enter the salesperson who will receive the sales credit.
7. Define the percentage of sales credit for the salesperson.
Order Entry / Shipping maintains a running total of the sales credit percentages in the Revenue Total and Non Revenue Total fields.
8. Choose OK to save your work.

See Also

Defining Return Line Credit Information: page 2 – 163

Overview of Returns: page 2 – 132

Returns Special Menu: page 2 – 175

Required Fields for Entering Returns

The following tables show the fields for which you must provide values when entering a return. You can achieve this by defaulting information according to your standard value rule sets, as well as by entering values in the Returns window, copying data from an existing order or return, or using OrderImport.

See Also

Defining Standard Value Rule Sets: page 1 – 86

Overview of Sales Orders: page 2 – 9

Copying Orders: page 2 – 85

Overview of Returns: page 2 – 132

OrderImport: page 7 – 18

Return Header

Attribute	When required
Customer Name or Number	Entry
Return Number	Entry (system-generated)
Return Type	Entry
PO Number	If Return Type requires
Return Date	Entry
Entry Status	Entry (optionally defaults based on profile option <i>OE: Default RMA Status</i>)
Salesperson	Entry
Price List	Entry
Currency	Entry (system-generated)
Conversion Type	If Currency entered is not your functional currency
Conversion Date	If Conversion Type entered is User
Conversion Rate	If Conversion Type entered is User
Tax Control Status	Entry (defaults to Standard)

Table 2 – 8 Return

Attribute	When required
Tax Exemption Certificate	If Tax Control Status is Exempt
Tax Exemption Reason	If Tax Control Status is Exempt
Accounting Rule <i>(must use standard value rule set to provide defaulting)</i>	Booking

Table 2 – 8 Return

Return Line

Attribute	When required
Number	Entry
Reference Number	If Reference Type is entered
Reference Line	If Reference Type is entered
Item	Entry
UOM	Entry
Return Quantity	Entry
Return Reason	Entry
Credit Price	Entry
Warehouse	Entry
Date Expected	Entry
Tax Code	Entry

Table 2 – 9 Line

Returns Special Menu

This section lists the available options on the Special menu for the Returns window.

Apply Notes	See: Applying Notes: page 2 – 58
Book	See: Booking a Return: page 2 – 176
Item Search	See: Item Search <i>Oracle Inventory User's Guide</i>
Quick Customer Entry	See: Entering Customers, <i>Oracle Receivables User's Guide</i>

Booking a Return Material Authorization

► **To book a return:**

1. Navigate to the Returns window.
2. Enter header and detail information for a new return, or query an existing return. See: Overview of Returns: page 2 – 132.
3. Choose Book from the Special menu to book the return.

Approval Actions

Order Entry/Shipping can prevent the processing of an order or order line at nearly any stage in your order's life cycle by using approval actions. You can include approval steps, such as Export Review or Legal Review, in the life cycle of specific order types. All orders in that cycle are reviewed for the approval.

Definition

Use the Cycle Actions window to define your approval actions. You can define as many approval actions as you want. You can define approval actions for either entire orders or individual order lines. To identify a cycle action as an approval action, check the Approval Action check box for the cycle action. Use the Level field to indicate whether it is an order or line level approval. Predefined actions where the Approval Action check box is not checked are updated by appropriate programs, such as Pick Release or Receivables Interface.

Use the Cycle Results window to define appropriate results for your approval actions. You can define unique results or use existing results, as results can be shared by actions. For example, you can have two actions, Legal Review and Export Review, that have a possible result of Pass. Use the predefined result of Pass, or create a new result with another name, such as Approved.

Next, use the Action Results window to assign results to your approval action. Using the example above, you could assign Pass as a possible result to both actions, Legal Review and Export Review. An approval action can have many possible results, but only one *passing result*. Once the passing result of an approval is achieved, the approval no longer appears in the Find Order and Line Approvals window.

Finally, you can include your approval action in any order cycle you define for orders or returns. Be sure to enter the appropriate action result as a prerequisite for the next action or actions in your cycle.



Attention: Holds and approvals are not effective between Pick Release and Ship Confirmation.

Pending Approval Reports

Order Entry/Shipping provides two reports to identify orders, returns, or their lines awaiting approval. The Pending Order Approval Report lists all the orders and returns awaiting approval. You can include all orders needing approval, sorted by the different types of approvals you use. Or, you can include only those orders for a specific approval action.

The Pending Order Line Approval Report identifies order and return lines awaiting approval. As with the Pending Order Approval Report, you can include all the lines sorted by the different types of approvals you use or all lines for a particular approval action.

Orders and Lines

Order Entry/Shipping automatically stops orders, returns, or their lines when they reach your approval action in their order cycle. Use the Find Order and Line Approvals window to update the status of an order, return, order line, or return line approval. You can review orders, returns, or their lines that are pending approval and, rather than approve them, enter a result of non-approval and record comments on why you did not approve it. The orders, returns, or lines continue to appear in the Approve Orders window and a historical record of the reviews are maintained. Once you have assigned the *passing result* you defined in the Cycle Actions Results window to an approval action, the approval is complete and the order, return, or line no longer displays on the Find Order or Line Approvals window.

Viewing Approvals

Use the Order Approval History window to view the history of an approval. If the order, return, or line has been reviewed several times, and each time a result and some comments were entered, this window displays the results and comments for you to see the approval history, otherwise, this window displays only the approval information.

See Also

Defining Order Cycles: page 1 – 59

Defining Cycle Actions: page 1 – 54

Defining Cycle Results: page 1 – 56

Assigning Cycle Action Results: page 1 – 57.

Pending Order Approval Report: page 6 – 69

Pending Order Line Approval Report: page 6 – 72

Entering and Viewing Order Approvals: page 2 – 181

Sample Approval Actions: page 2 – 179

Order Cycles: page 1 – 27

Viewing Orders and Returns: page 2 – 6

Sample Approval Actions

Approval Example 1

You can use approval actions for any manual approval process that requires personal review of all orders, returns, or their lines using an order cycle. For example, you may want to route all international orders through your export department to verify the sale is valid and you have all the information you need. For such an order, you do not want to release any portion of the order until the whole order is reviewed and approved. You could define an order action called Export Review. You define any special results for this action, assign appropriate results to the action, and insert the action into your order cycle for international orders. Each time an order reaches this action, it pauses to await approval. Your export department experts can then review, either by using the Pending Order Approval Report or querying online using the Find Order or Line Approvals window, all orders pending Export Approval. Once they have reviewed the order and are ready to let it progress, they record their approval using the Find Order or Line Approvals window. Once approved, the order automatically continues through the cycle. Since the status of this approval is visible on the View Orders window, other people in the company can see the status of the order regarding this approval without calling the export group.

Approval Example 2

You may require that an engineer review all government orders because they require extra steps in the manufacturing process. You want to be able to approve some order lines and hold others. You could define a line level approval called Engineering Review. You define any special results for this action, assign the appropriate results to the action, and insert the action into your order cycle for government orders. Each time an order reaches this action, it will pause to await approval. Your engineers can then review the outstanding order lines for all orders pending Engineering Review, either by using the Pending Order Line Approval Report, or by querying online using the Find Order or Line Approval window. Since they are approving individual order lines, some lines can be approved, while others are still held for approval. Once they have reviewed an order line and are ready to let it progress, they record their approval on the Find Order or Line Approval window. Once approved, the order line automatically continues through the cycle. Since the status of this approval is visible on the View Orders window, other people in the company can see the line status regarding this approval without calling the engineers.

See Also

Entering and Viewing Order Approvals: page 2 – 181

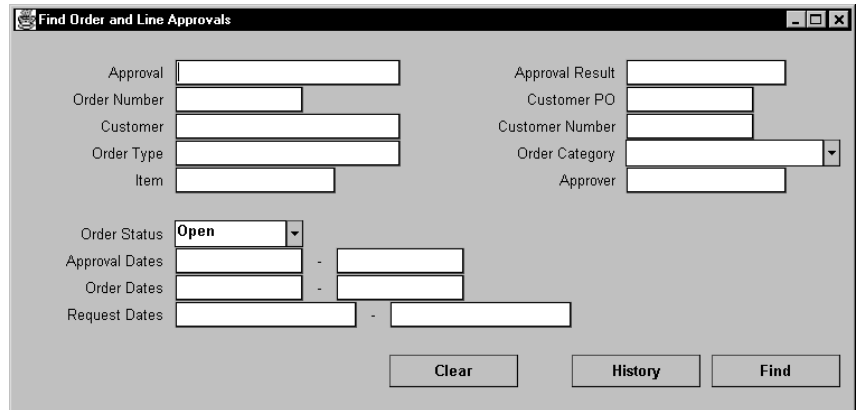
Approval Actions: page 2 – 177

Entering and Viewing Order Approvals

You can locate, view, or approve orders that require approvals to proceed in their order cycles. Use this window, along with the Pending Order Approval Report, to manage your approval routing process.

► **To find orders, returns, or lines for approval:**

1. Navigate to the Find Order and Line Approvals window.



2. Select the Approval cycle action you want to use to retrieve orders or lines awaiting approval for that specific action.
3. Optionally, enter the remaining fields to specify additional search criteria for an order or line.
4. Choose the Find button.

If you choose an order-level approval action, Order Entry/Shipping displays orders eligible for that approval in the Approve Orders window.

Approve Orders

Approval

Result	Comments	Order Number	Order Type	Customer

Customer Number Order Category

Customer PO Request Date

Order Date Order Total

Prior Result Comment

History **Set Results**

If you choose a line-level approval action, the results display in the Approve Lines window.

Approve Lines

Approval

Result	Comments	Order Number	Line	Item

Order Type Order Category

Customer Customer Number

PO Number Request Date

Ordered Quantity Line Total

Item

Prior Result Comment

History **Set Results**

► **To approve orders or lines that meet your selection criteria:**

1. Navigate to the Approve Orders or Approve Lines window, as appropriate.

2. If you want to approve only one order or line, enter an Approval Result for the order or line, and optionally enter a comment.

For example, if the approval action is Legal Review, the result may be Pass Legal or Fail Legal. You must enter a result to approve an order or line.

If you enter a passing result, the order or line will proceed to the next step in its cycle. If you do not enter a passing result, the order or line remains at the same cycle status.

3. If you want to approve several orders or lines at once, select the desired orders or lines, and choose the Set Results button to apply the same result and comment to each selected entry. See: *Selecting Multiple Records, Oracle Applications User's Guide*.
4. Save your work.

Note: You cannot approve an order if the order or any of its lines has an active hold on it. Similarly, you cannot approve a line if the line or its order has an active hold on it. This applies both to non-cycle-specific holds and holds for a particular approval action. You must release the hold first. See: *Releasing Holds: page 2 – 201*.

► **To view history information for order and line approvals:**

1. Navigate to the Find Order and Line Approvals window.
2. Enter search criteria for orders, returns, lines, or a particular approval step.

In the Order Status field, choose Open to view only open orders, Closed to view closed orders, or the blank row to view all orders.

3. Choose the History button to view a detailed approval history of an order including the approval date, the user ID of the approver, the approval action and result, and comments.

Note: The History button is also available in the Approve Orders and Approve Lines windows.

See Also

Approval Actions: page 2 – 177

Order Cancellation

Oracle Order Entry/Shipping provides the features you need to cancel sales orders, returns, internal orders, and service orders. You can cancel entire orders or returns, individual lines, or individual line details.

Entire Orders or Returns

Restrictions

Your security rules for orders and returns determine whether you can cancel orders, returns, and lines based on their current cycle status. In addition to your security rules are system defined rules. Under these rules you cannot cancel an order if:

- it has been closed
- it has already been cancelled at the order level
- an ATO line has been processed to manufacturing release (work order open or beyond)
- any line has been pick released (including orders that were entirely backordered at release)
- any line has been back ordered or backorder released
- any part of a line has been shipped or invoiced
- any return line has been received or credited
- the RMA Interface or Receivables Interface has run on any return line

Order Entry/Shipping honors security rules that you define for the Cancel operation that are stricter than these rules, but if you define any that conflict with these rules, they are ignored.

As long as an order is not subject to other restrictions that keep it from being cancelled, you can cancel an order:

- with a line that has been cancelled
- with a line that has demand or reservations (demand and reservations are automatically adjusted)

Results

Cancelling an order:

- cancels the lines and line details

- sets the order cycle action to Cancel Order and the result to Complete
- toggles the Cancelled check box on in the Cancel Orders window
- stops other changes from being made to the order and lines until the cancel is done

Individual Lines or Line Details

Restrictions

To cancel individual order or return lines, you can query an order or return and then select the lines or line items that you want to cancel. As with whole orders, there are system defined rules governing the cancellation of lines. You cannot cancel:

- quantities that have already been cancelled
- quantities that have been pick released but not yet back ordered or shipped
- quantities that have been back ordered or backorder released
- quantities that have shipped or been invoiced
- any part of a line detail that has shipped or been back ordered even if the Update Shipping program has not yet updated the line detail

Results

Cancelling a line:

- sets the order cycle action to Cancel Line and the result to Complete or Partial appropriately
- toggles the Cancelled check box on in the Cancel Orders window

Details

If you want to cancel partial quantities of lines that have a variety of scheduling attributes such as different shipping details or inventory controls, then you must enter the appropriate quantity information for each detail. The sum of the detail quantities you specify must equal the quantity you cancel on the order or return line. If you are cancelling lines without schedule details or where you are cancelling full quantities to include all details, you can perform the cancellation without entering detail quantities.

Configurations

The allowed cancel quantity for a model line includes the complete configuration. You can cancel complete models from the model line, or

cancel individual components below the model line as long as you maintain configurations in complete proportions. If you cancel a model from the model line, Order Entry/Shipping automatically cancels the option items, option classes, and included items in full ratios of the cancelled quantity.

If you cancel an option or option class, you can only cancel whole integer multiples of the parent quantity of a model. Order Entry/Shipping gives you an error message if you try to cancel incomplete proportions of configurations. You cannot cancel partial quantities of option lines that would result in incomplete configurations.

Incomplete Configurations Remaining

If you have shipped partial quantities of components in a configuration, you may cancel the leftover incomplete configurations by checking the Full check box in the Cancel Orders window. When you choose Full, Order Entry/Shipping cancels everything below the model line that you are on that is not shipped or invoiced. The cancel quantity on the model may be zero because there are no complete configurations, but there may be options that you can cancel below the model line that you cannot cancel at the option line.

Mandatory ATO Option Classes

In ATO configurations, Order Entry/Shipping prevents you from cancelling mandatory option classes, and from cancelling the last option item from a mandatory option class. Such components cannot be cancelled because the AutoCreate Configuration Items program in Oracle Bills of Material would fail if an option class was missing a mandatory component in an assemble-to-order configuration.

Included Items

Included items are automatically cancelled when you cancel the option item, class, or model with which they are associated. If you have shipped some included items before their corresponding option item, class, or model and you attempt to cancel the option item, class, or model, Order Entry/Shipping automatically cancels the remaining included items. However, if you have shipped some *required-for-revenue* included items, your cancel quantity allowed on the included items' parent may be restricted to allow you only to cancel a

parent quantity that includes whole ratios of any remaining required-for-revenue included items. For example:

Quantity Per Parent Model	Quantity Ordered	Configuration Items	Quantity Shipped	Cancel Quantity Allowed	Quantity Remaining*
	100	Model A	0	99	1
1	100	..Option Class B	0	99	1
1	100	...Option Item E	2	98	0
Quantity Per Parent Class	Quantity Ordered	Required for Revenue Included Items	Quantity Shipped	Quantity Automatically Cancelled	Quantity Remaining*
3	300	...Included Item C	2	297	1
4	400	...Included Item D	2	396	2
*Note: Check the Full check box to cancel incomplete configuration quantities remaining.					

Returns

The allowed cancel quantity for a model line does not include the complete configuration for returns of PTO configurations. Return lines are entered as an individual line, not as configurations. Therefore, if you want to cancel a complete configuration, you must cancel the model line and the individual components' option lines.

Internal Sales Orders

You can partially or fully cancel the line quantities on internal sales orders. If you cancel an internal sales order, order line, or backordered order line, you get a warning message that it is related to an internal requisition line that you also need to cancel.

Backordered Included Items

Use the Cancel Backordered Included Items program to cancel backordered included items that are holding up orders for shipment or closing.

Service Orders

You can attach service to an order at the time you place the order in Oracle Order Entry / Shipping or at a later time through the Oracle

Service product. Base warranties are attached to items through the bill of material. If you order service after the serviceable part has already shipped, the service line stands alone instead of attached to an order line.

When cancelling service orders and lines:

- You can partially cancel a serviceable item or an ATO or PTO model with service attached without cancelling the service itself.
- If you fully cancel a standard item, the service is also cancelled.
- You can fully cancel service that was attached to a line at order entry.
- You cannot partially cancel service that was attached to a line at order entry.
- In Order Entry/Shipping you cannot cancel a service order that was generated through the Oracle Service product. You must cancel it using the Service product.

See Also

Cancelling Orders: page 2 – 189

Defining Order Entry QuickCodes: page 1 – 23

Cancelling Backordered Included Items: page 7 – 2

Defining Security Rules: page 1 – 72

Cancelling Orders

You can cancel sales orders, order lines, returns, and return lines. Order Entry/Shipping automatically adjusts demand and reservations for cancelled lines.

If you want to cancel an entire order, you need to do so before any of the order lines are pick released, shipped, or invoiced. If you want to cancel an entire return, you need to do so before you run RMA Interface or Receivables Interface on any of the return lines.

For a detailed explanation of the rules governing order cancellation see: Order Cancellation: page 2 – 184.

Prerequisites

- ☐ Set up your Cancellation Code QuickCodes.
- ☐ Set up your security rules to determine when you allow cancellation of orders.

► To cancel an entire order or return:

1. Navigate to the Cancel Orders window.

The screenshot shows the 'Cancel Orders' window. It has a title bar with a close button. The main area contains several input fields for search criteria: Order Number, Order Type, Customer Name, Customer Number, Customer PO, Order Date, and Order Category. There is also a checkbox for 'Cancelled'. Below these fields is a table with columns: Line, Item, Ordered, Shipped, Allowed, and Cancel. The table has several rows. At the bottom of the window, there are four buttons: History, Details..., Cancel Order..., and Cancel Line....

2. Query an order or return by entering any combination of Order Number, Order Type, Customer Name, Customer Number, Customer PO, Order Date, and Order Category. See: Searching for Information, *Oracle Applications User's Guide*.

3. Choose the Cancel Order button.
4. Enter the reason why you are cancelling the order. You must enter a reason if you want to cancel the entire order or return without cancelling each line.
5. Optionally, enter comments.
6. Choose Yes to cancel the entire order or return.

Caution: Choosing Yes performs the cancellation and saves your changes. This step is irreversible.

► **To cancel an order line or return line:**

1. Navigate to the Cancel Orders window.
2. Query an order or return.
3. Tab to or click in the Line region to display all the lines for the order or return.
4. Enter the item quantity to cancel.

This quantity must be less than or equal to the Allowed quantity for this order or return line. If you leave this field blank the order line or return line is not cancelled.

If you try to cancel a quantity for a line that would violate your security rules, you get a message telling you which security rule is preventing you from cancelling that line.

5. Optionally, check Cancel in Full to cancel a model and all of its unshipped options, uninvoiced options, or included items.
6. Choose the Cancel Line button.
7. Enter the Reason why you are cancelling the line.
8. Optionally, enter comments.
9. Choose Yes to cancel the order or return.

Caution: Choosing Yes performs the cancellation and saves your changes. This step is irreversible.

► **To cancel partial quantities for a line with multiple details and included items:**

1. Navigate to the Cancel Orders window.
2. Query an order or return and display the lines.
3. Enter the partial item quantity to cancel.
4. Choose the Details button to specify which quantities of which details you want to cancel. The Schedule Details window appears.

Line	Description	Status	Included Item	Backordered	Quantity	Allowed	Cancel
				☐			
				☐			
				☐			
				☐			
				☐			
				☐			
				☐			
				☐			
				☐			
				☐			

Warehouse: Revision:
 Subinventory: Lot Number:
 Schedule Date: Demand Class:

You can only choose the Details button when you have entered a partial quantity to cancel in the Cancel Orders window, the line has multiple schedule details, and it is unclear which details should be cancelled.

5. Enter the quantity you want to cancel for the schedule detail lines.
 This quantity must be less than or equal to the Allowed Quantity. If you leave this field blank, the schedule detail line is not cancelled. The sum of the schedule detail quantities you enter for each schedule detail line must equal the Cancel Quantity in the Cancel Orders window.
6. Choose the Cancel Details button.
7. Enter the Reason why you are cancelling the details.
8. Optionally, enter comments.
9. Choose Yes to cancel the line details.

Caution: Choosing Yes performs the cancellation and saves your changes. This step is irreversible.

See Also

Order Cancellation: page 2 – 184

Defining Order Entry QuickCodes: page 1 – 23

Cancelling Backordered Included Items: page 7 – 2

Defining Security Rules: page 1 – 72

Holds

With a hold, you can stop an order, return, order line, or return line from continuing to progress through its life cycle. Holds can be applied manually, like an individual order hold, or automatically based on a set of criteria you define, like a credit check hold.

You can define as many different holds as you need to manage your business. These holds can be applicable at specific steps in your order's life cycle, or applied to a customer or item no matter where the orders currently are in the order cycle, with two exceptions. You cannot apply a hold if your order has been pick released

Credit Checking

Order Entry/Shipping performs an automatic credit check on your customers, based on credit rules and credit limits you define. You can set credit limits for a total of all the customer's orders and of individual order amounts; assign tolerance percentages; and exclude certain customers, types of orders, or payment terms from credit checking entirely. You can also place a customer's account on hold so that no new sales orders can be created for that customer. See: Defining Credit Check Rules: page 1 – 99.

Hold Sources

Hold sources allow you to apply a particular hold to a group of existing orders, returns, or their lines, and to new orders or lines meeting your hold criteria. Hold sources are valuable when you want to hold all current and future orders for an item, customer, or site. For example, you create a hold source to hold an unreleased item. You can still take orders for the item and recognize demand, but the order line is held until the item is ready. Once the item is available, you simply remove the hold source for the item, and all holds on individual order lines are released. A hold source can:

- hold all existing orders, returns, or their lines and new orders, returns, or their lines that meet your hold source criteria
- hold some existing orders, returns, or their lines and new orders, returns, or their lines that meet your hold source criteria
- hold only new orders, returns, or their lines that meet your hold criteria

Hold Release

Order Entry/Shipping automatically releases holds when you supply a hold expiration date. Once the date is reached, the order can proceed

along its cycle. Releasing a hold source releases all the orders, returns, and lines to which that hold source applied.

In the Find Holds window, you can also manually release hold sources or holds on individual orders, returns, and their lines.

Hold Security

Order Entry/Shipping allows you to control which responsibilities are able to define, apply, and remove holds.

Through the Order Entry/Shipping responsibilities and associated menus, you control who has the authority to define new holds or update existing ones. For each individual hold you define, you can also define which responsibilities have the authority to apply or release the hold. For example, you may have a quality hold that can be applied by any responsibility, but can be removed only by a Quality Assurance Supervisor responsibility.

On-line Status

Order Entry/Shipping's on-line inquiry capability lets you easily determine whether an order, return, or line is on hold and review the hold status of all orders, returns, and their lines. Use the Orders Workbench and View Orders window to see the hold status and history of a hold for an order or order line.

Multiple Holds

Order Entry/Shipping allows you to apply, manually or automatically, as many different holds as you need on a single order, return, order line, or return line. Orders, returns, or their lines are held until all applicable holds have been removed.

Order Entry/Shipping maintains a complete audit trail of holds applied or removed so you can track who applied or removed each hold, the date it was applied or removed, and why.

General Services Administration (GSA) Violation Hold

The GSA hold ensures that a specific group of customers always receives the best pricing. For example, in the United States, this customer group usually consists of government customers that purchase products from a list of pre-qualified suppliers. An order with the same discount level for any other customer outside the group is automatically placed on hold for further review.

Configurations

Pick Release does not release any part of a configuration if any line in the configuration is on hold, regardless of whether the model has the Ship Model Complete item attribute set to No.

If Oracle Product Configurator is installed, when you modify a configuration on a booked order, Configurator validates the new configuration and places the Configurator Validation Hold on invalid configurations to prevent further processing.

See Also

Defining Holds: page 1 – 108

Applying Holds: page 2 – 196

Releasing Holds: page 2 – 201

Placing an Account on Credit Hold, *Oracle Receivables User's Guide*

Sample Holds: page 2 – 206

Orders on Credit Check Hold Report: page 6 – 65

Outstanding Holds Report: page 6 – 67

Hold Source Activity Report: page 6 – 58

Viewing Orders and Returns: page 2 – 6

Using the Configurator from Order Entry, *Oracle Product Configurator User's Guide*

Line Options and the Configurator: page 2 – 70

Approval Actions: page 2 – 177

Applying Holds

You can apply holds to orders, returns, order lines, return lines, shipment schedules, or options. You can create hold sources to hold new orders automatically for a customer or to hold new lines for an item or customer site. You can set the hold source to be a specific order or return. A hold source is the combination of a parameter (for example, customer), value (ACME Inc.), and hold name that you specify.

You can apply your holds to be effective immediately and universally. If you want to apply your hold specifically to certain orders, returns, order lines, or return lines, navigate to the Orders and Lines windows to indicate them individually.

You can view the cycle status and hold status of orders using the View Orders window. Once you have applied a hold source to an order, return, or line, you must query the hold source in order to apply the hold to another order or line.

Prerequisites

- ☐ Define your holds. See: Defining Holds: page 1 – 108.

► To define a hold source:

1. Navigate to the Hold Sources window.

The screenshot shows the 'Hold Sources' window with the following fields and buttons:

- Hold Selection Criteria:**
 - A dropdown menu set to 'Customer'.
 - A text input field for the value.
 - A label 'Customer Number' with a corresponding text input field.
- Hold Future and Selected Existing Orders:**
 - 'Hold Name' text input field.
 - 'Description' text input field.
 - 'Hold Type' text input field.
- Below the previous section:
 - 'Hold Until Date' text input field.
 - 'Comment' text input field.
 - A checkbox with a label '[]'.
- Buttons at the bottom:**
 - 'Hold All Lines'
 - 'Hold All Orders'
 - 'Lines'
 - 'Orders'

2. In the Hold Selection Criteria region, select the hold parameter that determines which orders will be placed on hold and define a value for your hold parameter.

For example, select Customer as the hold parameter and choose a specific customer as the value.

3. Select the name of the hold you want to apply.

Note: If the hold you are applying has been defined as a hold with Hold Authorizations, you must be logged in as one of the responsibilities permitted to apply the hold before the hold appears in the list of available holds.

4. Optionally define the Hold Until Date, which is the date when the hold is released automatically.
5. Optionally enter a comment.

► **To apply a hold to a single existing order or return:**

1. Create a hold source in the Hold Sources window, as above.

Use the Order hold parameter.

2. Choose the Hold All Orders button to hold the order.

Order Entry/Shipping automatically creates a hold source for that order or return.

► **To apply a hold to a specific order line or return line:**

1. Create a hold source in the Hold Sources window, as above.

Use the Order hold parameter.

2. Choose the Lines button.

The Lines window appears.

On Hold	Order Number	Line	Item	UOM	Quantity		Line Total
					Ordered	Shipped	
☐							
☐							
☐							
☐							
☐							
☐							
☐							
☐							
☐							
☐							

Customer: Order Type: Item Desc:

Customer Num: Currency:

Mark for Hold

3. For each order line or return line that you want to hold, either check the On Hold check box or choose the Mark for Hold button

You can also choose Select All from the Edit menu, optionally deselect some entries, and choose Mark for Hold.

Note: The Mark for Hold button automatically checks the On Hold check box by each entry you have selected, but Order Entry/Shipping does not apply the hold until you save your changes.

4. Save your work.

Order Entry/Shipping automatically creates a hold source for that order or return.

► **To apply a hold to future orders, returns, or their lines:**

1. Create a hold source in the Hold Sources window, as above.

Note: Select any hold parameter except Order.

2. Save your work.

Order Entry/Shipping automatically creates a hold source. For any hold parameter besides Order, saving your work instructs Order Entry/Shipping to compare all subsequently created orders, returns, or lines against your hold source criteria and to apply the hold source where appropriate. If you use the Customer parameter, Order Entry/Shipping creates an order-level hold; if you use Site or Item, Order Entry/Shipping creates a line-level hold.

► **To apply a hold to future and all existing orders or returns:**

1. Create a hold source in the Hold Sources window, as above.

Note: Use either the Customer or Site Use hold parameter.

2. Choose the Hold All Orders button.

Choosing this button creates a hold source that matches your criteria. Order Entry/Shipping applies the hold to existing orders and returns where appropriate, and later to new orders and returns that satisfy the hold criteria.

► **To apply a hold to future and all existing order or return lines:**

1. Create a hold source in the Hold Sources window, as above.

Note: Use the Item hold parameter.

2. Choose the Hold All Lines button.

Choosing this button creates a hold source that matches your criteria. Order Entry/Shipping applies the hold to existing lines where appropriate, and later to lines on new orders and returns that satisfy the hold criteria.

► **To apply a hold to future orders and returns and several existing orders or returns:**

1. Create a hold source in the Hold Sources window, as above.
2. Choose the Orders button

The Orders window appears.

The screenshot shows a window titled "Orders". Inside, there is a table with the following columns: "On Hold", "Order Number", "Customer", "Customer Number", "Currency", and "Order Total". The table contains 12 empty rows. To the left of the table is a vertical scrollbar. Below the table, there is a text field labeled "Order Type". At the bottom right of the window are two buttons: "Lines" and "Mark for Hold".

After you save, Order Entry/Shipping creates a hold source that matches your criteria. The criteria you enter determine which orders display in the Orders window.

3. For each order or return that you want to hold, either check the On Hold check box or choose the Mark for Hold button

You can also choose Select All from the Edit menu, optionally deselect some entries, and choose Mark for Hold.

Note: The Mark for Hold button automatically checks the On Hold check box by each entry you have selected, but Order Entry/Shipping does not apply the hold until you save your changes.

4. Save your work.

► **To apply a hold to future order or return lines and several existing order or return lines:**

1. Create a hold source in the Hold Sources window, as above.
2. Choose the Lines button.

The Lines window appears.

Order Entry/Shipping automatically creates a hold source that matches your criteria. The criteria you enter determine which lines display in the Lines window.

3. For each order or return line that you want to hold, either check the On Hold check box or choose the Mark for Hold button

You can also choose Select All from the Edit menu, optionally deselect some entries, and choose Mark for Hold.

Note: The Mark for Hold button automatically checks the On Hold check box by each entry you have selected, but Order Entry/Shipping does not apply the hold until you save your changes.

4. Save your work.

See Also

Defining Holds: page 1 – 108

Releasing Holds: page 2 – 201

Sample Holds: page 2 – 206

Viewing Orders and Returns: page 2 – 6

Releasing Holds

You can release holds on specific orders, returns, or lines; release a hold source that holds many orders or lines; and view information about holds that you have already released. If a hold was defined with specific hold authorizations, you must be logged in as one of the responsibilities permitted to remove this hold.

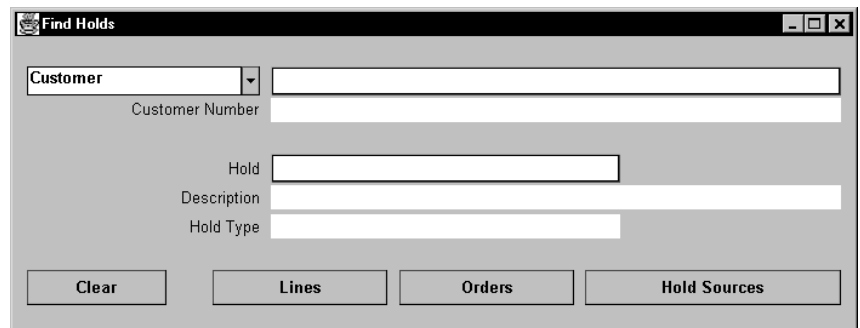
After you release all order and order line or return and return line holds, that order or return becomes available for any subsequent cycle actions as it meets cycle action prerequisites. If you release a hold source, the hold is automatically released for all appropriate orders, returns, or their lines.

Holds are released automatically when you run the Close Orders program on or after the date that the hold source expires. This date is defined in the Hold Until Date field in the Hold Sources window.

Use the Find Holds window to select the orders, returns, lines, or hold sources to release. When you choose the Orders or Lines buttons, Order Entry/Shipping queries all the orders, returns, or lines that match your criteria and that are or have been on hold. When you choose the Hold Sources button, Order Entry/Shipping queries hold sources that were created using the criteria you specify.

► **To view or release a hold source:**

1. Navigate to the Find Holds window.



2. Enter search criteria, including the hold parameter and value or the name of the hold.
3. Choose the Hold Sources button to query the hold sources that meet your search criteria.

The results display in the Hold Sources window.

On Hold	Reason	Comment	Hold	Hold Criteria	Held By
☒			☐		
☐			☐		
☐			☐		
☐			☐		
☐			☐		
☐			☐		
☐			☐		
☐			☐		

Search: _____

4. Enter a Release Reason for the hold source you want to release and choose the Mark for Release button.

You can select several hold sources before choosing Mark for Release. Order Entry/Shipping applies the reason and comment you enter to each selected source.

5. Save your work.

Each order or return affected by the released hold source is released automatically.

► **To release a hold on a particular order or return:**

1. Navigate to the Find Holds window.
2. Select the parameter Order and the order or return number that you want to release.
3. Choose the Orders button to query the holds placed against the order or return.

The results display in the Orders and Returns window.

Orders and Returns

Release

On Hold	Reason	Comment	Order Number	Hold	Hold Criteria	Held By
☒						
☐						
☐						
☐						
☐						
☐						
☐						
☐						
☐						
☐						

Customer Customer Num
Order Type Order Total

View Lines **Mark for Release...**

4. Optionally choose the View Lines button to review the lines for the order or return.
5. If you want to release only one hold, enter a Release Reason for the order or return you want to release and optionally enter a comment.
6. If you want to release several holds at once, select the desired holds and choose the Mark for Release button to apply the same reason and comment to each selected entry. See: *Selecting Multiple Records, Oracle Applications User's Guide*.
7. Save your work.

► **To release a hold on a specific order line or return line:**

1. Navigate to the Find Holds window.
2. Select the parameter Order and the order or return number whose lines you want to release.
3. Choose the Lines button to query the holds placed against the order or return.

The results display in the Order and Return Lines window.

Order and Return Lines

Release

On Hold	Reason	Comment	Order Number	Line	Hold	Held By
☒						
☐						
☐						
☐						
☐						
☐						
☐						
☐						

Customer Customer Num

Order Type

Item

Quantity

Mark for Release...

4. If you want to release only one hold, enter a Release Reason for the line you want to release and optionally enter a comment.
5. If you want to release several holds at once, select the desired holds and choose the Mark for Release button to apply the same reason and comment to each selected entry. See: Selecting Multiple Records, *Oracle Applications User's Guide*.
6. Save your work.

► **To view or release holds for a particular customer:**

1. In the Find Holds window, enter search criteria and select Customer as your hold parameter
2. Choose the appropriate button, depending on whether you want to view search results by line, order, or hold source.

The Orders and Returns window and the Order and Return Lines window display all the orders, returns, or lines for a given customer that are or have been on hold. Note that the hold may have been applied for an item, order, site, or customer.

The Hold Sources window displays all hold sources created for a customer using the Customer parameter.

3. Enter a Release Reason for the entry you want to release or select several entries at once, then choose the Mark for Release button.
4. Save your work.

- **To view or release all orders, returns, or lines for a particular hold:**
1. In the Find Holds window, leave the hold parameter field blank and enter only a hold name.
 2. Choose the appropriate button, depending on whether your hold operates at the line level or order level.
 3. Enter a Release Reason for the entry you want to release or select several entries at once, then choose the Mark for Release button.
 4. Save your work.

See Also

Defining Holds: page 1 – 108

Applying Holds: page 2 – 196

Sample Holds

Hold Example 1

You can define different holds to stop an order at any point in its cycle. For example, you may be opening a new distribution center. You want to hold shipment of all orders to customers that will be serviced by that distribution center until the center is complete. You define a hold that is effective only at the cycle action of Pick Release, and use that hold to create a hold source for each customer site that your new center will service. This type of hold allows you to continue taking orders for these customer sites, but not to release them, and to invoice any orders for these customer sites that have already shipped. Once your new distribution center is opened, you remove the hold source and all the held orders can be processed.

Hold Example 2

You can place a hold on a particular item. For example, you may have a product under revision. You want to continue taking orders for the item, but you do not want to release them until you have finished your revision. As in the previous example, you define a hold that is effective only at the cycle action of Pick Release, and use that hold to define a hold source for the specific item. Order Entry/Shipping then holds only order lines for the specific item. All other order lines can continue to flow through the cycle, provided they are not in a ship set with the item being held. When your revisions are complete, you remove the hold source, Pick Release the order lines, and ship the new, revised product to your customers.

Hold Example 3

You can also place a hold on one particular order. For example, you have taken an order from a customer but need to negotiate more clearly the terms and conditions of this order. You realize this after the order has been booked and is progressing through its cycle. You can apply the hold without worrying about where it is in the cycle by defining a hold that is not tied to a specific order cycle action. Using this hold, you create a hold source just for the order you want to hold. All other orders for the same customer or items continue to process. When you have completed the revision and the item is ready to ship, you remove the hold and the order progresses.

Customers

This chapter describes how you can use Order Entry/Shipping to record the customer information you need to ship to, bill to, and collect from your customers accurately. With Order Entry/Shipping, you define the business functions for which you want to record customer information. You can:

- enter customer information. See: Entering Customers, *Oracle Receivables User's Guide*.
- define tax-exempt customers. See: Tax Exemptions, *Oracle Receivables User's Guide*.
- validate customer addresses. See: Address Validation, *Oracle Receivables User's Guide*.
- define hierarchical relationships between customers. See: Creating Customer Relationships, *Oracle Receivables User's Guide*.
- query and view summarized customer information.
- create customer agreements. See: Defining Agreements: page 3 – 7.
- assign discounts to a customer or customer site. See: Assigning Discounts: page 4 – 29.
- enter a customer commitment. See: Entering Commitments, *Oracle Receivables User's Guide*.
- merge customer information. See: Merge Customers, *Oracle Receivables User's Guide*.
- define customer information that can be defaulted on an order or return. See: Defining Standard Value Rule Sets: page 1 – 86.

See Also

Customer Agreements: page 3 – 3

Customer Agreements

Implement agreements with your customers regarding unique price lists, discounts, payment terms, and invoicing and revenue policies using Order Entry/Shipping's customer agreements. You can define new agreements, place orders against agreements, and set effective dates on agreements.

Agreements

Create a permanent record of your customer agreements using Order Entry/Shipping. Define generic agreements available to all customers. Define customer family agreements which limit an agreement to a customer and their related customers. You can define as many generic and customer family agreements as necessary. Use standard value rule sets to default agreement controls to customer orders.

Agreement Pricing

Order Entry/Shipping lets you control your pricing policies for any agreement. You can define a separate price list for an agreement, creating unique prices for specific items or limiting the items controlled by an agreement. Use standard value rule sets to default the price list to customer orders.

Agreement Discounts

Define discounts that are available only when customers order against specific agreements or groups of agreements.

Accounting and Invoicing Rules

For each agreement you can select different invoice and accounting rules for orders using the agreement. Assign agreements to commitments in Oracle Receivables to control the rules for an order line when you assign a commitment to the line.

Setup

Define Agreement Types

Categorize your agreements by defining unique agreement types in Order Entry/Shipping. For example, if you have specific contract

types, you may want to define an agreement type for each different contract type. You can report on agreements by agreement type and limit agreement availability on orders by agreement type. Agreement types are optional, so before setting up your agreements, carefully consider if you want to categorize your agreements.

Create agreement types using the Order Entry QuickCodes window, with the QuickCode Type field set to **Agreement Types**. You can assign agreement types to specific agreements when you create the agreement in the Agreements window. See: Defining Order Entry / Shipping QuickCodes: page 1 – 23.

Determine Items under Agreement Control

Determine whether your agreement is restricted to particular items. If it is and these items are not already on a price list together, you must create a price list for these items. When entering an order you can only order items on the order's price list. Use standard value rule sets to default the price list on the agreement to the order to restrict the benefits of the agreement to particular items. If your agreement does not include item restrictions, you can use any price list on the agreement. See: Defining Price Lists: page 4 – 5.

Create Agreements

Use the Agreements window to record your customer agreements. Optionally enter a customer name on the agreement to restrict availability of the agreement to a customer and its related customers when entering an order. When creating standard value rule sets, agreements can be a source of price list, payment term, salesperson, and invoicing and accounting rule defaults for your orders. See: Defining Agreements: page 3 – 7.

Report on Agreements

Use the Agreement Activity Report to review all your existing agreements, or all agreements for a customer, agreement type, price list, or sales representative. See: Agreement Activity Report: page 6 – 80.

Create Discounts by Agreement

Use the agreement or agreement type as your pricing column value when you define your discounts. This limits availability of the discount to orders using a specific agreement or any agreements belonging to a particular agreement type. Create percentage, amount, or volume discounts. See: Defining Discounts: page 4 – 25.

Enforce Default Values from Agreements on Orders (Standard Value Rule Sets)

Create standard value rule sets to provide default information from an agreement to an order during order entry. Using the Override Allowed and Override User-Specified Value check boxes in the Standard Value Rule Set window allows you to enforce defaults from the agreement on the order. Toggle Override Allowed off to prevent users from overriding values defaulting from agreements; toggle Override User-Specified Value on so that adding an agreement to an existing order causes values from the agreement to override any existing values. See: Standard Value Rule Sets: page 1 – 79 and Defining Standard Value Rule Sets: page 1 – 86.

Require Agreements by Order Type

You can require agreements on order types when you have made special arrangements with customers regarding payment terms, pricing, or discounting for specific types of orders.

As you create order types indicate whether you require an agreement when entering any order for this order type. You also specify your standard value rule set on the order type which defaults information from the agreement to the order. Then, during order entry, all orders for this order type receive information from the agreement assigned to the order.

Assign an agreement type to an order type to limit the agreements you can choose from when entering an order which uses the order type. For example, if you have negotiated agreements, you can define an agreement type of 'Negotiated' and assign it to several agreements. Then assign the agreement type 'Negotiated' to an order type. In this example, users entering orders with this order type can only access agreements with the type of 'Negotiated'. If you do not need to restrict agreement access during order entry, leave the Agreement Type field blank in the Order Types window, and Order Entry/Shipping lets you choose from any agreement type when entering an order for that order type. See: Defining Order Types: page 1 – 103.

Assign Agreements to Commitments

In Oracle Receivables you can assign an agreement to a commitment. When you assign the commitment to an order line, invoicing and accounting rules for the line can come from the agreement depending on how you set up your standard value rule sets. See: Entering Commitments, *Oracle Receivables User's Guide* and Using Rules, *Oracle Receivables User's Guide*.

Entering Orders Against Agreements

Entering orders against your agreements is straightforward. Use the list of values on the Agreement field in the Pricing header alternative region of the Sales Orders window to choose from generic and customer family agreements.

Once you choose an agreement, if the standard value rule set defaults information from the agreement, Order Entry/Shipping automatically copies the agreement defaults onto the order. See: Overview of Sales Orders: page 2 – 11.

Deactivating an Agreement

To indicate an agreement is no longer valid, enter an effective end date on the agreement in the Agreements window. This does not affect orders currently under the agreement.

See Also

Entering Customers, *Oracle Receivables User's Guide*

Defining Agreements: page 3 – 7

Defining Agreements

The Agreements window defines your customer agreements. You can refer to an agreement when you enter an order for a particular customer, and have relevant default values automatically fill in the order using standard value rule sets. Order Entry/Shipping allows you to define both binding and non-binding agreements by using the override-related fields when you define your standard value rule sets.

Prerequisites

- ☐ Define your Agreement Type QuickCodes. See: Defining Order Entry QuickCodes: page 1 – 23.
- ☐ Define your price lists. See: Defining a Price List: page 4 – 5.
- ☐ Set up your payment terms. See: Defining Payment Terms, *Oracle Receivables User's Guide*.
- ☐ Enter your customer information. See: Entering Customers, *Oracle Receivables User's Guide*.
- ☐ Define your salespersons. See: Defining Salespersons, *Oracle Receivables User's Guide*.
- ☐ Define your Accounting and Invoicing rules in Oracle Receivables. See: Defining Invoicing and Accounting Rules, *Oracle Receivables User's Guide*.

► **To define an agreement:**

1. Navigate to the Agreements window.

Agreements

Agreement Information

Agreement Name Number

Customer

Agreement Type Contact

Effective Dates -

Purchase Order Salesperson

Signature Date ☐

Payment Information

Payment Terms

Price List

Invoice To

Address

Invoice Contact

Rules

Accounting

Invoicing

Allow Override

☒ Accounting Rule

☒ Invoicing Rule

2. Define an Agreement Name and an agreement Number.
3. Select a Customer if the agreement is valid for a specific customer, and a Contact for the customer.
4. Select an Agreement Type.
Order Entry / Shipping uses agreement types to control selection of agreements during order entry if you specify an agreement type on an order type. Agreement types are QuickCodes that you can define in the Order Entry QuickCodes window.
5. Define the Effective Dates for the agreement.
6. Define a purchase order number if a single purchase order applies to the entire agreement.
You can define standard value rule sets to default this PO number automatically to orders with this agreement.
7. Select a Salesperson and a Signature Date.
8. Select Payment Terms and a Price List.
9. Define the Invoice To customer, Invoice To Address, and the Invoice Contact.
10. Select the Accounting and Invoicing rules you want to apply for orders placed against this agreement.

The accounting rule controls the amounts and timing of your revenue recognition. The invoicing rule controls the amounts and

timing of your invoices. You can define standard value rule sets to default the accounting and invoicing rules automatically to orders with this agreement. You must have Oracle Receivables fully installed to define these options.

11. Check the Accounting Rule override check box to permit overrides of the accounting rule when placing orders against this agreement.

When this check box is selected, Order Entry/Shipping overrides the accounting rule if you order items with their own specific accounting rules.

12. Check the Invoicing Rule override check box to permit overrides of this invoicing rule when placing orders against this agreement.

When this check box is selected, Order Entry/Shipping overrides the invoicing rule if you order items with their own specific accounting rules.

13. Save your work.

See Also

Defining Standard Value Rule Sets: page 1 – 86

Overview of Customers: page 3 – 1

CHAPTER

4

Pricing

Pricing features create and maintain any number of price lists and discounts. As you enter sales orders, on-line pricing automatically calculates your order line prices. You can adjust the calculated price using discounts.

Overview of Pricing

Pricing features create and maintain any number of price lists and discounts. As you enter sales orders, on-line pricing automatically calculates your order line prices. You can adjust the calculated price using discounts.

Task descriptions provide you with detailed information about the following available features.

- Define a master price list or several different price lists. See: Defining Price Lists: page 4 – 6.
- Create new price lists by copying all or part of existing price lists. See: Copying Price Lists: page 4 – 12.
- Adjust price lists by specifying percentages or fixed amount changes for an entire list or a subset of items. See: Adjusting a Price List: page 4 – 13.
- Define groups of items that can be added to your price lists. See: Defining Item Groups: page 4 – 17 and Adding Item Groups: page 4 – 19.
- Add items to a price list either by item category, item status, or a range of items. See: Adding Items to a Price List: page 4 – 15.
- Define a variety of discounts (price adjustments) to apply automatically or manually. See: Defining Discounts: page 4 – 26.
- Define GSA (General Services Administration) specific discounts. See: GSA Pricing: page 4 – 39.
- Define pricing rules to maintain list prices. For example, if certain prices are based on other prices, you can define pricing rules to reduce the need to enter each price manually. See: Defining Pricing Rules: page 4 – 52.
- Create pricing components to use in pricing rules. See: Creating Pricing Components: page 4 – 50.
- Recalculate rule-based prices. See: Updating Rule Prices: page 4 – 54.

See Also

Price Lists: page 4 – 4

Price List Maintenance: page 4 – 10

Discounts: page 4 – 20

Price Lists

Price lists are essential to ordering products because each item entered on an order must have a price. Each price list contains basic list information and one or more pricing lines. Basic information includes the price list name, effective dates, currency, pricing controls, rounding factor, secondary price list, and shipping defaults such as freight terms and freight carrier.

Effective Dates

Price lists can have starting and ending dates. This allows you to prepare price lists ahead of when they are valid and to ensure they will not be used until their start dates.

Price List Currency

If you have international sales, you can record transactions in different currencies by defining a price list for each currency. After entering the currency for an order or return, you must choose a price list in the same currency. Order Entry/Shipping interfaces the currency, along with the selling price, to Oracle Receivables for each order or return, resulting in an invoice or credit with the same currency as the order or return.

Rounding Factor

You can define the number of places to the right or left of the delimiter that a price is rounded on a price list. If you enter a negative number, you increase the number of characters to the right of the delimiter. Using dollars, a rounding factor of -3 indicates that you want prices rounded to the nearest thousandth, or \$1.000. If you enter a positive number, you are affecting the number of characters to the left of the delimiter. In dollars, a rounding factor of 3 indicates that you want prices rounded to the nearest hundred dollars. A price of \$105.00 would be reflected as \$100.00.

Note: The rounding factor is limited by the number of positions allowed in the extended precision format of the price list's currency. Zero indicates rounding to the delimiter.

Secondary Price Lists

Order Entry/Shipping uses secondary price lists when an item is not on the primary price list assigned to an order. Primary and secondary price lists share the same currency.

If an item appears on both the primary and secondary price lists with the same effective dates, Order Entry/Shipping uses the primary price list to price the item. If an item exists on the primary price list but is not active (the effective end date has passed), Order Entry/Shipping uses the price on the secondary price list.

The same secondary price list can be assigned to multiple price lists. Since discounts are price-list-specific, a discount for the item on the primary price list is not used if the price is found on the secondary price list. Secondary price lists only go one level deep. Order Entry/Shipping does not look on the secondary price list's secondary list for the item. Also, line-level discounts that apply to the primary price list do not apply to the secondary price list.

See Also

Copying Price Lists: page 4 – 12

Defining Price Lists: page 4 – 6

Defining Price Lists

You can define and maintain multiple price lists. Price lists are used to derive selling prices automatically during on-line order entry. You can also attach payment terms, freight terms, and freight carriers to a price list so that you can default them on orders to which that list is assigned.



Suggestion: You must designate a currency for each price list. You can copy a price list to create corresponding price lists with different currencies. See: Copying Price Lists: page 4 – 12.

Prerequisites

- ☐ Set up payment terms. See: Defining Payment Terms, *Oracle Receivables User's Guide*.
- ☐ Set up freight term QuickCodes. See: Defining Order Entry QuickCodes: page 1 – 23.
- ☐ Set up freight carriers. See: Defining Freight Carriers, *Oracle Inventory User's Guide*.
- ☐ Set up your pricing descriptive flexfield. See: Defining Descriptive Flexfields, *Oracle Applications Flexfields Guide*.
- ☐ Set up your pricing rules. See: Defining Pricing Rules: page 4 – 52.

► To define price list header information:

1. Navigate to the Price Lists window.

Price Lists

Sort Lines By: Not Sorted

Price List:

Currency: Rounding Factor:

Description:

Effective Dates: -

Secondary List: Payment Terms:

Freight Carrier: Freight Terms:

Comments:

Price List Items

Item	Pricing Attributes UOM	% of Item Price List Price	Pricing Rule	Effective Dates	
				From	To

Item Description:

2. Select the way in which you want the price list items to be displayed. Select from:
 - Not Sorted*: Items are listed in the order in which they are entered.
 - Item*: Items are sorted alphanumerically by item name and then by effective date.
 - Effective Date*: Items are sorted by effective date and then alphanumerically by item name.
3. Enter a name for the price list.
4. Enter the currency code for the price list.

The default is the functional currency assigned to your set of books.
5. Enter a number to assign the rounding factor to be applied to this price list.

The rounding factor for a price list must be greater than or equal to the currency precision in use for the currency on the price list. The currency precision in use can be either the Standard or Extended precision of the currency and is determined by setting the *OE: Unit Price Precision Type* profile option. For example:

 - 2 = round to the nearest \$.01
 - 1 = round to the nearest \$.10
 - 0 = round to the nearest \$1.00
 - 1 = round to the nearest \$10.00

2 = round to the nearest \$100.00

When you run pricing rules, the prices reflect the rounding factor. If lines with rule-based prices already exist on the price list when the rounding factor is added, you do not see the updated prices until you rerun the rules.

If prices are manually entered after the rounding factor is entered, the prices automatically round on entry. If manually entered prices already exist on the price list when the rounding factor is added, the price on the price list does not change, but as the item is ordered, the price on the order reflects the correct rounding factor.

If discounts are used on orders against price lists with a rounding factor, the selling price (list minus discount) reflects the rounding factor. For example, if the list price of an item is \$100 and the discount is 33.5%, the next result on a price list with a rounding factor of 0 would be \$67.

6. Optionally, enter effective dates for the price list.
7. Optionally, enter a secondary price list.

The secondary price list is used if the item you enter during order entry is not on this price list. The secondary price list must be in the same currency as the price list you are defining.



Warning: Secondary price lists only go one level deep. Order Entry / Shipping does not look on the secondary price list's secondary list for the item. Also, line-level discounts that apply to the primary price list do not apply to the secondary price list.

8. Optionally, enter payment terms, a freight carrier, or freight terms for the price list.
9. Save your work.

► **To define price list lines for items:**

1. Enter an item in the Price List Items region in the Price Lists window.
2. Enter the unit of measure for the item. If the item has multiple units of measure, enter a separate price list line for each unit.
3. Optionally, enter pricing attributes for the order line according to how you set up your Pricing Attributes descriptive flexfield.
4. Optionally, enter a list price for the item.

If you use pricing rules and must quickly add an item to a price list, enter *both* a pricing rule and the list price. After you save, you

can order the item immediately without having to run the pricing rule program. Subsequently running the pricing rule program overrides the entered list price.

5. Optionally, enter a pricing rule for the item.

If you choose a pricing rule to calculate the price, you can also enter a list price for this line. However, when the Pricing Rules are run next, the list price entered here is overridden by the rule-derived price. If you leave the pricing rule blank, you must enter a list price.

6. Define a list percent to calculate the price of a service item.

You can enter a set price for a service item in the Price field, or you can base the service price on the serviceable item's list price. For example, you provide the same extended warranty for both a \$100 base-line model and a \$200 luxury model. By setting the extended warranty's price to 15 percent of the serviceable item's price, you can charge less for the base-line model's warranty than for the luxury item's warranty. You can define either a list price or a list percent price, but not both.

7. Optionally, enter effective dates for the price list lines.
8. Save your work.

See Also

Copying Price Lists: page 4 – 12

Rule-Based Pricing: page 4 – 44

Price List Maintenance

Order Entry / Shipping provides several ways to add lines to a price list. You can manually add price list lines, copy from one price list to another, or add a group of inventory items to a price list.

Copying Price Lists

You can quickly create a new price list by copying from an existing price list. You can copy a range of lines or all lines from the original price list. Only active price list lines, or those with an effective end date greater than the current date, are copied. The prices are copied directly from the original price list.

As you copy from one price list to another, you can also choose to copy all discounts for that price list. If you choose this option, any currently active discounts are copied. If a discount has associated customers or lines, only the active customers or lines are copied. See: Copying Price Lists: page 4 – 12.

Adding Inventory Items

You can add inventory items to a price list by specifying an item status, such as active or planned; an item category, such as hardware or software; or a range of items. As the items are added, you can either price the item at zero (0) or at the item's inventory cost. If you sell your products priced at cost plus a markup percentage, you can add them to the price list at cost and then later update the prices to your selling price. See: Adding Items to a Price List: page 4 – 15 and Adjusting a Price List: page 4 – 13.

Order Entry / Shipping only adds items that exist in the item validation inventory organization and that are not yet on the price list. If an item already exists on the price list, even if the effective end date has been reached, Order Entry / Shipping does not automatically add it. You add such items manually using the Price Lists window.

If you want to add items using the item category as selection criteria, you must first define the default inventory category set for Order Entry / Shipping. You can use the same category set you defined for other Oracle products, such as Oracle Inventory or Oracle Purchasing, or you can create a category set exclusive to Order Entry / Shipping. See: Defining Default Category Sets, *Oracle Inventory User's Guide* and Overview of Item Categories, *Oracle Inventory User's Guide*.

Creating Item Groups

You can create a group of items to be added to one or more price lists. Use this feature, instead of adding individual items, to add a subset of

a group of similar inventory items. For example, you have an inventory category of drives that includes both hard and floppy disk drives. When you want to add all types of drives to a price list, you use the add items feature to include the entire category, but if you only want to add the floppy drives to a particular price list, you may define an item group and add that to each price list. See: Defining Item Groups: page 4 – 17 and Adding Item Groups: page 4 – 19.

List Prices

Manual Changes to List Prices

You can always change the price on an existing price list line. If you type over the existing price, the new price is effective for new orders as soon as you save your changes.

If you set an effective end date on the existing price list line and create a new line with the new price and an effective start date, you can maintain a historical record of your pricing for a given item. The old price will cease being used as of the date entered as the end date. The new price will be effective at midnight of the date entered as the start date. For example, if you want the new price to be used on 01-SEP-98, then you would set the end date on the old price as 31-AUG-98 and the start date of the new price on 01-SEP-98. The old price will be used up to midnight of 31-AUG-98 and the new price will begin at midnight of 01-SEP-98.

Mass Changes to Manually Added List Prices

You can increase or decrease the list price on a group of manually added price list lines by an amount or percentage. The increase or decrease can be applied to all lines on the price list, only lines in a certain inventory category or status, or only lines created on a specified date or within a certain range of items.

Whenever you apply a mass change to a price list, the changes are applied directly to the existing price list line; no history is maintained.

See: Adjusting a Price List: page 4 – 13.

Copying Price Lists

You can create a new price list from an existing one. You can copy all or some of the price list lines, as well as any associated discounts.

► **To copy a price list:**

1. Navigate to the Copy Price List window.

The screenshot shows a window titled "Copy Price List". It has two main sections: "Copy From" and "Copy To".

Copy From section:

- Price List: [text box]
- Currency: [text box]
- Description: [text box]
- Items: [text box] - [text box]
- ☐ Include Discounts

Copy To section:

- Price List: [text box]
- Description: [text box]
- Effective Dates: [text box] - [text box]

At the bottom of the window, there is a "Request ID" field and a "Submit" button.

2. Enter the price list you want to copy.
3. If you want to include all discounts associated with the existing price list in the new price list, check Include Discounts.
4. Optionally, enter a low to high item range.
Order Entry/Shipping copies the price list lines corresponding to items within the defined item range. If you do not enter an item range, all items are included.
5. Define a new price list name and description.
6. Enter the effective dates for the new price list.
7. Choose Submit to perform the copy.

See Also

Defining Discounts: page 4 – 26

Adjusting Price Lists

You can modify existing price lists by adjusting all or some of the price list lines. You can make adjustments either by a certain percentage or a fixed amount.

You can make mass changes to price lists for items that are priced without pricing rules. If you want to update a price list line with a pricing rule, you need to use the Pricing Rules window to modify the pricing rule. If you modify pricing rules, you also need to run the rule again using the Update Rule Prices window.

► **To adjust a price list:**

1. Navigate to the Adjust Price List window.

The screenshot shows the 'Adjust Price List' window. It includes fields for 'Price List', 'Currency', and 'Description'. Below these is a section titled 'Item Prices to Adjust' which contains fields for 'Items' (a range), 'Item Category', 'Item Status', and 'Creation Date'. At the bottom, there is an 'Adjust By' dropdown set to 'Percent:' with an adjacent text box, a 'Request ID' field, and a 'Submit' button.

2. Enter the price list you want to modify.
3. Enter a category, status, creation date, and /or an item range to limit the range of price list lines adjusted.

For example, if you specify a category, only those price list lines corresponding to the defined Category are adjusted. If you leave any of the fields blank, Order Entry / Shipping adjusts the price list regardless of that field.

4. Determine how the adjustment is made:

Percent: Enter a value to adjust list prices by a certain percentage.

Amount: Enter a value to adjust list prices by a fixed amount.

When adjusting by a percentage, entering 10 would raise list prices by 10 percent. Entering -10 would lower list prices by 10 percent.

When adjusting by an amount, entering 5 would increase list prices by five whole units of currency. Entering -5 would decrease list prices by five whole units of currency.

5. Choose Submit to process the adjustments.

See Also

Price List Maintenance: page 4 – 10

Defining Default Category Sets, *Oracle Inventory User's Guide*

Defining Item Status Codes, *Oracle Inventory User's Guide*

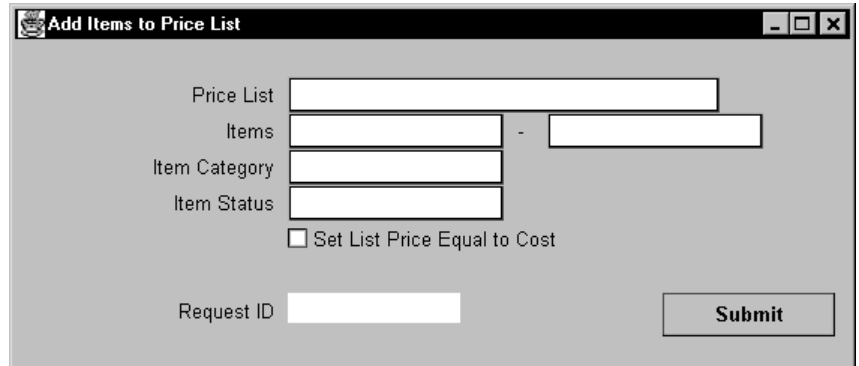
Adding Items to a Price List

You can add inventory items to a price list by using qualifiers you specify. You must first define a price list with or without lines before you can add inventory items.

Order Entry/Shipping submits a concurrent process when you add inventory items and displays the request ID in the Request ID field. The concurrent process only adds new items to a price list; it does not replace existing items, even if the existing items have end dates. If you want to add a model, you need to include all the option items in the bill within the item range. If you want to add items that are not conveniently within a range, category or status, you can define an item group, and then add that group to a price list. See: Defining Item Groups: page 4 – 17.

► **To add items to a price list:**

1. Navigate to the Add Items to Price List window.



2. Enter the price list to which to add items.
3. Optionally, specify a range of items to add.
Order Entry/Shipping adds price list lines corresponding to items within this range.
4. Optionally, select an item category to limit the items to add.
Order Entry/Shipping adds only the inventory items corresponding to the item category.
5. Optionally, select an item status to limit the items to add.
Order Entry/Shipping adds only the inventory items corresponding to the item status.
6. Check Set List Price Equal to Cost if you have Oracle Inventory fully installed and you want to set the list price of the inventory

item equal to its cost listed for the item validation organization. You set the cost when you define item costs, not when you define the item, and you can specify costs for each warehouse. Order Entry / Shipping uses only the costs from the warehouse specified by the *OE: Item Validation Organization* profile option. See: Defining Item Costs, *Oracle Cost Management User's Guide*.

If you do not check this option, the list price is set to zero (0).



Suggestion: If you want to create price lists as the cost plus a certain percent, add the items at cost and then use the Adjust Price Lists window to increase the list price.

7. Choose Submit to add the items to the list.

See Also

Price List Maintenance: page 4 – 10

Defining Pricing Rules: page 4 – 52

Updating Rule Prices: page 4 – 54

Defining Default Category Sets, *Oracle Inventory User's Guide*

Defining Item Status Codes, *Oracle Inventory User's Guide*

Defining Item Groups

You can create groups of items that can be easily added to a price list. Each item group line contains the same information as a price list line, except for effective start and end dates. You can use this feature to easily build a price list by adding one or more item groups. See: Adding Item Groups to a Price List: page 4 – 19.

Prerequisites

- ☐ Set up your pricing attributes descriptive flexfield if it is relevant to your pricing policies. See: Flexfields in Order Entry/Shipping: page C – 2.
- ☐ Set up your pricing rules if they are relevant to your pricing policies. See: Defining Pricing Rules: page 4 – 52.

► To define an item group:

1. Navigate to the Item Groups window.

Item	Pricing Attributes		% of Item Price
	UOM	List Price	

2. Enter a unique name and a description for the item group.
3. Enter an item to include in the group.
4. Enter the unit of measure for the item. If the item has multiple units of measure, enter a separate line for each unit.
5. Optionally, enter pricing attributes for the item according to how your Pricing Attributes descriptive flexfield is set up and how you want to price particular attribute combinations of the item.

6. Optionally, enter the list price for this item.

The decimal precision for this field is determined by the currency associated with set of books for the organization.

7. Optionally, for Service items, enter the percent of the item price to use to calculate the price of service.

The price is calculated by multiplying the defined percent by the actual cost of the product being sold. For example, if you have an item that costs \$100 and define the percent field as 15, then the actual cost of the service item would be \$15.

You can define either a list price or a percentage, but not both.

8. Save your work.

See Also

Price List Maintenance: page 4 – 10

Adding Item Groups to a Price List

You can add item groups to existing price lists. Order Entry/Shipping submits a concurrent process when you add item groups to a price list and displays the request ID.

► **To add item groups to a price list:**

1. Navigate to the Add Item Groups window.

Item Groups to Add				
Item Group	Description	Effective Dates		[]
		From	To	

2. Enter the price list to which you want to add item groups.
3. Enter the item group(s) you want to add to the price list.
4. Optionally define the effective dates to be entered on the price list.
5. Choose Submit to add the group(s).

See Also

Price List Maintenance: page 4 – 10

Defining Pricing Rules: page 4 – 52

Discounts

Order Entry /Shipping allows you to set up a wide variety of discount types and methods to meet your pricing needs. You specify which price list uses the discount and whether the discount is automatic and overridable. All discounts have effective start and end dates for the discount, customers, or specific discount lines, allowing you to define seasonal or promotional discounts ahead of time.

Discount Types

Order Entry /Shipping lets you create discounts that support your pricing and discount policies. You can define discounts that are applied at either the order or order line level, and you specify whether the discount is automatically or manually applied to the orders. Order Entry /Shipping uses automatic discounts to calculate the selling price as you enter the order line, while manual discounts can be applied by an order entry clerk. When you define a discount, you specify whether it is overridable.

Customer-specific Discounts

Order Entry /Shipping lets you restrict discounts by specific customers, customer classes, and customer sites. You define customer classes and assign your customers to them in Oracle Receivables.

Order- and Item-specific Discounts

Order Entry /Shipping lets you create discounts for specific items, item categories, agreements, agreement types, order types, purchase orders, or any enabled pricing attribute. One discount can apply to an item, an item category, an agreement type, or an order type. For example, you want to have the same discount apply to a computer at 15 percent, the item category Electronics at 20 percent, your distributor agreement type at 25 percent, and your Western Region order type at 10 percent. If you enter an order for the computer, the discount is 15 percent. If you define the computer as part of the item category Electronics, then enter an order for the computer, the discount is 20 percent, the better of the two values. If you enter an order using either the distributor agreement or the Western Region order type, the appropriate percentage discount is applied if it is an automatic discount (or is available to apply manually if it is not an automatic discount). If your order is for the computer and uses both the distributor agreement type and the Western Region order type, then the discount on the order line is 25 percent, the best of the four available discounts.

Combination Discounts

Order Entry/Shipping lets you restrict discounts by combining customer/site and line discount criteria. For example, you can have an automatic discount that applies to a specific customer and item. Only order lines that match the combination of customer and item receive that discount.

Fixed-amount Discounts

Order Entry/Shipping lets you create a discount that specifies a fixed selling price. Whenever you use the discount, even if the list price of the item changes, the selling price is the fixed amount. Fixed price discounts are most commonly used to assist in managing GSA pricing. However, you can define a fixed price for any item on any discount.

Best Price

Whenever Order Entry/Shipping prices an order line, it calculates the best price *for the customer* for the order line, based on automatically applied discounts associated with the price list. For example, you have three different automatic discounts at 10 percent, 15 percent, and 25 percent. If all three are applied automatically to an order line, the resulting discount for that order line is 25 percent.

Price Break Lines

You can create price break discounts to reward your customers for purchasing larger quantities of a particular item. Order Entry/Shipping lets you define discounts that vary by item quantity or amount.

Prorated Discounts

Prorated discounts allocate the discount for one order line across multiple order lines for revenue purposes. When you define the discount, you indicate whether the allocation is across all lines on the order, or just lines in the same item category as the order line being discounted. Use prorated discounts to even out the revenue effect of sales if your salespeople discount some items more heavily than others and you do not want to affect the total revenue for the commonly discounted product. For example, you have a USD order with three lines: one for \$100, another for \$75, and a third for \$60. The salesperson discounts the order line for \$75 by 100 percent. This

discount is prorated against all lines on the order, as shown in the following table.

	Selling Price	Discount Amount	Invoice Amount	Revenue Amount
Line 1	100	0	100	68.09
Line 2	75	75	0	51.06
Line 3	60	0	60	40.85
Totals	\$235	\$75	\$160	\$160.00

Table 4 – 1

As each order line is interfaced to Oracle Receivables, the difference between the invoice amount, which is used to create the receivables accounting transaction, and the revenue amount, which is used to create the revenue accounting transaction, is automatically captured in the Suspense Account. After all the order lines for an order with a prorated discount have been interfaced, the net effect in the Suspense Account for the transactions is zero (0).

There are restrictions on changes to orders using prorated discounts once one of the order lines has interfaced to Oracle Receivables. These restrictions maintain the integrity of the information interfaced to Oracle Receivables for the order.

See Also

Discount Privileges: page 4 – 23

Price Adjustments: page 4 – 25

Defining Discounts: page 4 – 26

Applying Manual Discounts: page 4 – 36

Discount Privileges

The following table highlights the type of adjustment allowed based on the type of discount and discount privilege. In all cases, it is assumed that the Enforce List Price check box in the Order Types window is not checked.

Discounting Privilege	Types of Discounts	
	Manual Non-Overridable	Manual Overridable
Unlimited	Select an available discount for the list of values.	Type over the selling price and choose the appropriate discount OR select an available discount from the list of values.
Full	Select an available discount for the list of values.	Type over the selling price and choose the appropriate discount OR select an available discount from the list of values.
Non-Overridable Only	Select an available discount for the list of values.	Select an available discount from the list of values.
None	You cannot navigate to the Selling Price field.	You cannot navigate to the Selling Price field.
These cases assume that the Enforce List Prices check box is not checked.		

Table 4 – 2 (Page 1 of 1)

The number of discounts you define and the discounting privilege you extend to your users depend on how you manage your discounting strategies. These examples identify the setup approach to manage a few different discount strategies.

Example 1

Discounting is negotiated by your salespeople for each order. The Order Administrators apply whichever discount is indicated on the sales order document. You would:

- Define at least one overridable discount for each price list.
- Set the profile option *OE: Discounting Privilege* to Unlimited at either the Responsibility or Application level.

Example 2

All customer discounting is negotiated prior to the first sale. The negotiated discount is applied to every order for that customer for that

quarter. At the beginning of each quarter the customer's purchases in the prior quarter are evaluated and the discount is modified to reflect the purchases. You would:

- Define customer specific discounts on your price lists reflecting the current quarter discounting.
- Set the profile option *OE: Discounting Privilege* to None, since all discounts are automatically applied.

Example 3

Some customers have negotiated discounts, while others are discounted on an order-by-order basis. Additionally, you have some order types that do not allow any discounting. You would:

- Define customer-specific automatic discounts to reflect the negotiated discounts.
- Define at least one overridable discount that can be used to adjust the selling price to reflect the negotiated order discount.
- Set the profile option *OE: Discounting Privilege* to Full for all Administrators that are allowed to apply discounts to an order.
- Set the Enforce Prices field to Yes on all order types that do not allow any price adjustments.

Viewing Applied Pricing Adjustments

You can view line price adjustments by choosing the Discounts button while in the Sales Orders window's lines block. If an applied discount is overridable and if you adjust the price to be lower or higher than Order Entry/Shipping calculated, the Line Discounts window displays the new adjustment percentage and amount. You cannot adjust the price to be higher than the default selling price unless you redefine the price list. To restore the price dictated by discount and price list definitions, use Price Line from the Special menu.

See Also

Discounts: page 4 – 20

Price Adjustments: page 4 – 25

Applying Manual Discounts: page 4 – 36

Repricing a Line: page 2 – 71

Oracle Order Entry/Shipping Profile Options: page 1 – 10

Price Adjustments

Order Entry/Shipping allows you to modify the calculated price for an order line at order entry by manually applying price adjustments. You can control this activity using the profile option *OE: Discounting Privilege*. Its setting indicates the extent to which users can apply discounts on an order line. You can also control discounting by order type by enforcing list prices for certain order types.

User Control

Order Entry/Shipping allows you to control who can apply price adjustments to an order line. The *OE: Discounting Privilege* profile option identifies the level of discounting allowed. See: Order Entry/Shipping Profile Options: page 1 – 10.

Order Type Control

If your business generally allows order line price adjustments except on specific types of orders, such as Commercial or Government, you can control the application of price adjustment for a specific order type. Check the Enforce List Price check box on the Order Types window when that order type is used on a sales order. Even if the price list has automatic discounts, the order or order line prices cannot be adjusted except by a user that has Unlimited discounting privileges.

See Also

Discounts: page 4 – 20

Discount Privileges: page 4 – 23

Defining Discounts: page 4 – 26

Applying Manual Discounts: page 4 – 36

Defining Discounts

You can define discounts and assign them to a price list. Examples of discounts include price reductions based on sales order line amount, sales order line quantity, specific products, or specific customers such as GSA contractors.

You can assign the same discount to many price lists by copying the discount and changing the price list. See: Copying Discounts: page 4 – 38.

You can control discounting privileges on the Sales Orders window. Use the *OE: Discounting Privilege* profile option to indicate whether you allow users to enter prices manually on orders and to limit that ability. See: Order Entry/Shipping Profile Options: page 1 – 10. If users can enter prices manually, there must exist an overridable discount appropriate for the order and order line. The resulting difference between the list price and the selling price is recorded as an order line price adjustment.

Prerequisites

- ☐ Define your order types. See: Defining an Order Type: page 1 – 103.
- ☐ Define your Agreement type QuickCodes. See: Defining Order Entry QuickCodes: page 1 – 23.
- ☐ Define your customer agreements. See: Defining Agreements: page 3 – 7.
- ☐ Define and enable your pricing attributes descriptive flexfield. See: Flexfields in Order Entry/Shipping: page C – 2.

► **To define a discount:**

1. Navigate to the Discounts window.

2. Enter a name for the discount.
3. Select a price list.
- The combination of discount name and price list must be unique.
4. Enter the effective dates for the discount for this price list.
5. Check GSA if the discount is applicable to a GSA (General Services Administration) customer.

If you toggle this check box on, Order Entry / Shipping automatically chooses Lines as the discount type, toggles on the Apply Automatically check box, toggles off the Allow Override check box, and sets the Prorate poplist to None, skipping the Percent and Amount fields at this level. For GSA discounts you must toggle on the Fixed check box in the Discount Lines window or the Price Breaks window.

Order Entry / Shipping automatically applies GSA discounts to any customer or bill-to site marked as GSA, if you do not enter any specific customers for the discount. If you want to restrict a discount to a subset of your GSA customers, you can identify those customers in the Customers window. See: Defining GSA Pricing Structure: page 4 – 40.



Attention: Do not check the GSA box if you intend to base this discount on customer class or item category.

6. Select the discount type.

Order: Applies the discount to an entire order. If you choose this option, the discount can only be a percentage and it must be manual (Automatically Applied must not be checked).

Lines: Applies the discount to an order line.

7. Choose the method by which you want this discount prorated.

All Lines: Prorates all lines.

Category: Prorates lines of a particular order entry item category.

None: Does not prorate the discount.

Prorating applies to line-level discounts only. A prorated discount nets the same selling price as a non-prorated discount, but the accounting in Receivables is different. The difference between the selling price and the revenue amount recognized goes into the suspense account. When all the order lines interface to Receivables, the transaction sum to this account for the order is zero.

8. Check Apply Automatically if the discount is an automatic line-level discount.

The on-line pricing routine looks only at automatic discounts. Toggle this check box off if you want to choose this discount manually during order entry. This applies to line discounts only. This check box is always toggled off for order-level discounts.

If you have several automatic discounts, the one resulting in the lowest selling price is chosen.

9. Check Allow Override if you want to allow users to override the value of this discount.

If this check box is toggled on, you can enter any discount amount during order entry.

10. Optionally, enter the percentage amount of the discount.

If you enter a value in this field, you can change only the discount percent in the future, not the amount. If this discount is applied without restriction to the price list, you can enter the amount or percent in this window. If you have item restrictions for the discount, leave the amount and percent blank. For customer-only restrictions, you must enter the amount or percent. If you want to create a combination of customer and item restrictions, leave the amount and percent blank.

11. Optionally, enter the currency amount of the discount.

If you enter a value in this field, you can change only the discount amount when you apply it, not the percentage or price.

12. Save your work.

See Also

Discounts: page 4 – 20

Discount Privileges: page 4 – 23

Assigning Discounts: page 4 – 30

Applying Manual Discounts: page 4 – 36

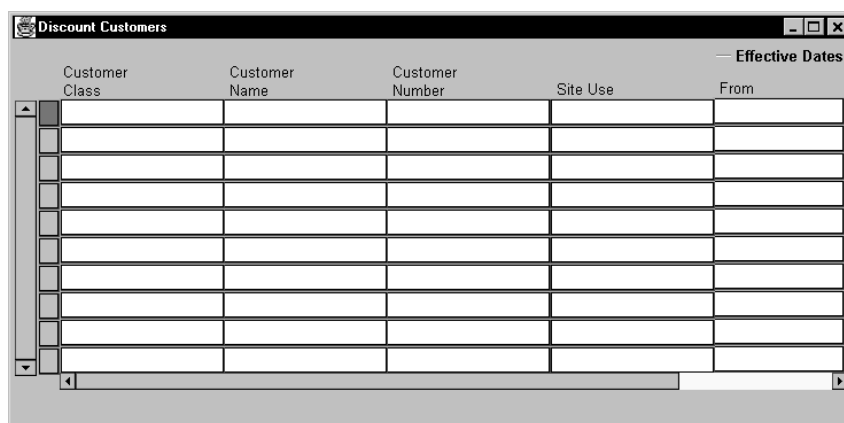
Assigning Discounts

Once you have defined a discount, you can apply it as is to an order in the Sales Orders window, or you can specify different conditions under which the discount will apply. You can associate an order-level discount with a particular agreement name or type, customer class, customer, site use, order type, or purchase order. Line-level discounts can be associated with any of those as well as with a particular item category or item. You can also define a combination of these conditions. For example, you can determine that a line-level discount will apply only to lines that are associated with a particular bill-to location and that contain items in a particular category.

► **To restrict a discount by a specific customer class:**

1. Enter general discount information in the Discounts window.
2. Choose the Customers button.

The Discount Customers window appears.



3. Select a Customer Class.

All customers and locations within the class you select will receive the discount.

4. Optionally, enter the effective dates.
5. Save your work.

► **To restrict a discount by a specific customer or site:**

1. Enter general discount information in the Discounts window.
2. Choose the Customers button.

The Discount Customers window appears.

3. Select a Customer Name, Customer Number, or Site Use.

If you do not enter a customer name, you must enter a customer class or site use. If you do not enter a site use, the discount applies to all sites for the customer you enter in the Customer Name field.

If you enter a site and not a customer name, all orders for that site receive the discount. If you enter both a site and a customer name, an order must be for both that customer and that site in order to receive the discount. That is, any related customers using that site do not receive the discount.

If this is a GSA discount, specify the customer bill-to sites that use this discount.

4. Optionally, enter the effective dates for the customer or site discount.
5. Save your work.

► **To restrict a discount by a specific agreement, agreement type, order type, purchase order, or pricing attribute:**

1. Enter general discount information in the Discounts window, omitting a discount amount and percentage, and choose the Discount Lines button.

The Discount Lines window appears.

Discount By	Discount For	Use Price Breaks	%	Amount	Price	Fixed Price	[]
		☐				☐	
		☐				☐	
		☐				☐	
		☐				☐	
		☐				☐	
		☐				☐	
		☐				☐	
		☐				☐	
		☐				☐	

Item

Price Breaks

2. In the Discount By field, select the pricing parameter that you want to apply to your discount.

You can use the Enable Parameters window to activate Pricing Attributes descriptive flexfield segments in the list of values. See: Enabling Parameters: page 1 – 77.

3. Select the name of the particular value for the pricing parameter you selected.

For example, if you entered Agreement Name in the Discount By field, enter the name of the particular agreement here.

4. Optionally, select the discount basis and value by which the discount is calculated.

Use Price Breaks check box: Select this check box to use price breaks for order line quantities instead of discounts. Do not enter a percentage, amount, or price discount. See: Assigning Price Breaks: page 4 – 33.

Percent: Enter a percentage value of the discount. Order Entry / Shipping calculates the currency amount of the discount and actual price of the item automatically. You can change only the discount percentage in the future, not the amount or selling price.

Amount: Enter a currency amount of the discount. Order Entry / Shipping calculates the percentage amount of the discount and the actual price automatically. You can change only the discount amount in the future, not the percentage or price.

Price: Enter the actual selling price to calculate the percentage amount and currency amount of the discount automatically. You can change only the discount price in the future, not the percentage or amount.

5. Optionally, define the effective dates for the discount.
6. Save your work.

► **To restrict a discount by a specific item or item category:**

1. Enter general line-level discount information in the Discounts window, omitting a discount amount and percentage, and choose the Discount Lines button.

The Discount Lines window appears.

2. In the Discount By field, select Item or Item Category.
3. Select the name of the particular item or category for which you want the discount to apply.

If this is a category-based discount, the category name you select must be assigned to the predefined Inventory category set. See: Defining Category Sets, *Oracle Inventory User's Guide*.

4. Optionally, select the discount basis and value by which the discount is calculated.

Use Price Breaks check box: Select this check box to use price breaks for order line quantities instead of discounts. Do not enter a percentage, amount, or price discount. See: Assigning Price Breaks: page 4 – 33.

Percent: Enter a percentage value of the discount. Order Entry/Shipping calculates the currency amount of the discount and actual price of the item automatically. You can change only the discount percentage in the future, not the amount or selling price.

Amount: Enter a currency amount of the discount. Order Entry/Shipping calculates the percentage amount of the discount and the actual price automatically. You can change only the discount amount in the future, not the percentage or price.

Price: Enter the actual selling price to calculate the percentage amount and currency amount of the discount automatically. You can change only the discount price in the future, not the percentage or amount.

Note: If you enter a percent and this discount is based upon item category, the discount amount and final price values will not appear automatically. If you enter an amount and this discount is based upon item category, the discount percentage and final price values will not appear automatically. Also, you cannot apply a price break to an item category discount.

5. Check Fixed to define the discount as a fixed amount.

Fixed-price discounts are not affected by changes to the associated item list price. If you enter a value for Selling Price, the Fixed check box is toggled on by default. GSA discounts must be fixed-price discounts.

Note: This check box is available only when Item is defined in the Discount By field.

6. Optionally, define the effective dates for the discount.
7. Save your work.

Assigning Price Breaks

► To define a price break for order line quantities:

1. Follow the steps for defining and assigning a discount.
2. Choose the Price Breaks button in the Discount Lines window.

The Price Breaks window appears.

Method	UOM	From	To	%	Amount	Price	Fixed Price
Value							☐
							☐
							☐
							☐
							☐
							☐
							☐
							☐
							☐
							☐

3. Select a price break method:

Value: Select this option if the range for the price break quantity is based on the order line's selling price.

Quantity: Select this option if the range for the price break quantity is based on the ordered quantity.

4. Enter the unit of measure to use for a unit volume discount.
5. Define the starting and ending price break range.



Suggestion: If you want to define a price break discount for more than 50 units, where every quantity of 50 or more is discounted, enter 50 in the starting range and 99999 in the ending range.

6. Optionally, select the discount basis and value by which the discount is calculated.

Percent: Enter a percentage value of the discount. Order Entry / Shipping calculates the currency amount of the discount and actual price of the item automatically. You can change only the discount percentage in the future, not the amount or selling price.

Amount: Enter a currency amount of the discount. Order Entry / Shipping calculates the percentage amount of the discount and the actual price automatically. You can change only the discount amount in the future, not the percentage or price.

Price: Enter the actual selling price to calculate the percentage amount and currency amount of the discount automatically. You

can change only the discount price in the future, not the percentage or amount.

7. Check Fixed to define the discount price as a fixed price.

Fixed-price discounts are not affected by changes to the associated item list price. If you enter a value for Selling Price, the Fixed check box is toggled on by default. GSA discounts must be fixed-price discounts.

See Also

Discounts: page 4 – 20

Price Adjustments: page 4 – 25

Discount Privileges: page 4 – 23

Defining Discounts: page 4 – 26

Applying Manual Discounts: page 4 – 36

Applying Manual Discounts

Your ability to apply manual discounts to an order line is affected by your discounting privileges, as specified by the *OE: Discounting Privilege* profile option, with the availability of manual discounts. In particular:

- If the price list of an order does not have any manual discounts, then you cannot apply manual discounts.
- If the order type of an order enforces list prices, then you cannot apply manual discounts unless you have unlimited discounting privileges (i.e., the *OE: Discounting Privilege* profile option has a value of Unlimited).
- If the price list of an order line has manual discounts, then you can apply manual discounts unless you do not have discounting privileges (the *OE: Discounting Privilege* profile option has a value of None). Also, you can only apply non-overridable manual discounts if you have a Non-Overridable Only discounting privilege.

Prerequisites

If you are allowed to apply a manual discount to an order line, you can adjust the selling price only if the following conditions exist:

- ☐ The order line has a list price.
- ☐ The order line has no price adjustments, or only one price adjustment that references a manual discount.

► **To enter manual discounts in the Selling Price field:**

1. Navigate to the Sales Orders window.
2. Navigate to the Selling Price field of the line to which you want to apply the discount.
3. Apply the discount by either of the following methods:
 - Choose a discount from the list of values. If you use this method, Oracle Order Entry/Shipping discounts the order line using the percent specified on the discount definition.
 - Enter the value that you wish the Selling Price to be and, upon exiting the Selling Price field, Oracle Order Entry/Shipping automatically displays a list of available, overridable discounts from which to choose.

Note that if your discounting privilege is Non-Overridable Only, then you can only use the first method. To use the second, you must be able to apply overridable discounts.

If you adjust the price of an order line using either method and the order line already has a price adjustment referencing a manual discount, then that discount is automatically highlighted in the list of values.

See Also

Discounts: page 4 – 20

Price Adjustments: page 4 – 25

Discount Privileges: page 4 – 23

Defining Discounts: page 4 – 26

Copying Discounts

When you copy a discount, all customer, discount line, and price break information is also copied to the new discount. If you copy a discount and change the price list for the new discount, any items on the original price list that do not exist on the new price list will be deleted from the new discount.

► **To copy a discount:**

1. Navigate to the Discounts window.
2. Query the existing discounts and select the discount you want to copy.

The information for the selected discount displays in the Discounts window.

3. Create a New Record (via the Edit pulldown menu).

The information in the Discounts window is removed and a new record is created.

4. Select Duplicate Record Above (from the Edit pulldown menu) to copy the previously selected discount.
5. Define a name for the new discount and change any of the existing information for the new discount.
6. Save your work.

See Also

Discounts: page 4 – 20

Price Adjustments: page 4 – 25

Discount Privileges: page 4 – 23

Applying Manual Discounts: page 4 – 36

Defining Discounts: page 4 – 26

GSA Pricing

Order Entry/Shipping provides you with GSA pricing functionality to manage General Services Administration contracts or other contractual pricing needs. Order Entry/Shipping helps you administer the fixed pricing of GSA contracts and comply with GSA policies by ensuring that commercial customers do not receive discounts equal to or greater than those of GSA customers.

Managing GSA pricing involves:

- **Creating GSA prices:** You can sell to GSA customers using the same price lists you use for commercial customers. Define GSA customers, negotiate prices for GSA customers, and associate discounts with any of your standard price lists. GSA discounts are fixed-price discounts, so price increases for commercial customers do not affect GSA prices. See: *Defining GSA Pricing Structure*: page 4 – 40.
- **Managing GSA violations:** As you enter orders, you can see whether the customer is eligible for GSA discounts. You have the option to hold orders for non-GSA customers when a GSA violation occurs. You can also manually release orders from GSA Violation hold. See: *Releasing Orders from GSA Violation Hold*: page 4 – 42.
- **Disabling GSA pricing:** You can disable individual discounts, customers, or bill-to sites without affected existing orders. You can also allow non-GSA customers to have discounts equal to or greater than those of GSA customers. See: *Disabling GSA Pricing*: page 4 – 42.
- **Preventing pricing below an allowable price:** You can create discounts fixing the lowest allowable price for an item, and disallow entry of any discounts below the base level. See: *Preventing Pricing Below a Lowest Allowable Price*: page 4 – 43.

Note: You cannot use GSA pricing in conjunction with group discounts by item category or customer class. However, if *OE: Verify GSA Violations* is set to Yes and you define an item category or customer class discount that violates GSA rules, any order line that uses such a discount will be placed on hold in accordance with standard functionality.

- **Using GSA pricing features in non-GSA business environments:** Even if you have no GSA customers, you may have a similar business need. You can use GSA pricing functionality to provide preferred customers with the lowest possible selling prices and to define industry or contractually fixed prices to a subset of

your customer base without having to enter each customer on each discount. See: Pricing in Non-GSA Environments: page 4 – 42.

Defining GSA Pricing Structure

► **To activate GSA Pricing for your customer:**

1. Set application–level profile options:

OE: GSA Discount Violation Action: Controls the result in the Discounts window when a user enters a discount that violates GSA policies. Violation of GSA policies occurs when the selling price for a commercial customer is less than or equal to the selling price for a GSA customer. This situation can arise in two ways: a discount for a GSA customer results in a higher selling price than the selling price for a commercial customer, or a discount for a commercial customer results in a lower selling price than the selling price for a GSA customer. Depending on how this profile option is set, Order Entry / Shipping either displays an error message and prevents entry of the discount, or displays a warning message, queries the user if they want to override the GSA violation, and allows entry of the discount.

OE: Verify GSA Violations: Controls the result in the Sales Orders window when a commercial customer receives a selling price less than or equal to a GSA customer. If this profile option is set to Yes, Order Entry / Shipping automatically holds these orders when you price the order line. If the profile option is No, the order continues processing.

See: System Profile Values Window, *Oracle System Administrator's Guide*.

2. Define GSA discounts. You define a GSA discount in the same manner as any other discount, with the following additions:
 - Check GSA in the Discounts window to indicate that it is a GSA specific discount. GSA discounts are set to automatic line item discounts with no override or prorating allowed.
 - Create GSA discounts for price lists. GSA discounts must be fixed–price discounts, so even if the price on the price list changes, the price resulting from the discount remains the same. This supports the contractual nature of GSA prices and ensures that your discount determines the final selling price of the item.

- Assign discounts to items and/or customers. If you enter customers in the Discount Customers window, you can restrict a GSA discount to specific GSA customers and/or bill-to sites. If you specify discount customers, your GSA discount is available to all customers and bill-to sites with a GSA indicator checked.

See: Defining Discounts: page 4 – 26.

3. Establish customers eligible for GSA discounts.

Indicate customers and/or bill-to sites eligible for GSA discounts by setting the appropriate GSA Indicator in the Customer form.

- To control eligibility for GSA discounts by bill-to site, navigate to the Address alternative region and open the site. The Customer Addresses window appears. In the Business Purposes alternative region, open the Bill To usage. The GSA Indicator sets the GSA status for a bill-to site; checked indicates a GSA site, unchecked indicates a commercial customer. Order Entry/Shipping ignores the GSA Indicator field on ship-to sites. The GSA Indicator setting at the bill-to site level overrides a GSA setting at the customer level.
- To set eligibility for all of a customer's bill-to sites with a blank value in the GSA Indicator field, check the GSA Indicator at the customer level. For example, if one bill-to site is eligible for GSA discounts, check the GSA Indicator for that bill-to site and leave the GSA Indicator blank for all other bill-to sites of that customer. To indicate that all other sites are commercial sites, do not check the GSA Indicator for the customer.

See: Entering Customers, *Oracle Receivables User's Guide*.

4. Enter GSA customers on sales orders.

When you enter a customer name in the Sales Orders window, the GSA field automatically displays the customer's GSA status. If the customer is eligible for GSA discounts, those discounts automatically appear in the Discounts window for eligible items. These discounts follow all the rules of regular discounts as far as being automatically applied, override allowed, and so on.

If you order an item for a commercial customer and they receive a selling price which is less than or equal to the price for GSA customers, the item's order line goes on GSA Violation hold.

See: Overview of Sales Orders: page 2 – 9.

Releasing Orders from GSA Violation Hold

- **To release an order from GSA Violation hold manually:**
 1. Navigate to the Find Holds window.
 2. Enter GSA Violation as the type of hold.
 3. Choose Find Lines to display a list of all lines on hold for GSA violation.
 4. Release each hold individually. See: Releasing Holds: page 2 – 201.

Disabling GSA Pricing

You can disable GSA Pricing in one of the following ways:

- To disable an individual discount, enter an appropriate Effective Date range in the Discounts window. See: Defining Discounts: page 4 – 26.
- To disable GSA discounts for a customer or customer site, change the GSA Indicator field on the Customer form; existing orders with GSA discounts remain unchanged. See: Entering Customers, *Oracle Receivables User's Guide*.
- If you entered customers or bill-to sites in the Discounts window to limit the discount to a subset of your GSA customers, you can disable specific customers or sites by setting an end date. See: Defining Discounts: page 4 – 26.
- To allow non-GSA customers to have equal or greater discounts than GSA customers, set the profile option *OE: Verify GSA Violations* to No and *OE: GSA Discount Violation Action* to Warning. See: Order Entry/Shipping Profile Options: page 1 – 10

Pricing in Non-GSA Environments

If you do not have GSA customers, you can use the GSA pricing features to address other pricing needs.

Preferred Customers

You may have a subset of your customer base to which you guarantee the lowest possible prices. You can check the GSA Indicator on these

customers and create GSA discounts to give these customers your lowest price. Set your profile options according to how strictly you want to adhere to your policy of providing lowest prices to these customers.

Fixed Price Discounts for a Large Customer Segment

You can enter fixed price discounts for contractually fixed prices or industry-regulated prices when you define discounts. If they are restricted to certain customers, you must list those customers. If you have one contract which applies to many customers, or many customers in an industry with regulated prices, it could be tedious to list all the customers. Instead, you can set the GSA Indicator on those customers and create the necessary discounts as GSA discounts. In this way, customers are automatically associated with the discount, and you do not need to list them individually. As new contracts occur for these customers, simply create a GSA discount without having to list all the customers.

Preventing Pricing Below a Lowest Allowable Price

- **To ensure you never discount your products below cost, or below a certain price:**
 1. Create a GSA discount which lists all your items and a fixed price discount equal to your lowest possible selling price.
 2. Set the profile options *OE: GSA Discount Violation Action* to Prevent Entry and *OE: Verify GSA Violations* to Yes. This prevents users from creating any discounts lower than your lowest allowable selling price.
 3. Do not define any customers or bill-to sites with the GSA Indicator checked. This prevents any customers from receiving discounts below your lowest allowable prices. To allow some customers to receive items below cost, check their GSA Indicator.
 4. Each time you enter an order and discount the order line using one or more discounts, Order Entry / Shipping automatically verifies that the selling price is not less than or equal to your lowest allowable price. If it is, the line is automatically put on hold.

Rule-Based Pricing

If you add items manually to a price list or item group, you can price items two basic ways. You can either calculate the list price and manually add it to the item, or use pricing rules and have Order Entry/Shipping calculate the list price.

When using pricing rules you create pricing formulas to establish your list prices. This is a powerful feature that reduces pricing maintenance. For example, if certain prices are based on other prices, you can define pricing rules to reduce the need to enter each price manually. If you change the rule, you can have Order Entry/Shipping recalculate the price for you.

Order Entry/Shipping provides the Pricing Attributes descriptive flexfield to capture information specific to product pricing. See: Flexfields in Order Entry/Shipping: page C – 2.

Pricing Rules Example

The following pricing matrix is an example of a pricing structure that uses pricing rules effectively.

Product	Machine Class	Version	# of Users	Price
A	Small Computer	1.0	< 20	\$10,000
A	Small Computer	1.0	>=20	\$15,000
A	Small Computer	2.0	< 20	\$10,000
A	Small Computer	2.0	>=20	\$15,000
A	Medium Computer	1.0	< 20	\$30,000
A	Medium Computer	1.0	>=20	\$45,000
A	Medium Computer	1.0	< 20	\$30,000
A	Medium Computer	2.0	>=20	\$45,000
B	Small Computer	1.0	< 20	\$ 5,000
B	Small Computer	1.0	>=20	\$ 7,500
B	Small Computer	2.0	< 20	\$ 5,000
B	Small Computer	1.0	>=20	\$ 7,500
B	Medium Computer	1.0	< 20	\$15,000
B	Medium Computer	1.0	>=20	\$22,500
B	Medium Computer	2.0	< 20	\$15,000
B	Medium Computer	2.0	>=20	\$22,500

Table 4 – 3

Notice the pattern in this pricing structure. Each product on a medium computer is 3 times more than the small computer. If the number of users is greater than 20, the price is 1.5 times the price for fewer than 20 users. Our example follows through the steps to define the pricing rules to support the sample pricing structure.

Pricing Parameters

Pricing parameters represent all the possible attributes that can be used for pricing or discounting. Order Entry / Shipping automatically

defines the parameters whenever you enable segments in your Item flexfield (System Items) or Pricing Attributes descriptive flexfield, but you must enable them for use in pricing using the Enable Parameters form.

In our example, Product is a segment of the Item flexfield, and Machine Class and Number of Users are segments of the Pricing Attributes descriptive flexfield. See: Enabling Parameters: page 1 – 77.

Pricing Rule Components

Pricing components represent the factors in the pricing formula. You define a pricing component as a single pricing parameter or a combination of pricing parameters. In our example, there are three separate pricing components: Product, Machine Class, and Number of Users. See: Creating Pricing Rule Components: page 4 – 50.

Name		Column 1
Product		Item (System Items Flexfield)
Machine Class		Machine Class (Pricing Attributes)
Number of User		Number of User (Pricing Attributes)

Table 4 – 4

Pricing Rule Formulas

A pricing rule is simply a mathematical formula made up of valid mathematical operators and numeric operands, such as $(1*2*3)$ or $(1+2)*3$. Each numeric operand in the formula corresponds to a pricing component, such as product or machine class. In our example, the mathematical formula is $(1*2*3)$ representing

$(\text{Product} * \text{Machine Class} * \text{Number of Users})$.

Each pricing component can have many entries. In our example, the base price of Product A is \$10,000 and the base price of Product B is \$5,000. These are the entry values for the Product component (the currency is irrelevant to the pricing rule). The pricing pattern indicates the product is three times more expensive for a medium computer. Therefore, the value for small computers is one (no incremental difference), and that for medium computers is three.

The component and value combinations from our example are:

Component	Factor Value
Product A	10,000
Product B	5,000
Small Computer Class	1.0
Medium Computer Class	3.0
< 20 users	1.0
>=20 users	1.5

Table 4 – 5

Rule Priced Items

Add all your rule-priced items to your price lists. When using pricing rules, you add only the pricing rule, item, pricing attributes descriptive flexfield segments, and unit of measure. In our example, we would add four lines for each item to reflect all combinations of item and pricing attributes. See: Defining Price Lists: page 4 – 6.

Item	Computer Class	Number of Users
Product A	Small	< 20 users
Product A	Small	>=20 users
Product A	Medium	< 20 users
Product A	Medium	>=20 users
Product B	Small	< 20 users
Product B	Small	>=20 users
Product B	Medium	< 20 users
Product B	Medium	>=20 users

Table 4 – 6

Pricing Rules Implementation

The pricing rule program calculates the list price of each price list line, using the formula in the rule specified. Run this program after you have created or updated the pricing rule and assigned it to an item line on the price list.

Using all this information, Order Entry/Shipping derives the list price of each item by computing the formula substituting the values for the entries associated with the pricing component. The list prices for the items in our example are computed as follows:

Component	Product *	Class *	User *	=	List Price
Product A	10,000	1.0	1.0		10,000
	10,000	1.0	1.5		15,000
	10,000	3.0	1.0		30,000
	10,000	3.0	1.5		45,000
Product B	5,000	1.0	1.0		5,000
	5,000	1.0	1.5		7,500
	5,000	3.0	1.0		15,000
	5,000	3.0	1.5		22,500

Table 4 – 7

To update a list price calculated using a pricing rule, you simply modify a parameter of the rule and rerun the pricing rule program. Using our existing example, if you wanted to double the price of Product A, you would change the product price from \$10,000 to \$20,000 and rerun the pricing rule program. The results are represented in the following table:

Component	Product *	Class *	User *	=	List Price
Product A	20,000	1.0	1.0		20,000
	20,000	1.0	1.5		30,000
	20,000	3.0	1.0		60,000
	20,000	3.0	1.5		90,000
Product B	5,000	1.0	1.0		5,000
	5,000	1.0	1.5		7,500
	5,000	3.0	1.0		15,000
	5,000	3.0	1.5		22,500

Table 4 – 8 (Page 1 of 1)

If you only wanted to double the price if the product was purchased for the medium class computer, then you would modify the values for the

medium class to 6.0 and rerun the pricing rule program. The results are represented in the following table:

Component	Product *	Class *	User * =	List Price
Product A	10,000	1.0	1.0	10,000
	10,000	1.0	1.5	15,000
	10,000	6.0	1.0	60,000
	10,000	6.0	1.5	90,000
Product B	5,000	1.0	1.0	5,000
	5,000	1.0	1.5	7,500
	5,000	3.0	1.0	15,000
	5,000	3.0	1.5	22,500

Table 4 – 9

Whenever you apply a mass change to a price list, the changes are applied directly to the existing price list line; no history is maintained.

See Also

See: Updating Rule Prices: page 4 – 54

Creating Pricing Rule Components

You can create pricing formula components that are used in pricing rules. A component can be composed of one to five pricing parameters. Pricing parameters include the item, individual segments of the Item Flexfield, or any defined pricing attributes.

For example, you have an item with three segments: Part Number, CPU, and Operating System. For purposes of pricing, you might combine CPU and Operating System into one pricing formula component called Platform. You might also have a pricing attribute called Number of Users that you define as a pricing formula component also called Number of Users. Both Platform and Number of Users can be used as components in a pricing rule.

For example:

Name		Column 1
Product		Item (System Items Flexfield)
Machine Class		Machine Class (pricing attribute)
Number of User		Number of User (pricing attribute)

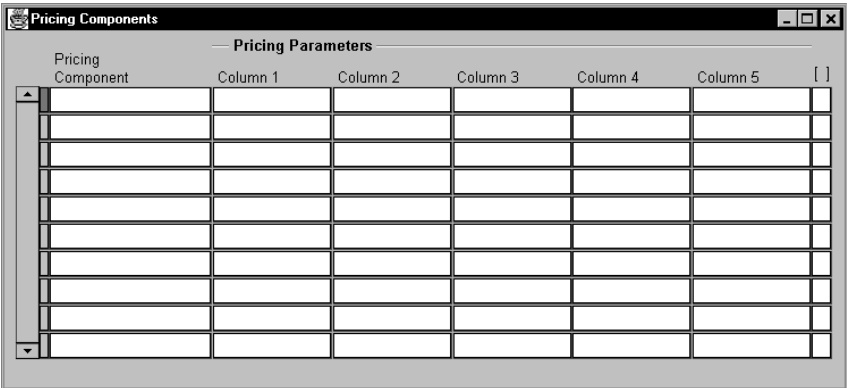
Table 4 – 10 (Page 1 of 1)

Prerequisites

- ☐ Enable your pricing parameters. See: Enabling Parameters: page 1 – 77.

► **To create a pricing component:**

1. Navigate to the Pricing Components window.



2. Define any combination of pricing parameters to create a formula component.
You can choose up to five different pricing parameters for your formula component.
3. Save your work.

See Also

Defining Pricing Rules: page 4 – 52

Updating Rule Prices: page 4 – 54

Defining Pricing Rules

You can define pricing rules that can create or update list prices for an item on a price list. You assign prices based on a number of product attributes.

Prerequisites

- ☐ Enable your pricing parameters. See: Enabling Parameters: page 1 – 77.
- ☐ Define your pricing components. See: Creating Pricing Rule Components: page 4 – 50.

► **To define a pricing rule:**

1. Navigate to the Pricing Rules window.

Pricing Rules

Rule

Pricing Rule

Effective Dates -

Description

Formula Components

Formula

Formula Operand	Pricing Component	Icon
		Icon
		Icon
		Icon
		Icon
		Icon
		Icon

2. Enter a name and description for the pricing rule.
3. Enter the effective dates for the pricing rule.
4. Enter the formula the pricing rule uses to calculate prices.

This formula is composed of valid operators, such as +, -, *, /, and numeric operands that represent formula steps. Use the Formula Operand and Pricing Component fields to associate these numeric operands to formula steps. For example, you could create the following formula to represent the combination of Product multiplied by Machine Class multiplied by Number of Users:

$$1 * 2 * 3$$

5. Enter the formula operand number.

You must have a rule formula step for each element of your pricing rule formula. Oracle Order Entry/Shipping automatically increments the step number by one each time you move to the next row. You may override this step number by entering a new value in the field. For the formula $1 * 2 * 3$ in the example, you would create one row for each step 1 through 3.

6. Select the pricing component for the defined step number.

In our example, you would create the following steps and names:

Step 1 — Product

Step 2 — Machine Class

Step 3 — Number of Users

7. Choose the Component Values button.

Use the Pricing Rule Component Values window to assign values to your pricing formula components. Each pricing parameter you used to define the pricing component is displayed next to the Value title.

8. Define values for the component attributes.

You can enter dollar amounts or factors. This field is not currency-formatted. Using the example, you would enter:

Step 1 — 10000 (for Product A), 5000 (for Product B)

Step 2 — 1.0 (for Small Computer Class), 3.0 (for Medium Computer Class)

Step 3 — 1.0 (for <20 users), 1.5 (for > 20 users)

9. Define Values for the pricing components.
10. Select Update Rule Prices on the Pricing Rules window, check New and Modified Lines Only, toggle on the Update Individual Pricing Rule option button, and choose Submit to create the pricing rule.

See Also

Creating Pricing Rule Components: page 4 – 50

Defining Item Groups: page 4 – 17

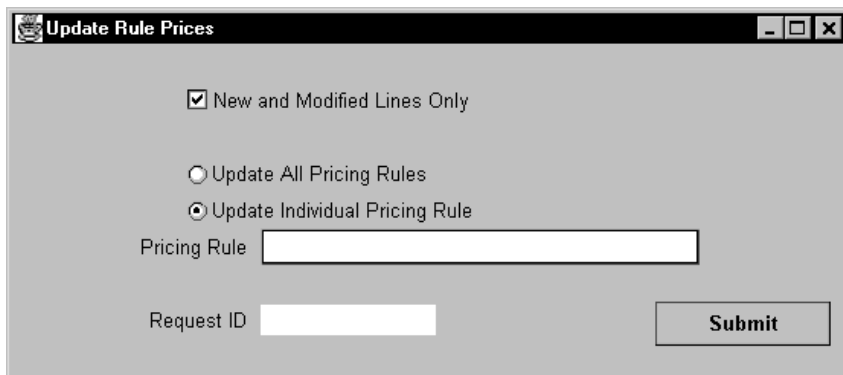
Updating Pricing Rules: page 4 – 54

Updating Rule Prices

You can update rule-based prices by recalculating them based on pricing rules. You need to recalculate rule-based prices whenever you change your rule values, add new items to your price list that are rule-based, or change a price list rounding factor. Manual prices on the price list are not affected by the submission of this update.

► **To update rule prices:**

1. Navigate to the Update Rule Prices window.



The screenshot shows a window titled "Update Rule Prices". It contains three radio buttons: "New and Modified Lines Only" (which is selected), "Update All Pricing Rules", and "Update Individual Pricing Rule". Below the radio buttons is a text input field labeled "Pricing Rule". At the bottom left, there is another text input field labeled "Request ID". A "Submit" button is located at the bottom right of the window.

2. Check the New and Modified Lines Only check box to reprice only newly added price list lines or lines with a rule that has changed. Toggle this check box off if you want to reprice all lines on a price list.
3. Select the Update All Pricing Rules option button to update prices for all pricing rules.
Order Entry/Shipping does not allow you to navigate to the Pricing Rule field if you select this option. Toggle this option off if you want to choose a single pricing rule to update, and choose that rule in the Pricing Rule field.
4. Select the Update Individual Pricing Rule option button to update an individual pricing rule, and select the Pricing Rule you want to update.
5. Choose the Submit button to run a concurrent process that recalculates the price list based on your pricing rules.

See Also

Defining Pricing Rules: page 4 – 52

Shipping

Delivery-based Shipping consists of:

- **Departure Planning Workbench**—allows you to schedule vehicle departures, assign scheduled shipment lines to a planned departure, estimate the number of containers required for shipment, sequence deliveries within a departure, and sequence vehicle load ordering for lines within a delivery. You can create departures and assign delivery lines to the departure, create a delivery and assign delivery lines to the delivery, and find delivery lines and group the lines into departures and deliveries.
- **Pick Release**—allows you to release eligible picking lines based on defined picking criteria. You can define Release Sequence Rules to control the order in which picking lines are released. You can also define Pick Slip Grouping Rules to define how picking lines are grouped on a pick slip.
- **Ship Confirm**— defines shipped quantities, defines inventory control information for picking lines, defines pick slip header information, assigns freight charges, and defines whether released picking line items are shipped or backordered when Update Shipping Information is run. You can ship confirm an entire departure or delivery, or backorder an entire departure or delivery. You can also assign unplanned delivery lines to departures and deliveries during ship confirm.

See Also

Overview of Departure Planning Workbench: page 5 – 3.

Overview of Delivery-based Pick Release: page 5 – 66.
Overview of Delivery-based Ship Confirm: page 5 – 73.
Update Shipping Information: page 7 – 49
Inventory Interface: page 7 – 11
RMA Interface: page 7 – 40
Receivables Interface: page 7 – 31

Overview of Departure Planning Workbench

The Departure Planning Workbench allows you to schedule vehicle departures, assign scheduled shipment lines to a planned departure using vehicle capacity information, estimate the number of containers required for shipment, sequence deliveries within a departure, and sequence vehicle load ordering for lines within a delivery

You can create a departure and assign delivery lines to the departure, create a delivery and assign delivery lines to the delivery, or find delivery lines and group them into departures and deliveries.

See Also

Overview of Departures: page 5 – 4

Overview of Deliveries: page 5 – 28

Overview of Delivery Lines: page 5 – 48

Overview of Departures

A departure consists of delivery lines (order line details) that are scheduled to be shipped in a specific vehicle on a specific date and time. The delivery lines within the departure can be assigned to multiple deliveries, thus allowing you to ship items to different customers or different ship-to locations. You can find, create, sequence, modify, cancel, plan, unplan, reopen, and release departures.

See Also

Finding Departures: page 5 – 5

Creating a Departure: page 5 – 8

Cancelling a Departure: page 5 – 11

Planning a Departure: page 5 – 13

Unplanning a Departure: page 5 – 15

Reopening a Departure: page 5 – 16

Sequencing Departures: page 5 – 17

Calculating Weight, Volume, and Fill Percentage: page 5 – 18

Calculating Weight, Volume, and Fill Percentage during Departure Planning: page 5 – 20

Calculating Containers: page 5 – 23

Viewing Containers for a Departure: page 5 – 24

Releasing All Delivery Lines in a Departure: page 5 – 26

Autocreating Deliveries for a Departure: page 5 – 27

Generating a Loading Sequence for Delivery Lines: page 5 – 44

Finding Departures

You can query one or all defined departures by specifying selected attributes.

► **To find a departure:**

1. Navigate to the Find Departure Information window.

Find Departure Information (GLO)

☐ Find Departures ☐ Find Deliveries ☒ Find Delivery Lines

Customer

Name

Production Lines -

Production Seq -

Job Numbers -

Dock Code

Model Serial Num

Ship To

Ultimate

Intermediate

Pooled

Freight Carrier

Departures and Deliveries

Departures -

Planned Dates -

Deliveries -

Planning

Mandatory

Assignment **Unassigned**

Order Numbers -

Schedule Dates -

WIP Job Numbers -

Item

2. Choose the Find Departures toggle.
3. Select the range of departures from the Departures list of values.

The find criteria is based on the following alphanumeric hierarchy: number (1, 2, 21, 3, 4, 41, 5), upper case letters (A, B, BB, C, D), and lower case letters (a, b, bb, c, d). For example, if you have seven departures named 1, 2, 3, 21, A, B, and c, select departure 2 for the first field, and select departure B in the second field, Order Entry / Shipping will find departures 2, 21, 3, A, and B. If you select departure 21 for the first field and departure 1 for the second field, Order Entry / Shipping will automatically enter departure 1 in both fields.

4. Select the range of Planned Dates for the departures you want to find.
5. Select the Freight Carrier for the departures you want to find.
6. Select the Vehicle for the departures you want to find.

7. Select a Vehicle Number for the departures you want to find.
8. Select the status of the departures you want to find.
9. Choose the Find button.

The departures meeting the selected find criteria display in the Departures window.

Departure	Arrive After	Status	Planned Date	Carrier Code

Change Status... Deliveries Delivery Lines New Open

In the Departures window you can: change the status of a departure, add deliveries to a departure, assign delivery lines to a departure, create a departure, open a departure, edit departure information, calculate the weight and volume for a departure, view containers assigned to a departure, release a departure, autocreate deliveries for a departure, and generate a loading sequence for a departure. The See Also list at the end of this section provides links to sections describing how to perform these tasks.

10. Select the departure you want to view or edit and select the Open button.

The selected departure displays in the Departure window. See Creating a Departure: page 5 – 8

See Also

Overview of Departure Planning Workbench: page 5 – 3

Creating a Departure: page 5 – 8

Cancelling a Departure: page 5 – 11

Planning a Departure: page 5 – 13

Unplanning a Departure: page 5 – 15

Reopening a Departure: page 5 – 16

Sequencing Departures: page 5 – 17

Calculating Weight, Volume, and Fill Percentage: page 5 – 18

Calculating Weight, Volume, and Fill Percentage during Departure Planning: page 5 – 20

Calculating Containers: page 5 – 23

Viewing Containers for a Departure: page 5 – 24

Releasing All Delivery Lines in a Departure: page 5 – 26

Autocreating Deliveries for a Departure: page 5 – 27

Generating a Loading Sequence for Delivery Lines: page 5 – 44

Creating a Departure

You can create a departure to which you can assign delivery lines, or you can query delivery lines and create a departure consisting of the queried delivery lines.

► **To create a departure:**

1. Navigate to the Find Departure Information window.
2. Choose the New Departure button.

The Departure window displays.

Departure (GL0)

Departure Planned Date

Status **Open** Arrive after

Carrier

Freight

Vehicle

Number

Instructions

Volume

UOM

Maximum

Estimated

Weight

UOM

Maximum

Estimated Gross

Estimated Net

Tare

Fill %

Minimum

Actual

☐

Change Status... Deliveries Delivery Lines

3. Define a name for the departure.

If you do not define a name, Order Entry / Shipping will automatically create a name for the departure when you save the departure.



Attention: Your system administrator can specify the naming convention used for creating departure names. For example, you could specify that all deliveries started with the *Dpt_* prefix so that your deliveries would be named *Dpt_1*, *Dpt_2*, etc.



Attention: You cannot alter the name of a departure once it has been planned. However, you can alter the name of the departure if it is open.

4. Define the Planned Date for the departure.

5. Specify the departure that you want your new departure to Arrive After if you want your departures to arrive in a specific order.
6. Select a Freight Carrier.
7. Select a Vehicle for the Departure.

When you select a vehicle for the departure, the Minimum Fill Percentage field defaults to the minimum fill percentage defined for the vehicle. You can define the minimum fill percentage using the Physical Attributes alternative region on the Master Item window in Oracle Inventory. See: Defining Master Items, *Oracle Inventory User's Guide*

8. Define the Carrier Number.
9. Specify any additional Instructions for the Carrier.
10. Select the Unit Of Measure for the Volume of the departure.

This field defaults to the Volume UOM Class you define in the Shipping Parameters window for the selected warehouse. See: Defining Shipping Parameters: page 1 – 131

11. Select the Unit Of Measure for the Weight of the departure.

This field defaults to the Weight UOM Class you define in the Shipping Parameters window for the selected warehouse. See: Defining Shipping Parameters: page 1 – 131

12. Save your work.

► **To create a departure consisting of delivery lines from the planning pool:**

1. Find the Delivery Lines you want to include in the departure using the Find Departure Information window. See: Finding Delivery Lines: page 5 – 49
2. Navigate to the Delivery Lines window.

Departure	Delivery	Load Sequence	Order Number	Requested Date	Item

Item Description:

Customer: Ultimate Ship To:

Freight Carrier: Intermediate Ship To:

Unassign: 1 Create Departure: 1 Create Delivery: 1 Add Lines...

3. Select the delivery lines you want to add to the departure.



Attention: If you are assigning a ship set or a ship model complete configuration to a departure, you must assign the entire ship set or ship model complete configuration to the departure to keep the entire ship set or ship model complete configuration together. If you assign a delivery line that is part of a ship set or ship model complete configuration to a departure by itself, all delivery lines within the ship set or ship model complete configuration are returned to individual delivery line status. The ship set or ship model complete configuration will no longer exist.

4. Choose the Create Departure button to add the delivery lines to the departure.

The Departure window displays. The Departure Name is automatically created, the Planned Date is defaulted as the current date, and the Freight Carrier is defaulted from the delivery lines.

5. Define any additional information for the departure.
6. Save your work.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Assigning Delivery Lines to a Departure: page 5 – 52

Unassigning Delivery Lines from a Departure: page 5 – 60

Cancelling a Departure

You can cancel an open or planned departure. When you cancel a departure, Order Entry / Shipping:

- unassigns any delivery lines from the departure (delivery lines for which no delivery has been created),
- unassigns any delivery lines from deliveries within the departure,
- deletes any container information for the departure,
- sets the status of the departure and any deliveries within the departure to Cancelled.



Attention: Once a departure is cancelled, no further actions can be performed on the departure. You cannot re-query a cancelled departure or create a new departure with the same name as a cancelled departure.

Prerequisites

- ☐ The status for the departure cannot be Closed or Cancelled.
- ☐ The status for all deliveries in the departure must be Open or Planned.
- ☐ All delivery lines within the departure must be available to release.

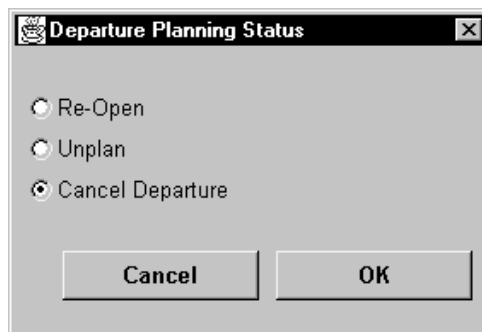
► To cancel a departure:

1. Navigate to the Find Departure Information window.
2. Find the Departure you want to cancel. See: Finding Departures: page 5 – 5

The Departure(s) window displays.

3. Select the Change Status button

The Departure Planning Status window displays.



4. Select the Cancel Departure toggle.
5. Choose the OK button to change the status of the Departure.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Cancelling a Delivery: page 5 – 36

Planning a Departure

You can plan a departure once deliveries and delivery lines have been assigned to a departure. After you set the status of the departure to planned, it is eligible for pick release. When you plan a departure, Order Entry / Shipping:

- validates that the sequence numbers between the deliveries of the departure are unique,
- validates that weight, volume, and fill percentage do not exceed their maximums,
- validates that the minimum fill percentage is met,
- validates that the planned departure date is not in the past, and
- (if Weight/Volume Calculation is set to Automatic on the Shipping Parameters window) calculates and captures the estimated number and type of containers needed and issues a warning if the number of containers exceeds the container load capacity for the vehicle.



Attention: When you plan a departure, all deliveries assigned to that departure are also planned.

Prerequisites

- ☐ At least one delivery must be assigned to the departure.
- ☐ At least one delivery line must be assigned to each delivery in the departure.
- ☐ All delivery lines for the departure must be assigned to a delivery.

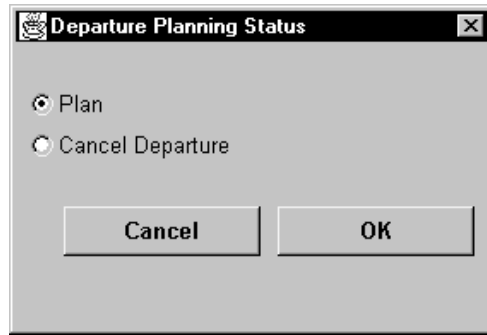
► To plan a departure:

1. Navigate to the Find Departure Information window.
2. Find the Departure you want to plan. See: Finding Departures: page 5 – 5

The Departure(s) window displays.

3. Select the Change Status button

The Departure Planning Status window displays.



4. Select the plan toggle.
5. Choose the OK button to change the status of the departure.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Defining Shipping Parameters: page 1 – 131

Unplanning a Departure

You can unplan a departure to unassign delivery lines from deliveries within a departure. When you unplan a departure, Order Entry / Shipping:

- unassigns any delivery lines from deliveries within a departure (returns all delivery lines to the planning pool),
- deletes any container information for the departure,
- sets the status of all deliveries in the departure to Open, and
- sets the status of the departure to Open.

Prerequisites

- ☐ The status for the departure cannot be Closed or Cancelled.
- ☐ The status for all deliveries in the departure must be Planned.
- ☐ All delivery lines within the departure must be available to release.

► To unplan a departure:

1. Navigate to the Find Departure Information window.
2. Find the Departure you want to unplan. See: Finding Departures: page 5 – 5
The Departure(s) window displays.
3. Select the Change Status button
The Departure Planning Status window displays.
4. Select the unplan toggle.
5. Choose the OK button to change the status of the departure.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Reopening a Departure

You can reopen a departure to add or unassign delivery lines from deliveries within a departure. When you reopen a departure, Order Entry / Shipping:

- sets the status of all deliveries in the departure to Open and
- sets the status of the departure to Open.



Attention: All delivery lines remain assigned to their respective deliveries when you reopen a departure.

Prerequisites

- ☐ The status for the departure must be Planned.
- ☐ The status for all deliveries in the departure must be Planned.

► To reopen a departure:

1. Navigate to the Find Departure Information window.
2. Find the Departure you want to reopen. See: Finding Departures: page 5 – 5
The Departure(s) window displays.
3. Select the Change Status button
The Departure Planning Status window displays.
4. Select the Open toggle.
5. Choose the OK button to change the status of the departure.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Sequencing Departures

You can define the order in which departures arrive at their final destination. For example, if you wanted Departure A to arrive before Departure B, you would define Departure B as arriving after Departure A.

Prerequisites

- ☐ You must have created multiple departures.
- ☐ Departure status must be open.

► To define the sequence for a departure:

1. Navigate to the Departure or Departures window.



The screenshot shows a software window titled "Departures (GLO)". Inside, there is a table with the following columns: "Departure", "Arrive After", "Status", "Planned Date", and "Carrier Code". The table contains 10 empty rows. To the left of the table is a vertical scroll bar. Below the table is a horizontal scroll bar. At the bottom of the window, there are five buttons: "Change Status...", "Deliveries", "Delivery Lines", "New", and "Open".

2. Select a departure from the Arrive after list of values
3. Save your work.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Calculating Weight, Volume, and Fill Percentage

You can calculate the weight, volume, and fill percentage as well as calculate containers for a departure or delivery by using the Calculate Weight / Volume Special pull down menu option. You can also set the Weight / Volume Calculation Shipping Parameter to Automatically to calculate the weight / load of the delivery or departure whenever the status of the delivery or departure is set to Planned. Each time you select Calculate Weight / Volume from the Special pull down menu, all previous values in the Weight, Volume, and Fill Percentage regions will be overwritten.

When you calculate weight, volume, and fill percentage for a departure, Order Entry / Shipping:

- calculates the weight, volume, and fill percentage of each open delivery and adds the values to the departure's current weight, volume, and fill percentage,
- validates that the maximum load weight, the maximum internal volume, and the maximum fill percentage are not exceeded,
- validates that minimum fill percentage requirements are attained, and
- calculates (estimates) the number of containers. See: Calculating Containers: page 5 – 23



Attention: The Actual fill percentage can only be calculated if you have specified a Vehicle for the Departure. See: Creating a Departure: page 5 – 8

Prerequisites

- ☐ All delivery lines must be assigned to deliveries.
- ☐ Departure and/or delivery status must be open.
- ☐ The Volume and Weight Unit of Measure fields must be defined for the departure and/or delivery.
- ☐ See: Calculating Containers: page 5 – 23 for more information of prerequisites for calculating containers.

See Also

Calculating Weight, Volume, and Fill Percentage during Departure Planning: page 5 – 20

Calculating Weight, Volume, and Fill Percentage during Ship Confirm: page 5 – 105

Calculating Weight, Volume, and Fill Percentage during Departure Planning

Prerequisites

- ☐ All delivery lines must be assigned to deliveries.
- ☐ Departure or delivery status must be open.

► **To calculate weight, volume, and fill percentage for a departure:**

1. Navigate to the Find Departure Information window.

Find Departure Information (GLO)

☐ Find Departures ☐ Find Deliveries ☒ Find Delivery Lines

Customer

Name

Production Lines -

Production Seq -

Job Numbers -

Dock Code

Model Serial Num

Ship To

Ultimate

Intermediate

Pooled

Freight Carrier

Departures and Deliveries

Departures -

Planned Dates -

Deliveries -

Planning

Mandatory

Assignment

Order Numbers -

Schedule Dates -

WIP Job Numbers -

Item

2. Find the departure for which you want to calculate the weight, volume, and fill percentage. See Finding Departures: page 5 – 5
3. Navigate to the Departure window.

Departure (GLO)

Departure Planned Date

Status **Open** Arrive after

Carrier

Freight

Vehicle

Number

Instructions

Volume

UOM

Maximum

Estimated

Weight

UOM

Maximum

Estimated Gross

Estimated Net

Tare

Fill %

Minimum

Actual

[☐]

Change Status... Deliveries Delivery Lines

4. Select the Calculate Weight / Volume Special pull down menu option.

The weight, volume, and fill percentage are calculated for the departure.

5. Save your work.

► **To calculate weight, volume, and fill percentage for a delivery:**

1. Navigate to the Find Departure Information window.
2. Find the delivery for which you want to calculate the weight, volume, and fill percentage. See: Finding Deliveries: page 5 – 29
3. Navigate to the Delivery window.

Delivery (GLO)

Delivery
Expected Arrival Date
Sequence Number
Loading Order **Forward**
Status **Open**

Departure
Name
Planned Date
Freight Carrier

Ship To
Customer
Intermediate
Ultimate
Pooled

Volume
UOM
Estimated

Weight
UOM
Estimated Gross

Freight Terms Code FOB ☐

4. Select the Calculate Weight / Volume Special pull down menu option.

The weight, volume, and fill percentage are calculated for the delivery.

5. Save your work.

See Also

Calculating Weight, Volume, and Fill Percentage: page 5 – 18

Calculating Containers

The Calculate Weight/Volume Special menu option not only calculates weight, volume, and fill percentage, but also:

- deletes existing container information for the departure or delivery (depending on whether you select the Calculate Weight/Volume Special menu option from the Departure or Delivery window),
- calculates the number of required containers for the delivery lines based on container/item load relationships,
- displays a warning if the number of required containers exceeds the maximum number of containers allowed for the vehicle (if calculating the number of containers from the Departure window), and
- displays a warning if extra containers are added to meet minimum fill percentage requirements for containers.

Prerequisites

- ☐ The Master Container or Detail Container information must be defined for the delivery lines in the delivery or departure for which you want to calculate containers. If you define both the Master Container and Detail Container information, only the Master Container information is used. See: Assigning Containers to Delivery Lines: page 5 – 63
- ☐ You must define Container–Load Relationships. See: Defining Container–Load Relationships: page 1 – 129
- ☐ You must Calculate the Weight, Volume, and Fill Percentage for the departure and/or delivery. See: Calculating Weight, Volume, and Fill Percentage: page 5 – 18

See Also

Calculating Weight, Volume, and Fill Percentage during Departure Planning: page 5 – 20

Calculating Weight, Volume, and Fill Percentage during Ship Confirm: page 5 – 105

Order Entry/Shipping Profile Options: page 1 – 10

Viewing Containers for a Departure

You can view the number of containers needed for a departure using the View Containers Special pull down menu option. You can calculate the number of containers needed for the departure using the Calculate Weight/Volume Special menu option. See: Calculating Containers: page 5 – 18

Prerequisites

- ☐ You must have calculated containers for the departure. See: Calculating Containers: page 5 – 18 and Calculating Weight, Volume, and Fill Percentage: page 5 – 18

► To view containers for a departure:

1. Navigate to the Find Departure Information window.
2. Find the departure for which you want to view containers. See Finding Departures: page 5 – 5
3. Navigate to the Departure(s) window.
4. Select the View Containers Special pull down menu option.

The Containers for Departure (*departure name*) window displays listing the number of required containers.

Container	Description	UOM	Quantity

See Also

Overview of Departure Planning Workbench: page 5 – 3

Viewing Containers for a Delivery: page 5 – 41

Releasing All Delivery Lines in a Departure

You can release all delivery lines in a departure by using the Release Special pull down menu option.

Prerequisites

- ☐ Departure status must be set to Planned.

► To release a departure:

1. Navigate to the Find Departure Information window.
2. Find the departure you want to release. See Finding Departures: page 5 – 5
3. Navigate to the Departure window.
4. Select the Release Special pull down menu option.

The Release Sales Orders for Picking window displays with the Departure Name and all other relevant fields already defined. See: Releasing Sales Orders for Picking: page 5 – 67



Attention: When you release a departure, you are releasing all delivery lines within that departure, regardless of whether or not the delivery lines are broken down into separate deliveries. If you want to release only those delivery lines within a specific delivery within the departure, use the Pick Release Special menu option on the Delivery (or Deliveries) window. See: Releasing Delivery Lines in a Delivery: page 5 – 43

See Also

Overview of Departure Planning Workbench: page 5 – 3

Autocreating Deliveries for a Departure

You can automatically create deliveries for delivery lines within a departure that are not assigned to a delivery using the Autocreate Deliveries Special pull down menu option.

Prerequisites

- ☐ Departure status must be set to Open.
- ☐ A delivery cannot be assigned to the departure.

► **To automatically create deliveries for delivery lines within a departure:**

1. Navigate to the Find Departure Information window.
2. Find the departure for which you want to create deliveries for delivery lines. See Finding Departures: page 5 – 5
3. Navigate to the Departure window.
4. Select the Autocreate Deliveries Special pull down menu option.
The deliveries for the delivery lines are created.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Overview of Deliveries

A delivery consists of a set of delivery lines (order line details) that are scheduled to be shipped to a customer's ship-to location in a specific vehicle on a specific date and time. You can include items from different sales orders as well as backorders in a delivery. You can group several deliveries in one departure. You can find, create, sequence, assign, modify, cancel, plan, unplan, and reopen deliveries.

When assigning delivery lines to a delivery, the following attributes must be identical among all delivery lines:

- Customer
- Ultimate Ship-To
- Intermediate Ship-To
- Freight Carrier
- Currency
- FOB
- Freight Terms

See Also

Finding Deliveries: page 5 – 29

Creating Deliveries: page 5 – 31

Assigning a Delivery to a Departure: page 5 – 33

Reassigning a Delivery to a Departure: page 5 – 34

Unassigning a Delivery: page 5 – 35

Cancelling a Delivery: page 5 – 36

Planning a Delivery: page 5 – 37

Unplanning a Delivery: page 5 – 39

Reopening a Delivery: page 5 – 40

Assigning Delivery Lines to a Delivery: page 5 – 55

Viewing Containers for a Delivery: page 5 – 41

Releasing Delivery Lines in a Delivery: page 5 – 43

Finding Deliveries

► **To find a delivery:**

1. Navigate to the Find Departure Information window.

Find Departure Information (GLO)

☐ Find Departures ☒ Find Deliveries ☐ Find Delivery Lines

Deliveries -

Expected Arrival Dates -

Order Numbers -

Delivery Status

Assignment

Departures

Names -

Planned Dates -

Ship To

Customer

Ultimate

Intermediate

Pooled

2. Choose the Find Deliveries toggle.
3. Specify the range of Deliveries you want to find.

The find criteria is based on the following alphanumeric hierarchy: number (1, 2, 21, 3, 4, 41, 5), upper case letters (A, B, BB, C, D), and lower case letters (a, b, bb, c, d). For example, if you have seven deliveries named 1, 2, 3, 21, A, B, and c, select delivery 2 for the first field, and select delivery B in the second field, Order Entry / Shipping will find deliveries 2, 21, 3, A, and B. If you select delivery 21 for the first field and delivery 1 for the second field, Order Entry / Shipping will automatically enter delivery 1 in both fields.

4. Specify the range of Expected Arrival Dates for the deliveries you want to find.
5. Specify a range of order numbers if you want to find deliveries containing delivery lines with the specified order numbers.

For example, if you want to find deliveries containing delivery lines with an order number defined as 1000, enter 1000 in both fields.

6. Select the Delivery Status if you want to find deliveries based on status.
Choose from: Open, Planned, Cancelled, and Closed.
 7. Select whether you want to find deliveries that have been assigned to a departure or deliveries that have not been assigned to a departure.
You can find all deliveries that have not been assigned to a departure by selecting Unassigned in the Assignment field.
 8. Specify the range of Departures if you want to find all deliveries assigned to specific departures.
 9. Specify the range of Departure Planned Dates if you want to find all deliveries assigned to departures with specific planned dates.
 10. Select a Ship To Customer to find all departures for a specific Ship To Customer.
 11. Select an Ultimate Ship To Location to find all departures for a specific Ultimate Ship To Location.
 12. Select an Intermediate Ship To Location to find all departures for a specific Intermediate Ship To Location.
 13. Select a Pooled Ship To Location to find all departures for a specific Pooled Ship To Location.
 14. Choose the Find button.
- The Delivery window displays.

Delivery	Status	Expected Arrival Date	Sequence Number	Departure No

Change Status... Delivery Lines Unassign: 1 New Open

See Also

Overview of Departure Planning Workbench: page 5 – 3

Creating Deliveries

You can create deliveries using the Delivery window, which you can access via the Shipping Navigator or by choosing the New Delivery button on the Find Departure Information window. You can automatically create deliveries for a departure using the Autocreate Deliveries Special menu option on the Find Departure Information window. See: Autocreating Deliveries for a Departure: page 5 – 27

► **To create a delivery:**

1. Navigate to the Find Departure Information window.

2. Choose the New Delivery button.

The Delivery window displays.

3. Define a name for the delivery.

If you do not define a delivery name, Order Entry / Shipping will automatically define a name when you save the delivery.



Attention: Your system administrator can specify the naming convention used for creating delivery names. For example, you could specify that all deliveries started with the *Del_* prefix so that your deliveries would be named Del_1, Del_2, etc.

4. Define the Expected Arrival Date for the delivery.

5. Select the Loading Order in which the delivery will be placed on the departure.

You can select from Forward, Reverse, Forward–Inverted, or Reverse–Inverted. See: Example of Loading Sequence Generation: page 5 – 49

6. Select the Departure in which you want to include the delivery.

7. Select a Ship To Customer for the delivery.

8. Select the Ultimate Ship To Location for the delivery.

9. Select the Intermediate Ship To Location for the delivery.

10. Select the Pooled Ship To Location for the delivery.

11. Select the Unit of Measure for the Volume for the delivery.

This field defaults to the Volume UOM Class you define in the Shipping Parameters window for the selected warehouse. See: Defining Shipping Parameters: page 1 – 131

12. Select the Unit of Measure for the Weight of the delivery.

This field defaults to the Weight UOM Class you define in the Shipping Parameters window for the selected warehouse. See: Defining Shipping Parameters: page 1 – 131

13. Save your work.

► **To create a delivery consisting of delivery lines from the planning pool:**

1. Find the Delivery Lines you want to include in the delivery using the Find Departure Information window. See: Finding Delivery Lines: page 5 – 49
2. Navigate to the Delivery Lines window.
3. Select the delivery lines you want to add to the delivery.



Attention: If you are assigning a ship set or a ship model complete configuration to a delivery, you must assign the entire ship set or ship model complete configuration to the delivery. A delivery line cannot be assigned to a delivery by itself if the delivery line is part of a ship set or ship model complete configuration.



Attention: If you are assigning a ship set or a ship model complete configuration to a delivery, you must assign the entire ship set or ship model complete configuration to the delivery to keep the entire ship set or ship model complete configuration together. If you assign a delivery line that is part of a ship set or ship model complete configuration to a delivery by itself, all delivery lines within the ship set or ship model complete configuration are returned to individual delivery line status. The ship set or ship model complete configuration will no longer exist.

4. Choose the Create Delivery button to add the delivery lines to the departure.

The Delivery and Deliveries windows display. The Delivery Name is automatically created and the Ship To Customer Name, Ultimate Ship To Location, and the Freight Terms Code is defaulted from the delivery lines.

5. Navigate to the Delivery window.
6. Define any additional information for the delivery.
7. Save your work.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Assigning a Delivery to a Departure

You can assign a delivery to an existing departure by defining a departure for a delivery when you create the delivery in the Delivery window or by defining a departure for a delivery in the Deliveries window.

Prerequisites

- ☐ The status for the departure to which you want to assign the delivery must be Open.
- ☐ The status for the delivery must be Open.

► To assign a delivery to a departure:

1. Navigate to either the Delivery window (see: Creating Deliveries: page 5 – 31) or Deliveries window (see: Finding Deliveries: page 5 – 29).
2. Navigate to the Departure Name field.
3. Select a departure.
4. Save your work.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Reassigning a Delivery to a Departure

You can reassign a delivery to a different departure by querying an existing delivery and defining a different departure.

Prerequisites

- ☐ The statuses for both the original departure and the new departure to which you want to assign the delivery must be Open.
- ☐ The status for the delivery must be Open.

► **To reassign a delivery to a departure:**

1. Navigate to the Find Departure Information window.
2. Find the Delivery you want to reassign. See: Finding Deliveries: page 5 – 29
The Deliveries window displays.
3. Navigate to the Departure Name field.
4. Select a new departure.
5. Save your work.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Unassigning a Delivery

You can unassign a delivery from a departure by removing the departure name for a delivery in the Deliveries window.

Prerequisites

- ☐ The status for the departure which you want to unassign must be Open.
- ☐ The status for the delivery must be Open.

► To unassign a delivery from a departure:

1. Navigate to the Find Departure Information window.
2. Find the Delivery you want to unassign. See: Finding Deliveries: page 5 – 29

The Deliveries window displays.

The screenshot shows a software window titled "Deliveries (GL0)". Inside, there is a table with five columns: "Delivery", "Status", "Expected Arrival Date", "Sequence Number", and "Departure Name". The table is currently empty. Below the table, there are five buttons: "Change Status...", "Delivery Lines", "Unassign: 1", "New", and "Open".

3. Navigate to the Departure Name field.
4. Delete the departure name.
5. Save your work.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Cancelling a Delivery

You can cancel an open or planned departure. When you cancel a departure, Order Entry / Shipping:

- unassigns any delivery lines from the delivery,
- deletes any container information for the delivery,
- sets the status of the delivery to Cancelled.



Attention: Once a delivery is cancelled, no further actions can be performed on the delivery.

Prerequisites

- ☐ The status for the delivery cannot be Closed or Cancelled.
- ☐ All delivery lines within the delivery must be available to release.

► To cancel a delivery:

1. Navigate to the Find Departure Information window.
2. Find the Delivery you want to cancel. See: Finding Deliveries: page 5 – 29

The Deliveries window displays.

3. Select the Change Status button

The Delivery Planning Status window displays.



4. Select the Cancel Delivery toggle.
5. Choose the OK button to change the status of the Delivery.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Planning a Delivery

You can plan a delivery once delivery lines have been assigned to the delivery. After you set the status of the delivery to planned, it is eligible for pick release. When you plan a delivery, Order Entry / Shipping:

- validates that at least one delivery line was assigned to the delivery,
- validates that the delivery is assigned to a departure,
- (if Weight / Volume Calculation is set to Automatic on the Shipping Parameters window) calculates and captures the estimated number and type of containers needed and issues a warning if the number of containers exceeds the container load capacity for the vehicle.

Prerequisites

- ☐ At least one delivery line must be assigned to the delivery.
- ☐ The status for the delivery must be Open.

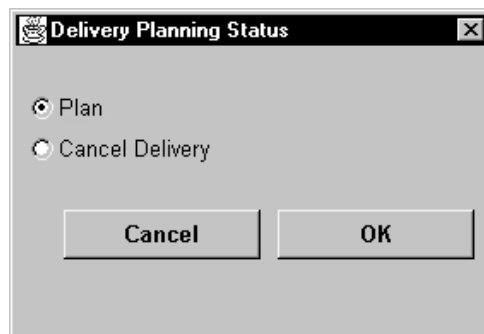
► To plan a departure:

1. Navigate to the Find Departure Information window.
2. Find the Delivery you want to plan. See: Finding Deliveries: page 5 – 29

The Deliveries window displays.

3. Select the Change Status button

The Delivery Planning Status window displays.



4. Select the Plan toggle.

5. Choose the OK button to change the status of the delivery.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Defining Shipping Parameters: page 1 – 131

Unplanning a Delivery

You can unplan a delivery to unassign delivery lines. When you unplan a delivery, Order Entry / Shipping:

- unassigns any delivery lines from the delivery,
- deletes any container information for the delivery, and
- sets the status of the delivery to Open.

Prerequisites

- ☐ The status for the delivery cannot be Closed or Cancelled.
- ☐ All delivery lines assigned to the delivery must be available to release.

► **To unplan a delivery:**

1. Navigate to the Find Departure Information window.
2. Find the Delivery you want to unplan. See: Finding Deliveries: page 5 – 29
The Deliveries window displays.
3. Select the Change Status button
The Delivery Planning Status window displays.
4. Select the Unplan toggle.
5. Choose the OK button to change the status of the delivery.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Reopening a Delivery

You can reopen a delivery to unassign delivery lines from a delivery. When you reopen a departure, Order Entry / Shipping sets the status of the delivery to Open.



Attention: All delivery lines remain assigned to the delivery when you reopen a delivery.

Prerequisites

- ☐ The status for the departure must be Planned.
- ☐ The status for all deliveries in the departure must be Planned.

► To reopen a delivery:

1. Navigate to the Find Departure Information window.
2. Find the Delivery you want to reopen. See: Finding Delivery: page 5 – 29

The Departures window displays.

3. Select the Change Status button

The Delivery Planning Status window displays.

4. Select the Open toggle.
5. Choose the OK button to change the status of the delivery.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Viewing Containers for a Delivery

You can view the number of containers needed for a delivery using the View Containers Special pull down menu option. When you select this Special menu option, the number of containers needed for the delivery are displayed in the Containers for Delivery (*delivery name*) window.

Prerequisites

- ☐ You must have calculated containers for the delivery. See: Calculating Containers: page 5 – 23 and Calculating Weight, Volume, and Fill Percentage: page 5 – 18

► **To view containers for a delivery:**

1. Navigate to the Find Departure Information window.
2. Find the delivery for which you want to view containers. See Finding Deliveries: page 5 – 29
3. Navigate to the Deliveries window.

The screenshot shows a window titled "Deliveries (GL0)". Inside, there is a table with the following columns: "Delivery", "Status", "Expected Arrival Date", "Sequence Number", and "Departure No.". The table contains 10 empty rows. To the left of the table is a vertical scrollbar. Below the table is a horizontal scrollbar. At the bottom of the window, there are five buttons: "Change Status...", "Delivery Lines", "Unassign: 1", "New", and "Open".

4. Select the View Containers Special pull down menu option.
The Containers for Delivery (*delivery name*) window displays.

Containers for Delivery (GL0)

Departure Delivery

☒

Containers

Container	Description	UOM	Quantity

Done

See Also

Calculating Containers: page 5 – 18

Calculating Weight, Volume, and Fill Percentage: page 5 – 18

Calculating Weight, Volume, and Fill Percentage during Departure Planning: page 5 – 20

Calculating Containers: page 5 – 23

Viewing Containers for a Departure: page 5 – 24

Releasing a Delivery

You can release delivery lines within a delivery by using the Release Special pull down menu option. You can release delivery lines in a delivery multiple times as long as the delivery's status is not Closed.

Prerequisites

- ☐ Delivery status must be set to Planned.
- ☐ The delivery must be assigned to a departure.

► To release a delivery:

1. Navigate to the Find Departure Information window.
2. Find the delivery you want to release. See Finding Deliveries: page 5 – 29
3. Navigate to the Delivery window.
4. Select the Release Special pull down menu option.

The Release Sales Orders for Picking window displays with the Departure Name, Delivery Name, and all other relevant fields already defined. See: Releasing Sales Orders for Picking: page 5 – 67



Attention: When you release a delivery, you are releasing only those delivery lines within that delivery. If you want to release all delivery lines within a departure, use the Pick Release Special menu option on the Departure window. See: Releasing All Delivery Lines in a Departure: page 5 – 26

See Also

Overview of Departure Planning Workbench: page 5 – 3

Overview of Delivery-based Pick Release: page 5 – 66

Generating a Loading Sequence for Delivery Lines

You can generate a loading sequence for delivery lines within a delivery using the Generate Loading Sequence Special pull down menu option. The loading sequence you generate defines the order in which the delivery lines are loaded into containers. Generate Loading Sequence updates loading sequence information for a delivery with an existing loading sequence defined.

The loading sequence you generate only applies to the lowest level of packing (loading). For example, if a Detail Container is specified for a delivery line, the loading sequence describes what the position of the item is in that container. If a container is not specified, the loading sequence describes what the position of the item is in the vehicle. If an item is loaded into a container first and then into a vehicle, a loading sequence will not be available for the container. However, the loading sequence of the containers can be derived by reviewing the vehicle load sheet, which prints the loading sequence in the correct order. See: Example of Loading Sequence Generation: page 5 – 47

Prerequisites

- ☐ The status of the delivery must be open.
- ☐ The Loading Order (located on the Delivery and Deliveries windows) must be defined for the delivery and the Production Sequence Number (located on the Delivery Lines window) must be defined for the delivery lines assigned to the delivery.



Attention: You can manually define the Loading Order in the Delivery or Deliveries window. The Production Sequence Number can be defined in one of two ways: the number can be defined for the order line at the customer site and the order line can then be imported via Order Import, or you can define the number in the Release Management alternative region on the Sales Orders window. See: Order Import: page 7 – 18 and Defining Sales Order Line Release Management Information: page 2 – 38

- ☐ You must assign containers to each of the delivery line items. See: Assigning Containers to Delivery Lines: page 5 – 63
- ☐ You must calculate the number of required containers before the loading sequence can be determined. See: Calculating Containers: page 5 – 23
- ☐ You must calculate the weight and volume of the delivery and /or departure. See: Calculating Weight, Volume, and Fill Percentage: page 5 – 18

► **To generate a loading sequence for delivery lines in the Ship Confirm–Departure window:**

1. Navigate to the Find Departure Information window.
2. Find the departure containing the deliveries (and delivery lines) for which you want to generate a loading sequence. See Finding Departures: page 5 – 5
3. Navigate to the Departures window.

The screenshot shows a window titled "Departures (GLO)". It contains a table with the following columns: "Departure", "Arrive After", "Status", "Planned Date", and "Carrier Code". There are 10 rows in the table, all of which are empty. Below the table, there are five buttons: "Change Status...", "Deliveries", "Delivery Lines", "New", and "Open".

4. Choose the Generate Loading Sequence Special pull down menu option to create a loading sequence for all delivery lines within the selected departure.
5. Save your work.

► **To generate a loading sequence for delivery lines in a delivery:**

1. Navigate to the Find Departure Information window.
2. Find the delivery containing the delivery lines for which you want to generate a loading sequence. See Finding Deliveries: page 5 – 29
3. Navigate to the Delivery window.

The screenshot shows the Oracle Delivery (GLO) window with the following fields and sections:

- Delivery Section:**
 - Delivery:
 - Expected Arrival Date:
 - Sequence Number:
 - Loading Order:
 - Status:
- Departure Section:**
 - Name:
 - Planned Date:
 - Freight Carrier:
- Ship To Section:**
 - Customer:
 - Intermediate:
 - Ultimate:
 - Pooled:
- Volume Section:**
 - UOM:
 - Estimated:
- Weight Section:**
 - UOM:
 - Estimated Gross:
- Freight Terms Code:**
- FOB:** ☐
- Buttons:**
 - Change Status...
 - Delivery Lines

4. Choose the Generate Loading Sequence Special pull down menu option to create a loading sequence for all delivery lines within the delivery.
5. Save your work.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Calculating Weight, Volume, and Fill Percentage during Departure Planning: page 5 – 20

Viewing Containers for a Departure: page 5 – 24

Viewing Containers for a Delivery: page 5 – 41

Example of Loading Sequence Generation

Assume you have the following 6 delivery lines with unique production sequence numbers.

Production Sequence Number	22	23	24	25	26	27
Delivery Line	1	2	3	4	5	6

If each container can only hold 2 items, the following loading sequence will be generated for each given loading order.

Container	1	1	2	2	3	3
Loading Order = Forward	1	2	3	4	5	6
Loading Order = Reverse	6	5	4	3	2	1
Loading Order = Forward Invert	2	1	4	3	6	5
Loading Order = Reverse Invert	5	6	3	4	1	2

See Also

Generating a Loading Sequence for Delivery Lines in a Delivery: page 5 – 44

Overview of Delivery Lines

You can find delivery lines, assign delivery lines to a departure or delivery, unassign delivery lines from a departure or delivery, and assign containers to delivery lines.

You must have Oracle Release Management installed to define or modify the Production Lines, Production Sequence, Job Numbers, Dock Code, Model Serial Number, and Intermediate Ship To fields on the Delivery Lines window. Also, you will be unable to query existing delivery lines based on these six fields if you do not have Oracle Release Management installed. Order Entry/Shipping receives values in these fields from Oracle Release Management when you import order lines via Oracle EDI and OrderImport. Release Management maintains these fields automatically, but you can manually enter or modify information as needed.

See Also

Finding Delivery Lines: page 5 – 49

Assigning Delivery Lines to a Departure: page 5 – 52

Assigning Delivery Lines to a Delivery: page 5 – 55

Finding Delivery Lines to Add during Departure Planning: page 5 – 58

Unassigning Delivery Lines from a Departure: page 5 – 60

Unassigning Delivery Lines from a Delivery: page 5 – 62

Assigning Containers to Delivery Lines: page 5 – 63

Viewing the Status of Delivery Lines: page 5 – 65

Finding Delivery Lines

► **To find delivery lines:**

1. Navigate to the Find Departure Information window.

The screenshot shows the 'Find Departure Information (GLO)' window. It has three tabs: 'Find Departures', 'Find Deliveries', and 'Find Delivery Lines'. The 'Find Delivery Lines' tab is selected. The window is divided into several sections:

- Customer:** Fields for Name, Production Lines (range), Production Seq (range), Job Numbers (range), Dock Code, and Model Serial Num.
- Ship To:** Fields for Ultimate, Intermediate, Pooled, and Freight Carrier.
- Departures and Deliveries:** Fields for Departures, Planned Dates, and Deliveries (all with range inputs).
- Planning:** A dropdown for 'Mandatory Assignment' currently set to 'Unassigned'.
- Order Numbers, Schedule Dates, WIP Job Numbers, Item:** Fields for Order Numbers, Schedule Dates, WIP Job Numbers, and a single line for Item.

At the bottom, there are four buttons: 'Clear', 'New Delivery', 'New Departure', and 'Find'.

2. Choose the Find Delivery Lines toggle.
3. Select a Customer Name to find delivery lines for a specific customer.
4. Select the range of Production Line Numbers you want to find.
5. Select the range of Production Sequence Numbers.
6. Select the range of Job Numbers.
7. Select a Dock Code to find delivery lines assigned to a specific Dock.
8. Select a Model Serial Number to find delivery lines with a specific Serial Model Number.
9. Select an Ultimate Ship To location to find delivery lines with a specific Ultimate Ship To location.
10. Select an Intermediate Ship To location to find delivery lines with a specific Intermediate Ship To location.
11. Select a Pooled Ship To location to find delivery lines with a specific Pooled Ship To location.

12. Select a Freight Carrier if you want to find delivery lines assigned to a specific Freight Carrier.
13. Specify a range of Departures to find delivery lines assigned to a specific range of departures.
14. Specify a range of Planned Dates to find delivery lines with specific planned dates.
15. Specify a range of Deliveries to find delivery lines assigned to specific deliveries.
16. Select Yes from the Mandatory field to find all delivery lines that must be departure planned before they are released. Select No to find all delivery lines that do not have to be departure planned before they are released.

Leave this field empty to find delivery lines regardless of whether or not they must be departure planned.



Attention: You can define whether or not a customer item must be departure planned on the Customer Item Details window. See: *Defining Customer Items, Oracle Inventory User's Guide*

17. Select Assigned from the Assignment field to find all assigned delivery lines. Select Unassigned to find all unassigned delivery lines.

Leave this field empty to find both assigned and unassigned delivery lines.

18. Specify a range of Order Numbers to find delivery lines assigned to specific Order Numbers.
19. Specify a range of Scheduled Dates to find delivery lines with specific scheduled dates.
20. Specify a range of Oracle Work In Process Job Numbers to find delivery lines with specific job numbers.
21. Select an Item to find delivery lines consisting of the item.
22. Choose the Find button.

The Delivery Lines window displays containing the list of delivery lines matching your find criteria.

Delivery Lines (GLO)

Departure	Delivery	Load Sequence	Order Number	Requested Date	Item

Item Description
Customer Ultimate Ship To
Freight Carrier Intermediate Ship To

Unassign: 1 **Create Departure: 1** **Create Delivery: 1** *Add Lines...*

See Also

Overview of Departure Planning Workbench: page 5 – 3

Assigning Delivery Lines to a Departure

► **To assign delivery lines to a new departure:**

1. Navigate to the Find Departure Information window.
2. Choose the New Departure button.

The Departure window displays.

The screenshot shows the 'Departure (GL0)' window with the following fields and buttons:

- Departure**: Text field
- Status**: Dropdown menu, currently set to 'Open'
- Planned Date**: Text field
- Arrive after**: Text field
- Carrier**: Section header
- Freight**: Text field
- Vehicle**: Text field
- Number**: Text field
- Instructions**: Text field
- Volume**: Section header
 - UOM**: Text field
 - Maximum**: Text field
 - Estimated**: Text field
- Weight**: Section header
 - UOM**: Text field
 - Maximum**: Text field
 - Estimated Gross**: Text field
 - Estimated Net**: Text field
 - Tare**: Text field
- Fill %**: Section header
 - Minimum**: Text field
 - Actual**: Text field
- []**: Check box
- Change Status...**: Button
- Deliveries**: Button
- Delivery Lines**: Button

3. Define the attributes for the new departure. See: Creating a Departure: page 5 – 8

Make sure to save the departure.

4. Choose the Delivery Lines button.

The Delivery Lines for Departure (*Departure Name*) window displays. See: Finding Delivery Lines to Add to a Departure or Delivery: page 5 – 92

Departure	Delivery	Load Sequence	Order Number	Requested Date	Item

Item Description:

Customer: Ultimate Ship To:

Freight Carrier: Intermediate Ship To:

Unassign: 1 Create Departure: 1 Create Delivery: 1 Add Lines...

- Choose the Add Lines button.
- The Find Delivery Lines to Add window displays.

Order Information

Order Numbers: -

Schedule Dates: -

Item:

Planning Mandatory:

Ship To

Ultimate:

Intermediate:

Customer

Name:

Production Lines: -

Planning Seq: -

Job Numbers: -

Dock Code:

Model Serial Num:

Clear Find

- Define the criteria for the delivery lines you want to add to the delivery and choose the Find button. See: Finding Delivery Lines to Add during Departure Planning: page 5 – 58

The Delivery Lines to Add window displays containing the queried delivery lines.

7. Choose the Add button to add the queried delivery lines to the departure.
8. Save your work.

► **To assign delivery lines to an existing departure:**

1. Navigate to the Find Departure Information window
2. Find the departure to which you want to add delivery lines. See: Finding Departures: page 5 – 5
3. Navigate to the Departures window.
4. Choose the Delivery Lines button.

The Delivery Lines for Departure (*Departure Name*) window displays.

5. Choose the Add Lines button.

The Find Delivery Lines to Add window displays.

6. Define the criteria for the delivery lines you want to add to the departure and choose the Find button. See: Finding Delivery Lines to Add during Departure Planning: page 5 – 58

The Delivery Lines to Add window displays containing the queried delivery lines.

7. Choose the Add button to add the queried delivery lines to the delivery.
8. Save your work.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Assigning Delivery Lines to a Delivery

When assigning delivery lines to a delivery, the following attributes must be identical among all delivery lines:

- Customer
- Ultimate Ship-To
- Intermediate Ship-To
- Freight Carrier
- Currency
- FOB
- Freight Terms



Attention: Assuming all other attributes (Customer, Ultimate Ship-To, Intermediate Ship-To, and Freight Carrier) are identical, a delivery line with Currency, FOB, and Freight Terms set to NULL can be assigned to a delivery with other delivery lines that have assigned Currency, FOB, and Freight Terms attributes.

► To assign delivery lines to a new delivery:

1. Navigate to the Find Departure Information window.
2. Choose the New Delivery button.

The Delivery window displays.

The screenshot shows the 'Delivery (GL0)' window with the following fields and sections:

- Delivery Section:**
 - Delivery:
 - Expected Arrival Date:
 - Sequence Number:
 - Loading Order:
 - Status:
- Departure Section:**
 - Name:
 - Planned Date:
 - Freight Carrier:
- Ship To Section:**
 - Customer:
 - Intermediate:
 - Ultimate:
 - Pooled:
- Volume Section:**
 - UOM:
 - Estimated:
- Weight Section:**
 - UOM:
 - Estimated Gross:
- Freight Terms Code:**
- FOB:**
- Buttons:**
 - Change Status...
 - Delivery Lines

3. Define the attributes for the new delivery. See: Creating Deliveries: page 5 – 31
4. Choose the Delivery Lines button.
The Delivery Lines for Delivery (*Delivery Name*) window displays.
See: Finding Delivery Lines: page 5 – 49

Departure	Delivery	Load Sequence	Order Number	Requested Date	Item

Item Description:

Customer: Ultimate Ship To:

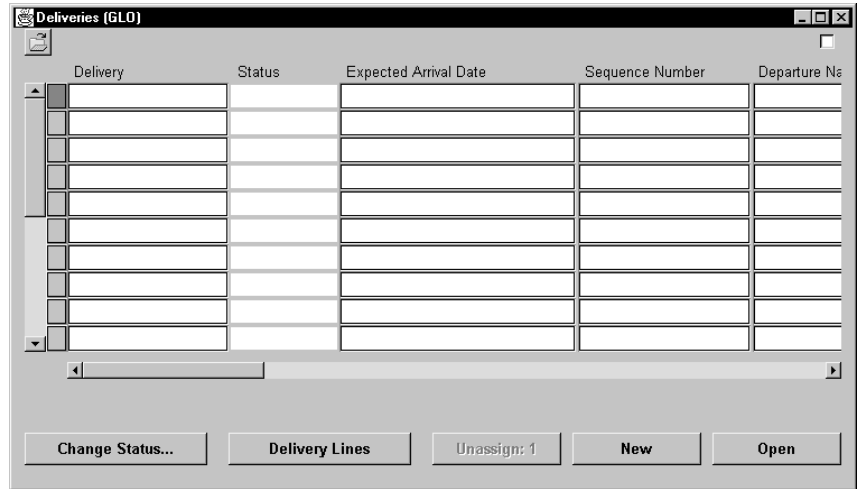
Freight Carrier: Intermediate Ship To:

Unassign: 1 Create Departure: 1 Create Delivery: 1 Add Lines...

5. Choose the Add Lines button.
The Find Delivery Lines to Add window displays.
6. Define the criteria for the delivery lines you want to add to the delivery and choose the Find button. See: Finding Delivery Lines to Add during Departure Planning: page 5 – 58
The Delivery Lines to Add window displays containing the queried delivery lines.
7. Choose the Add button to add the queried delivery lines to the delivery.
8. Save your work.

► **To assign delivery lines to an existing delivery:**

1. Navigate to the Find Departure Information window.
2. Find the delivery to which you want to add delivery lines. See: Finding Deliveries: page 5 – 29
3. Navigate to the Deliveries window.



4. Choose the Delivery Lines button.
The Delivery Lines for Delivery (*Delivery Name*) window displays.
5. Choose the Add Lines button.
The Find Delivery Lines to Add window displays.
6. Define the criteria for the delivery lines you want to add to the delivery and choose the Find button. See: Finding Delivery Lines to Add during Departure Planning: page 5 – 58
The Delivery Lines to Add window displays containing the queried delivery lines.
7. Choose the Add button to add the queried delivery lines to the delivery.
8. Save your work.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Finding Delivery Lines to Add during Departure Planning

The Find Delivery Lines to Add window queries delivery lines that you want to add to a departure or delivery based on the criteria you enter in the Find Delivery Lines to Add window as well as the criteria you have already entered in the Departure and/or Delivery window(s) (prior to opening the Find Delivery Lines to Add window).

► **To find delivery lines to add during Departure Planning:**

1. Navigate to the Find Delivery Lines to Add window.
2. Specify a range of Order Numbers to find delivery lines assigned to specific Order Numbers.
3. Specify a range of Scheduled Dates to find delivery lines with specific scheduled dates.
4. Select an Item to find delivery lines consisting of the item.
5. Select Yes from the Mandatory field to find all delivery lines containing customer items that must be departure planned before they are released. Select No to find all delivery lines containing customer items that do not have to be departure planned before they are released.

Leave this field empty to find delivery lines regardless of whether or not they must be departure planned.



Attention: You can define whether or not a customer item must be departure planned on the Customer Item Details window. See: *Defining Customer Items, Oracle Inventory User's Guide*

6. Select the Ultimate Ship to location to find delivery lines with a specific Ship To Location.
7. Select the Intermediate Ship to location to find delivery lines with a specific Intermediate To Location.
8. Select a Customer Name if you want to add lines from a specific customer.
9. Select the Production Line Number to find delivery lines with a specific production line number.
10. Select the range of Planning Sequence Numbers.
11. Define a range of Job Numbers.
12. Select a Dock Code to find delivery lines assigned to a specific Dock.
13. Define a Model Serial Number to find delivery lines with a specific model serial number.

14. Choose the Find button.

The Delivery Lines to Add window displays containing the list of delivery lines matching your find criteria.

Item	UOM	Schedule Date

Item Description

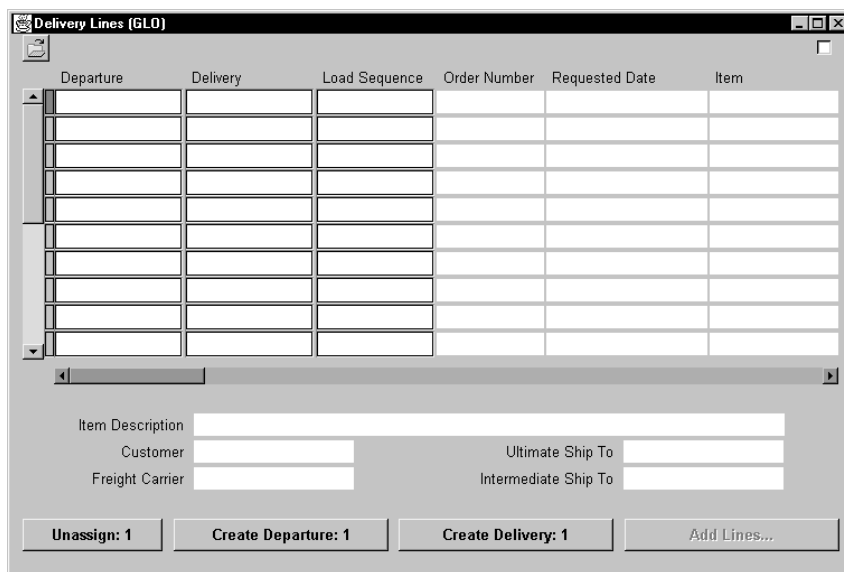
15. Select the delivery lines you want to add.

16. Choose the Add button to add the delivery lines to the departure or delivery.

Unassigning Delivery Lines from a Departure

► **To unassign delivery lines from a departure by querying delivery lines:**

1. Navigate to the Find Departure Information window.
2. Find all assigned delivery lines you want to unassign from the departure. See: Finding Delivery Lines: page 5 – 49
3. Navigate to the Delivery Lines window.



Departure	Delivery	Load Sequence	Order Number	Requested Date	Item

Item Description:

Customer: Ultimate Ship To:

Freight Carrier: Intermediate Ship To:

Unassign: 1 **Create Departure: 1** **Create Delivery: 1** **Add Lines...**

4. Select the delivery lines you want to unassign from the departure.
5. Choose the Unassign button to unassign the delivery lines from the departure.



Attention: You can also unassign a delivery line from a departure by deleting the Departure name from the delivery line in the Delivery Lines window.

6. Save your work.

► **To unassign delivery lines from a departure by querying a departure:**

1. Navigate to the Find Departure Information window
2. Find the departure for which you want to unassign delivery lines. See: Finding Departures: page 5 – 5

3. Navigate to the Departures or Departure window.

4. Choose the Delivery Lines button.

The Delivery Lines for Departure (*Departure Name*) window displays.

5. Select the delivery lines you want to unassign.

6. Choose the Unassign button to unassign the delivery lines from the departure.



Attention: You can also unassign a delivery line from a departure by deleting the Departure name from the delivery line in the Delivery Lines window.

7. Save your work.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Unassigning Delivery Lines from a Delivery

► **To unassign delivery lines from a delivery by querying delivery lines:**

1. Navigate to the Find Departure Information window.
2. Find all assigned delivery lines you want to unassign from the delivery. See: Finding Delivery Lines: page 5 – 49
3. Navigate to the Delivery Lines window.
4. Select the delivery lines you want to unassign from the delivery.
5. Choose the Unassign button to unassign the delivery lines from the delivery.



Attention: You can also unassign a delivery line from a delivery by deleting the Delivery name from the delivery line in the Delivery Lines window.

6. Save your work.

► **To unassign delivery lines from a delivery by querying a delivery:**

1. Navigate to the Find Departure Information window
2. Find the delivery for which you want to unassign delivery lines. See: Finding Deliveries: page 5 – 29
3. Navigate to the Deliveries window.
4. Choose the Delivery Lines button.
The Delivery Lines for Delivery (*Delivery Name*) window displays.
5. Select the delivery lines you want to unassign.
6. Choose the Unassign button to unassign the delivery lines from the delivery.



Attention: You can also unassign a delivery line from a delivery by deleting the Delivery name from the delivery line in the Delivery Lines for Delivery (*Delivery Name*) window.

7. Save your work.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Assigning Containers to Delivery Lines

You can overwrite existing container information and/or assign containers to delivery lines in the Delivery Lines window. The Master Container and Detail Container are defaulted from the customer or item when the departure or delivery containing the delivery line is planned. You can overwrite the defaulted container values by deleting the container information from the Master Container and Detail Container fields and defining a different container for each field.



Attention: You can only assign containers to unplanned delivery lines.

The Calculate Weight/Volume Special menu option uses the container information you enter in the Master Container and Detail Container fields to calculate the number of containers needed for the departure or delivery. See: Calculating Weight, Volume, and Fill Percentage: page 5 – 18, Calculating Weight, Volume, and Fill Percentage during Departure Planning: page 5 – 20, and Calculating Containers: page 5 – 23



Attention: Order Entry / Shipping does not validate whether or not the item is allowed to be transported in the container(s) you select.

► To assign containers to delivery lines:

1. Navigate to the Delivery Lines window. See: Finding Delivery Lines: page 5 – 49
2. Select a Master Container or a Detail Container.



Attention: If you select both a Master Container and a Detail Container, Order Entry / Shipping will only use the Master Container.

3. Save your work.

► To overwrite existing containers:

1. Navigate to the Delivery Lines window. See: Finding Delivery Lines: page 5 – 49
2. Delete existing container information in the Master Container field, Detail Container field, or both the Master Container and Detail Container fields.
3. Define a new Master Container or Detail Container.
4. Save your work.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Viewing Delivery Line Statuses

You can view the current delivery line status for the following cycle actions from the Delivery Lines window: Pick Release, Manufacturing Release, Backorder Release, Ship Confirm, and Cancel Line.

Cycle Action	Results	Set Where?
Manufacturing Release	Eligible, Released, Config-Item Created, Partially Completed, Fully Completed	Manufacturing Release, AutoCreate Configuration Item, Work Order Completion
Pick Release	Eligible, Partial, Released	Pick Release
Backorder Release	Eligible, Partial, Released	Update Shipping
Ship Confirm	Eligible, Confirmed, Partially Backordered, Completely Backordered	Update Shipping
Cancel Line	Eligible, Cancelled	Cancel Order, Order Import

Table A – 7 (Page 1 of 1)

► **To view delivery line statuses:**

1. Find the delivery lines for which you want to view the status. See: Finding Delivery Lines: page 5 – 49
2. Navigate to the Delivery Lines window.

See Also

Overview of Departure Planning Workbench: page 5 – 3

Overview of Delivery-based Pick Release

Pick Release releases order line details for shipment. Pick Release creates picking lines for one order line, one order, or many orders depending on your release criteria. You can run as many releases as you want and qualify those releases to meet your requirements.

You can define Release Sequence Rules, which specify the order in which eligible picking lines are released during Pick Release. You can also define Pick Slip Grouping Rules, which determine how released picking lines are grouped onto pick slips.

You can release orders by departure and delivery, warehouse, order, requested or schedule dates, customer, item, shipment priority, order type, subinventory, ship sets, or combinations of these criteria.

Using Pick Release, you can also:

- release reserved lines and non-reservable lines only
- release orders by subinventory
- explode included items
- print pick release documents

There are three different methods of running Pick Release: online, concurrent, and through Standard Report Submission. Online releases one order immediately, thus eliminating time spent waiting for the order to process through the Concurrent Manager queue. Concurrent runs pick release in the background, thus allowing you to run other processes simultaneously. Standard Report Submission (SRS) runs pick release in the background multiple times. Using SRS, you can run a specific release at the same time every day. See *Pick Release — SRS*: page 7 – 25.



Attention: Only those order lines with Source Type set to internal can be pick released. See: *Overview of Sales Orders*: page 2 – 9, *Defining Sales Order Line Scheduling Information*: page 2 – 40, *Drop Shipments*: page 2 – 11

See Also

Creating Release Rules: page 1 – 126

Defining Release Sequence Rules: page 1 – 124

Defining Pick Slip Grouping Rules: page 1 – 128

Defining Document Sets: page 1 – 121

Releasing Sales Orders For Picking: page 5 – 67

Releasing Sales Orders for Picking

The Release Sales Orders For Picking window specifies the criteria for release of order line details. You can select order lines based on a number of criteria such as warehouse, shipment request date, and item. Order Entry/Shipping only releases order lines which have met the prerequisites for Pick Release required by the order cycle for their order type.

You must create two different rules that determine how Pick Release handles order lines/picking lines: Release Sequence Rules and Pick Slip Grouping Rules. Release Sequence Rules specify the order in which eligible order lines/picking lines are released. The order in which order lines/picking lines are released using a Release Sequence Rule is based on five attributes: order number, outstanding invoice value, schedule date, departure date, and shipment priority. For example, if you wanted to ensure that picking line items with the earliest Schedule Ship Dates were released before any other similar items, you could create a Release Sequence Rule that would release items with the earliest schedule dates first and then select that rule during Pick Release. You must specify a Release Sequence Rule. See: Defining Release Sequence Rules: page 1 – 124

When you release a partial quantity of an order line, Pick Release releases the available quantity and creates a new order line detail consisting of the remaining quantity. For example, if you wanted to release an order line consisting of 10 items but only 6 items were available to release, Pick Release would release the 6 items and create a new order line detail consisting of the 4 remaining items.

If an order line has an assigned ship set number, all order line details for all order lines on that order with the same ship set number are evaluated together. All the order line details in the ship set must meet the release selection criteria and have available inventory before they can be released.

If the OE: Reservations profile option is set to Yes, Pick Release reserves reservable items as it releases them. If reservations are not available for a particular item, Pick Release leaves the item unreleased. Pick Release uses item attributes you define in Oracle Inventory, such as lot and locator control, to determine which attributes must be maintained when a reservable item is released. If you place a reservation for an item and include some of the necessary inventory attribute information, Pick Release verifies the existing reservations and adds the outstanding required information. For example, if you are releasing an item under lot and locator controls and you reserve the item online to the lot level, Pick Release uses the lot you reserved to and automatically adds the locator to the reservation.

Pick Slip Grouping Rules define how picking lines are grouped together on a pick slip. You must specify a Pick Slip Grouping Rule. See: [Defining Pick Slip Grouping Rules: page 1 – 128](#)

There are two methods for running Pick Release from this window: online and concurrent. Online releases an order, departure, or delivery immediately, thus eliminating time spent waiting for the order, departure, or delivery to process through the Concurrent Manager queue. Concurrent releases multiple orders, departures, or deliveries in the background, thus allowing you to run other processes simultaneously.



Attention: You must select a warehouse the first time you enter a Shipping window. An order line may contain order line details with a different warehouse assigned to each order line detail. In this scenario, only those order line details with the selected warehouse (and those that meet your other release criteria) will be released.

Prerequisites

- ☐ You must book an order (order lines must be shippable).
- ☐ If you want to release by departure, you must have at least one planned delivery within the departure.
- ☐ Perform any other steps that are prerequisites for your order cycles.



Attention: Credit checking and holds prevent an eligible order line from releasing until the order line is reviewed and removed from hold. For example, you may have a hold on defective products received from your supplier. Order Entry / Shipping prevents release of order lines, even if they have passed all the cycle prerequisites, until the hold is removed. If credit checking is active at Pick Release, the order is evaluated to see if it violates your credit checking policies. If it does, the order is placed on hold and the lines are not released. If an order was previously on credit hold but no longer violates your credit checking policies, Pick Release automatically releases the order from credit hold and processes the appropriate order lines.

► To release a sales order concurrently:

1. Navigate to the Release Sales Orders For Picking window.

2. Enter a unique name for the batch of orders you want to release.

This batch name is printed on all shipping documents. If you leave this field blank when saving the batch, Order Entry /Shipping automatically assigns a sequential number (batch ID) for you.



Attention: You can refer to this batch name when you print the Process Exception Report.

3. Select the document set that you want to run for this pick release batch. See: Defining Document Sets: page 1 – 121

You can set the *OE: Default Picking Document Set* profile option or define the Default Pick Release Document Set shipping parameter to specify a default value for this field. See: Order Entry /Shipping Profile Options: page 1 – 10 and Defining Shipping Parameters: page 1 – 131.

4. Select a release rule from the Based On Rule list to automatically define the remaining parameters on this window.

If you have not created a release rule or do not want to use an existing release rule, leave this field blank and define the remaining parameters on the window. See: Creating Release Rules: page 1 – 126

5. Indicate how you want Order Entry /Shipping to handle backordered picking lines. Choose from the following options from the Orders field:

Unreleased — Releases all unreleased order lines that meet your criteria.

All —Releases backordered picking lines and unreleased order lines that meet your criteria.

Backordered — Releases only backordered picking lines that meet your criteria.

6. Enter the shipment priority of the order lines you want to release.

If you leave this field blank, Order Entry / Shipping releases orders regardless of their shipment priority.

7. Enter a subinventory.

If you enter a subinventory, only order line details with a matching subinventory are selected. If an order line detail does not have a subinventory specified, it is not selected.

8. Choose the freight carrier for order lines you want to release.

9. Check the Autocreate Deliveries check box to automatically create deliveries for delivery lines once they are released.



Attention: This check box is only available if the Departure and Delivery fields are left blank. Autocreate Deliveries only applies to delivery lines that have not been assigned to a departure or a delivery.

10. Select the Departure containing the delivery lines you want to release.

11. Select the Delivery containing the delivery lines you want to release.



Attention: You must have selected a departure to select a delivery in this field.

12. Check the Allow Partial Release check box to allow a portion of the selected departure or delivery to be released.

13. Check the Include Planned Lines check box to release planned delivery lines that have the defined picking criteria. This check box can only be checked when a departure or delivery has not been selected.

For example, if you release an order consisting of unplanned and planned delivery lines and this check box is checked, all of the delivery lines will be released. If this check box is not checked, only the unplanned delivery lines will be released.



Attention: Planned delivery lines remain assigned to their existing departures and /or deliveries when they are released.

14. Enter the starting and ending dates for the range of Scheduled Ship Dates you want to release. The ending date defaults to the current date.

If you enter starting and ending schedule dates, Order Entry/Shipping only releases order lines whose schedule dates are on or between these dates.

15. Enter the starting and ending dates for the range of Requested Dates you want to release. The ending date defaults to the current date.

If you enter starting and ending requested dates, Order Entry/Shipping only releases order lines whose requested dates are on or between these dates.

16. Select an Order Number if you want to release lines for a single order only.

If you want to release a specific ship set, you must enter an order number in this field. Values for the Order Type and Customer fields of this window default to those for the order number you enter here. If you entered an order type before you entered the order number, you are restricted to order numbers that have the selected order type.

17. Select the order type you want to release.

18. Select the number of the specific ship set you want to release.

You can only enter this field if you entered an order number. The list for this field only displays ship sets that exist on the order you specified.

19. Check the Prior Reservations Only check box to release only those reservable items with existing reservations.

Turn this option off to release orders regardless of their current reservations status.

20. Select the Item you want to release.

21. Select a customer for the orders you want to release.

You must enter a customer name in the Customer field if you want to enter a ship to location.

22. Select a Release Sequence Rule to specify the order in which the picking lines are released. See: Defining Release Sequence Rules: page 1 – 124

You can select a Release Sequence Rule on the Shipping Parameters window to specify a default value for this field. See: Defining Shipping Parameters: page 1 – 131

23. Select a Pick Slip Grouping Rule to determine how released picking lines are grouped onto pick slips. See: Defining Pick Slip Grouping Rules: page 1 – 128

You can select a Pick Slip Grouping Rule on the Shipping Parameters window to specify a default value for this field. See: Defining Shipping Parameters: page 1 – 131

24. Choose Concurrent.

► **To release a sales order online:**



Attention: You must set the *SHP: Release Single Orders Online* profile option to Yes to release a sales order, a departure, or a delivery online.

1. Navigate to the Release Sales Orders For Picking window.
2. Select an Order Number and/or a Departure (and a Delivery) and define any remaining fields on the window to further specify release criteria.



Attention: You must select an Order Number to release a sales order online. You must select a departure (and, optionally, a delivery) to release a Departure (and a Delivery) online.

3. Choose Online.

See Also

Creating Release Rules: page 1 – 126

Overview of Pick Release: page 5 – 66

Overview of Delivery-based Ship Confirm

Delivery-based Ship Confirm defines shipped quantities, defines inventory control information for picking lines, defines pick slip header information, assigns freight charges, and defines whether released picking line items are shipped or backordered when Update Shipping Information is run.

You can plan a departure or delivery using the Departure Planning workbench, pick release the departure or delivery, and then ship confirm the entire departure or delivery without providing detailed quantity information. You can also backorder an entire departure or delivery. If you do not create a departure plan and pick release unplanned delivery lines, you can create departures and deliveries for the delivery lines during ship confirmation.

See Also

Confirming a Departure: page 5 – 97

Backordering a Departure: page 5 – 101

Assigning a Delivery to a Departure during Ship Confirm: page 5 – 102

Entering Delivery Level Information during Ship Confirm: page 5 – 104

Calculating Weight, Volume, and Fill Percentage for a Departure during Ship Confirm: page 5 – 105

Confirming a Delivery: page 5 – 74

Backordering a Delivery: page 5 – 80

Packing a Delivery: page 5 – 81

Unpacking a Delivery: page 5 – 83

Assigning Freight Charges to a Delivery: page 5 – 84

Defining Container Details: page 5 – 86

Defining Delivery Line Details: page 5 – 88

Splitting Delivery Line Details: page 5 – 93

Calculating Weight for a Container: page 5 – 95

Confirming a Delivery

You can partially or completely ship a delivery. If picking line details are not required, you can ship an entire delivery from the delivery level. If picking line details are required, you must define the required details for the items on the Delivery Lines window. See: Defining Delivery Line Details: page 5 – 88 and Overview of Ship Confirm: page 5 – 73

You must create a departure for the delivery if you want to ship a delivery. You can create a departure prior to Ship Confirm, or you can create a departure while confirming the delivery. For example, when you try to ship a delivery that is not assigned to a departure, you are prompted to define three fields on the Delivery Status window (see the steps below). When you select Ship Entered Quantities or Ship All from the Delivery Status window, define these three fields, and choose OK, a departure is automatically created and the delivery is assigned to the departure.

If the Process Inventory Online check box is checked, the Update Shipping Information and Inventory Interface concurrent programs are automatically run when you ship a delivery. If the Process Inventory Online check box is not checked, you must run the Update Shipping Information and Inventory Interface concurrent programs via the concurrent manager. See: Update Shipping Information: page 7 – 49 and Inventory Interface: page 7 – 11

If you try to ship a delivery in which some delivery line items are assigned to containers and the Enforce Packing check box is checked, you will receive a warning stating that packed quantities and shipped quantities must match. If this check box is not checked, you can ship the delivery without packing delivery line items (without receiving the warning that items are not packed). The Enforce Packing in Containers display list on the Shipping Parameters window determines the default for the Enforce Packing check box. See: Defining Shipping Parameters: page 1 – 131



Attention: Even if the Enforce Packing check box is checked, you can still ship the delivery without packing the delivery line items. The message you receive is only a warning that the items are not assigned to containers.

Prerequisites

- ☐ You must release a delivery. See: Overview of Delivery-based Pick Release: page 5 – 66

► **To ship confirm an entire delivery:**

1. Navigate to the Ship Confirm Delivery window.

Ship Confirm Delivery (GLO)

Delivery

Status **Open**

Default Pick Slip

Sequence Number

Ship To

Customer

Ultimate

Intermediate

Pooled

Waybill

Arrival Date

Picker

Packer

Freight Terms

FOB Point

Document Set

Departure

Name

Actual Date

Freight Carrier

Bill Of Lading

Actual Weight / Volume

UOM

Gross Weight

UOM

Volume

☐ Details Required

2. Query the Delivery that you want to ship.
3. Define a Waybill number.



Attention: You must enter a Waybill number to confirm a delivery.

4. Choose the Change Status button.

The Delivery Status window displays.



5. Select Ship All.



Attention: If you have not defined a departure for the delivery, the Actual Departure Date, Freight Carrier, and Bill of Lading fields display at the bottom of the Change Status window. You must define values for these three fields before confirming the delivery.

6. Select the Process Inventory Online check box if you want to automatically run the Update Shipping Information and Inventory Interface concurrent programs.
7. Select the Enforce Packing check box to display a warning if unpacked delivery line items exist in the delivery. Uncheck this check box to ship the delivery without displaying the warning.



Attention: If unpacked delivery line items exist and you want to ship the delivery anyway, choose OK from the Caution window that displays the error message.

8. Choose OK to ship the delivery.

The Shipped Quantity is set equal to the Requested Quantity for all delivery lines in the delivery and the status of the delivery is set to Closed.

► **To ship confirm an entire delivery with details required:**

1. Navigate to the Ship Confirm Delivery window.
2. Query the Delivery that you want to ship.
3. Define a Waybill number.



Attention: You must enter a Waybill number to confirm a delivery.

4. Choose the Delivery Lines button.
The Delivery Lines window displays.

Picking Line Detail ID	Details Required Container	Seq No.	Shipped Qty	Requested Qty	UOM	Serial Number
	☒					
	☐					
	☐					
	☐					
	☐					
	☐					
	☐					
	☐					
	☐					
	☐					

Item

☒ Serial Number Entered

Freight Carrier

5. Define details for each delivery line until finished. See: Defining Delivery Line Details: page 5 – 88
6. Save your work.
7. Navigate to the Ship Confirm Delivery window.
8. Choose the Change Status button
The Delivery Status window displays.
9. Select Ship All.



Attention: If you have not defined a departure for the delivery, the Actual Departure Date, Freight Carrier, and Bill of Lading fields display at the bottom of the Change Status window. You must define values for these three fields before confirming the delivery.

10. Select the Process Inventory Online check box if you want to automatically run the Update Shipping Information and Inventory Interface concurrent programs.
11. Select the Enforce Packing check box to display a warning if unpacked delivery line items exist in the delivery. Uncheck this check box to ship the delivery without displaying the warning.



Attention: If unpacked delivery line items exist and you want to ship the delivery anyway, choose OK from the Caution window that displays the warning.

12. Choose OK to ship the delivery.

The Shipped Quantity is set equal to the Requested Quantity for all delivery lines in the delivery and the status of the delivery is set to Closed.

► **To partially ship a delivery without details required:**

1. Navigate to the Ship Confirm Delivery window.
2. Query the Delivery that you want to ship.
3. Define a Waybill number.



Attention: You must enter a Waybill number to confirm a delivery.

4. Choose the Delivery Lines button.

The Delivery Lines window displays.

5. Specify partial Shipped quantities for each of the delivery lines.
6. Save your work.
7. Navigate back to the Ship Confirm Delivery window.
8. Choose the Change Status button.

The Delivery Status window displays.

9. Select Ship Entered Quantities.



Attention: If you have not defined a departure for the delivery, the Actual Departure Date, Freight Carrier, and Bill of Lading fields display at the bottom of the Change Status window. You must define values for these three fields before confirming the delivery.

10. Select the Process Inventory Online check box if you want to automatically run the Update Shipping Information and Inventory Interface concurrent programs.
11. Select the Enforce Packing check box to display a warning if unpacked delivery line items exist in the delivery. Uncheck this check box to ship the delivery without displaying the warning.



Attention: If unpacked delivery line items exist and you want to ship the delivery anyway, choose OK from the Caution window that displays the warning.

12. Choose OK to ship the Shipped Quantity for the delivery.

The Shipped Quantity is shipped, the remainder of the Requested Quantity is backordered, and the status of the delivery is set to Closed.

► **To partially ship a delivery with details required:**

1. Navigate to the Ship Confirm Delivery window.
2. Query the Delivery that you want to ship.
3. Define a Waybill number.



Attention: You must enter a Waybill number to confirm a delivery.

4. Choose the Delivery Lines button.

The Delivery Lines window displays.

5. Define details for each delivery line until finished. See: Defining Delivery Line Details: page 5 – 88
6. Save your work.
7. Navigate to the Ship Confirm Delivery window.

8. Choose the Change Status button

The Delivery Status window displays.

9. Select Ship Entered Quantities.



Attention: If you have not defined a departure for the delivery, the Actual Departure Date, Freight Carrier, and Bill of Lading fields display at the bottom of the Change Status window. You must define values for these three fields before confirming the delivery.

10. Select the Process Inventory Online check box if you want to automatically run the Update Shipping Information and Inventory Interface concurrent programs.
11. Select the Enforce Packing check box to display a warning if unpacked delivery line items exist in the delivery. Uncheck this check box to ship the delivery without displaying the warning.



Attention: If unpacked delivery line items exist and you want to ship the delivery anyway, choose OK from the Caution window that displays the warning.

12. Choose OK to ship the Shipped Quantity for the delivery.

The Shipped Quantity is shipped, the remainder of the Requested Quantity is backordered, and the status of the delivery is set to Closed.

Backordering an Entire Delivery

You can backorder an entire delivery, which returns all delivery lines assigned to that delivery to the planning pool. The delivery, if assigned to a departure, will remain assigned to its associated departure.

If the Process Inventory Online check box is checked, the Update Shipping Information and Inventory Interface concurrent programs are automatically run when you backorder the delivery. If the Process Inventory Online check box is not checked, you must run the Update Shipping Information and Inventory Interface concurrent programs via the concurrent manager. See: Update Shipping Information: page 7 – 49 and Inventory Interface: page 7 – 11

Prerequisites

- ☐ You must release a delivery. See: Overview of Delivery-based Pick Release: page 5 – 66

► **To backorder an entire delivery:**

1. Navigate to the Ship Confirm Delivery window.
2. Query the Delivery that you want to backorder.
3. Choose the Change Status button.
The Delivery Status window displays.
4. Select Backorder Complete Delivery.
5. Select the Process Inventory Online check box if you want to automatically run the Update Shipping Information and Inventory Interface concurrent programs.
6. Choose OK to backorder the delivery.

The Shipped Quantity is set to zero for all delivery lines in the delivery, the status of the delivery is set to Backorder Complete, and the delivery lines are returned to the planning pool.

Packing a Delivery

You can pack delivery line items into containers prior to shipping the delivery. Once a delivery is packed, you cannot modify any delivery lines in the delivery unless you unpack the delivery. See: Unpacking a Delivery: page 5 – 83

Prerequisites

- ☐ The delivery and all delivery lines assigned to the delivery must be released. See: Overview of Delivery-based Pick Release: page 5 – 66
- ☐ At least one delivery line must be assigned to the delivery you want to pack.
- ☐ All delivery lines in the delivery must have the same delivery attributes.



Attention: If there is a ship set in the delivery, then all items in the ship set must be packed together. Ship Model Complete PTO models must also be packed together.

► To pack an entire delivery without details required:

1. Navigate to the Ship Confirm Delivery window.
2. Query the Delivery that you want to pack.
3. Choose the Change Status button.
The Delivery Status window displays.
4. Select Pack All.
5. Choose OK to pack the delivery.

► To pack an entire delivery with details required:

1. Navigate to the Ship Confirm Delivery window.
2. Query the Delivery that you want to pack.
3. Choose the Delivery Lines button.
The Delivery Lines window displays.
4. Define details for each delivery line until finished. See: Defining Delivery Line Details: page 5 – 88
5. Save your work.
6. Navigate to the Ship Confirm Delivery window.

7. Choose the Change Status button
The Delivery Status window displays.
8. Select Pack All.
9. Choose OK to pack the delivery.

► **To partially pack a delivery without details required:**

1. Navigate to the Ship Confirm Delivery window.
2. Query the Delivery that you want to pack.
3. Choose the Delivery Lines button.
The Delivery Lines window displays.
4. Specify partial Shipped quantities for each of the delivery lines.
5. Save your work.
6. Navigate back to the Ship Confirm Delivery window.
7. Choose the Change Status button.
The Delivery Status window displays.
8. Select Pack Entered Quantities.
9. Choose OK to pack the Shipped Quantity for the delivery.

► **To partially ship a delivery with details required:**

1. Navigate to the Ship Confirm Delivery window.
2. Query the Delivery that you want to ship.
3. Choose the Delivery Lines button.
The Delivery Lines window displays.
4. Define details for each delivery line until finished. See: Defining Delivery Line Details: page 5 – 88
5. Save your work.
6. Navigate to the Ship Confirm Delivery window.
7. Choose the Change Status button
The Delivery Status window displays.
8. Select Pack Entered Quantities.
9. Choose OK to pack the Shipped Quantity for the delivery.

Unpacking a Delivery

You can unpack delivery line items if you want to modify the delivery lines assigned to a Packed delivery. Unpacking returns the delivery to the status it held prior to packing.

► **To unpack a delivery:**

1. Navigate to the Ship Confirm Delivery window.
2. Query the Delivery that you want to unpack.
3. Choose the Change Status button.

The Delivery Status window displays.

4. Select Unpack.
5. Choose OK to unpack the delivery.

See Also

Packing a Delivery: page 5 – 81

Confirming a Delivery: page 5 – 74

Assigning Freight Charges to a Delivery

You can assign freight charges to shipments during shipping confirmation. Order Entry/Shipping lets you add multiple freight charges to a shipment and override the suggested amount of the freight charge.

When you add freight charges at ship confirmation to a foreign currency order, you can use either your functional currency or the order's foreign currency. If you use your functional currency, Order Entry/Shipping converts the freight charges to the order currency when interfacing the transactions to Oracle Receivables.

Prerequisites

- ☐ You must define your freight charges. See: Defining Freight Charges: page 1 – 25

► To assign freight charges to a delivery:

1. Navigate to the Ship Confirm Delivery window.
2. Query the delivery to which you want to add freight charges. See: Confirming a Delivery: page 5 – 74
3. Choose the Charges button.

The Charges window displays.

Charge Type	Currency	Amount	Order Number	Picking Line Detail ID	Container

Description

4. Select the Type of freight charge you want to apply.
5. Select the Currency to be used for the freight charge.
6. Define the Amount of the freight charge.
7. Optionally select the Order Number of the order to which you want to assign the (order level) freight charge.

8. Optionally select the Picking Line Detail ID to which you want to add the (line level) freight charge.
9. Optionally select the Container to which you want to add the (delivery level) freight charge.
10. Save your work.

See Also

Overview of Ship Confirm: page 5 – 73.

Defining Container Details

You can define a container, a parent container for the container, and inventory controls for the container using the Container Details window. The Sequence Number and associated Container you define are used to assign the container to delivery lines on the Delivery Lines window. See: Defining Delivery Line Details: page 5 – 88.

The Container Contents region displays all delivery line items assigned to the current container (if the Container Contents check box is checked).

Prerequisites

- ☐ You must have created a container. See: Defining Container Types, *Oracle Inventory User's Guide*

► **To define container details:**

1. Navigate to the Ship Confirm Delivery window.
2. Query the delivery containing the delivery lines to which you want to assign containers. See: Confirming a Delivery: page 5 – 74
3. Choose the Containers button.

The Container Details window displays.

Seq Number	Container	Parent Seq Number	Qty UOM	Quantity	Subinventory	L

Container Description

Container Contents ☒

Item	Description	UOM	Packed Quantity	Order Number	Order Line Number

4. Define a Sequence Number for the Container.
5. Select the Container you want to assign to a delivery line in the delivery.

6. Optionally define the Parent Sequence Number, which is the Sequence Number of the container in which you want to pack the current container.
7. Select the Quantity Unit of Measure for the container.
8. Define the number of containers you want to create with the current Sequence Number.

For example, if you selected Dozen in the Quantity UOM field and define the Quantity as 1, you would create twelve containers with the same Sequence Number. When you assign this container to line items, those line items would be packed in any of the twelve containers you created.

9. Define the inventory controls for the container: Subinventory, Location, Revision, Lot Number, and Serial Number.
10. Define the Master Serial Number.
11. Define the Weight Unit of Measure for the container.

This unit of measure is used by the Calculate Container Weight Special menu option to calculate the gross weight of the container (and all items in the container).

12. Specify the Gross Weight for the container.

The Gross Weight field is filled each time you run Calculate Container Weight.

13. Save your work.

See Also

Overview of Ship Confirm: page 5 – 73.

Assigning Containers to Delivery Lines page 5 – 63.

Defining Delivery Line Details

The Delivery Lines window associated with the Ship Confirm Delivery window defines inventory control information for delivery lines that require details.

► **To define delivery line details:**

1. Navigate to the Ship Confirm Delivery window.
2. Query the delivery containing the serialized delivery lines for which you want to define details. See: Confirming a Delivery: page 5 – 74

3. Choose the Delivery Lines button.

The Delivery Lines window displays.

Picking Line Detail ID	Details Required Container	Seq No.	Shipped Qty	Requested Qty	UOM	Serial Number
	☒					
	☐					
	☐					
	☐					
	☐					
	☐					
	☐					
	☐					
	☐					
	☐					

Item Freight Carrier

☒ Serial Number Entered

4. Select a Container/Sequence Number for the delivery line (Picking Line Detail ID) to assign the delivery line to a container.



Attention: You must have assigned a container to the delivery using the Container Details window. See: Defining Container Details: page 5 – 86

5. Define a Shipped Quantity for the delivery line.
6. Choose the Serial Numbers button (if the delivery line is under serial number control).

The Serial Entry window displays.

7. Select the Ranges toggle in the Serial Number Entry Mode region to define a range of serial numbers for the delivery line, or select the Individual toggle to define a single serial number.
8. Define a range of serial numbers or define an individual serial number.

If you enter a range of serial numbers, Order Entry / Shipping creates a detail row for each serial number. The Serial field is required on picking lines for items under serial number control. See: Serial Number Control, *Oracle Inventory User's Guide*

 **Attention:** You should not assign serial numbers for items on internal sales orders. Serial numbers should only be used for customer (sales) orders.

 **Attention:** If you have defined a range of serial numbers for the delivery lines, you must re-query the delivery lines in the Delivery Lines window to view the newly created detail rows.

9. Select the revision or version number of the item.

This field is required on delivery lines for items under revision control.

10. Select the Subinventory for the item.

11. Select the Locator of the subinventory for the item.

This field is required on delivery lines for items under locator control. See: Defining Stock Locators, *Oracle Inventory User's Guide*

12. Select the Lot number for the item.

This field is required on picking lines for items under lot control.

See: Lot Control, *Oracle Inventory User's Guide*

13. Save your work.

Adding Delivery Lines to a Delivery during Ship Confirm

You can add unplanned delivery lines to a delivery using the Find Delivery Lines to Add window. When assigning delivery lines to a delivery, the following attributes must be identical among all delivery lines:

- Customer
- Ultimate Ship-To
- Intermediate Ship-To
- Freight Carrier
- Currency
- FOB
- Freight Terms



Attention: Assuming all other attributes (Customer, Ultimate Ship-To, Intermediate Ship-To, and Freight Carrier) are identical, a delivery line with Currency, FOB, and Freight Terms set to NULL can be assigned to a delivery with other delivery lines that have assigned Currency, FOB, and Freight Terms attributes.

► To add delivery lines to a delivery during Ship Confirm:

1. Navigate to the Ship Confirm-Delivery window.
2. Query the delivery to which you want to add delivery lines.
3. Choose the Delivery Lines button.
The Delivery Lines window displays.
4. Choose the Add Lines button.
The Find Delivery Lines to Add window displays.
5. Define the criteria for the delivery lines you want to add to the delivery and choose the Find button. See: Finding Delivery Lines to Add during Ship Confirm: page 5 – 92
6. Save your work.

Finding Delivery Lines to Add during Ship Confirm

The Find Delivery Lines to Add window queries delivery lines that you want to add to a delivery based on the criteria you enter in the Find Delivery Lines to Add window as well as the criteria you have already entered in the Ship Confirm – Delivery window (prior to opening the Find Delivery Lines to Add window).

► **To find delivery lines to add during Ship Confirm:**

1. Navigate to the Find Delivery Lines to Add window.
2. Select a Pick Slip Number to add lines from a specific pick slip.
3. Select a Shipment Priority to select lines with a specific shipment priority.
4. Specify a range of Order Numbers to find delivery lines assigned to specific Order Numbers.
5. Specify a range of Schedule Dates to find delivery lines with specific schedule dates.
6. Select an Item to find delivery lines consisting of the item.
7. Select the Production Line Number to find delivery lines with a specific Production Line Number.
8. Select the range of Planning Sequence Numbers.
9. Select a Dock Code to find delivery lines assigned to a specific Dock.
10. Choose the Find button.

The Delivery Lines to Add window displays containing the list of delivery lines matching your find criteria.

11. Select the delivery lines you want to add.
12. Choose the Add button to add the delivery lines to the delivery.

Splitting Delivery Line Details

You can create multiple delivery line details for inventory controls on a delivery by using the Split Delivery Line Special menu option. Use Split Delivery Line when you want to create a new delivery line detail for serial numbers, subinventories, or other inventory controls. If OE: Reservations is set to Yes, the item is reservable, and the item is under serial number control, you can (only) create a new detail line for each serial number when you are entering serial numbers. If OE: Reservations is set to No or the item is not reservable, Split Delivery Line copies the current delivery line detail and creates a new row in the detail block.



Attention: You must specify a Shipped quantity for the original delivery line detail before splitting the delivery line detail.

► To split delivery line details:

1. Navigate to the Ship Confirm Delivery window.
2. Query the delivery containing the serialized delivery lines for which you want to define details. See: Confirming a Delivery: page 5 – 74
3. Choose the Delivery Lines button.
The Delivery Lines window displays.
4. Select the delivery line you want to split.
5. Define a Shipped Quantity that is less than the Requested Quantity for the delivery line.
6. Choose the Split Delivery Line Special menu option.
The delivery line is split.
7. Save your work.

See Also

Defining Delivery Line Details: page 5 – 88.

Confirming a Delivery: page 5 – 74.

Calculating Weight, Volume, and Fill Percentage for a Delivery during Ship Confirm

Prerequisites

- ☐ All delivery lines must be assigned to deliveries.
- ☐ The status of the Departure containing the delivery must be open.
- ☐ You must have defined a unit of measure for the weight and volume for the delivery or the departure containing the delivery.

► **To calculate weight, volume, and fill percentage for a delivery using the Ship Confirm–Departure window:**

1. Navigate to the Ship Confirm–Departure window.
2. Query the departure containing the delivery / deliveries for which you want to calculate the weight, volume, and fill percentage.
3. Choose the Deliveries button.
The Deliveries Summary window displays.
4. Select the delivery / deliveries for which you want to calculate the weight and volume.
5. Select the Calculate Weight / Volume Special pull down menu option.
The weight and volume are calculated for the delivery.
6. Save your work.

► **To calculate weight, volume, and fill percentage for a delivery using the Ship Confirm–Delivery window:**

1. Navigate to the Ship Confirm–Delivery window.
2. Query the delivery for which you want to calculate the weight, volume, and fill percentage.
3. Select the Calculate Weight / Volume Special pull down menu option.
The weight and volume are calculated for the delivery.
4. Save your work.

See Also

Calculating Weight, Volume, and Fill Percentage: page 5 – 18

Calculating Weight for a Container

You can calculate the gross weight of a container using the Calculate Container Weight Special menu option.

Prerequisites

- ☐ All delivery lines must have assigned containers (if you want to enforce packing).
- ☐ The status of the delivery must be open or planned.
- ☐ You must have defined a unit of measure for the weight for the container.

► To calculate weight for a container:

1. Navigate to the Ship Confirm–Delivery window.
2. Query the delivery containing the container for which you want to calculate the weight.
3. Select the Calculate Container Weight Special pull down menu option.

The weight of the container is calculated for the delivery. You can view the Gross Weight of the container in the Container Details window.

4. Save your work.

Validating Packed Quantities

You can validate whether or not all delivery lines are assigned to a container using the Validate Packed Quantity Special menu option.

Prerequisites

- ☐ All delivery lines must have assigned containers.
- ☐ The status of the delivery must be open or planned.
- ☐ You must have defined a unit of measure for the weight and volume for the delivery.

► **To validate packed quantities for a container:**

1. Navigate to the Ship Confirm–Delivery window.
2. Query the delivery containing the delivery lines that you want to make sure are packed into containers.
3. Select the Validate Packed Quantity Special pull down menu option.

Confirming a Departure

You can partially or completely ship or completely backorder an existing departure during Ship Confirm. You can also create a departure, assign deliveries to the departure, and ship or backorder the departure. You can calculate the weight, volume, and percentage fill of the departure using the Calculate Weight Special menu option.

If delivery line details are not required and all deliveries within the departure are able to be closed, you can ship part or all of the departure from the departure level. If delivery line details are required, you must define the required details for the items on the Delivery Lines window (via the Ship Confirm Delivery window). See: Defining Delivery Line Details: page 5 – 88 and Confirming a Delivery: page 5 – 74

When you close a departure, Order Entry/Shipping automatically sends an Advanced Shipping Notice (ASN) for each delivery within the Departure.

If the Process Inventory Online check box is checked, the Update Shipping Information and Inventory Interface concurrent programs are automatically run when you ship a delivery. If the Process Inventory Online check box is not checked, you must run the Update Shipping Information and Inventory Interface concurrent programs via the concurrent manager. See: Update Shipping Information: page 7 – 49 and Inventory Interface: page 7 – 11

If you try to ship a departure containing a delivery in which all delivery line items are not packed and the Enforce Packing check box on the Departure Status window is checked, a warning message displays stating that packed quantities and shipped quantities must match. If this check box is not checked, you can ship the delivery without packing delivery line items (without receiving the warning that items are not packed). The Enforce Packing in Containers display list on the Shipping Parameters window determines the default for the Enforce Packing check box. See: Defining Shipping Parameters: page 1 – 131



Attention: Even if the Enforce Packing check box is checked, you can still ship the departure containing the delivery without packing the delivery line items. The message you receive is only a warning that the items are not packed.

Prerequisites

- ☐ You must release a departure or delivery lines that you want to add to a departure. See: Overview of Delivery-based Pick Release: page 5 – 66

► **To ship confirm an entire departure:**

1. Navigate to the Ship Confirm Departure window.

2. Query the Departure that you want to ship.
3. Define a Bill of Lading.



Attention: You must enter a Bill of Lading to confirm a departure.

4. Define the Actual Date for the departure.
5. Choose the Change Status button.

The Departure Status window displays.

6. Select Ship All.



Attention: You must enter a Waybill number for each delivery within the departure to confirm a departure.

7. Select the Process Inventory Online check box if you want to automatically run the Update Shipping Information and Inventory Interface concurrent programs.
8. Select the Enforce Packing check box to display a warning message if unpacked delivery line items exist in one or more of the deliveries within your departure. Uncheck this check box to ship the departure without displaying the warning.



Attention: If unpacked delivery line items exist and you want to ship the departure anyway, choose OK from the Caution window that displays the warning.

9. Choose OK to ship the departure.

The Shipped Quantity is set equal to the Requested Quantity for all delivery lines in each delivery in the departure and the status of the departure (and its assigned deliveries) is set to Closed.

► **To partially ship a delivery:**

1. Navigate to the Ship Confirm Departure window.
2. Query the Departure that you want to ship.
3. Define a Bill of Lading.



Attention: You must enter a Bill of Lading to confirm a departure.

4. Define the Actual Departure Date for the departure.
5. Select a Freight Carrier for the departure.
6. Choose the Change Status button.

The Delivery Status window displays.



7. Select Ship Entered Quantities.



Attention: You must enter a Waybill number for each delivery within the departure to confirm a departure.



Attention: You can specify shipped quantities for delivery lines on the Delivery Lines window (accessed via the Ship Confirm Departure window).

8. Select the Process Inventory Online check box if you want to automatically run the Update Shipping Information and Inventory Interface concurrent programs.
9. Select the Enforce Packing check box to display a warning if unpacked delivery line items exist in one or more of the deliveries within your departure. Uncheck this check box to ship the departure without displaying the warning.



Attention: If unpacked delivery line items exist and you want to ship the departure anyway, choose OK from the Caution window that displays the warning.

10. Choose OK to ship the Shipped Quantity for the departure (deliveries within the departure).

The Shipped Quantity is shipped, the remainder of the Requested Quantity is backordered, and the status of the departure (and its assigned deliveries) is set to Closed.

Backordering a Departure

You can backorder an entire departure, which closes all deliveries assigned to the departure and returns all delivery lines assigned to the departure to the planning pool. All deliveries will remain assigned to the departure.

If the Process Inventory Online check box is checked, the Update Shipping Information and Inventory Interface concurrent programs are automatically run when you backorder the delivery. If the Process Inventory Online check box is not checked, you must run the Update Shipping Information and Inventory Interface concurrent programs via the concurrent manager. See: Update Shipping Information: page 7 – 49 and Inventory Interface: page 7 – 11

Prerequisites

- ☐ You must release a delivery. See: Overview of Delivery-based Pick Release: page 5 – 66

► To backorder an entire delivery:

1. Navigate to the Ship Confirm Departure window.
2. Query the Departure that you want to backorder.
3. Choose the Change Status button.
The Departure Status window displays.
4. Select Backorder Complete Departure.
5. Select the Process Inventory Online check box if you want to automatically run the Update Shipping Information and Inventory Interface concurrent programs.
6. Choose OK to backorder the delivery.

The Shipped Quantity is set to zero for all delivery lines in each delivery within the departure, the status of the departure is set to Backorder Complete, all deliveries within the departure are closed, and the delivery lines are returned to the planning pool.

Assigning a Delivery to a Departure during Ship Confirm

You can assign or unassign a delivery to a departure during Ship Confirm by choosing the Deliveries button on the Ship Confirm Departure window, which displays the Deliveries Summary window.

Prerequisites

- ☐ The status for the departure to which you want to assign the delivery must be Open or Planned.
- ☐ The status for the delivery must be Open, Planned, or Packed.
- ☐ The delivery lines assigned to the delivery and the departure to which you are assigning the delivery must have the same freight carrier.

► To assign a delivery to a departure during Ship Confirm:

1. Navigate to Ship Confirm Departure window.
2. Query the departure to which you want to assign a delivery.
3. Choose the Deliveries button.

The Deliveries Summary window displays.

Delivery Name	Details Required	Delivery Sequence	Status	Customer Name	Customer Number
	☐				
	☐				
	☐				
	☐				
	☐				
	☐				
	☐				

Unassign 1

4. Place your cursor in the Delivery Name field and select the delivery you want to add from the list of values.
5. Save your work.

► **To unassign a delivery from a departure during Ship Confirm:**

1. Navigate to Ship Confirm Departure window.
2. Query the departure to which you want to unassign a delivery.
3. Choose the Deliveries button.
The Deliveries Summary window displays.
4. Select the delivery you want to unassign.
5. Choose the Unassign button.
6. Save your work.

See Also

Confirming a Departure: page 5 – 97

Packing a Delivery: page 5 – 81

Entering Delivery Level Information during Ship Confirm

You can define or modify the Delivery Sequence number, Waybill number, Weight Unit Of Measure, Gross Weight, Volume Unit Of Measure, Volume, Picker, and Packer for deliveries assigned to a departure in the Deliveries Summary window.

Prerequisites

- ☐ The status for the delivery cannot be closed.

► To enter delivery level information during Ship Confirm:

1. Navigate to Ship Confirm Departure window.
2. Query the departure containing the delivery to which you want to add or modify information.
3. Choose the Deliveries button.

The Deliveries Summary window displays.

4. Define or modify the Delivery Sequence number for the delivery.
5. Define or modify the Waybill number for the delivery.



Attention: You must enter a Waybill number to confirm a delivery.

6. Define or modify the Weight Unit Of Measure for the delivery.
7. Define or modify the Gross Weight for the delivery.
8. Define or modify the Volume Unit Of Measure for the delivery.
9. Define or modify the Volume for the delivery.
10. Define or modify the Picker for the delivery.
11. Define or modify the Packer for the delivery.
12. Save your work.

See Also

Confirming a Departure: page 5 – 97

Calculating Weight, Volume, and Fill Percentage for a Departure during Ship Confirm

Prerequisites

- ☐ All delivery lines must be assigned to deliveries.
- ☐ Departure status must be Open.

► **To calculate weight, volume, and fill percentage for a departure during Ship Confirm:**

1. Navigate to the Ship Confirm–Departure window.
2. Query the departure for which you want to calculate the weight, volume, and fill percentage.
3. Select the Calculate Weight / Volume Special pull down menu option.
The weight, volume, and fill percentage are calculated for the departure.
4. Save your work.

See Also

Calculating Weight, Volume, and Fill Percentage: page 5 – 18

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Standard Reports and Listings

This chapter explains the variety of flexible and easy-to-use reports that Order Entry/Shipping provides to help you improve productivity and increase control.

Setup-related reports include the following:

- Action Results Listing: page 6 – 4
- Descriptive Flex Listing: page 6 – 6
- Discount Detail Listing: page 6 – 8
- Order Cycle Listing: page 6 – 11
- Price List Listing: page 6 – 13
- Pricing Rules Listing: page 6 – 15
- Security Rules Listing: page 6 – 17
- Standard Value Rules Listing: page 6 – 19

Order-related reports include the following:

- Comprehensive Order Detail Report: page 6 – 20
- OrderImport Processing Results Report: page 6 – 24
- Order Invoice Detail Report: page 6 – 25
- Sales Order Acknowledgement: page 6 – 28

Return-related reports include the following:

- Open Return Detail Report: page 6 – 31
- Open Returns Report: page 6 – 33

Shipping–related reports include the following:

- Backlog Summary Report: page 6 – 36
- Backorder Detail Report: page 6 – 38
- Backorder Summary Report: page 6 – 41
- Shipments Report: page 6 – 43
- Shipping Key Indicators Report: page 6 – 45

Shipping–related documents include the following:

- Delivery–based Bill of Lading: page 6 – 47
- Delivery–based Commercial Invoice: page 6 – 49
- Delivery–based Mailing Label: page 6 – 51
- Delivery–based Packing Slip: page 6 – 52
- Delivery–based Pick Slip: page 6 – 54
- Process Exception Report: page 6 – 56

Exception reports include the following:

- Hold Source Activity Report: page 6 – 58
- Order Discount Detail Report: page 6 – 59
- Order Discount Summary Report: page 6 – 62
- OrderImport Process Exception Report: page 6 – 64
- Orders on Credit Check Hold Report: page 6 – 65
- Outstanding Holds Report: page 6 – 67
- Pending Order Approval Report: page 6 – 69
- Pending Order Line Approval Report: page 6 – 72
- Sales Order and Purchase Order Discrepancy Report: page 6 – 75
- Unbooked Orders Report: page 6 – 77

Administration reports include the following:

- Agreement Activity Report: page 6 – 79
- Cancelled Orders Report: page 6 – 81
- Order Cycle Picture: page 6 – 84
- Order Processing Key Indicators Report: page 6 – 86

- Order/Invoice Summary Report: page 6 – 88
- Orders By Item Report: page 6 – 90
- Returns By Reason Report: page 6 – 92
- Salesperson Order Summary Report: page 6 – 94

Action Results Listing

The Action Results Listing report reviews all actions and results you have defined for use in your order cycles.

Submission

In the Order Entry Reports window, enter Action Results Listing in the Request Name field.

Parameters

When you request an Action Results Listing, Order Entry/Shipping provides you with the following parameter:

Action Level

Choose Line if you want to list action results for the SO_LINES table, or Order to list action results for the SO_HEADERS table. You can also leave this parameter blank to list action results for both tables, sorted by table and column name.

Column Headings

Result Column

Order Entry/Shipping prints the name of the column in the table that contains this action result.

Action ID

Order Entry/Shipping prints the system-generated identification number for this cycle action.

Approval

Order Entry/Shipping prints Yes if the cycle action is an approval action.

Result ID

Order Entry/Shipping prints the system-generated identification number for this cycle action result.

See Also

Order Cycles: page 1 – 27

Defining Cycle Actions: page 1 – 54

Defining Cycle Results: page 1 – 56

Assigning Cycle Action Results: page 1 – 57

Defining Order Cycles: page 1 – 59

Descriptive Flex Listing

The Descriptive Flex Listing report reviews descriptive flexfields that you have defined within Order Entry/Shipping. This listing shows all defined descriptive flexfields, their base table, columns with which they are associated, prompts, default values for each column, and whether the descriptive flexfield is enabled.

Order Entry/Shipping automatically sorts the Descriptive Flex Listing by the base table name.

Submission

In the Order Entry Reports window, enter Descriptive Flex Listing in the Request Name field.

Parameters

When you request a Descriptive Flex Listing, Order Entry/Shipping provides you with the following parameter:

Table Name

Choose the range of base table names you want printed in the Descriptive Flex Listing. If you leave this parameter blank, you will generate a listing for all Order Entry base table names.

Column Headings

Title

Order Entry/Shipping prints the name of the descriptive flexfield.

Context

Order Entry/Shipping prints the Context Field Value name defined for the descriptive flexfield.

Prompt

Order Entry/Shipping prints the prompt that appears in the descriptive flexfield window.

Default Value

Order Entry/Shipping prints the default value that appears in the descriptive flexfield, if you defined one.

See Also

Planning Your Descriptive Flexfield, *Oracle Applications Flexfields Guide*

Defining Descriptive Flexfield Structures, *Oracle Applications Flexfields Guide*

Discount Detail Listing

Use the Discount Detail Listing to review all discounts that you have defined. This listing shows all the details about a discount, including the discount type, price list, currency, any pricing column or customers associated with the discount, whether the discount is manual or automatic, the amount or percent, and the effective dates.

Submission

In the Order Entry Reports window, enter Discount Detail Listing in the Request Name field.

Parameters

When you request a Discount Detail Listing, Order Entry/Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all discounts that meet your other parameter criteria.

Mixed Precision

If you are printing this listing in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision. For example:

Mixed Precision = 3

300.00	USD
105.250	DNR
1000	JPY

Order Entry/Shipping defaults this parameter to your setting for the profile *Currency: Mixed Precision*.

Sort By

Choose the category by which you would like to sort this listing. You can sort by Discount Name, Discount Type or Price List Name. The default value is Discount Name.

Discount

Choose the discounts you want printed in this listing.

Price List

Choose the price lists you want printed in this listing.

Customer Name

Choose the customers you want printed in this listing.

Item

Choose the items you want printed in this listing.

Discount Type

Choose the discount type you want printed in this listing. You can choose to print either Line Item Discount types or Order Total Discount types.

Automatic

Choose Yes to print only automatic discounts, No to print only manual discounts, or leave this parameter blank to print both automatic and manual discounts. The default value is blank.

Override Allowed

Choose Yes to include discounts that can be overridden, No to include only those that cannot be overridden, or leave this parameter blank to print both kinds of discounts. The default value is blank.

GSA

Choose Yes to include GSA (General Services Administration) discounts, No to exclude GSA discounts, or leave this parameter blank to print both kinds of discounts. The default value is blank.

Column Headings

Auto

Order Entry/Shipping prints Yes if this is an automatic discount..

Allow Override

Order Entry/Shipping prints Yes if this discount allows user to override it.

GSA

Order Entry/Shipping prints Yes if this discount is for GSA (General Services Administration) customers.

Proration

Order Entry/Shipping prints the proration type for the discount.

Column

Order Entry/Shipping prints the parameter column used for this discount.

See Also

Defining Discounts: page 4 – 26

Enabling Parameters: page 1 – 77

Order Cycle Listing

Use the Order Cycle Listing to review all order cycles that you have defined. This listing provides the cycle action name, its level, and any prerequisite cycle actions and results.

Order Entry/Shipping automatically sorts this listing by the sequence of the cycle action within the order cycle.

Submission

In the Order Entry Reports window, enter Order Cycle Listing in the Request Name field.

Parameters

When you request an Order Cycle Listing, Order Entry/Shipping provides you with the following parameter:

Cycle Name

Choose the range of order cycles you want printed in this listing. If you leave this parameter blank, this listing includes all order cycles.

Column Headings

Action

Order Entry/Shipping prints the name of the cycle action or approval action.

Level

Order Entry/Shipping prints Order or Line, depending on the effective level of the cycle action.

Prerequisites Action

Order Entry/Shipping prints the name of the cycle action prerequisites for each cycle action. For example, the cycle action prerequisite for Ship Confirm might be Pick Release or Backorder Release.

Prerequisites Level

Order Entry/Shipping prints Order or Line, depending on the level of the prerequisites cycle actions.

Prerequisites Result

Order Entry/Shipping prints the cycle result prerequisites for each cycle action prerequisite. For example, the cycle result prerequisite for Ship Confirm might be a result of Released for the cycle action Pick Release.

Prerequisites Operator

Order Entry/Shipping prints the operator if there are more than one cycle actions prerequisites for one cycle action. For example, the cycle action Ship Confirm may have two possible prerequisites: Pick Release or Backorder Release. The operator is *Or*, indicating that either one of the prerequisites can be met for an order or return to be eligible for that cycle action. If the operator is *And*, then both prerequisites must be met. You indicate the operator when the order cycle is defined.

See Also

Order Cycles: page 1 – 27

Defining Cycle Actions: page 1 – 54

Defining Cycle Results: page 1 – 56

Assigning Cycle Action Results: page 1 – 57

Defining Order Cycles: page 1 – 59

Price List Listing

Use the Price List Listing to review all price lists that you have defined in Order Entry/Shipping. This report provides details on each price list, items contained within a price list, the pricing rule associated with the item, the effective dates of the price list line, the currency and Pricing Attributes Descriptive Flexfield information.

Order Entry/Shipping automatically sorts the Price List Listing by the price list name, item, and high effective date.

Submission

In the Order Entry Reports window, enter Price List Listing in the Request Name field.

Parameters

When you request a Price List Listing, Order Entry/Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all price lists that meet your other parameter criteria.

Price List

Choose the price lists you want printed in this listing.

Effective Date

Choose the effective date range for price lists you want printed in this listing.

Active Price List Only

Choose No if you want to print active and inactive price lists. The default value is Yes.

Active Price List Lines Only

Choose No if you want to print active and inactive price list lines. The default value is Yes.

Item Display

Choose Description or Flexfield depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Item

Choose the items you want printed in this listing.

Column Headings

Pricing Name

Order Entry/Shipping prints the name of the Pricing Attributes descriptive flexfield segments. There are 15 descriptive flexfield segments that can be used specifically to manage item prices.

Descriptive Flex Values

Order Entry/Shipping prints the Pricing Attributes descriptive flexfield segment values for the item.

See Also

Defining a Price List: page 4 – 6

Defining Pricing Rules: page 4 – 52

Pricing Rules Listing

The Pricing Rules Listing report reviews all pricing rules that have been defined through Order Entry/Shipping. This listing contains each pricing rule name, pricing rule formula, value of each step in the pricing rule formula, and value of each pricing formula component.

Order Entry/Shipping automatically sorts the Pricing Rules Listing by the pricing rule name.

Submission

In the Order Entry Reports window, enter Pricing Rules Listing in the Request Name field.

Parameters

When you request a Pricing Rules Listing, Order Entry/Shipping provides you with the following parameter:

Rule Name

Choose the pricing rules you want printed in this listing. If you leave this parameter blank, this report includes all pricing rules.

Column Headings

Rule Name

Order Entry/Shipping prints the name of the pricing rule.

Formula

Order Entry/Shipping prints the pricing rule formula.

Rule Formula Values

Order Entry/Shipping prints the value of each step in the formula.

Amount

Order Entry/Shipping prints the value of the formula components.

See Also

Creating Pricing Components: page 4 – 50

Enabling Parameters: page 1 – 77

Defining Pricing Rules: page 4 – 52

Security Rules Listing

The Security Rules Listing report views the security rules that you have defined for various objects and attributes in Order Entry/Shipping. This listing includes all the information that you can view on the Security Rules window.

Order Entry/Shipping automatically sorts the Security Rules Listing by the object, operation, and attribute.

Submission

In the Order Entry Reports window, enter Security Rules Listing in the Request Name field.

Parameters

When you request a Security Rules Listing, Order Entry/Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all security rules that meet your other parameter criteria.

Object

Choose the object that you want to print in this listing.

Attribute

Choose the attribute that you want to print in this listing. You must choose an object before choosing an attribute.

Operation

Choose the operation that you want to print in this listing: Cancel, Delete, Insert, or Update.

Name

Choose the name of the condition that you want to print in this listing.

Cycle Action

If you chose Cycle Status for the Name parameter, you can choose the cycle action that you want to print in this listing.

Result

If you chose Cycle Status for the Name parameter and you chose a cycle action for the Cycle Action parameter, then you can choose the action result that you want to print in this listing.

Scope

If you enter a specific object for the Object parameter, you can also choose the scope that you want to print in this listing.

System

Choose Yes if you want to print only the predefined system security rules or No if you want to print only the security rules that you defined, or leave this parameter blank to include both.

See Also

Defining Security Rules: page 1 – 72

Standard Value Rules Listing

The Standard Value Rules Listing views the standard value rules that you have defined for various objects and attributes in Order Entry/Shipping. This listing includes all the information that you can view in the Standard Value Rule Set window.

Submission

In the Order Entry Reports window, enter Standard Value Rules Listing in the Request Name field.

Parameters

When you request a Standard Value Rules Listing, Order Entry/Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all standard value rule sets that meet your other parameter criteria.

Standard Value Rule Set

Choose the name of the standard value rule set that you want printed in this listing.

Object

Choose the object that you want printed in this listing.

Attribute

If you chose an object for the Object parameter, you can choose the attribute that you want printed in this listing for that object.

See Also

Defining Standard Value Rule Sets: page 1 – 86

Comprehensive Order Detail Report

The Comprehensive Order Detail Report reviews comprehensive details of all orders. This report provides a detailed, comprehensive listing of information about each order, including sales credits, price adjustments, and schedule details.

Submission

In the Order Entry Reports window, enter Comprehensive Order Detail Report in the Request Name field.

Parameters

When you request a Comprehensive Order Detail Report, Order Entry/Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all orders that meet your other parameter criteria.



Warning: When running this report you must specify at least one of the parameters, for example, Order Number range. If no parameters are specified you will be selecting everything in your database.

Sort By

You can sort this report by Customer, Request Date, or Sales Representative. The default value is Order Type.

Order Type

Choose the order type(s) you want printed in this report.

Order Number

Choose the order number(s) you want printed in this report.

Customer Name

Choose the name(s) of the customer(s) you want printed in this report.

Salesrep Name

Choose the salesperson(s) you want printed in this report.

Entered By

Choose the userid of the order entry clerk whose orders you want printed in this report.

Order Category

Choose the order category of the orders you want to print in this report. You can choose either the Regular or Internal Sales Order category. If you leave this parameter blank, this report includes orders of both categories.

Show Open Orders Only

Choose whether you want to print only open orders or both open and closed orders in this report. The default value is Yes.

Show Sales Credits

Choose whether you want to print sales credits in this report. The default value is Yes.

Show Price Adjustments

Choose whether you want to print price adjustments in this report. The default value is Yes.

Show Schedule Details

Choose whether you want to print schedule details in this report. The default value is Yes.

Show in Functional Currency

Choose Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the order. The default value is No.

Column Headings**Sales Credits:**

Order Entry/Shipping prints information about the sales credits for the order line.

Quota Credit

Order Entry/Shipping prints whether the credit type for this order is Quota.

Percent

Order Entry / Shipping prints the percentage of the sales credit this sales representative receives for this order.

Line Number

Order Entry / Shipping prints the line number of the item for which detailed information is printed.

Ship Number

Order Entry / Shipping prints the ship set number of the item for which detailed information is printed.

Option Number

Order Entry / Shipping prints the option number of the model item for which detailed information is printed.

Item

Order Entry / Shipping prints the description of the item.

Selling Price

Order Entry / Shipping prints the actual selling price (list price with price adjustments) for this item.

Extended Price

Order Entry / Shipping prints the quantity multiplied by the selling price for this item.

Commitment

If you have Oracle Receivables fully installed, Order Entry / Shipping prints the number of the customer commitment, if any.

Promised

Order Entry / Shipping prints the promise date.

Scheduled

Order Entry / Shipping prints the schedule date.

Requested

Order Entry/Shipping prints the request date.

Line Details:

Order Entry/Shipping prints information about the schedule detail.

Price Adjustments:

Order Entry/Shipping prints information about any price adjustments for the order line.

Name

Order Entry/Shipping prints the name of the discount applied to this order line.

Amount

Order Entry/Shipping prints the monetary value of the price adjustment.

Percent

Order Entry/Shipping prints the percentage of the price adjustment.

Automatic

Order Entry/Shipping prints Yes or No to indicate whether this discount is automatic.

Prorate

Order Entry/Shipping prints whether this discount is prorated.

See Also

Overview of Sales Orders: page 2 – 9

Defining Order Types: page 1 – 103

OrderImport Processing Results Report

Each time you run OrderImport, Order Entry/Shipping automatically generates the OrderImport Processing Results Report, which tells you the total number of orders imported successfully and any warnings about scheduling. Scheduling warnings include insufficient quantity on hand to reserve an item. If an order line has validation errors, OrderImport rejects the entire order.

When you run OrderImport, make a note of the concurrent request ID, which you need to reference to view this report from the Requests window. This report is the out file of the OrderImport concurrent request.

See Also

OrderImport: page 7 – 18

Order/Invoice Detail Report

The Order/Invoice Detail Report reviews detailed invoice information for orders that have invoiced. You can choose from a variety of parameters to print the invoice information for a specific order or group of orders. If there are no invoices for a particular order that meets your parameter criteria, Order Entry/Shipping prints in the report that no invoices exist for that order.

Submission

In the Order Entry Reports window, enter Order/Invoice Detail Report in the Request Name field.

Parameters

When you request an Order/Invoice Detail Report, Order Entry/Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all orders that meet your other parameter criteria.

Sort By

Choose the category by which you would like to have your report sorted. You can sort this report by Customer Name, Order Type or Salesperson. The default value is Customer Name.

<i>Customer Name</i>	Order Entry/Shipping sorts this report by currency, customer, and then order number.
<i>Order Type</i>	Order Entry/Shipping sorts this report by currency, order type, customer, and then order number.
<i>Salesperson</i>	Order Entry/Shipping sorts this report by currency, salesperson, customer, and then order number.

Open Orders Only

Choose No if you want to include both open and closed orders in this report. The default value is Yes.

Item Display

Choose Description or Flexfield depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Customer Name

Choose the customer(s) on the orders you want printed in this report.

Sales Person

Choose the salesperson(s) for the orders you want printed in this report.

Order Type

Choose the order type(s) of the orders that you want printed in this report.

Order Number

Choose the order number or range of orders you want printed in this report.

Ship to Country

Choose the country for the ship to addresses of the orders you want printed in this report.

Use Functional Currency

Choose Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the return. The default value is No.

Column Headings

Invoice Number

Order Entry / Shipping prints the invoice numbers for each order listed on this report. If an order has several invoices, you will see them listed separately.

Invoice Line

Order Entry / Shipping prints the invoice line number.

Invoice Item

Order Entry / Shipping prints the name or description of the item on the invoice, depending on your selection for the Item Display parameter.

See Also

Receivables Interface: page 7 – 31

Sales Order Acknowledgement

The Sales Order Acknowledgement report communicates to your customers the items, prices, and delivery dates for orders they place with you. This report is designed for printing on pre-printed forms. Contact your Oracle Consultant for information regarding pre-printed forms.

This report is automatically sorted by order number, order date, bill-to address, ship-to address, and then salesperson.

Submission

In the Order Entry Reports window, enter Sales Order Acknowledgement in the Request Name field.

Parameters

When you request a Sales Order Acknowledgement, Order Entry / Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all sales orders that meet your other parameter criteria.

Item Display

Choose Description or Flexfield depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Order Category

Choose the order category of the orders you want to print in this report. You can choose either the Regular or Internal Sales Order category. If you leave this parameter blank, this report includes orders of both categories.

Order Status

Choose the entry status of the orders you want to print in this report. You can choose from the predefined entry status: Booked, Entered, or Partial; or you can choose any of the Enter cycle action results that you may have defined.

Order Type

Select the order type you want printed in this report.

Order Number

Choose the order number(s) you want printed in this report.

Order Date

Choose the range of order dates you want printed in this report.

Bill To Customer Name

Choose the name(s) of the bill to customer(s) you want printed in this report.

Ship To Customer Name

Choose the name(s) of the ship to customer(s) you want printed in this report.

Schedule Date

Choose the range of schedule dates you want printed in this report.

Salesperson

Choose the salesperson for the orders you want printed in this report.

Created By

Choose the userid of the order entry clerk whose orders you want printed in this report.

Column Headings

Line Number

Order Entry/Shipping prints the line number of the item for which detailed information is printed.

Ship Number

Order Entry/Shipping prints the shipment schedule number of the item for which detailed information is printed.

Option Number

Order Entry / Shipping prints the option number of the model item for which detailed information is printed.

Description (Or Item Flexfield)

Order Entry / Shipping prints the name or description of the item, depending on your selection for the Item parameter.

Extended Price

Order Entry / Shipping prints the quantity multiplied by the selling price for this item.

See Also

Overview of Sales Orders: page 2 – 9

Open Return Detail Report

The Open Return Detail Report reviews detailed information about open Return Material Authorizations (RMAs), including line reference, credit-to invoice, expected, received and accepted quantities. A return must be booked to appear in this report.

Submission

In the Order Entry Reports window, enter Open Return Detail Report in the Request Name field.

Parameters

When you request an Open Return Detail Report, Order Entry/Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes returns that meet your other parameter criteria.

Sort By

You can sort this report by Customer, Return Number, or Return Type (order type). The default value is Customer.

<i>Customer</i>	Order Entry/Shipping sorts this report by customer, return number, return line number, and then option number.
<i>Return Number</i>	Order Entry/Shipping sorts this report by return number, return line number, and then option number.
<i>Return Type</i>	Order Entry/Shipping sorts this report by order type, customer, return number, return line number, and then option number.

Return Type

Choose the order type for the returns that you want printed in this report. If you leave this parameter blank, this report includes all order types that have a category of Return and that meet your other parameter criteria.

Salesrep Name

Choose the salesperson that you want printed in this report.

Customer Name

Choose the customers whose returns you want printed in this report.

Item

Choose the item that you want printed in this report.

Item Display

Choose Description or Flexfield depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Return Number

Choose the return number(s) for the returns you want printed in this report.

Return Date

Choose the return date range for the returns you want printed in this report.

Include Credit Only Returns

Choose Yes if you want to print only returns that include credits to the customer. The default value is No.

See Also

Overview of Returns: page 2 – 132

Defining Order Types: page 1 – 103

Open Returns Report

The Open Returns Report reviews summary information about open returns (RMAs). You can identify returns that have been open for a certain number of days and that have outstanding receipts for a certain number of days.

Submission

In the Order Entry Reports window, enter Open Returns Report in the Request Name field.

Parameters

When you request an Open Returns Report, Order Entry/Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all returns that meet your other parameter criteria.

Sort By

You can sort this report by Customer Name, Return Type, or Warehouse. The default value is Customer Name.

<i>Customer Name</i>	Order Entry/Shipping sorts this report by currency, customer name, return number, return line number, and then option number.
<i>Return Type</i>	Order Entry/Shipping sorts this report by currency, order type, customer, return number, return line number, and then option number.
<i>Warehouse</i>	Order Entry/Shipping sorts this report by currency, warehouse, customer, return number, return line number, and then option number.

Open Returns Only

Choose No if you want both open and closed returns printed in this report. The default value is Yes.

Item Display

Choose Description or Flexfield depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Use Functional Currency

Choose Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the return. The default value is No.

Customer Name

Choose the customer name whose returns you want printed in this report.

Customer Number

Choose the customer number whose returns you want printed in this report.

Warehouse

Choose the warehouse for the returns you want printed in this report.

Return Type

Choose the order type you want printed in this report.

Return Number

Choose the range of the return numbers you want printed in this report.

Return Date

Enter the range of the return dates you want printed in this report.

Return Days

Enter the range of return days for returns you want printed in this report. The number of return days is calculated as the number of days between the Return Date and the current date.

Expected Receipt Date

Enter the range of dates for the expected receipt date for the returns you want printed in this report.

Receipt Days

Enter the range of receipt days for returns you want printed in this report. The number of receipt days is calculated as the number of days between the Expected Receipt Date and the current date.

See Also

Overview of Returns: page 2 – 132

Backlog Summary Report

The Backlog Summary Report lists all unshipped orders, including backorders. This report includes only open orders in an order cycle that includes Pick Release. It displays order information such as order number, customer name and number, order type, purchase order, order date, last shipped date, and the monetary amounts ordered, shipped and outstanding. This report also includes total amounts for customers and currencies. These amounts involve totals for shippable items only because the Backlog Summary Report does not account for non-shippable items.

Submission

In the Shipping Reports and Documents window, select Backlog Summary Report from the list of values for the Name field.

Parameters

When you request a Backlog Summary Report, Order Entry / Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all unshipped orders that meet your other parameter criteria.

Sort By

You can sort this report by Customer Name or Order Number.

<i>Customer Name</i>	Order Entry / Shipping sorts this report by currency, customer, and then order number.
<i>Order Number</i>	Order Entry / Shipping sorts this report by currency, order number, and then customer.
<i>Warehouse Name</i>	Order Entry / Shipping sorts this report by currency, warehouse, and then order number.

Customer

Select the customer that you want printed in this report.

Order Type

Select the order type that you want printed in this report.

Order Number (Low and High)

Select the order number(s) that you want printed in this report.

Order Date (Low and High)

Select the order dates(s) that you want printed in this report.

Order Category

Select the order category for the unshipped orders that you want printed in this report. You can choose from Regular or Internal Sales Order. The default value is Regular.

Salesperson

Select the salesperson that you want printed in this report.

Created By

Select the userid(s) of the person(s) who entered the order(s) that you want printed in this report.

Use Functional Currency

Select Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the order. The default value is No.

Backorder Detail Report

The Backorder Detail Report reviews all customer orders that have been backordered. This report provides details for each order including customer name, order number, order type of each order, all backordered items and their appropriate line numbers, total quantity both ordered and backordered, and monetary amounts of both ordered and backordered quantities.

Submission

In the Shipping Reports and Documents window, select Backorder Detail Report from the list of values for the Name field.

Parameters

When you request a Backorder Detail Report, Order Entry / Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all orders that meet your other parameter criteria.

Sort By

You can sort this report by Customer, Order Number, or Warehouse. The default is Customer.

<i>Customer Name</i>	Order Entry / Shipping sorts this report by currency, customer, and then order number.
<i>Order Number</i>	Order Entry / Shipping sorts this report by currency, order number, and then customer.
<i>Warehouse Name</i>	Order Entry / Shipping sorts this report by currency, warehouse, and then order number.

Customer

Select the name of the customer for which you want backordered picking lines printed.

Warehouse

Select the warehouse containing the backordered picking line items you want printed in this report.

Item

Select the type of item you want printed in this report.

Item Category Set

Select the item category set you want printed in this report. If you make a selection for this parameter, you can also choose a specific item category.

Item Category

Select the category of items you want printed in this report.

Item Display

Select Description, Flexfield, or Both depending on whether you want the item name, description, or both the item name and description to be printed in this report under the Item column heading.

Order Type

Select the type of order you want printed in this report.

Order Number (Low and High)

Select the range of order numbers you want printed in this report.

Order Category

Select the order category for the orders that you want printed in this report. You can choose from Regular or Internal Sales Order. The default value is Regular.

Created By

Select the user ID of the order entry clerk whose orders you want printed in this report.

Sales Person

Select the salesperson you want printed in this report.

Ship to Country

Select the country for the ship to addresses you want printed in this report.

Show in Functional Currency

Select Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the order.

Backorder Summary Report

The Backorder Summary Report reviews all sales orders that have any backordered lines. This report provides a summary of each order, including order number, customer name and number, salesperson, order type, order date, the last date that items were shipped for the order, and the total monetary amounts ordered, shipped and backordered.

Your salespeople can use this report to identify which of their orders have backordered lines and the pending revenue amounts due from the backorders. Management may also want to use this report to identify the total monetary amounts outstanding in backorders.

Submission

In the Shipping Reports and Documents window, select Backorder Summary Report from the list of values for the Name field.

Parameters

When you request a Backorder Summary Report, Order Entry/Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all orders that meet your other parameter criteria.

Sort By

You can sort this report by Customer Name or Order Number. The default value is Order Number.

<i>Customer Name</i>	Order Entry/Shipping sorts this report by currency, customer, and then order number.
<i>Order Number</i>	Order Entry/Shipping sorts this report by currency, order number, and then customer.

Order Type

Select the order type that you want printed in this report.

Order Number (Low and High)

Select the range of order number(s) that you want printed in this report.

Order Date (Low and High)

Select the range of order dates that you want printed in this report.

Order Category

Select the order category for the orders that you want printed in this report. You can choose from Regular or Internal Sales Order. The default value is Regular.

Sales Person

Select the salesperson that you want printed in this report.

Customer

Select the customer that you want printed in this report.

Created By

Select the userid(s) of the person(s) who entered the order(s) that you want printed in this report.

Show in Functional Currency

Select Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the order. The default value is Yes.

Shipments Report

The Shipments Report reviews all orders that have been shipped. This report includes each order that meets your parameter criteria, with the customer name and number, shipped items, shipped date, quantity ordered and shipped, freight carrier, waybill number, and order date and number. This report also prints totals for the ordered and shipped quantities, and the number of orders that meet your parameter criteria.

Submission

In the SHIPPING REPORTS window, enter Shipments Report in the Name field.

Parameters

When you request a Shipments Report, Order Entry / Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all shipments that meet your other parameter criteria.

Sort By

You can sort this report by Customer, Item or Ship Date. The default value is Customer.

<i>Customer</i>	Order Entry / Shipping sorts this report by customer, item, and then ship date.
<i>Item</i>	Order Entry / Shipping sorts this report by item and then ship date.
<i>Ship Date</i>	Order Entry / Shipping sorts this report by ship date and then item.

Warehouse

Select the name of a single warehouse if you want to print information about only those orders coming from a specific warehouse.

Item Display

Select Description or Flexfield depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Item

Select the item you want printed in this report.

Freight Carrier

Select the freight carrier you want printed in this report.

Order Type

Select the order type you want printed in this report.

Order Number (Low and High)

Select the range of order numbers you want printed in this report.

Customer (Low and High)

Select the range of customers you want printed in this report.

Ship Date (Low and High)

Select the range of ship dates you want printed in this report.

See Also

Overview of Delivery-based Ship Confirm: page 5 – 73

Shipping Key Indicators

The Shipping Key Indicators report reviews shipping performance. This report includes within each item category the number of items shipped, backlog items shipped, current backlog, and the percent of items shipped in a certain number of days.

Order Entry/Shipping automatically sorts the Shipping Key Indicators report by item category.

Submission

In the Shipping Reports and Documents window, select Shipping Key Indicators Report from the list of values in the Name field.

Parameters

When you request a Shipping Key Indicators report, Order Entry/Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all item categories that meet your other parameter criteria.

Count Lines

Select Yes if you want your report values based on the number of picking lines in an item category. Choose No if you want your report values based on the sum of requested quantities for all picking lines in an item category. The default value is No.

Warehouse (Low and High)

Select the warehouse(s) if you want to print information about only those orders coming from specific warehouses.

Ship Date (Low and High)

Select the range of ship dates you want printed in this report.

Category (Low and High)

Select the item category or categories you want printed in this report.

Order Type (Low and High)

Select the order type(s) you want printed in this report.

See Also

Overview of Delivery-based Ship Confirm: page 5 – 73

Delivery-based Bill of Lading

The Bill of Lading shipping document prints (on preprinted forms) all sales orders that have been confirmed from a selected departure or delivery. This document lists the ship date, carrier, bill of lading number, departure name, shipper, ship-to address, carrier name, waybill number, delivery name, quantity and description of unpacked items, quantity and total of items packed in containers, total quantity of items, and total weight of all items. This document also prints any shipping notes you may have created.

Submission

In the Shipping Reports and Documents window, select Bill of Lading from the list of values for the Name field.

Parameters

When you request a Bill of Lading, Order Entry / Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all picking lines that meet your other parameter criteria.

Departure Name

Select the departure you want printed in this shipping document.

Departure Date (Low and High)

Define the range of Departure Dates you want printed in this shipping document.

Freight Carrier

Select the freight carrier you want printed in this shipping document.

Delivery Name

Select the delivery you want printed in this shipping document.

Item Description

Select Description, Flexfield, or Both depending on whether you want the item name, description, or both the item name and description to be printed in this report under the Item column heading.

See Also

Overview of Delivery-based Ship Confirm: page 5 – 73

Delivery-based Commercial Invoice

The Commercial Invoice shipping document is a customs document that lists all confirmed shipped items in a delivery (or deliveries within a departure). If you specify only a departure name when defining the parameters of this document, Order Entry/Shipping prints one commercial invoice per delivery within the departure.

This document lists ship date, commercial invoice ID (same as the delivery name), shipper/exporter, ship-to address, exporter identification number, freight carrier, country of origin, all confirmed items within each delivery (including purchase order number, order number, quantity, unit of measure, unit value, and extended value for the items), total packages, total weight, and total value.

You can print order and line level notes on the commercial invoice. However, Order Entry/Shipping maintains a two line maximum for notes at the header or footer to allow space for the fixed footer information that prints at the bottom of this document.

Submission

In the Shipping Reports and Documents window, select Commercial Invoice Report from the list of values for the Name field.

Parameters

When you request a Commercial Invoice, Order Entry/Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all picking lines that meet your other parameter criteria.

Departure Name

Select the departure containing the delivery / deliveries you want printed in this shipping document.

Departure Date (Low and High)

Define the range of departure dates containing the delivery / deliveries you want printed in this shipping document. If you do not enter a value for this parameter, it is the equivalent of choosing all.

Freight Carrier

Select the freight carrier you want printed in this shipping document.

Delivery Name

Select the delivery you want printed in this shipping document.

Item Description

Select Description, Flexfield, or Both depending on whether you want the item name, description, or both the item name and description to be printed in this report under the Item column heading.

Use functional currency

Select Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the order.

See Also

Overview of Delivery-based Ship Confirm: page 5 – 73

Delivery-based Mailing Label

The Mailing Label shipping document prints labels for master containers in a delivery. The Mailing Label includes customer name, ship to address, carrier name, waybill number, and number of packages in the shipment.

Submission

In the Shipping Reports and Documents window, select Mailing Labels from the list of values for the Name field.

Parameters

When you request a Mailing Label, Order Entry / Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all customer addresses that meet your other parameter criteria.

Departure Name

Select the departure containing the delivery / deliveries for which you want labels printed.

Departure Date (Low and High)

Define the range of departure dates containing the delivery / deliveries for which you want labels printed.

Freight Carrier

Select the freight carrier for the delivery / deliveries for which you want labels printed.

Delivery Name

Select the delivery for which you want labels printed.

Delivery-based Packing Slip

The Pack Slip shipping document prints all confirmed sales orders in a selected delivery on preprinted paper. This shipping document prints customer name with both the ship-to and bill-to addresses, ship date, freight and payment terms, order date, and salesperson. Also included are the waybill number, freight type, freight amount, FOB point, freight carrier, and unit of measure.

The Packing Slip lists each ordered item including the line level ship-to contact or order level contact, the purchase order number, the unit of measure, and the quantities ordered, shipped, and backordered.

For internal sales orders, Order Entry defaults the internal sales order number and requestor name to the Packing Instructions column.

Submission

In the Shipping Reports and Documents window, select Packing Slip from the list of values for the Name field.

Parameters

When you request a Pack Slip, Order Entry / Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all picking lines that meet your other parameter criteria.

Departure Name

Select the departure containing the delivery that you want printed.

Departure Date (Low and High)

Define the range of departure dates containing the delivery / deliveries for which you want printed.

Freight Carrier

Select the freight carrier for the delivery / deliveries for which you want printed.

Delivery Name

Select the delivery for which you want printed.

Item Description

Select Description, Flexfield, or Both depending on whether you want the item name, description, or both the item name and description to be printed in this report under the Item column heading.

Use customer items

Select whether or not you want to customer items printed.

See Also

Overview of Delivery-based Ship Confirm: page 5 – 73

Delivery-based Pick Slip

The Pick Slip shipping document prints all picking line details in a picking batch. The pick slip is used in conjunction with Pick Slip Grouping Rules and Pick Release to print consolidated pick slip reports. During Pick Release, Pick Slip Grouping Rules determine how released material is grouped into pick slips. This document is used by the picker in the warehouse to collect all items included in shipments.

The pick slip that is created can be broken down into four sections:

- General header information—lists report date, warehouse, pick slip number, picking batch, and release date.
- Release criteria—lists Pick Slip Grouping Rule name, customer, priority, departure name, freight carrier, delivery name, subinventory, and order number.
- Picking data—lists departure name, delivery name, order number, primary subinventory, primary location, requested and shipped quantity, item name, ship set number, unit of measure, whether or not the item is required for shipment, line id, and picking line details.
- Shipping notes—lists any associated shipping notes.



Attention: The shipped quantity will always be zero unless you release a portion of the departure / delivery, run Ship Confirm, and then run Pick Release again (thus creating a new pick slip) on the remaining portion .

The Pick Slip lists each item as well as the line number, unit of measure, quantity requested, and whether the item is required for shipment. This document also lists each sales order, including customer name, shipping address, order number and order date, purchase order number, freight and payment terms, and salesperson associated with the items. Also included are the pick slip number, FOB point, planned freight carrier, requisition number, requestor, and any shipping notes that are associated with the order.

Submission

In the Shipping Documents and Reports window, select Pick Slip from the list of values for the Name field.

Parameters

When you request a Pick Slip, Order Entry/Shipping provides you with the following parameters.

Batch Name

Select the name of the shipping batch that you want printed in this shipping document.

Item Description

Select Description, Flexfield, or Both depending on whether you want the item name, description, or both the item name and description to be printed in this report under the Item column heading.

See Also

Overview of Pick Release: page 5 – 66

Releasing Sales Orders for Picking: page 5 – 67

Defining Pick Slip Grouping Rules: page 1 – 128

Process Exception Report

The Process Exception Report prints reports on Order Entry/Shipping's concurrent programs. For example, you can use this report to see if Receivables Interface transferred information successfully to Oracle Receivables. Order Entry/Shipping automatically stores information for this report for each concurrent program you run, except for OrderImport, which has its own report.

You can optionally choose to run the Process Exception Report for Pick Release directly from the Release Sales Orders for Picking window, by including this report in a document set that you specify in the Document Set field on the Release Sales Orders for Picking window.



Suggestion: Your DBA should monitor the SO_EXCEPTIONS table and delete records as applicable for your business. Order Entry/Shipping does not automatically delete any records from this table.

Submission

In the Submit Requests window, enter Process Exception Report in the Name field.

Parameters

When you request a Process Exception Report, Order Entry/Shipping provides you with the following parameters:

Program Name

Select the concurrent program name that you want printed in this report. You can choose from the following programs: Cancel Backordered Included Items, Close Orders, Demand Interface, Inventory Interface, Manufacturing Release, RMA Interface, Receivables Interface, and Update Shipping Information.

Concurrent Request ID

Select the concurrent request ID for the specific program that you want printed in this report.

Program Date (Low and High)

Select the range of dates when you ran the program that you want printed in this report.

Pick Release Batch Name

Select the batch name you want printed in this report if you chose Pick Release in the Program Name parameter.

Order Type

Select the order type you want printed in this report.

Order Number

Select the order number for which you ran a program that you want printed in this report.

See Also

Defining Document Sets: page 1 – 121

Releasing Sales Orders for Picking: page 5 – 67

Hold Source Activity Report

Use the Hold Source Activity Report to review holds placed and removed under a hold source during the time period you specify. This report indicates the date and the type of activity for each hold transaction.

Submission

In the Order Entry Reports window, enter Hold Source Activity Report in the Request Name field.

Parameters

When you request a Hold Source Activity Report, Order Entry / Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all holds that meet your other parameter criteria.

Hold Type

Choose the hold type(s) that you want printed in this report.

Hold Name

Choose the hold name(s) that you want printed in this report.

Activity Date

Choose the range of activity dates that you want printed in this report.

Activity Type

Choose the type of activity that you want printed in this report. You can choose from Apply hold and Remove hold.

See Also

Defining Holds: page 1 – 108

Order Discount Detail Report

The Order Discount Detail Report reviews discounts applied to orders by order line detail. This report provides detailed line pricing information, including price list price, selling price, and discount information.

Submission

In the Order Entry Reports window, enter Order Discount Detail Report in the Request Name field.

Parameters

When you request a Order Discount Detail Report, Order Entry/Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all orders that meet your other parameter criteria.

Sort By

You can sort this report by Customer or Order Number. The default value is Customer.

Customer

Choose the customer name(s) that you want printed in this report.

Salesperson

Choose the salesperson(s) that you want printed in this report.

Order Date

Choose the range of order dates that you want printed in this report.

Order Type

Choose the order type(s) that you want printed in this report.

Order Number

Choose the order number(s) that you want printed in this report.

Item Display

Choose Description or Flexfield depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Open Orders Only

Choose whether you want to print only open orders, or both open and closed orders, in this report. The default value is Yes.

Order Category

Choose the order category for the orders that you want printed in this report. You can choose from Regular or Internal Sales Order. The default value is Regular.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision. For example:

Mixed Precision = 3

300.00	USD
105.250	DNR
1000	JPY

Order Entry / Shipping defaults this parameter from the profile
Currency: Mixed Precision.

Column Headings

Line Number

Order Entry / Shipping displays the line number of the item for which detailed information is printed.

Ship Number

Order Entry/Shipping prints the ship set number of the item for which detailed information is printed.

Option Number

Order Entry/Shipping prints the option number of the model item for which detailed information is printed.

Item

Order Entry/Shipping prints the name or description of the item, depending on your selection for the Item Display parameter.

See Also

Defining Discounts: page 4 – 26

Defining a Price List: page 4 – 6

Order Discount Summary Report

The Order Discount Summary Report reviews discounts applied to orders. This report provides order level pricing information, including agreement, salesperson and total order discount.

Submission

In the Submit Requests window, enter Order Discount Summary Report in the Name field.

Parameters

When you request a Order Discount Summary Report, Order Entry/Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all orders that meet your other parameter criteria.

Sort By

You can sort this report by Customer or Order Number.

Open Orders Only

Choose No if you want to print both open and closed orders in this report. The default value is Yes.

Customer Name

Choose the customer name that you want printed in this report.

Customer Number

Choose the customer number that you want printed in this report.

Salesperson

Choose the salesperson(s) that you want printed in this report.

Agreement

Choose the customer agreement that you want printed in this report.

Order Type

Choose the order type that you want printed in this report.

Order Number

Choose the order number(s) that you want printed in this report.

Order Date

Choose the range of order dates that you want printed in this report.

Order Amount

Choose the range of order total monetary amounts that you want printed in this report.

Order List

Choose the range of total order list prices that you want printed in this report.

Column Headings

Order List

Order Entry/Shipping prints the total monetary value of this order, calculated from the applicable price list.

See Also

Defining Discounts: page 4 – 26

Defining a Price List: page 4 – 6

OrderImport Process Exception Report

The OrderImport Process Exception Report finds any errors that occur when you attempt to import orders using the OrderImport concurrent program. You can then correct any errors and successfully re-import your data.

Submission

In the Order Entry Reports window, enter OrderImport Process Exception Report in the Request Name field.

Parameters

When you request an OrderImport Process Exception Report, Order Entry / Shipping provides you with the following parameters:

OrderImport Batch Source

Choose the name of the batch source that you used to run OrderImport.

Concurrent Request ID

Choose the OrderImport program concurrent request ID for which you want print the process exceptions.

See Also

Defining OrderImport Sources: page 1 – 64

Orders on Credit Check Hold Report

Use the Orders on Credit Check Hold Report to identify all the credit holds currently outstanding for a customer within a date range, or identify why a particular order is on hold. This report is automatically sorted by customer, currency code, credit check rule, and then order number.

All balances are calculated as they are using the on-line credit check rule, including the factor for shipments and receivables for a certain number of days.

Submission

In the Order Entry Reports window, enter Orders on Credit Check Hold Report in the Request Name field.

Parameters

When you request an Orders on Credit Check Hold Report, Order Entry/Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all holds that meet your other parameter criteria.

Customer Name

Choose the customer name that you want printed in this report.

Customer Number

Choose the customer number that you want printed in this report.

Order Type

Select the order type that you want printed in this report.

Order Number

Choose the order number that you want printed in this report.

Hold Applied Date

Enter the range of dates on which the holds were applied.

Currency Code

Choose the currency code that you want printed in this report.

See Also

Defining Credit Check Rules: page 1 – 99

Outstanding Holds Report

The Outstanding Holds Report reviews order holds for the customer or customers you choose. This report displays the order number, order date, ordered items, and order amount for each order line on hold for each customer you select. It is automatically sorted by customer, order number, order line, and then order line detail.

Submission

In the Order Entry Reports window, enter Outstanding Holds Report in the Request Name field.

Parameters

When you request an Outstanding Holds Report, Order Entry/Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all outstanding holds that meet your other parameter criteria.

Customer Name

Choose the customer(s) whose held orders you want printed in this report.

Hold Name

Choose the hold name(s) you want printed in this report.

Item

Choose the item(s) you want printed in this report.

Item Display

Choose Description or Flexfield depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Order Category

Choose the order category for the orders on hold that you want printed in this report. You can choose from Regular, Return, or Internal Sales Order. The default value is Regular.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision. For example:

Mixed Precision = 3

300.00	USD
105.250	DNR
1000	JPY

Order Entry / Shipping defaults this parameter from the profile
Currency: Mixed Precision.

Column Headings

Item

Order Entry / Shipping prints the name or description of the item, depending on your selection for the Item Display parameter.

Currency Code

Order Entry / Shipping prints the three-letter abbreviation for the order currency.

Amount

Order Entry / Shipping prints the value of the order line or option line that is on hold.

See Also

Defining Holds: page 1 – 108

Pending Order Approval Report

The Pending Order Approval Report reviews all orders that are waiting for approval. This report provides each cycle approval action and all orders that need this approval, along with the order number, order type, order values, order date, and customer name. The agreement type associated with the order, purchase order number, and name of the salesperson are also printed in this report.

Submission

In the Order Entry Reports window, enter Pending Order Approval Report in the Request Name field.

Parameters

When you request a Pending Order Approval Report, Order Entry/Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all order approval actions that meet your other parameter criteria.

Sort By

You can sort this report by Agreement, Customer, Order Date, Order Number, Sales Representative, or Ship to Country. The default value is Order Date.

Action Name

Choose the approval cycle action(s) that you want printed in this report.

Order Date

Choose the range of order dates that you want printed in this report.

Order Type

Choose the order type(s) that you want printed in this report.

Order Number

Choose the order number(s) that you want printed in this report.

Order Category

Choose the order category for the orders that you want printed in this report. You can choose from Regular, Return or Internal Sales Order. The default value is Regular.

Customer Name

Choose the customer(s) that you want printed in this report.

Agreement

Choose the agreement(s) that you want printed in this report.

Salesrep Name

Choose the salesperson(s) you want printed in this report.

Ship To Country

Choose the country or countries for the ship to addresses of the shipments you want printed in this shipping document.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision. For example:

Mixed Precision = 3

300.00	USD
105.250	DNR
1000	JPY

Order Entry / Shipping defaults this parameter from the profile
Currency: Mixed Precision.

Column Headings

Action

Order Entry / Shipping prints the approval cycle action name.

See Also

Defining Order Types: page 1 – 103

Entering Order Approvals: page 2 – 181

Pending Order Line Approval Report

The Pending Order Line Approval Report reviews all order lines that are waiting for approval. This report provides a listing of each cycle approval action, order date, order type, order number, and customer name. All ordered items, with their appropriate line numbers and units, the selling price, quantity ordered, and the extended price are also printed in this report.

Submission

In the Order Entry Reports window, enter Pending Order Line Approval Report in the Request Name field.

Parameters

When you request a Pending Order Line Approval Report, Order Entry / Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all line approval actions that meet your other parameter criteria.

Sort By

You can sort this report by Customer, Order Date or Ship to Country. The default value is Order Date.

Action Name

Choose the line approval cycle action(s) that you want printed in this report.

Order Date

Choose the range of order dates you want printed in this report.

Order Type

Choose the order type(s) that you want printed in this report.

Order Number

Choose the order number(s) that you want printed in this report.

Order Category

Choose the order category for the orders that you want printed in this report. You can choose from Regular, Return or Internal Sales Order. The default value is Regular.

Customer Name

Choose the customer(s) that you want printed in this report.

Ship To Country

Choose the country or countries for the ship to addresses of the shipments you want printed in this shipping document.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision. For example:

Mixed Precision = 3

300.00	USD
105.250	DNR
1000	JPY

Order Entry/Shipping defaults this parameter from the profile
Currency: Mixed Precision.

Column Headings

Action

Order Entry/Shipping prints the cycle action name.

Line Number

Order Entry/Shipping prints the line number for each item.

Ship Number

Order Entry / Shipping prints the item ship set number for each item, if any.

Option Number

Order Entry / Shipping prints the option line number for each item, if the item on the line is part of a configuration.

See Also

Defining Order Types: page 1 – 103

Sales Order and Purchase Order Discrepancy Report

The Sales Order and Purchase Order Discrepancy Report displays differences between the sales order and purchase order for a drop shipment so that you can identify where manual changes must be made. These differences arise when you modify the purchase order or requisition associated with a drop-ship sales order after successfully running Purchase Release.

Submission

In the Order Entry Reports window, enter Sales Order and Purchase Order Discrepancy Report in the Request Name field.

Parameters

When you request a Sales Order and Purchase Order Discrepancy Report, Order Entry/Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all orders that meet your other parameter criteria.

Sort By

You can sort this report by Customer Name, Order Date, Order Type, Purchase Order Number, or Sales Order Number. The default value is Customer Name.

Open Orders Only

Select No if you want to include both open and closed sales orders in this report. The default value is Yes.

Order Number Low/High

Select the range of order numbers you want to print on this report.

Customer Name Low/High

Select the customer(s) whose orders you want to print on this report.

Order Date Low/High

Select the range of order dates you want to print on this report.

Order Type

Select the order type you want to print on this report.

Order Category

Select either Regular or Internal Sales Order. If you leave this parameter blank, this report includes orders of both categories.

Item Display

Select Description or Flexfield, depending on whether you want the item name or description to be printed on this report. The default value is Description.

Sales Order Item

Select the sales order line item you want to print on this report.

Purchase Order Number Low/High

Select the range of purchase order numbers you want to print on this report.

Requisition Number Low/High

Select the range of requisition numbers you want to print on this report.

See Also

Drop-ship Order Flow: page 2 – 16

Purchase Release: page 7 – 28

Requisition Import Process, *Oracle Purchasing User's Guide*

Unbooked Orders Report

Use the Unbooked Orders Report to review orders you have entered but not booked. This report shows you the order number, order date, ordered item and line amount for each unbooked order line you choose, as well as the user who entered the order.

Submission

In the Order Entry Reports window, enter Unbooked Orders Report in the Name field.

Parameters

When you request a Unbooked Orders Report, Order Entry/Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all unbooked orders that meet your other parameter criteria.

Sort By

You can sort this report by Created By or Order Number.

Created By

Choose the userid(s) of the person(s) who entered the order(s) that you want printed in this report.

Order Date

Choose the range of order dates you want printed in this report.

Order Entry/Shipping prints the sort by parameter you chose for this report.

Column Headings

Item

Order Entry/Shipping prints the Item Flexfield value of the item on each order line.

Description

Order Entry /Shipping prints the description of the item on each order line.

Extended Line Amount

Order Entry /Shipping prints the extended order line amount for each order line.

See Also

Overview of Sales Orders: page 2 – 9

Agreement Activity Report

The Agreement Activity Report reviews all agreements that have been defined in Order Entry/Shipping. This report provides the agreement name and currency, the effective dates of each agreement, the salesperson's name, the name and number of the customer with whom the agreement was made, the order number, order date, purchase order number, and total monetary amounts ordered, shipped and invoiced for each agreement. Also provided are total number of agreements for each customer listed and the total number of agreements contained in the report.

Submission

In the Order Entry Reports window, enter Agreement Activity Report in the Request Name field.

Parameters

When you request an Agreement Activity Report, Order Entry/Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all agreements that meet your other parameter criteria.

Agreement

Choose the agreement(s) that you want printed in this report.

Customer Name

Choose the customer(s) that you want printed in this report.

Agreement Type

Choose the agreement type that you want printed in this report.

Purchase Order Number

Choose the purchase order numbers for the orders for the agreements that you want printed in this report.

Sales Person

Choose the salesperson that you want printed in this report.

Use Functional Currency

Choose Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the order. The default value is No.

See Also

Defining Agreements: page 3 – 7

Cancelled Orders Report

The Cancelled Orders Report reviews all orders that have been cancelled. This report provides a summary of each cancelled order, including order number, customer name, line number and item, the date and reason the order or order line was cancelled, the quantity ordered and the quantity cancelled, and who cancelled the order.

This report can be used to report total dollars cancelled in a specified time-frame, and allow you to evaluate the most common cancellation reasons, review cancellations by salesperson, or review cancellations by customers.

Submission

In the Order Entry Reports window, enter Cancelled Orders Report in the Request Name field.

Parameters

When you request a Cancelled Orders Report, Order Entry / Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all cancelled orders that meet your other parameter criteria.

Sort By

You can sort this report by Cancel Date, Cancel Reason, Customer, or Sales Person. The default value is Customer.

<i>Cancel Date</i>	Order Entry / Shipping sorts this report by cancel date and then order number.
<i>Cancel Reason</i>	Order Entry / Shipping sorts this report by cancel reason and then order number.
<i>Customer</i>	Order Entry / Shipping sorts this report by customer name and then order number.
<i>Sales Person</i>	Order Entry / Shipping sorts this report by salesperson, customer name, and then order number.

Customer Name

Choose the customer(s) that you want printed in this report.

Order Type

Select the order type that you want printed in this report.

Order Number

Choose the range of order numbers that you want printed in this report.

Salesrep Name

Choose the salesperson(s) that you want printed in this report.

Cancel Date

Choose the range of cancel dates that you want printed in this report.

Cancel Reason

Choose the reason for the cancellation of the orders that you want printed in this report.

Cancelled By

Choose the userid(s) of the person(s) who cancelled the order(s) that you want printed in this report.

Item

Choose the name of the item that you want printed in this report.

Item Display

Choose Description or Flexfield depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Order Category

Choose the order category for the cancelled orders that you want printed in this report. You can choose from Regular or Internal Sales Order. The default value is Regular.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character

for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision. For example:

<i>Mixed Precision = 3</i>		
300.00	USD	
105.250	DNR	
1000	JPY	

Order Entry/Shipping defaults this parameter from the profile
Currency: Mixed Precision.

Show in Functional Currency

Choose Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the order. The default value is No.

Column Headings

Item

Order Entry/Shipping prints the name or description of the item, depending on your selection for the Item Display parameter.

See Also

Cancelling Orders: page 2 – 189

Order Cycle Picture

The Order Cycle Picture report verifies movement of orders through the appropriate order cycle actions.

Order Entry / Shipping automatically sorts this report by order type. Any amounts in this report are always displayed in the functional currency for your set of books.

Submission

In the Order Entry Reports window, enter Order Cycle Picture in the Request Name field.

Parameters

When you request an Order Cycle Picture report, Order Entry / Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all order cycles that meet your other parameter criteria.

Order Type

Choose the order type(s) that you want printed in this report.

Order Date

Choose the range of order dates that you want printed in this report.

Action Date

Choose the range of dates when the cycle action occurred for the orders that you want printed in this report.

Open Orders Only

Choose Yes if you want to print only open orders or No if you want to print both open and closed orders in this report.

Order Category

Choose the order category for the order cycles that you want printed in this report. You can choose from Regular, Return, or Internal Sales Order. The default value is Regular.

See Also

Assigning Cycle Action Results: page 1 – 57

Defining Cycle Actions: page 1 – 54

Defining Cycle Results: page 1 – 56

Defining Order Cycles: page 1 – 59

Order Processing Key Indicators

The Order Processing Key Indicators report reviews performance indicators on orders for a customer, salesperson, or item.

Submission

In the Order Entry Reports window, enter Order Processing Key Indicators Report in the Request Name field.

Parameters

When you request an Order Processing Key Indicators report, Order Entry / Shipping provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all orders that meet your other parameter criteria.

Sort By

You can sort this report by Company, Customer Name, Item, Order Type, or Salesperson. The default value is Order Type.

Order Date

Choose the range of order dates that you want printed in this report.

Order Type

Choose the order type that you want printed in this report.

Customer

Choose the customer that you want printed in this report.

Site Use

Choose the site use for customer, Bill To or Ship To, that you want printed in this report.

Customer Site

Choose the customer that you want printed in this report. You can only choose a value for this parameter if you chose a specific customer in the Customer parameter.

Customer Type

Choose the customer type, External or Internal, that you want printed in this report.

Salesperson

Choose the salesperson that you want printed in this report.

Sales Channel

Choose the sales channel that you want printed in this report.

Item

Choose the item that you want printed in this report.

Item Category Set

Choose the item category set that you want printed in this report.

Item Category

Choose the item category that you want printed in this report. You can only choose a value for this parameter if you chose an item category set parameter.

See Also

Overview of Sales Orders: page 2 – 9

Order/Invoice Summary Report

The Order/Invoice Summary Report reviews summary invoice information about orders that have invoiced, including ordered amount, invoiced amount, adjusted receivables, and balance due. Order Entry/Shipping automatically sorts this report by order type and lists all orders that have been invoiced.

Submission

In the Order Entry Reports window, enter Order/Invoice Summary Report in the Request Name field.

Parameters

Sort By

You can sort this report by Customer Name, Order Type, and Sales Person.

<i>Customer Name</i>	Order Entry/Shipping sorts this report by currency, customer, and then order number.
<i>Order Type</i>	Order Entry/Shipping sorts this report by currency, order type, customer, and then order number.
<i>Salesperson</i>	Order Entry/Shipping sorts this report by currency, salesperson, customer, and then order number.

Open Orders Only

Choose No if you want to print both open and closed orders in this report. The default value is Yes.

Customer Name

Choose the customer(s) that you want printed in this report.

Salesperson

Choose the salesperson(s) that you want printed in this report.

Order Type

Choose the order type(s) that you want printed in this report.

Order Number

Choose the order number(s) that you want printed in this report..

Ship to Country

Choose the country or countries for the ship to addresses of the shipments you want printed in this report.

Use Functional Currency

Choose Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the order. The default value is No.

Column Headings**Total Credits/Adjustments**

Order Entry/Shipping prints the total amount of receivable credits or adjustments applied to the invoice.

Balance Due

Order Entry/Shipping prints the outstanding balance for the invoice.

Orders by Item Report

The Orders by Item Report reviews all sales for a particular item or group of items. You can restrict the output of this report by customer, order number range or range of order dates. Order Entry/Shipping automatically sorts this report by item, customer name, and then order number.

This report provides a listing of each item, customer name and number, order number, purchase order number, order date, ordered quantity, shipped quantity, and quantity outstanding, and subtotals for each item and customer.

Submission

In the Order Entry Reports window, enter Orders by Item Report in the Request Name field.

Parameters

When you request an Orders by Item Report, Order Entry/Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all orders that meet your other parameter criteria.

Customer

Choose the customer name that you want printed in this report.

Order Type

Select the order type that you want printed in this report.

Order Number

Choose the order number(s) that you want printed in this report.

Order Date

Choose the range of order dates that you want printed in this report.

Item

Choose the item that you want printed in this report.

Item Display

Choose Description or Flexfield, depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Show Open Orders Only

Choose Yes if you want to print only open orders or No if you want to print both open and closed orders in this report.

Order Category

Choose the order category for the orders that you want printed in this report. You can choose from Regular or Internal Sales Order. The default value is Regular.

Column Headings

Item

Order Entry/Shipping prints the name or description of the item, depending on your selection for the Item Display parameter.

See Also

Defining Order Types: page 1 – 103

Returns by Reason Report

The Returns by Reason Report reviews all return material authorizations for various return reasons. Order Entry/Shipping automatically sorts this report by currency, return reason, and then item.

Submission

In the Order Entry Reports window, enter Returns by Reason Report in the Request Name field.

Parameters

When you request a Returns by Reason Report, Order Entry/Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all returns that meet your other parameter criteria.

Return Reason

Choose the return reason that you want printed in this report.

Order Date

Choose the range of return dates that you want printed in this report.

Item

Choose the item that you want printed in this report.

Item Display

Choose Description or Flexfield depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix

(the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency’s standard precision is less than the mixed precision. For example:

<i>Mixed Precision = 3</i>	
300.00	USD
105.250	DNR
1000	JPY

Order Entry/Shipping defaults this parameter from the profile
Currency: Mixed Precision.

Column Headings

Item
Order Entry/Shipping prints the name or description of the item, depending on your selection for the Item Display parameter.

See Also

Overview of Returns: page 2 – 132

Salesperson Order Summary Report

The Salesperson Order Summary Report reviews orders for one or more salespersons. This report displays the order and each order line associated with each salesperson.

Your salespeople can use this report to see their current outstanding orders and their status. This report shows open orders, quantity ordered, shipped, cancelled, and invoiced and their potential commission.

Submission

In the Order Entry Reports window, enter Salesperson Order Summary Report in the Request Name field.

Parameters

When you request a Salesperson Order Summary Report, Order Entry / Shipping provides you with the following parameters. If you leave any parameters blank, this report includes all orders that meet your other parameter criteria.

Sort By

You can sort this report by Customer Name or Order Number. The default value is Order Number.

<i>Customer Name</i>	Order Entry / Shipping sorts this report by currency, salesperson, customer name, and then order number.
<i>Order Number</i>	Order Entry / Shipping sorts this report by currency, salesperson, and then order number.

Order Number

Choose the order number(s) that you want to print in this report.

Order Type

Choose the order type that you want to print in this report.

Order Date

Choose the range of order dates that you want to print in this report.

Agreement

Choose the customer agreement that you want to print in this report.

Salesperson

Choose the salesperson that you want to print in this report.

Customer

Choose the name of the customer that you want to print in this report.

Customer Number

Choose the number of the customer that you want to print in this report.

Show Open Orders Only

Choose No if you want to print both open and closed orders in this report. The default value is No.

Use Functional Currency

Choose Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the order. The default value is Yes.

Item Display

Choose Description or Flexfield depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Column Headings

Item

Order Entry/Shipping prints the name or description of the item, depending on your selection for the Item Display parameter.

See Also

Overview of Sales Orders: page 2 – 9

Processes

This chapter provides you with an explanation of Order Entry/Shipping processes, including the following:

- Cancel Backordered Included Items: page 7 – 2
- Close Orders: page 7 – 4
- Demand Interface: page 7 – 7
- Inventory Interface: page 7 – 11
- Manufacturing Release: page 7 – 15
- OrderImport: page 7 – 18
- Order Purge: page 7 – 21
- Pick Release: page 7 – 25
- Pre-Explode Configurable Bills: page 7 – 27
- Purchase Release: page 7 – 28
- Receivables Interface: page 7 – 31
- RMA Interface: page 7 – 40
- Service Interface: page 7 – 44
- Ship Confirm Open Interface: page 7 – 47
- Update Shipping Information: page 7 – 49

See Also

Process Exception Report: page 6 – 56

Cancel Backordered Included Items

The Cancel Backordered Included Items program cancels backordered included items. Included items are mandatory standard items assigned to an item on the bill of material (for a model, option class, or kit) that are automatically released for shipment along with the item to which they are assigned.

If the included items are backordered and not demanded or reserved, Order Entry /Shipping fully cancels all backordered included items for the order and item you specify. If you try to cancel any backordered included items that are reserved or demanded, you receive an error message telling you that you must first unreserve or undemand the included items on the order before cancelling them.

If you have shipped incomplete kits to your customer and you want to cancel the remaining backordered included items, you can use the Cancel Backordered Included Items program. This allows you to invoice in full for the incomplete kits that have shipped. After you cancel the backordered included items, the model line will not show a cancelled quantity in the View Orders window, and the shipped quantity will still only reflect the complete kits that have shipped. However, the line will be allowed to close. Use the View Shipping Lines window to verify which components of the incomplete kits have shipped.



Warning: If you intend to cancel and prevent invoicing for an incomplete kit, do not use this program.

Prerequisites

Before using this program to cancel included items, you should:

- Set up your Cancellation Codes QuickCodes
- Release and backorder included items

Submission

In the Cancel Backordered Included Items window, enter Cancel Backordered Included Items in the Request Name field.

Parameters

When you request Cancel Backordered Included Items, Order Entry /Shipping provides you with the following parameters.

Order Number

Choose an order number to cancel the backordered included items for that order.

Included Item

Choose a specific included item to cancel on the order.

Cancel Reason

Choose a cancel reason.

See Also

Defining Order Entry/Shipping QuickCodes: page 1 – 23

Viewing Orders and Returns: page 2 – 6

Releasing Sales Order for Picking: page 5 – 67

Overview of Bills of Material, *Oracle Bills of Material User's Guide*

Closing Orders

The Close Orders program closes all lines and orders that are complete and releases expired holds.

Close Orders

Order Entry/Shipping closes orders when all of the order-level actions within the cycle have been satisfied and all of the lines are closed. Once an order is closed, no lines can be added.

Order Entry/Shipping does not require that you designate Complete Line and the result Closed as a prerequisite to Complete Order since this prerequisite is automatically enforced. Instead, you specify an order level action in your cycle as the prerequisite for Complete Order. The cycle action Enter with a result of Booked is the most common prerequisite to Complete Order. However, you may want to use the last order level approval in a cycle, such as Legal Review, as the prerequisite.



Attention: Be sure to include the standard actions of Complete Line and Complete Order at the end of all your order cycles to ensure that your orders and returns close once all prerequisites have been met.

Closing orders that are complete enhances performance, since many program, window, and report queries retrieve open orders only. Orders marked as Closed are not selected, increasing system speed and efficiency. Closed orders are excluded from many of the standard reports available in Order Entry/Shipping, so you can limit your reporting to the active orders you want.

Close Order Lines

An order line is eligible to close when it completes all of the line-level actions within the cycle. Order lines can close independent of each other. Once an order line is closed, no changes can be made to any fields except the descriptive flexfield, for which you can define security rules.

Order Cycles

When defining an order cycle, Order Entry/Shipping does not require that you designate the action and result Complete Line-Closed as a prerequisite to Complete Order, since this prerequisite is automatically enforced. Instead, we recommend you use the last order level action and result (usually Enter-Booked) as the prerequisite to the Complete

Order action. This way the order is eligible to close after it is booked, although it will not close until all the lines are closed.

Release Expired Holds

The Close Orders program also releases expired order holds, or holds with a Hold Until Date that is earlier than the current date. This release applies to all order and line level holds.

Purge Inventory Tables

The Close Orders program purges the following tables in Oracle Inventory:

- MTL_DEMAND_INTERFACE
- MTL_SUPPLY_DEMAND_TEMP

Scheduling affects the size of these tables. Running the Close Orders program frequently ensures that these tables' size remains small for better response time.

Cycle Action Results

The Close Orders program updates the statuses for the Complete Order and Complete Line cycle actions. The possible cycle action results for these actions are:

- *Eligible* – if the action is Complete Order, the order has passed all the order-level prerequisites and will close when all the lines have closed. If the action is Complete Line, the line has passed all line-level prerequisites and will close the next time the program is run.
- *Closed* – the order line or order has been closed.

Holds Effect on Eligible Lines

The Close Orders program does not close orders or order lines that have unreleased holds that specify no cycle action or a cycle action of Complete Line or Complete Order. You must remove any such holds on orders or order lines that you want to close before running the Close Orders program.



Suggestion: Use the View Orders window to view orders' and order lines' cycle and hold statuses.

Prerequisites

Before using this program to close orders, you should:

- Book your orders.
- Satisfy any other order or order line prerequisites that you have defined for the order cycle.

Submission

In the Close Orders window, enter Close Orders in the Request Name field.

Parameters

The Close Orders program does not have any parameters.

See Also

Order Cycles: page 1 – 27

Holds: page 2 – 193

Defining Order Cycles: page 1 – 59

Demand Interface

The Demand Interface places demand for shipments in batch mode rather than online. Oracle Manufacturing products use this information for forecasting and planning product and schedule requirements. Demand placed through the Demand Interface is immediately available to all Oracle Manufacturing processes, reports, and windows that display demand. It is not necessary to run the Oracle Inventory Demand Manager to process batch demand.

Profile Options

The following profile option affects the operation of the Demand Interface:

- *OE: Source Code* – three key fields are interfaced to Oracle Inventory to identify each demand transaction uniquely: Order Number, Order Type, and Source Code.

Item Attributes

The following item attributes affect the operation of the Demand Interface:

- *Assemble to Order* – if this attribute is set to Yes, ATP is only successful as long as any components with the BOM attribute Check ATP set to Yes are available on the date requested.
- *ATP Components* – if an item has this attribute set to Yes, the Demand Interface searches for components of the bill with Check ATP set to Yes to include in an ATP inquiry. Order Entry/Shipping continues searching down the bill structure until it reaches a level where all items have the BOM Item Type attribute of Standard or the ATP components attribute is set to No.
- *Check ATP* – if an item has this attribute set to Yes, then Order Entry/Shipping automatically performs an ATP inquiry on the item before placing demand.

If the item is ordered as a component in a bill of material, Order Entry/Shipping considers the bill of material attribute Check ATP, instead of the item attribute, to determine when an ATP inquiry is required.

- *OE Transactable* – any item with this attribute set to Yes can have demand placed.
- *Ship Model Complete* – if this attribute is set to Yes on a PTO model or kit, ATP is only successful if all the components with

the BOM attribute Check ATP set to Yes are available on the date requested.

Batch Demand

The Demand Interface places demand for any eligible order line or order line detail for a transactable item. An order line is eligible for demand when all prerequisite cycle actions have been successfully completed, based on your individual order cycles. You include the Demand Interface action in your order cycles for those types of orders where you generally place demand in batch. If you happened to place demand online for an order line in a cycle with Demand Interface as an action, the Demand Interface will recognize that demand already exists for the order line and automatically set the status to Interfaced.

Changes to Demanded Order Lines

If demand has already been placed by the Demand Interface, but you need to modify the quantity, warehouse, or schedule date, use the Scheduling alternative region on the Sales Orders window. Once your changes are committed, demand is immediately updated to reflect your changes.

Holds Effect on Eligible Order Lines

If you have defined any holds that are not specific to a particular cycle action (which would normally prevent the order from processing through any cycle actions), the Demand Interface still processes the order lines. Only holds that specify the Demand Interface in the Cycle Action field of the Holds window prevent the Demand Interface from processing the records. The Demand Interface ignores all other holds, including those for credit checking.

Available to Promise Checking

Order Entry/Shipping automatically performs an ATP inquiry (Available to Promise) on an order line for any item where the inventory item attribute or bill of material attribute Check ATP is set to Yes. When the item is ordered as a component in a bill, the bill of material attribute takes precedence. Order Entry/Shipping uses the order line or schedule detail line quantity and schedule date as the requested quantity and date. If the ordered item is a configuration or kit with additional ATP items in the bill structure, these items are also considered in the ATP evaluation. If your ordered item is a model or kit that must be shipped together, then the latest date for all components is considered the ATP date; or, if a group of order lines is in a ship set, the latest date for all lines in the ship set is the ATP date.

If the quantity you ordered is available on the date you requested:

- The Demand Interface cycle action is updated with a result of Interfaced.
- The order line Schedule Status field is updated to Demanded.

If the quantity you ordered is not available on the date you requested:

- The Demand Interface cycle action remains Eligible.
- The order line Schedule Status field remains blank.
- A message is recorded in the exceptions table identifying which component failed.

Cycle Action Results

The following cycle action results are possible for the Demand Interface:

- *Eligible* – the order line has passed all other cycle actions required to be eligible for Demand Interface, or the quantity you ordered is not available on the date you requested.
- *Not Applicable* – the item attribute *OE Transactable* is set to No.
- *Interfaced* – demand has been placed for the full order line quantity.
- *Partial* – demand has been placed for a partial quantity of an order line with multiple schedule details.

Exception Handling

Any errors that occur, such as ATP failed, are recorded in the process exceptions table (SO_EXCEPTIONS). Use the Process Exception Report to report all the errors for the Demand Interface.

The Demand Interface program is only applicable for order cycles that include the Demand Interface cycle action.



Suggestion: Use the View Orders window to view orders' and order lines' cycle statuses.

Prerequisites

Before using this program to place demand, you should:

- Book your orders.

- Satisfy any other order or order line prerequisites that you have defined for the order cycle.

Submission

In the DEMAND INTERFACE window, enter Demand Interface in the Name field.

Parameters

The Demand Interface program does not have any parameters.

See Also

Order Cycles: page 1 – 27

Holds: page 2 – 193

Defining Order Cycles: page 1 – 59

Defining Holds: page 1 – 108

Inventory Interface

The Inventory Interface program generates inventory transactions for costing, relieves demand and reservations, and updates inventory balances as you ship orders.



Attention: You can only run the Inventory Interface for those order lines with Source Type set to internal. Order lines with their Source Type set to external will have the Inventory Interface cycle action result set to Not Applicable. Order lines without a Source Type defined will be ignored. See: Overview of Sales Orders: page 2 – 9, Defining Sales Order Line Scheduling Information: page 2 – 40, Drop Shipments: page 2 – 11

Profile Options

The following profile options affect the operation of the Inventory Interface:

- *OE: Set of Books* – determines currency for the transaction.
- *OE: Source Code* – three key fields are interfaced to Oracle Inventory to uniquely identify each demand transaction: Order Number, Order Type, and Source Code.

Item Attributes

The following item attributes affect the operation of the Inventory Interface:

- *Cost of Goods Sold Account* – used if the Account Generator assignment for the Cost of Goods Sold Account includes the item as a source.
- *OE Transactable* – only items with the attribute set to Yes are interfaced to Inventory.
- *Shippable Item* – items with the attribute set to Yes are interfaced to Inventory. Items with this item attribute set to No can still be interfaced to Inventory if the OE Transactable item attribute is set to Yes. If both the OE Transactable and Shippable Item item attributes are set to No, then none of the items will be interfaced to Inventory.
- *Transactable* — only items with the attribute set to Yes are interfaced to Inventory.

Interfacing Shipments

The Inventory Interface transfers information on the shipped picking lines for any eligible order lines. An order line is eligible for this

interface when all prerequisite cycle actions have been successfully completed (usually Ship Confirm – Confirmed). If an order line item is non-shippable, but has shippable included items, the shipped included items are interfaced once the order line is eligible.

Interfacing Non-Shipped Order Lines

If you forecast a non-shippable model or option, the demand placed to consume a forecast is relieved when the non-shippable item is interfaced. The full quantity of the non-shippable item is interfaced when the first associated shippable component is interfaced.

Assigning Ship Dates for Non-Shippable Order Lines

The Inventory Interface program assigns the ship date for non-shippable order lines based on the following rules:

- If a ship date has not been entered for the order, the ship date will be set to Sysdate (the current system date).
- If only one ship date has been entered for the order, the entered date is used for both the non-shippable and shippable order lines.
- If multiple ship dates have been entered for the order, the maximum ship date is assigned to the non-shippable order lines. For example, if you assigned March 1, March 5, and March 9 as ship dates to different order lines, March 9 is assigned to the non-shippable order lines.

Holds Effect on Eligible Order Lines

The Inventory Interface program does not process orders or order lines with unreleased holds that specify no cycle action or a cycle action of Inventory Interface. You must remove any such holds on orders or order lines that you want to interface to Oracle Inventory.

Inventory Interface Without Pick Release and Confirm Shipments

If you include Inventory Interface in an order cycle without Pick Release and Confirm Shipments, the order line schedule details are interfaced instead of the shipped picking lines. Hence, inventory will not be decremented. Inventory will only be decremented if you run Confirm Shipments prior to using the Inventory Interface.

Cost of Goods Sold Account

The Inventory Interface determines the COGS Account for each transaction. You can use the Account Generator to create the COGS

Account dynamically, based on one or more attributes such as order type, salesperson, item, and so on. Each COGS Account is validated against the chart of accounts associated with the *OE: Set of Books*. If the generated COGS Account is valid for the rules for the set of books, the transaction is interfaced. If the COGS Account is not valid, the transaction is rejected, the Inventory Interface status is set to Interface Error and an error message appears on the Process Exception Report.

Inventory Transaction Manager

The Oracle Inventory Material Transaction Manager processes the records Order Entry/Shipping inserts into the interface table. The Material Transaction Manager creates inventory transaction records, updates the inventory balances on shippable items, and relieves demand and/or reservations on both shippable and non-shippable items.

Cycle Action Results

The following cycle action results are possible for the Inventory Interface:

- *Eligible* – the order line has passed all other cycle actions required to be eligible for Inventory Interface.
- *Not Applicable* – the item attribute *OE Transactable* is set to No or the Source Type for the order line is set to external.
- *Interfaced* – the order line has been completely interfaced.
- *Interface Error* – an error occurred when the order line schedule detail or picking line was being interfaced. This often means a problem with the COGS Account. The exact error can be identified by running the Process Exception Report.
- *Partial* – a partial quantity of an order line with multiple schedule details has been interfaced.

Exception Handling

Any errors that occur are recorded in the process exceptions table (SO_EXCEPTIONS). Use the Process Exception Report to report all the errors for the Inventory Interface.

The Inventory Interface program is only applicable for order cycles that include the Inventory Interface cycle action.



Suggestion: Use the View Orders window to view orders' and order lines' cycle statuses.

Prerequisites

Before using this program to transfer inventory information, you should:

- Confirm items you have shipped and backordered using the Confirm Shipments window.
- Satisfy any other order or order line prerequisites that you have defined for the order cycle.

Submission

In the Shipping Interfaces concurrent requests window, enter Inventory Interface in the Name field. If the OE: Immediate Inventory Update profile option is set to Yes, the Inventory Interface program is automatically run when the pick slip or batch is closed. See Order Entry/Shipping Profile Options: page 1 – 10

Order Entry/Shipping can resubmit this program at a time or time interval you specify at submission time so that inventory information is automatically updated.

Parameters

The Inventory Interface program does not have any parameters.

See Also

Order Cycles: page 1 – 27

Viewing Orders and Returns: page 2 – 6

Overview of Delivery-based Ship Confirm: page 5 – 73

Order Entry/Shipping Profile Options: page 1 – 10

Manufacturing Release

The Manufacturing Release program releases eligible, demanded order lines or line details for assemble-to-order (ATO) items and configurations for processing by Oracle Work In Process.

Order lines are eligible for Manufacturing Release if they have successfully completed all prerequisite actions. The Manufacturing Release cycle action must be included as a step in any cycle that processes ATO items or configurations. This action must occur after demand is placed and before Pick Release. Manufacturing Release does not process lines that you source externally or lines for which you have already matched and reserved a configured item.

Item Attributes

The following item attribute affects the operation of the Manufacturing Release program:

- *Assemble to Order* – only items with this attribute set to Yes are processed by Manufacturing Release.

Releasing Lines for Work Orders

The Manufacturing Release releases only demanded, eligible ATO order lines. Once demand is placed, the Manufacturing Release can process all eligible order lines. You can place demand in batch mode by executing the Demand Interface if you have this action in your cycle and the order line is eligible for the action; or you can place demand on-line using the Sales Orders or Schedule Orders windows.

Cycle Action Results

Each time Manufacturing Release runs, it evaluates all applicable order line schedule details. The Manufacturing Release cycle action has several possible results that allow you to monitor the progress of an order through the manufacturing process. Manufacturing Release statuses include Eligible, Released, Configuration Created, Work Order Opened, Work Order Completed, Work Order Partially Completed, and Not Applicable. Use the View Orders window to see the current results for each order line.

This program only updates the action with the result of Released when an order line has been successfully processed, or Not Applicable if an order line has been processed for an item that was not an ATO item or configuration. If an order line is not processed, even though it is eligible, the action result remains Eligible. It will be evaluated again the next time the program is run.

ATO and PTO Items on the Same Order

Order Entry /Shipping supports PTO, ATO and PTO-ATO order line combinations on your orders. You must run the Manufacturing Release program for any order with an order cycle that includes the Manufacturing Release cycle action, even if none of the order lines includes an ATO item or configuration. Running the Manufacturing Release cycle action on such an order produces an action result of Not Applicable and allows the order to proceed in the cycle.

Holds Effect on Eligible Order Lines

The Manufacturing Release program does not process orders or order lines that have unreleased holds that specify no cycle action or a cycle action of Manufacturing Release. If one option of an ATO configuration is on hold, Order Entry /Shipping holds the entire configuration. You must remove any such holds on orders or order lines that you want this program to process.



Suggestion: Use the View Orders window to view orders' and order lines' cycle statuses.

Prerequisites

Before using this program to release order lines or line details for ATO items or configurations, you should:

- Place demand in batch mode by running the Demand Interface, or on-line in the Sales Orders or Schedule Orders windows.
- Satisfy any other order or order line prerequisites that you have defined for the order cycle.

Submission

In the Manufacturing Release window, enter Manufacturing Release in the Request Name field.

Parameters

When you request Manufacturing Release, Order Entry /Shipping provides you with the following parameter.

Order

Select the order you want to release for ATO items or configurations.

See Also

Order Cycles: page 1 – 27

Defining Order Cycles: page 1 – 59

Overview of Sales Orders: page 2 – 9

Drop-ship Order Flow: page 2 – 16

Using Match and Reserve, *Oracle Product Configurator User's Guide*

OrderImport

OrderImport imports sales orders from other sales order systems and updates them in Order Entry/Shipping.

With OrderImport, you can centralize your information by importing order entry data from a variety of sources, including both Oracle and non-Oracle systems. Order Entry/Shipping checks all of your data during the import process to ensure its validity within Order Entry/Shipping, then converts your import data into orders with lines, schedule details, price adjustments, and sales credits. Each time you run OrderImport, Order Entry/Shipping produces a report informing you of the total number of orders, order lines, price adjustments, and so on that OrderImport evaluated, and which succeeded or failed. You can use the OrderImport Process Exception Report to examine your data if it fails the import process.

Profile Options

The following profile options affect the operation of the OrderImport program:

- *BOM: Check for Duplicate Configurations* – indicates whether you can use match and reserve functionality for a booked order.
- *OE: Included Item Freeze Method* – controls when included items are determined for a configuration's bill of material.
- *OE: Item Validation Organization* – determines the organization used for validating items and bill of material structures.
- *OE: Reservations* – allows you to request reservations on imported order lines.
- *OE: Set of Books* – indicates currency for the imported orders.
- *OE: Verify GSA Violations* – applies GSA holds on imported orders when appropriate.

Items and Bills

You need to define items using Oracle Inventory for items to be orderable via OrderImport. You also need to define bills of material in Oracle Bills of Material for models if you have any complex items that customers can order in various configurations.

Order Entry/Shipping uses the same item and bill attribute validation and logic for imported orders as for orders entered in the Sales Orders window.

Holds

Order Entry/Shipping automatically applies all holds to imported orders and order lines that meet hold criteria.

Prerequisites

Before using this program to import orders, you should:

- Set up every aspect of your order entry system that you want to use with imported orders, including customers, pricing, items, and bills.
- Define and enable your OrderImport sources using the OrderImport Sources window.

Submission

In the Import Orders window, enter OrderImport in the Request Name field.

Parameters

The OrderImport program provides the following parameters:

Order Source

Choose a specific OrderImport source that you have defined in the OrderImport Sources window so that only records with that source are processed, or leave this parameter blank so that all enabled sources are processed for data existing in the interface tables.

Number of Instances

Enter the number of parallel instances you want to run. Order Entry/Shipping recommends that you begin with four to six processes, then increase the number if your system handles the load well.

See Also

Defining OrderImport Sources: page 1 – 64

Overview of Sales Orders: page 2 – 9

Overview of Drop Shipments: page 2 – 11

OrderImport Processing Results Report: page 6 – 24

OrderImport Process Exception Report: page 6 – 64

Integrating Oracle Order Entry / Shipping Using OrderImport, *Oracle Manufacturing, Distribution, Sales and Service Open Interfaces Manual, Release 11*

Order Purge

The Order Purge Selection and Order Purge programs select and purge orders based on criteria you specify. Purging old data creates space in your database and can improve performance of transactions and maintenance.

Purge Restrictions

Orders can only be purged if they meet the following conditions:

- Orders must be closed.
- No open demand exists for the order including open work orders, open invoices, open returns, open requisitions.

Selection Process

Use the Order Purge Selection program to determine which orders you want to purge. The selection criteria available are:

- order number (range)
- order date (range)
- creation date (range)
- order category
- order type
- customer

Archiving

Oracle recommends that you archive the selected orders before running the Order Purge program. The easiest method for archiving is to run a SQL statement to move the selected orders to mirrored purge tables.

Purge Selection Table

Orders selected for purging are stored in the SO_PURGE_ORDERS table. The table consists of the following columns:

- HEADER_ID (NUMBER PRIMARY KEY, NOT NULL)
- CREATION_DATE (DATE, NOT NULL)
- CREATED_BY (NUMBER, NOT NULL)
- LAST_UPDATE_DATE (DATE, NOT NULL)
- LAST_UPDATED_BY (NUMBER, NOT NULL)

- LAST_UPDATE_LOGIN (NUMBER, NULL)
- REQUEST_ID (NUMBER, NULL)
- PROGRAM_ID (NUMBER, NULL)
- PROGRAM_APPLICATION_ID (NUMBER, NULL)

Purged Tables

The Order Purge program purges the order information from the following tables:

- SO_HEADERS
- SO_LINES
- SO_LINE_DETAILS
- SO_LINE_SERV_DETAILS
- SO_SALES_CREDITS
- SO_PRICE_ADJUSTMENTS
- SO_ORDER_APPROVALS
- SO_LINE_APPROVALS
- SO_ORDER_CANCELLATIONS
- SO_HOLD_RELEASES
- SO_ORDER_HOLDS
- SO_HOLD_SOURCES
- SO_NOTES
- SO_NOTE_REFERENCES
- SO_FREIGHT_CHARGES
- SO_PICKING_BATCHES
- SO_PICKING_CANCELLATIONS
- SO_PICKING_HEADERS
- SO_PICKING_LINE_DETAILS
- SO_PICKING_LINES
- SO_PICKING_RULES

Submission

Your system administrator must add the order purge programs to your menu. Using the Define Report Groups form you can add the order

purge programs to an existing report group, or you can create a new report group with a new menu entry.

To submit the program, navigate to the window to which you assigned the purge programs and enter Order Purge Selection or Order Purge in the Name field.

Parameters

Order Purge Selection Enter any combination of the following optional parameters to select the orders to purge.

Order Category

Enter an order category to which to restrict the purge.

Order Type

Enter an order type to which to restrict the purge.

Customer

Enter a customer to which to restrict the purge.

Order Number From

Enter the beginning order number to restrict the purge to a range of orders.

To

Enter the ending order number to restrict the purge to a range of orders.

Order Date From

Enter the beginning order date to restrict the purge to a range of order dates.

To

Enter the ending order date to restrict the purge to a range of order dates.

Creation Date From

Enter the beginning creation date to restrict the purge to a range of creation dates.

To

Enter the ending creation date to restrict the purge to a range of creation dates.

Order Purge

Enter the following required parameter to submit the orders to be purged.

Orders per commit

Enter the number of orders to purge per commit. Oracle suggests that you limit the number of orders to purge to batches of 100 or fewer. If Order Entry/Shipping encounters a locked file during the purge, it skips the entire batch or orders. Smaller batches also yield better performance.

Pick Release — SRS

The Pick Release — Standard Report Submission program is a background process that releases orders for picking at predefined times and intervals. This program uses the release rule, the batch name, and the picking document set parameters you define to run pick release.

Prerequisites

Before using this program to release orders for picking, you should:

- Create a release rule.
- Create a picking document set.

Submission

From the Navigator, select Shipping>Release Sales Orders>Release Sales Orders, SRS.

Parameters

When you request Pick Release — SRS, Order Entry / Shipping provides you with the following parameters.

Release Rule Name

Choose the release rule you want to use to release orders.

Batch Name

Define a batch name suffix for orders you want to release. Order Entry / Shipping automatically generates batch names. If you enter a batch name, it will be appended to the generated batch name. For example, if you enter CO in this field, the generated batch name might be 5071-CO. If you leave the Batch Name parameter empty, the generated batch name would be 5071.

Document Set

Choose a document set you want to run for the pick release batch. You can define the Document Set that defaults in this field by defining a

Default Pick Release Document Set on the Define Shipping Parameters window. See: Defining Shipping Parameters: page 1 – 131

See Also

Creating Release Rules: page 1 – 126

Overview of Delivery-based Pick Release: page 5 – 66

Releasing Sales Orders For Picking: page 5 – 67

Pre-Explode Configurable Bills of Material

The Pre-Explode Configurable Bills of Material program improves performance during order entry when you select configuration options after modifying model and option class bills of material. You can run this process as often as your business requires based on the frequency of your changes to model and option class bills. For your convenience, Order Entry/Shipping can resubmit this program at a time or time interval you specify upon submission, so that bills of material are regularly pre-exploded without any further involvement on your part.

Note: The Pre-Explode Configurable Bills of Material program is not required. If you modify your model or option class bill but do not run the Pre-Explode Configurable Bills of Material program, your bills will be exploded automatically when you select options in the Sales Orders window.

Prerequisites

Before using this program to pre-explode bills of material, you should:

- Define your model and option class bills

Note: The Pre-Explode Configurable Bills of Material program does not change the order cycles or the user steps required to process any individual cycle step.

Submission

In the PRE-EXPLODE CONFIGURABLE BILLS window, enter Pre-Explode Configurable Bills of Material in the Name field.

Parameters

The Pre-Explode Configurable Bills of Material program does not have any parameters.

Purchase Release

The Purchase Release program passes information about eligible drop-ship order lines to Oracle Purchasing.

After Purchase Release has completed successfully, run Requisition Import in Oracle Purchasing to generate purchase requisitions for the processed order lines.

Holds Effect on Eligible Order Lines

The Purchase Release program does not process orders or order lines with unreleased holds that specify no cycle action or a cycle action of Purchase Release. You must remove any such holds on orders or order lines that you want to interface to Oracle Purchasing.

Cycle Action Results

The following cycle action results are possible for Purchase Release:

- *Eligible* – the order line has booked successfully and has a source type of External.
- *Interfaced* – order line information has interfaced successfully to Oracle Purchasing.
- *Partial* – Oracle Purchasing has recorded partial drop shipment of the order line.
- *Confirmed* – Oracle Purchasing has recorded complete drop shipment of the order line.
- *Not Applicable* – the order line is not eligible because it will not be fulfilled from an external source.



Attention: *Purchase Release: Not Applicable* is a non-passing result. Lines with this status do not automatically pass to the next cycle action in your order cycle. You must explicitly define this status as a prerequisite for the next cycle action.



Suggestion: Use the View Orders window to view orders' and order lines' cycle and hold statuses.

Locations

Before running Purchase Release, you should ensure that the ship-to locations referenced on your orders have been associated with receiving locations defined in Oracle Purchasing. If the Purchase Release program fails to identify a receiving location that matches the ship-to location for an order line, Purchase Release will not process the line. See: Associating Ship-to and Receiving Locations: page 2 – 14.

Exception Handling

Any errors that occur for this program are recorded in the process exceptions table. Use the Process Exception Report to report all errors for Purchase Release.

This program is applicable only for order cycles that include the Purchase Release cycle action, and for specific order lines that will be drop-shipped and have a source type of External.

Prerequisites

Before using this program, you should:

- Enter and book an order with lines that you want to fulfill externally.
- Satisfy any other order or order line prerequisites that you have defined for the order cycle.

Submission

In the Purchase Release window, enter Purchase Release in the Request Name field.

Parameters

When you request Purchase Release, Order Entry / Shipping provides you with the following parameters.

Order Number Low/High

Select an order number or range, or leave this parameter blank to run the program on eligible lines on all orders.

Request Date Low/High

Select a range of order request dates, or leave this parameter blank.

Customer PO Number

Select the number that corresponds with the purchase order received from your customer, or leave this parameter blank.

Ship-to Location

Select the ultimate location to which the line or lines will be delivered, or leave this parameter blank.

Order Type

Select a specific order type, or leave this parameter blank.

Customer

Select the customer associated with the order, or leave this parameter blank.

Item

Limit processing to a particular item, or leave this parameter blank.

See Also

Requisition Import Process, *Oracle Purchasing User's Guide*

Order Cycles: page 1 – 27

Defining and Maintaining Order Cycles: page 1 – 59

Viewing Orders and Returns: page 2 – 6

Overview of Sales Orders: page 2 – 9

Drop Ship Order Flow: page 2 – 16

Receivables Interface

The Receivables Interface transfers shipped item information including quantities, selling prices, payment terms, and transaction dates to Oracle Receivables, which processes invoices and accounts for revenue. Additionally, you can process credit memos and credits on accounts created from returns using this program. Upon completion of the Receivables Interface, you can submit AutoInvoice from Oracle Receivables to import invoice and credit data into Oracle Receivables.

Fully and Partially Interface Sales Order Lines, Return Lines, and Freight Charges

You can use the Receivables Interface to:

- Interface foreign currency orders, returns, and freight charges.
- Interface partially shipped configuration lines.
- Interface option class lines and option item lines in the same batch run as their parent model line (given that each line is eligible for Receivables Interface).
- Interface partial credits for return lines based on RMA receipts in Inventory; over-received return lines result in credits for the authorized return quantity.
- Interface return lines as credits on account for the credit-to customer.
- Create credit memos from returns with reversed revenue and sales credits.
- Interface freight charges as soon as at least one order line associated with the pick slip is partially or completely interfaced.
- Interface freight charges for included items with associated order lines. If associated order lines have been completely interfaced, the freight is interfaced as a separate transaction.
- If freight charges are entered in the functional currency rather than the order currency, the Receivables Interface converts the freight charges to the order currency using the conversion rules on the order. If the conversion type is spot or corporate, the shipment date is used to determine the conversion rate.

Profile Options

The following profile option affects the operation of the Receivables Interface:

- *WSH: Invoice Numbering Method* – determines whether or not the Receivables Interface generates invoice numbers based on the delivery name. If set to Delivery Name, invoice numbers for shippable lines (those lines assigned to a delivery) are generated based on delivery name while invoice numbers for non-shippable lines and RMA lines (those lines not assigned to a delivery) are created automatically based on the selected Non-Delivery Invoice Source parameter. If set to Automatic, invoice numbers are generated based on the selected Invoice Source parameter (which is based on the Automatic Transaction Numbering you define for the Invoice Source on the Transaction Sources window in Oracle Receivables). See: Transaction Batch Sources, *Oracle Receivables User's Guide*

Item Attributes

The following item attributes affect the operation of the Receivables Interface:

- *Invoiceable Item* – see Invoicing Item and Bill Attributes: page 7 – 34 for details.
- *Invoice Enabled* – see Required for Revenue Attribute: page 7 – 34, for details.

Cycle Action Results

The following cycle action results are possible for the Receivables Interface:

- *Eligible* – the order or return line has passed all other cycle actions required to be eligible for the Receivables Interface.
- *Interfaced to Receivables* – the order or return line has successfully interfaced to Receivables.
- *Not Applicable* – the order or return line contains items with the Invoice Enabled item attribute set to No.
- *Partial* – only a partial quantity of the order line interfaced to Receivables.



Suggestion: Use the View Orders window to view orders' and order lines' cycle statuses.

Internal Sales Orders

Order Entry *does not* process internal sales order lines for the Receivables Interface, even if the Receivables Interface is an action in the order cycle for the internal sales order.

Exception Handling

Any errors that occur for this program are recorded in the process exceptions table. Use the Process Exception Report to report all the errors for the Receivables Interface.

This program is only applicable for order cycles that include the Receivables Interface cycle action. An order cycle need not contain the Pick Release and Ship Confirm cycle actions, the Receivables Interface interfaces all eligible lines on an order, depending on the cycle action prerequisites.

Prerequisites

Before using this program to interface sales orders, return orders, and freight charges to Receivables, you should:

- Satisfy any other order or order line prerequisites that you have defined for the order cycle
- Define at least one invoice source according to the following requirements:

The list of values for the Invoice Source parameter for the Receivables Interface requires that an invoice source (and a non-delivery invoice source if the WSH: Invoice Numbering Method profile option is set to Delivery-based) be set up with specific values for AutoInvoice Validation. When defining Invoice Sources in Oracle Receivables, you must create at least one invoice source for Order Entry / Shipping use if you want to interface orders and returns to Oracle Receivables for processing by AutoInvoice.



Attention: Even though the cycle status indicates that some lines are eligible for the Receivables Interface, some types of lines may require additional steps to be taken before they can be successfully interfaced to Oracle Receivables. For example, Oracle Service lines must be processed by the following concurrent programs: Service Interface and Autocreate Installed Base. After you run the Service Interface, the cycle status for the Service lines will be eligible for the Receivables Interface. However, you must run Autocreate Installed Base before you run the Receivables Interface or the lines will not be interfaced into Oracle Receivables.



Attention: If lines are eligible for the Receivables Interface but are not interfaced when you run the Receivables Interface, check to see which Oracle Receivables Transaction Type is associated with the order type for the lines in the Finance

alternative region on the Order Types window. Once you know the transaction type, make sure the transaction type has a defined Credit Memo Type using the Transactions Types window in Oracle Receivables.

Invoicing of ATO Configurations

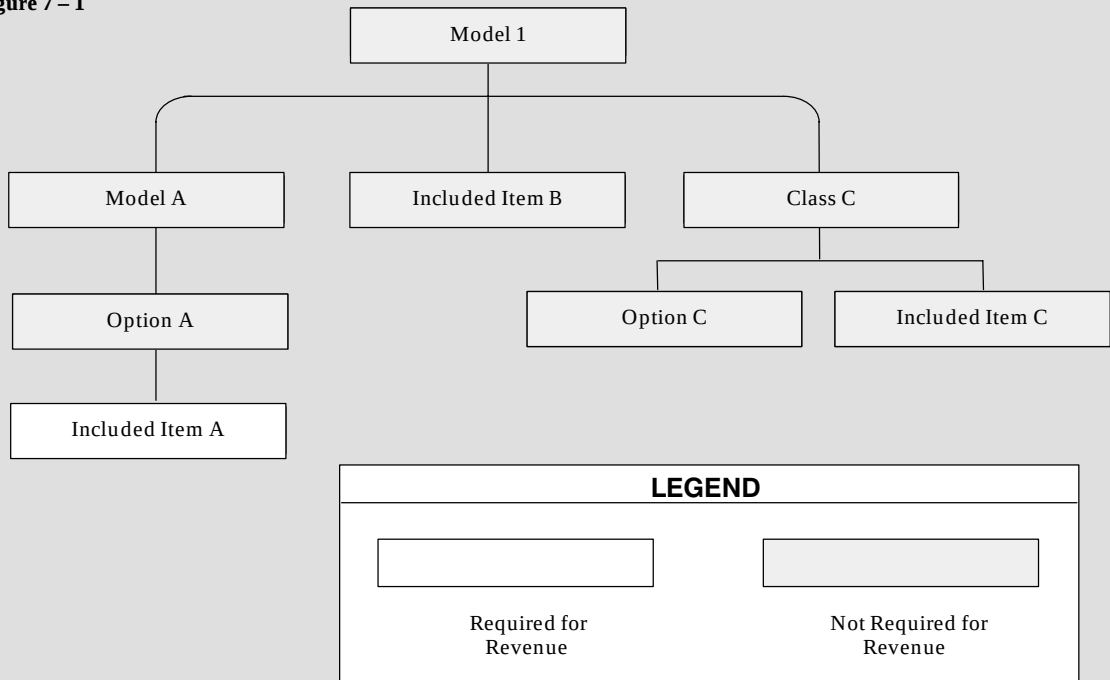
Invoicing Item and Bill Attributes

For ATO configurations, Order Entry/Shipping considers the base model's item attribute of a configuration to see if it should consider passing invoice information to Receivables, using the Receivables Interface, for each order line in the configuration. If you have the item attributes *Invoiceable Item* and *Invoice Enabled* set to Yes for the base model, Order Entry/Shipping then considers these item attributes for each component in the bill of material for the model to see if they should be invoiced in Receivables. If the item attributes *Invoiceable Item* or *Invoice Enabled* are set to No for the base model item, Order Entry/Shipping does not pass invoicing information to Receivables for any order lines for the components within the configuration, regardless of the item attribute settings.

Required for Revenue Attribute

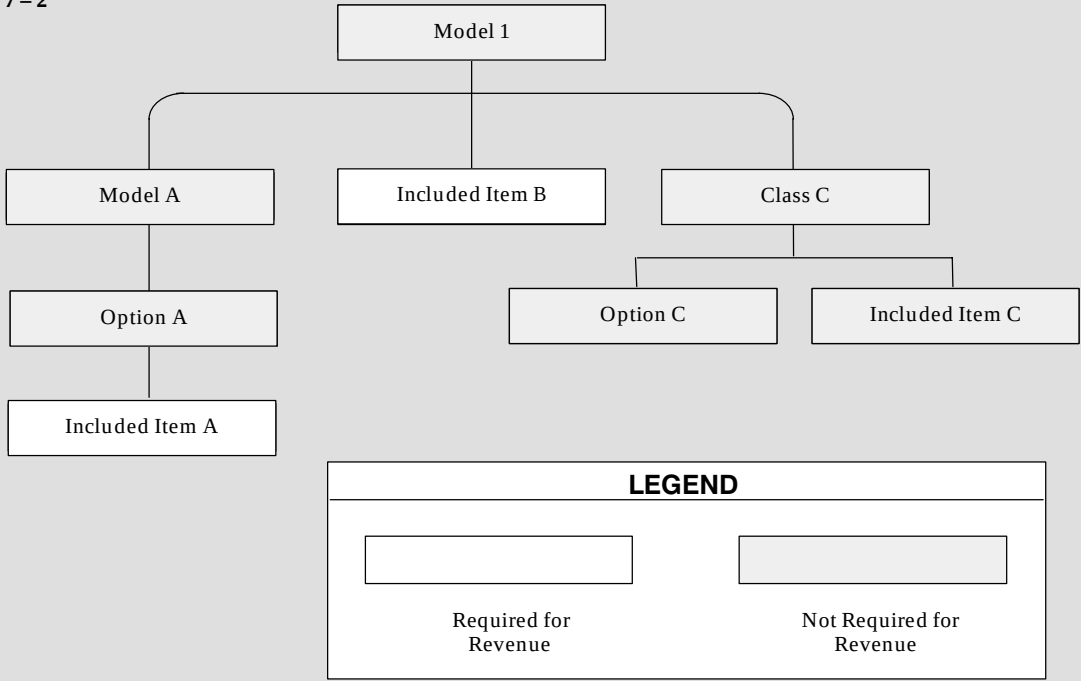
The bill of material attribute *Required for Revenue* allows you to define specific items in a bill that must be shipped before their parent can be invoiced. In all cases the control applies to only one level, the immediate parent. Except for classes, the control relationship is the child affecting the parent. The following diagrams demonstrate some examples.

Figure 7 – 1



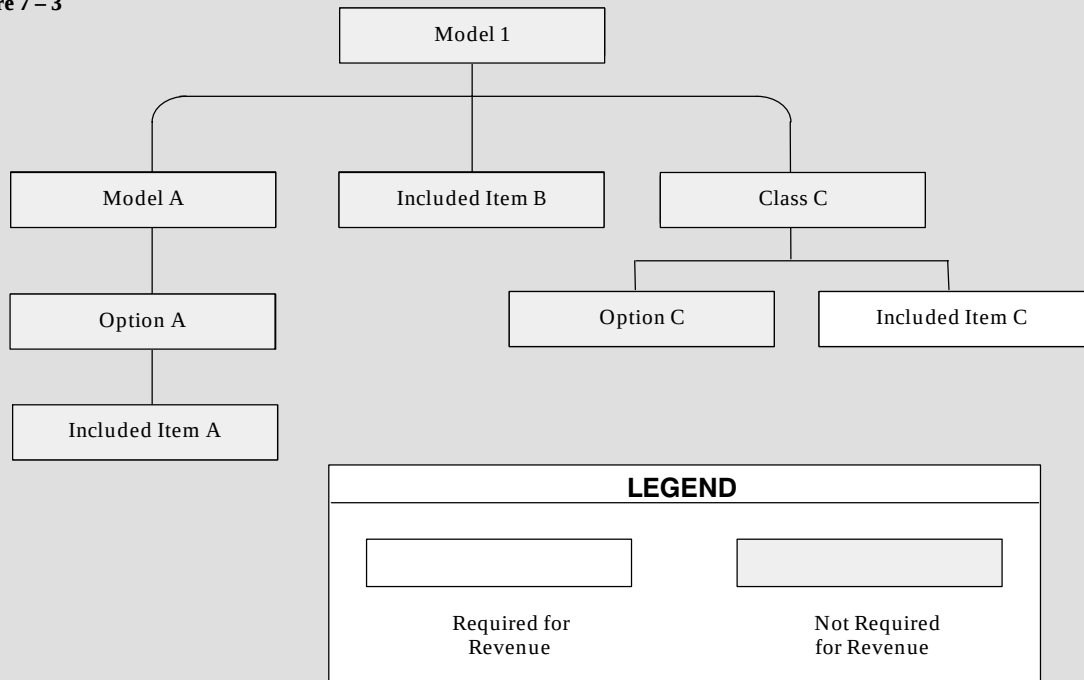
In the Figure above, Included Item A has the Required for Revenue attribute set to Yes. Option A is not eligible to interface to Oracle Receivables until Included Item A is shipped, even if Option A is also shippable and has shipped. All other components, including Model A and Model 1, are eligible to interface regardless of Included Item A's shipment status.

Figure 7 – 2



In the Figure above, Included Item B has the Required for Revenue attribute set to Yes. Model 1 is not eligible to interface to Receivables until Included Item B is shipped. And again, Option A is not eligible to interface until Included Item A is shipped.

Figure 7 – 3



The situation with classes is unique. If any item below a class in a bill has the Required for Revenue attribute set to Yes, then that item must be shipped before the parent item *and* the other items in the class are eligible to interface. For example, in the Figure above, Included Item C has the Required for Revenue attribute set to Yes. Therefore, both Option C and Class C are not eligible to interface until Included Item C is shipped.

Interfacing Shippable and Non-Shippable Lines

Creating Invoices Based on Delivery Name

If you want to create invoices for all shippable lines based on delivery name, you must:

- Set the WSH: Invoice Numbering Method profile option to Delivery Name.
- Define a Transaction Source (in the Transaction Sources window in Oracle Receivables) with Automatic Transaction Numbering

toggled off to create an invoice source that will allow you to create invoices for shippable lines based on delivery name.

- Define a Transaction Source (in the Transaction Sources window in Oracle Receivables) with Automatic Transaction Number toggled on to create an invoice source that will automatically create invoices for non-shippable and RMA lines based on the Last Number you define for the Automatic Transaction Numbering.
- Select the Invoice Source you created for the shippable lines in the Parameters window for the Receivables Interface.
- Select the Non-Delivery Invoice Source you created for non-shippable and RMA lines in the Parameters window for the Receivables Interface.



Attention: If you set the WSH: Invoice Numbering Method to Delivery Name, you must select a Non-Delivery Invoice Source. If you do not, the Receivables Interface will exit with an error.

Creating Invoices Automatically

If you want to create invoices for all lines automatically:

- Set the WSH: Invoice Numbering Method to Automatic.
- Define a Transaction Source (in the Transaction Sources window in Oracle Receivables) with Automatic Transaction Number toggled on to create an invoice source that will automatically create invoices for all lines based on the Last Number you define for the Automatic Transaction Numbering.
- Select the Invoice Source you created in the Parameters window for the Receivables Interface.



Attention: If you set the WSH: Invoice Numbering Method to Automatic, you do not need to select a Non-Delivery Invoice Source. If you do select a Non-Delivery Invoice Source, the Receivables Interface will ignore the parameter.

Submission

In the Shipping Interfaces concurrent requests window, enter Receivables Interface in the Name field.

Parameters

Invoice Source

Choose an invoice source to specify the method in which invoice numbers are created. You must have defined an invoice source using

the Transaction Sources window in Oracle Receivables. (See Profile Options and Prerequisites above.)

Customer Name

Choose a specific customer or leave this parameter blank to run the program on all eligible order lines, return lines, and freight charges.

Order Type

Choose a specific order type or leave this parameter blank to run the program on all eligible order lines, return lines, and freight charges.

Order Date (From and To)

Choose a range of the order dates or leave this parameter blank to run the program on all eligible order lines, return lines, and freight charges.

Order Number

Choose a specific order number or leave this parameter blank to run the program on all eligible order lines, return lines, and freight charges.

Departure Name

Select a specific departure to run this program on a specific departure.

Delivery Name

Select a specific departure to run this program on a specific delivery.

Non-Delivery Invoice Source

Select a Non-Delivery Invoice Source to specify how invoices are created for non-shippable and RMA lines when the WSH: Invoice Numbering Method is set to Delivery Name. See *Interfacing Shippable and Non-Shippable Lines* above for more information.

See Also

Order Cycles: page 1 – 27

Viewing Orders and Returns: page 2 – 6

Overview of Delivery-based Ship Confirm: page 5 – 73

Item Attributes Used by Order Entry / Shipping: page B – 2

RMA Interface

The RMA Interface transfers authorized return information to Inventory and obtains receipt information from Inventory.

Profile Options

The RMA Interface uses the following profile option:

- *OE: Source Code* – three key fields are interfaced to Oracle Inventory to identify each return transaction uniquely: Return Number, Order Type, and Source Code.

Item Attributes

The RMA Interface requires that the following item attributes be set to Yes to process a return line:

- *Returnable*
- *Shippable*
- *Stockable*
- *Transactable*

The following item attributes affect the operation of the RMA Interface when the return line references a sales order, purchase order, or invoice:

- *Assemble to Order* – when this attribute is set to Yes, and the item attribute BOM Item Type is set to Model, the RMA Interface interfaces the ATO configured item.
- *Pick Components* – when this attribute is set to Yes, the RMA Interface also interfaces any shippable items, transactable items, and stockable included items.

The RMA Interface considers your setting for the RMA Inspection Status attribute to determine whether the item is required to go through an inspection process before being accepted into inventory.

Authorized Returns

The RMA Interface provides Inventory with the RMA number, returning items, and quantities for all returnable, shippable, stockable, and transactable items associated with an eligible return line. A return line is eligible for RMA Interface when all the prerequisite cycle actions are completed.

Receipt Information

The RMA Interface communicates receipt information from Oracle Inventory to Order Entry/Shipping for each return line, including the most recent receipt date, the quantity received, and the quantity accepted. Received quantities represent items received that are awaiting inspection and/or acceptance. Accepted quantities represent items accepted into inventory. Order Entry/Shipping only credits customers for accepted quantities.

Returning Configurations

You can interface return lines for items that are returnable, shippable, stockable, and transactable as specified in the inventory item attributes. You can interface return lines for configurations; when you return models, classes, and options that have included items Order Entry/Shipping also interfaces the return of the included items. A return of an ATO model interfaces the unique configuration item if you reference the sales order, PO, or invoice. If you do not use a reference when returning ATO models, the RMA Interface interfaces nothing to Inventory. The RMA Interface interfaces only shippable, transactable, and stockable PTO models.

Under-Receipt of a Return Line

If part of the returning quantity is rejected after inspection, returned to the customer, or was never sent by the customer, the return lines that are not received in full show the status Partially Accepted. If your prerequisite to the Receivables Interface cycle action is RMA Interface – Completely Accepted, the return line will never result in a customer credit. If you use the Cancel Orders window to cancel the portion of the return line that will never be accepted, Order Entry/Shipping updates the RMA Interface status to Completely Accepted making the returned quantity available for credit. You could also make Partially Accepted a possible prerequisite status to the Receivables Interface cycle action.

Over-Receipt of a Return Line

If you receive a greater quantity of an item than you have authorized for a return, the RMA Interface status is set to Completely Accepted. Order Entry/Shipping allows automatic crediting of the customer for the authorized quantity only. Use the Credit Memos window in Receivables if you want to credit the customer for the difference between the authorized and received quantities.

Cycle Action Results

The following cycle action results are possible for the RMA Interface:

- *Eligible* – the return line has passed all other cycle actions required to be eligible for the RMA Interface.
- *Not Applicable* – the return line is not or has no included items that are returnable, shippable, stockable, and transactable.
- *Partially Accepted* – only a fraction of the quantity of the return line or associated included items has been received and accepted. If a return line shows this result and the accepted quantity displayed is zero, it means that all of the options were accepted but none of the included items, or that all of the included items were accepted but none of the options.
- *Completely Accepted* – the total quantity of the return line and associated included items have been received and accepted.



Suggestion: Use the View Orders window to view orders' and order lines' cycle and hold statuses.

Exception Handling

Any errors that occur for this program are recorded in the process exceptions table. Use the Process Exception Report to report all the errors for the RMA Interface.

This program is only applicable for order cycles that include the *RMA Interface* cycle action, and for specific order lines containing items requiring return receipt.

Prerequisites

Before using this program to interface return lines to Inventory, you should:

- Book your returns.
- Satisfy any other return or return line prerequisites that you have defined for the return's order cycle.

Submission

In the Shipping Interfaces concurrent requests window, enter RMA Interface in the Name field.

Order Entry/Shipping can resubmit this program at a time or time interval you specify at submission time so that authorized return lines and received quantities are interfaced automatically.

Parameters

The RMA Interface program does not have any parameters.

See Also

Order Cancellation: page 2 – 184

Order Cycles: page 1 – 27

Overview of Returns: 2 – 132

Viewing Orders and Returns: page 2 – 6

Service Interface

The Service Interface transfers order data from Order Entry / Shipping to the Oracle Service installed base interface table.

The Service Interface processes each sales order line that represents a serviceable product or a support service, including the options you select for pick-to-order and assemble-to-order models, and makes these available to the AutoCreate Installed Base program for populating your installed base. The Service Interface does not process included items, nor does it process subassemblies and components that are part of your product unless they are sales order lines. However, AutoCreate Installed Base looks up Order Entry / Shipping data directly and brings non-shippable included items into the installed base, either after the order status reaches the point specified by the *OE: Included Item Freeze Method* profile option or after the line associated with the included items has been scheduled, whichever occurs first.

The Service Interface processes a particular sales order line only once. Therefore, you should place the Service Interface cycle action at a point in your order cycle where sales order changes, like pricing changes or installation detail changes, will not occur. Generally, this will be after Pick Release or Ship Confirm. The Service Interface ignores return material authorizations, so it is not necessary to place the Service Interface cycle action in order cycles for returned products.

Prerequisites

Before using this program to add customer products to the installed base, you should:

- Install Oracle Service.

Submission

In the Shipping Interfaces concurrent requests window, enter Service Interface in the Request Name field.

Parameters

When you request Service Interface, Order Entry / Shipping provides you with the following parameter.

Order Number

Select an order number if you want to run the Service Interface for a particular order.

See Also

Order Cycles: page 1 – 27

Viewing Orders and Returns: page 2 – 6

Ship Confirm Open Interface

The Ship Confirm Open Interface provides a way to load externally derived Shipping data into picking tables and confirm a delivery without using the Confirm Shipments (Departures or Delivery) window(s). The Ship Confirm Open Interface takes data loaded into four interface tables and:

- validates the information contained within the interface tables,
- loads the valid data into the delivery, picking line details, packed containers, and freight charges tables, and
- ship confirms the delivery.

If you ship confirm a delivery using the Ship Confirm Open Interface and the *OE: Immediate Inventory Update* profile option is set to No, you must run the Update Shipping and Inventory Interface programs to update order lines with shipped quantities and to update inventory. If the *OE: Immediate Inventory Update* profile option is set to Yes, the Update Shipping and Inventory Interface programs run automatically when you ship confirm a delivery.

For more information on the Ship Confirm Open Interface, see: Ship Confirm Open Interface, *Oracle Manufacturing, Distribution, Sales and Service Open Interfaces Manual, Release 11*.

Prerequisites

If you want to run the Update Shipping Information and Inventory Interface concurrent programs online, you must start the Shipping Transaction Manager. See: Ship Confirm Open Interface, *Oracle Manufacturing, Distribution, Sales and Service Open Interfaces Manual, Release 11*.

Submission

In the Shipping Interfaces concurrent requests window, enter Ship Confirm Open Interface.

Parameters

Enter the following parameter.

Delivery

Select the delivery you want to use for the Ship Confirm Open Interface.

Update Shipping Information

The Update Shipping Information program updates orders lines with shipped quantity, sets the ship confirmation status, and backorders unshipped quantities on order lines you have pick released (picking lines).

Shipped Quantities

The Update Shipping Information program evaluates all departures and/or deliveries that have a status of *Closed*, *Pending Update Shipping Information*. Order Entry/Shipping updates the order line associated with the picking lines in the departure or delivery with the accumulated shipped quantity. Until you run this program, the shipped quantities recorded on the Confirm Shipments window are not reflected on any windows or reports that display the order line shipped quantity.

Backorders

The Update Shipping Information program creates a backordered picking line for any closed picking line with less than the total released quantity confirmed. Any order line or order line detail that is demanded or reserved before Pick Release and backordered during ship confirmation retains the schedule status it had before being released.

Cycle Action Results

The Update Shipping Information program updates the statuses for the Ship Confirm and Backorder Release cycle actions. The possible cycle action results for Ship Confirm are:

- *Confirmed* – the entire quantity for the order line has been confirmed.
- *Backorder – Complete* – the entire requested quantity has been backordered.
- *Backorder – Partial* – a portion of the requested quantity was confirmed and the remaining requested quantity was backordered.
- *Partial* – a portion of the order line was released and the total quantity released has been confirmed.

Any scheduled order line, demanded or reserved, that is backordered at ship confirmation retains the schedule status it had before Pick Release.

Note: If an item is not a shippable item, then this program automatically sets the order line's cycle status to Not Applicable for Ship Confirm.

Exception Handling

Any errors that occur are recorded in the process exceptions table (SO_EXCEPTIONS). Use the Process Exception Report to report all the errors for the Update Shipping Information program.

The Update Shipping Information program is only applicable for order cycles that include the Ship Confirm cycle action.



Suggestion: Use the View Orders window to view orders' and order lines' cycle statuses.

Prerequisites

Before using this program to update shipping information, you should:

- Run Pick Release on eligible orders.
- Confirm shipments.

Submission

In the Shipping Interfaces concurrent requests window, enter Update Shipping Information in the Name field. You can also choose Shipping>Update Shipping to submit this process. If the OE: Immediate Inventory Update profile option is set to Yes, the Update Shipping Information program is automatically run when the pick slip or batch is closed. See Order Entry / Shipping Profile Options: page 1 – 10

Parameters

When you request Update Shipping Information, Order Entry / Shipping provides you with the following parameters.

Departure

Select the departure for which you want to update shipping information.

Delivery

Select the delivery for which you want to update shipping information.

See Also

Order Cycles: page 1 – 27

Viewing Orders and Returns: page 2 – 6

Overview of Delivery-based Ship Confirm: page 5 – 73

Releasing Sales Orders For Picking: page 5 – 67

Transaction Manager

This chapter gives you important information about the Oracle Order Entry Transaction Manager. It will assist you in troubleshooting any problems that arise from installing and configuring the Oracle Order Entry Transaction Manager. It describes various known scenarios resulting from faulty configurations and the steps to take to identify and resolve the problems.

Please review this document before contacting your Oracle representative. You should use this document as a complement to, not a replacement of, the *Oracle Applications Installation Manual for Windows Clients*. Most of the examples as well as instructions assume that you have already read the installation guide.

This document includes the following sections to assist you in resolution of Oracle Order Entry Transaction Manager problems.

Troubleshooting	A discussion of how to deal with common errors. See: <i>Troubleshooting the Transaction Manager</i> : page 8 – 3.
Network Connection	A brief technical overview of how the Oracle Order Entry Transaction Manager works. Describes how the SQL*Net configuration files and the Applications profiles are used by the Applications client to connect to the Oracle Order Entry Transaction Manager. See: <i>Establishing a Network Connection</i> : page 8 – 8.
Standalone Mode	How to run Oracle Order Entry Transaction Manager in STANDALONE mode. Describes how

to run the Transaction Manager without the listener. Using the listener is called the INHERIT mode. See: Standalone Mode: page 8 – 12.

Diagnostic Files

How to generate the diagnostic files. Describes how to turn on the diagnostic tools to track and evaluate the Oracle Order Entry Transaction Manager activities, including any network connection problems. See: Generating a Diagnostics File: page 8 – 14.

Trace Files

How to generate database trace files. Explains how to turn on trace for both the client's database session and the Oracle Order Entry Transaction Manager's database session, as well as where to find the output files. See: Database Trace Option: page 8 – 17.

Troubleshooting the Transaction Manager

Listener Cannot Be Started or is not defined Error

1. Confirm that the listener.ora file contains no syntax errors that were introduced by manually editing the file. The most common errors are missing or extra parentheses. Using Oracle Network Manager 3.1.4 prevents such problems. Oracle does not support manipulation of network configuration files by any method other than the Oracle Network Manager.
2. Confirm that the listener.ora file that you have modified is indeed the file that SQL*Net is reading. To do so, define a SQL*Net UNIX environment variable TNS_ADMIN to the name of the directory where your listener.ora file is located. Restart the listener. If the listener starts up without a problem, then SQL*Net is reading a different listener file. Make sure that you're placing the listener.ora file in the appropriate directory. Contact your Database Administrator if you are not certain where the network configuration files belong.
3. Confirm that you are running **lsnrctl** on the machine for which this listener was defined (host field in the listener.ora). You must run the listener on the machine defined as the host.
4. Confirm that no other process is using the same network address. It is possible that another listener, a Transaction Manager running in the STANDALONE mode, or another network program may already be occupying that network address. Set the listener to another network address. Contact your Database Administrator to find the appropriate network addresses that you can assign to the listener.

Oracle Network Layer Error Occurs When the Sales Order Form Is Opened

1. Has the OE: Transaction Manager profile been defined properly?

The OE: Transaction Manager profile determines the Oracle Order Entry Transaction Manager to which the client should connect. Network layer messages will specify the name of the Oracle Order Entry Transaction Manager. If the name specified in the message does not match the name you expect to see, confirm that this profile has the

correct Transaction Manager name. If not, open the System Profile Values window using the System Administrator responsibility and set the correct name at the site level. If the correct value is already set at the site level, this value is being overridden at either the application, responsibility, or user level. You must make appropriate changes to enable the client to read the correct Transaction Manager name. See: Oracle Order Entry / Shipping Profile Options: page 1 – 10.

2. Can the TNSPING utility connect to the OE Transaction Manager?

Oracle TNSPING is a utility that is packaged with SQL*Net 2.3 or higher. To quickly confirm whether your PC can connect to a server residing across the network:

1. On the client PC, start TNSPING. Typically, choose Programs from the Start menu, then choose Oracle for Windows, then choose TNSPING.
2. At the Address prompt, enter the name of your Order Entry Transaction Manager as defined in the **OE: Transaction Manager** profile option and in the tnsnames.ora configuration file.
3. At the Number of Pings prompt, enter **1**.

If successful, TNSPING will report a message “OK” followed by the roundtrip time. If TNSPING successfully connects to the Transaction Manager, but you still see Oracle Network Layer errors when you open the Sales Order form, contact your system administrator.

If TNSPING cannot connect to the Order Entry Transaction Manager, it will issue an error message. Follow the steps below to identify the problem.

3. Has the Transaction Manager been defined in the tnsnames.ora file?

Confirm that an entry for the Transaction Manager has been defined in the tnsnames.ora file on the client. If not, you must add an appropriate entry to the file. Review the Oracle Order Entry section in Chapter 5 of the *Oracle Applications Installation Manual for Windows Clients*.

4. Are the configuration files located in the appropriate directories?

1. Confirm that the tnsnames.ora and sqlnet.ora files you modified are indeed the files that SQL*Net is reading. On the client, tnsnames.ora and sqlnet.ora files are placed in the ORACLE_HOME/network/admin directory. To identify where

ORACLE_HOME is on your PC, review *Configuration Files* in Chapter 2 of the *Oracle Applications Installation Manual for Windows Clients*.

You can also use SQL*Net trace files to confirm which tnsnames.ora file SQL*Net is reading. To turn on SQL*Net trace, update the sqlnet.ora file on the client PC. Modify these three parameters:

```
trace_level_client = ADMIN
trace_file_client = sqlnet
trace_directory_client=C:\ORAP15\network\trace
```

Make sure that trace_level_client is set to ADMIN. Modify trace_file_client and trace_directory_client as desired to define the location of the trace file.

2. Try to connect to the Order Entry Transaction Manager through TNSPING (described above), through SQL*Plus, or by opening the Sales Order form. After the SQL*Net connection fails, review the trace file generated by SQL*Net. Using an editor or word processor, search the trace file for the phrase “tnsnames.ora”. This line will indicate which tnsnames.ora file SQL*Net is reading.

5. Is the listener up and running?

1. Confirm that the listener is up and running. Run the command “lsnrctl status [listener name]” on the server.

If the listener is not up and running, lsnrctl displays a message similar to the following: (In this example, the listener name is “LISTENER_OEORPC_testsun”).

```
LSNRCTL for SVR4: Version 2.1.6.1.0 - Production on
04-SEP-96 00:15:36
```

```
TNS-01101: Could not find service name
LISTENER_OEORPC_testsun NNC-00406: name
“LISTENER_OEORPC_testsun” does not exist
```

2. If the listener is not running, start the listener. If the listener is running, lsnrctl displays a message similar to the following:

```
LSNRCTL for SVR4: Version 2.1.6.1.0 - Production on
04-SEP-96 00:14:19
```

```
Connecting to
(ADDRESS=(PROTOCOL=tcp)(HOST=testsun)(PORT=1527))
STATUS of the LISTENER
```

```
-----
Alias                                LISTENER_OEORPC_testsun
```

```

Version                               TNSLSNR for SVR4: Version
2.1.6.1.0 - Production
Start Date                           04-SEP-96 00:12:44
Uptime                               0 days 0 hr. 1 min. 35 sec
Trace Level                           off
Security                              OFF
Listener Parameter File
/u6/oracle/prod/7.1.6.2/network/admin/listener.ora
Listener Log File                     /tmp/log/oeorpc_testsun.log
Services Summary...
    OEORPC_testsun                    has 1 service handlers
The command completed successfully

```

3. Confirm that the network address indicated by the `lsnrctl` utility's output is identical to the network address defined in the client's `tnsnames.ora` file for the Transaction Manager. Also, examine the Listener Parameter File value of the output to validate that the `lsnrctl` is reading the desired `listener.ora` file.
4. Confirm that the SID value defined for the Transaction Manager in the client's `tnsnames.ora` file matches the server `listener.ora`'s SID Name value. If not, you must update the `tnsnames.ora` files of the client or stop the listener, modify the server's `listener.ora` file, and restart the listener for the Transaction Manager so that these two values match.

6. Has the `listener.ora` file been generated properly?

1. A common problem with the `listener.ora` file is that the user parameter, "ENV", has not been defined properly. Run the Transaction Manager in STANDALONE mode from the Application Manager's environment. (See: Standalone Mode: page 8 – 12.) If the client is able to connect to the standalone Transaction Manager, then it is likely that the user parameter, "ENV", is defined improperly.
2. Confirm that the ENV parameter is defined in one line, without any extra characters such as tabs or spaces. Also, confirm that the `FND_TOP`, `OE_TOP`, `TNS_ADMIN` and other environment variables are defined correctly.
3. Run the diagnostics using the STANDALONE mode with the environment variables, `OERPCDBG` and `OEDBGFILE`, set. (See Generating a Diagnostics File: page 8 – 14.) Search for any errors in the diagnostics output. One potential error could be that the Transaction Manager fails to connect to the database.
4. Confirm that the server's `tnsnames.ora` file also has the entry for the database to which that client connects. Also, validate that the

TNS_ADMIN variable is set to the correct directory in the listener.ora file.

7. Still not running?

Other installation or configuration problems could adversely affect the Transaction Managers.

Name Servers: Some Name Servers cause incompatibility problems with the Transaction Manager configuration. Oracle Order Entry currently does not support the network configuration that uses Name Servers. You can confirm the existence of the Name Servers in your network environment by searching in your sqlnet.ora file for an entry similar to the following:

```
names.name_servers = (ADDRESS_LIST =  
(ADDRESS = (COMMUNITY = tcp) (PROTOCOL = TCP) (Host =  
name_server) (Port = 1521)))
```

*SQL*Net V2:* It is possible that SQL*Net V2 has not been properly installed or configured on your client PC. Some known problems include incompatible TCP/IP adapter or TPC/IP stack problems. To confirm that your SQL*Net V2 is working, connect to a database in SQL*Plus 3.1 using the SQL*Net V2 connect string. For example, you would use the connect string “t:testsun:A106CD” for SQL*Net V1, whereas for SQL*Net V2, you would use the connect string “A106CD”. An entry for the database “A106CD” should be defined in the client’s tnsnames.ora file. If you cannot connect to the database using the SQL*Net V2 connect string, and you have confirmed that the database entry exists in the tnsnames.ora file in the client’s \$ORACLE_HOME/network/admin directory, then there is a problem with your client’s SQL*Net V2 installation. Contact your System Administrator.

Establishing a Network Connection

This section discusses how the Oracle Order Entry Release 10SC client establishes a connection with the Oracle Order Entry Transaction Manager. There are three sources of information that Oracle Order Entry uses: SQL*Net configuration files (tnsnames.ora and listener.ora) and the profile **OE: Transaction Manager**. See: Oracle Order Entry / Shipping Profile Options: page 1 – 10.

SQL*Net and OE: Transaction Manager Profile Definition

As noted in the Oracle Order Entry Transaction Manager Installation Guide, you must define new entries in your network definition for the Listener and the Order Entry Transaction Manager and modify the following components in the Listener and Oracle Entry Transaction Manager definitions. Although the Order Entry Transaction Manager is an executable, not a database, the network needs it to be registered as if it were a database. Please note that italicized names followed by each entry are fictitious names used only for the examples in this section.

Listener Definition:

1. Name (*LISTENER_OEORPC_testsun*)
2. Protocol Dependent Network Address (*LISTENER_ADDRESS_testsun*)

Database Definition (for the Order Entry Transaction Manager):

1. Name (*OEORPC_testsun*)
2. Oracle SID (*OEORPC_testsun_SID*)
3. Oracle Home (*OE_TOP_PATH*)
4. PROGRAM (*OEORPC*)
5. ENVS (*OEORPC_ENVS*)

The above SQL*Net configuration translates into the following entries in the Network Configuration files.

tnsnames.ora:

```
OEORPC_testsun = (DESCRIPTION
                  (ADDRESS = LISTENER_ADDRESS_testsun)
                  (CONNECT_DATA = (SID =
                                   OEORPC_testsun_SID )))
```

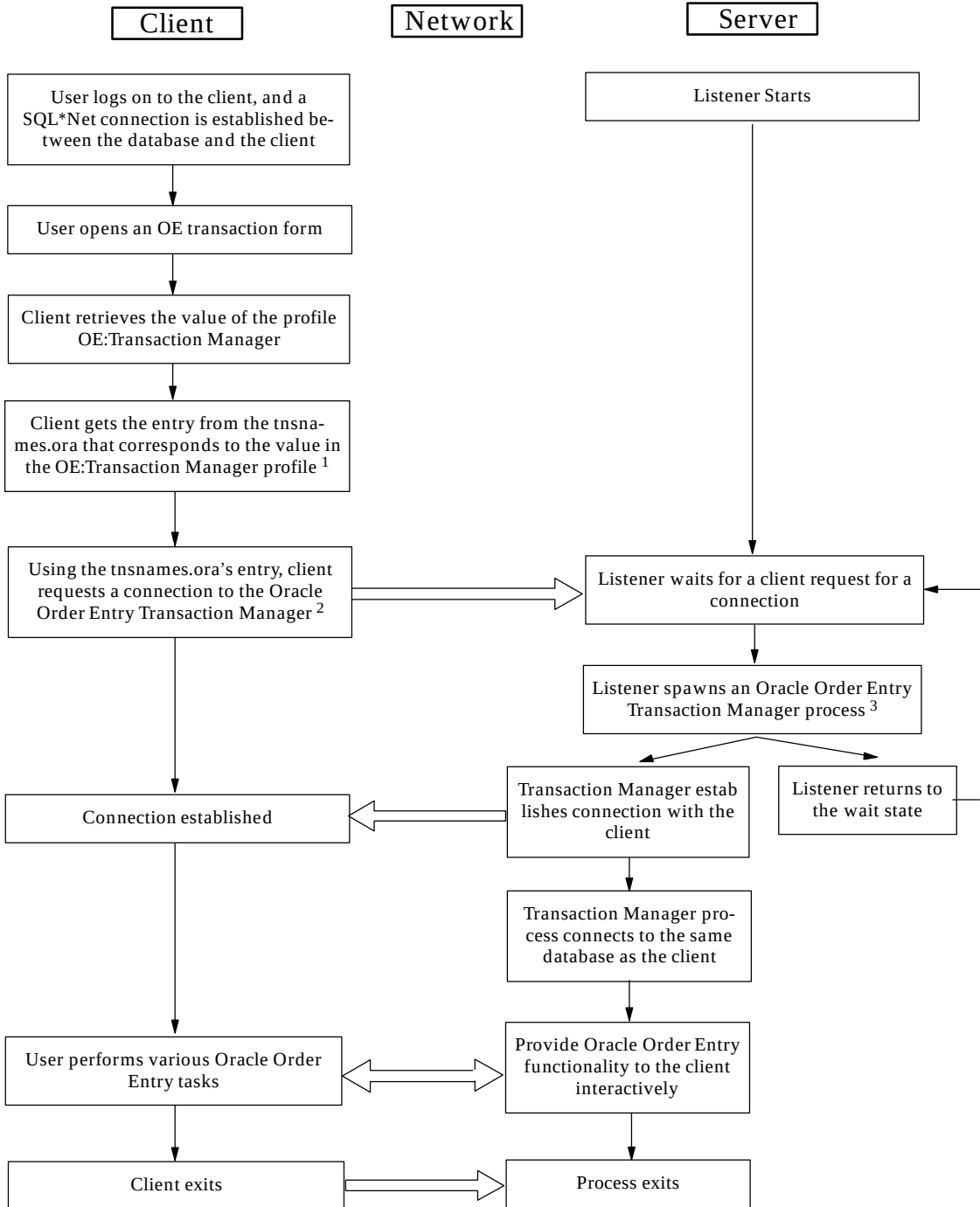
listener.ora:


```
LISTENER_OEORPC_testsun=(ADDRESS =  
LISTENER_ADDRESS_testsun)  
SID_LIST_LISTENER_OEORPC_testsun=  
    (SID_DESC =  
      (SID_NAME = OEORPC_testsun_SID )  
      (PROGRAM = OEORPC)  
      (ORACLE_HOME = OE_TOP_PATH )  
      (ENVS = OEORPC_ENVS ))
```

The final step in configuring the Oracle Order Entry Transaction Manager is to set the profile **OE: Transaction Manager** at the site level to the name of the Transaction Manager, or *OEORPC_testsun* in our example.

Connections between the client and the Transaction Manager

Oracle Order Entry Transaction Manager Flow Chart



Footnotes:

1. Client finds the proper entry in the tnsnames.ora file by looking up the value in the **OE: Transaction Manager** profile, which stores the name of the Oracle Order Entry Transaction Manager.
2. Once the tnsnames.ora entry is found, the client knows where on the network the listener is waiting. Once it contacts the listener, it passes to the listener the SID of the Transaction Manager, which is defined in the tnsnames.ora file.
3. The listener may be waiting for connection requests for more than one database or other services. It determines the database or service to which the client is requesting connection by matching the client's Transaction Manager SID to the SID_NAME in the listener's SID_DESC list. Once the SID_NAME and SID_DESC are determined, the listener uses the other parameters defined in that SID_DESC, such as PROGRAM, ENVS, and ORACLE_HOME, to spawn the appropriate process with the correct environment.

Standalone Mode

Normally, the Oracle Order Entry Transaction Manager runs in the INHERIT mode, where the listener spawns a Transaction Manager process whenever it receives a request from the clients. A connection is then established between the client and the spawned Transaction Manager process, and the listener returns to the waiting state to process the other client requests for connection.

The Transaction Manager can also run in STANDALONE mode. In this mode, the Transaction Manager process, not the listener, waits for the client request and then establishes an immediate connection with the client. As a result, only one client can make a connection with the Transaction Manager running in the STANDALONE mode, whereas multiple clients could make connections in the INHERIT mode. Furthermore, unlike in the INHERIT mode where the Transaction Manager inherits only the environment variables defined in the listener.ora file, the Transaction Manager running in the STANDALONE mode inherits all the environment variable from Application Server where it was launched. Such characteristics make STANDALONE mode the ideal environment for running the diagnostics on the Transaction Manager. See: Generating a Diagnostics File: page 8 – 14.

Configuration of the Order Entry Transaction Manager in Standalone Mode:

Because most platforms, including UNIX, do not allow more than one process to use the same network address, use Network Manager to define a new entry for the Transaction Manager in both the client and the server tnsnames.ora file with a different network address than the listener's. No modification is needed for the listener.ora file because the STANDALONE Transaction Manager does not use the listener process. This allows you to run both the STANDALONE mode and the INHERIT mode Transaction Manager at the same time. An example tnsnames.ora file would now include two entries for the Transaction Manager:

```
### EXISTING ENTRY FOR THE LISTENER MODE ###
OEORPC_testsun = (DESCRIPTION
                  (ADDRESS =      (PROTOCOL=tcp)
                               (HOST=testsun)
                               (PORT=1527))
                  (CONNECT_DATA=(SID=OEORPC_testsun)))

### NEW ENTRY FOR THE STANDALONE MODE ###
```

```

OEORPC_testsun_sa = (DESCRIPTION
                      (ADDRESS = (PROTOCOL=tcp)
                                (HOST=testsun)
                                (PORT=1528))
                      (CONNECT_DATA=(SID=OEORPC_testsun_sa)))

```

Note that the new entry for the standalone mode must be added to both the client and server tnsnames.ora files. Furthermore, an OE: Transaction Manager profile must be defined at a level other than the site level; we recommend the user level. When the user launches the Applications, s/he must sign on with the user name for which **OE: Transaction Manager** has been defined at the user level; this client session would then connect to the STANDALONE mode Transaction Manager. See: Oracle Order Entry/Shipping Profile Options: page 1 – 10.

Running the Order Entry Transaction Manager in STANDALONE mode:

Before running the Transaction Manager in the standalone mode, set the following environment variables to the same values from the release 10.6 environment: FDWHOAMI, GWYUID, FNDNAM. Optionally, you can define the environment variables OERPCDBG and OEDBGFILE to set the debugging level and specify debugging file name, respectively. See: Generating a Diagnostics File: page 8 – 14.

The command to startup the standalone Transaction Manager server is:

```
$OE_TOP/$APPLBIN/OEORPCmode=standalone server=<Transaction Mgr Name>
```

The Server parameter should be set to the Oracle Order Entry Transaction Manager name defined in the Network Manager when you were installing and setting up the Transaction Manager. In our example, type the following to run in standalone mode.

```
$OE_TOP/$APPLBIN/OEORPCmode=standalone server=OEORPC_testsun_sa
```

Generating a Diagnostics File

Server Side Logging Options

Define the OERPCDBG environment variable to turn diagnostics on and set the level.

There are many different levels of diagnostics in Oracle Order Entry server side debugging. Each bit value listed below enables logging of specific information. To turn on multiple levels of debugging, use the sum of the bit values.

Bit Value	Logging Enabled
1	All fields received from the client are printed to the log.
2	All fields sent to the client are printed to the log.
4	All buffer fields used by PL/SQL statements are printed to the log file before executing the statements.
16	The arguments to the user exits are logged.
32	All messages issued are written to the log file.
64	Logs miscellaneous actions.
4096	Time stamps are written to the log file.

Table 8 – 1 (Page 1 of 1)

For example, to see all fields received from the client (1) and the arguments to the user exits (16), you would enter the sum of the bit values for those options (17).

Diagnostic File Location

When diagnostics is turned on, the log file name is displayed in a message after the client makes an initial contact with the server*. In most cases, the file name is S<oe_client_session_id>.log* in the \$OE_TOP/ \$APPLLOG directory. When the oe_client_session_id is added to the file name, the name is truncated to eight characters or padded with zeros if necessary.

Note: Features above marked with an asterisk (*) are not available prior to Release 10SC Production 15. Beta customers can receive a patch to enable this functionality.

For example:

```
session_id = 123          =>filename is 'S0000123.log'  
session_id = 1234567890 =>file name is 'S1234567.log'
```

Special Cases:

When running the Transaction Manager in the STANDALONE mode, the server environment variable OEDBGFILE can be set to override the standard naming convention. In this case, the log will be written to the file name specified in OEDBGFILE.

If the initial connection between the client and the server fails, the server cannot access the client session ID and cannot rename the log file name. Furthermore, the client is not able to display the log file name as a message. In such cases, Oracle recommends running the Transaction Manager in STANDALONE mode. (See: Standalone Mode: page 8 – 12.) In the INHERIT mode, the file name is generated randomly and can be found in the \$OE_TOP/\$APPLLOG directory.

If there is a problem creating the log file, the application attempts to create oedebg.log in the directory where the listener was started.

Client Side Logging Options

Define OERPCDBG environment variable to turn diagnostics on and set the level.

Bit Value	Logging Enabled
16	The arguments to the user exits are logged.
32	All messages issued by the Transaction Manager are logged.
64	Logs miscellaneous actions.
128	Perform field validation.
4096	Time stamps are written to the log file.
8192	Database Tracing is enabled for the Order Entry Transaction Manager.

Table 8 – 2 (Page 1 of 1)

Diagnostic File Location

If the environment variable OERPCDBG is set, the log file name will be C<oe_client_session_id>.log under the \$APPLTMP directory. The log

file name is truncated to eight characters and padded with zeros if needed.

For example:

```
session_id = 123           =>filename is 'C0000123.log'  
session_id = 1234567890 =>file name is 'C1234567.log'
```

Special Case:

If there is a problem creating the log file, the application attempts to create oedebg.log in the current working directory.

Methods of Starting Up the Diagnostics

From the Client:

Set the Application System Profile **OE: Trans. Manager Debug Level** with the sum of the bit values.

From the Server:

- Environment Variable OERPCDBG must be set to the sum of the bit values.
- STANDALONE Mode: Set the UNIX environment variable OERPCDBG from the shell. STANDALONE is generally the recommended mode for running the diagnostics, rather than INHERIT.
- INHERIT Mode: Specify the environment variable OERPCDBG as one of the User Defined Parameters "ENVS" when registering the Oracle Order Entry Transaction Manager in the Network Manager.

When both the server and client have set the values for OERPCDBG, the diagnostics include all levels set on the client side and server side.

Database Trace Option

Oracle Order Entry provides the database trace option to trace and evaluate the database activity for the Order Entry transactions. You can use the database trace features to:

- do performance analysis.
- get diagnostic information to debug errors.

The database trace files are located on the server in the directory specified in the init.ora file. Contact the Database Administrator at your site to determine the directory path for the file location. Oracle Order Entry creates two separate trace files:

- Client transactions. This file includes a log of operations such as queries, lists of values, etc.
- Transaction Manager activity. This file includes a log of the operations such as Validation, Updates, Inserts, and Deletes.

Methods for enabling Database Trace

From the client, you can enable and disable the trace using the menu Help→Tool→Trace. This will enable the database trace for the Client session as well for the Transaction Manager session.

APPENDIX

A

Windows and
Navigator Paths

Order Entry and Shipping Windows and Navigator Paths

For windows described in other manuals:

See...	Refer to this manual for a complete window description.
AR	<i>Oracle Receivables User's Guide</i>
BOM	<i>Oracle Bills of Material User's Guide</i>
Flex	<i>Oracle Applications Flexfields Guide</i>
GL	<i>Oracle General Ledger User's Guide</i>
HR	<i>Oracle Human Resources User's Guide</i>
INV	<i>Oracle Inventory User's Guide</i>
MRP	<i>Oracle Master Scheduling/MRP and Supply Chain Planning User's Guide</i>
SRV	<i>Oracle Service User's Guide</i>
SYS	<i>Oracle System Administrator's Guide</i>
User	<i>Oracle Applications User's Guide</i>

These windows are accessible via the Order Entry Super User responsibility. Although your system administrator may have customized your navigator, typical navigational paths include the following:

Note: Text in brackets ([]) indicates a button.

Window Name	Navigation Path
Accounting Calendar (See GL)	Setup > Financials > Calendar > Periods
Add Item Groups 4 – 19	Pricing > Lists > Add Item Groups
Add Items to Price List 4 – 15	Pricing > Lists > Add Items
Addition Rules 1 – 114	Setup > Orders > Notes > Notes > [Addition Rules]
Adjust Price List 4 – 13	Pricing > Lists > Adjust
Agreements 3 – 7	Customers > Agreements
Approve Lines 2 – 7	Orders, Returns > Orders, Returns > [Approve] > [Find]

Window Name	Navigation Path
	Orders, Returns > Approve > [Find]
Assign Cross References (See INV)	Items > Cross Reference > [Assign]
Assign Security Rules (See Flex)	Setup > Financials > Flexfields > Key > Security > Define > [Find] > [Assign]
	Setup > Financials > Flexfields > Key > Security > Assign > [Find]
	Setup > Financials > Flexfields > Descriptive > Security > Define > [Find] > [Assign]
	Setup > Financials > Flexfields > Descriptive > Security > Assign > [Find]
	Setup > Financials > Flexfields > Validation > Security > Assign > [Find]
	Setup > Financials > Flexfields > Validation > Security > Define > [Find] > [Assign]
	Setup > Shipping > Flexfields > Key > Security > Define > [Assign]
	Setup > Shipping > Flexfields > Key > Security > Assign > [Find]
	Setup > Shipping > Flexfields > Descriptive > Security > Assign > [Find]
	Setup > Shipping > Flexfields > Descriptive > Security > Define > [Assign]
	Setup > Shipping > Flexfields > Validation > Security > Assign > [Find]
	Setup > Shipping > Flexfields > Validation > Security > Define > [Find] > [Assign]
	Shipping > Setup > Flexfields > Key > Security > Define > [Assign]
	Shipping > Setup > Flexfields > Key > Security > Assign > [Find]
	Shipping > Setup > Flexfields > Descriptive > Security > Assign > [Find]
	Shipping > Setup > Flexfields > Descriptive > Security > Define > [Assign]
	Shipping > Setup > Flexfields > Validation > Security > Assign > [Find]

Window Name	Navigation Path
	Shipping > Setup > Flexfields > Validation > Security > Define > [Find] > [Assign]
ATO Configured Item 2 – 128	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines] > Special menu > ATO Configured Item
	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Lines] > Special menu > ATO Configured Item
ATP by Period 2 – 72	Orders, Returns > Orders, Returns > [New Order] > Special menu > SupplyChain ATP > [ATP Results] > [Period ATP]
	Orders, Returns > Sales Orders > Special menu > SupplyChain ATP > [ATP Results] > [Period ATP]
ATP Results 2 – 72	Orders, Returns > Orders, Returns > [New Order] > Special menu > SupplyChain ATP > [ATP Results]
	Orders, Returns > Sales Orders > Special menu > SupplyChain ATP > [ATP Results]
ATP Sources and Group Availability 2 – 72	Orders, Returns > Orders, Returns > [New Order] > Special menu > SupplyChain ATP
	Orders, Returns > Sales Orders > Special menu > SupplyChain ATP
Backordered Line Details 2 – 6	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Lines] > [Backordered Lines] > [Details]
	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Backordered Lines] > [Details]
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines] > [Backordered Lines] > [Details]
Backordered Lines 2 – 27	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Backordered Lines]
	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Lines] > [Backordered Lines]
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines] > [Backordered Lines]
Backordered Picking Lines 2 – 6	Orders, Returns > Orders, Returns > Orders Summary > [View] > [Backordered]
Bill Components Comparison (See BOM)	Bills > Comparison > [Compare]
Bill Detail (See BOM)	Bills > Bills > [Find] > [Open] > [Bill Details]

Window Name	Navigation Path
Bills Summary (See BOM)	Bills > Bills > [Find]
Business Purpose Detail (See AR)	Customers > Standard > (Addresses) > [Open] > (Business Purposes) > [Open]
Cancel Backordered Included Items 7 – 2	Orders, Returns > Cancel > Backordered Included Items
Cancel Orders 2 – 189	Orders, Returns > Cancel
	Orders, Returns > Orders, Returns > Orders Summary > [Cancel]
Categories (See INV)	Setup > Items > Categories > Category Codes > [New]
	Setup > Items > Categories > Category Codes > [Find]
Category Assignments 1 – 111	Setup > Orders > Notes > Note Categories > [Assignments]
Category Set (See INV)	Setup > Items > Categories > Category Sets
Change Org (See MRP)	Change Org
	Shipping > Change Organization
Change Type Processes (See BOM)	Setup > Bills > Change Types > [Processes]
Change Types (See BOM)	Setup > Bills > Change Types
Charges 5 – 84	Shipping > Confirm Shipments > Ship Confirm Deliveries > [Charges]
Child Ranges (See Flex)	Setup > Financials > Flexfields > Key > Values > [Find] > [Define Child Ranges]
	Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Define Child Ranges]
	Setup > Financials > Flexfields > Validation > Values > [Define Child Ranges > [Child Ranges]
	Setup > Shipping > Flexfields > Key > Values > [Find] > [Define Child Ranges]
	Setup > Shipping > Flexfields > Descriptive > Values > [Define Child Ranges]
	Setup > Shipping > Flexfields > Validation > Values > [Find] > [Define Child Ranges]
Choose Printers for Shipping Documents 1 – 119	Setup > Shipping > Choose Printers

Window Name	Navigation Path
	Shipping > Setup > Choose Printers
Close Orders 7 – 4	Orders, Returns > Close Orders
Component Changes (See BOM)	Bills > Mass Changes > [Changes]
Configurator (See CFG)	Orders, Returns > Orders, Returns > [New Order] > [Configurator]
	Orders, Returns > Sales Orders > [Configurator]
Container Details 5 – 86	Shipping > Confirm Shipments > Ship Confirm Deliveries > [Containers]
Container–Load Relationships 1 – 129	Setup > Shipping > Container Load Details
	Shipping > Setup > Container Load Details
Containers for Delivery <i>delivery name</i> 5 – 41	Shipping > Departure Planning > New Deliveries > Special menu > View Containers
Conversion Rate Types (See GL)	Setup > Financials > Currencies > Rates > Type
Copy Orders 2 – 85	Orders, Returns > Copy Orders
	Orders, Returns > Orders, Returns > [Copy]
Copy Price List 4 – 12	Pricing > Lists > Copy
Credit Check Rules 1 – 99	Setup > Rules > Credit
Cross Reference Types (See INV)	Items > Cross Reference
Cross–Validation Rules (See Flex)	Setup > Financials > Flexfields > Key > Rules
	Setup > Shipping > Flexfields > Key > Rules
	Shipping > Setup > Flexfields > Key > Rules
Currencies (See SYS)	Setup > Financials > Currencies > Define
Customer Addresses (See AR)	Customers > Quick > [New]
	Customers > Quick > [Open]
Customer Item Commodity Codes (See INV)	Setup > Items > Customer Item Commodity Codes
Customer Profile Classes (See AR)	Setup > Customers > Profile Classes
Customer Summary (See AR)	Customers > Summary

Window Name	Navigation Path
Customers (See AR)	Customers > Standard
	Customers > Quick
	Customers > Summary > [Relationships]
	Customers > Summary > [New]
	Customers > Summary > [Open]
	Orders, Returns > Orders, Returns > [New Order] > Special menu > Quick Customer Entry
	Orders, Returns > Orders, Returns > [New Return] > Special menu > Quick Customer Entry
	Orders, Returns > Sales Orders > Special menu > Quick Customer Entry
	Orders, Returns > Returns > Returns > Special menu > Quick Customer Entry
Cycle Action Results 1 – 57	Setup > Orders > Cycles > ActionResults
	Setup > Orders > Cycles > Cycles > [Action Results]
Cycle Actions 1 – 54	Setup > Orders > Cycles > Actions
	Setup > Orders > Cycles > Cycles > [Cycle Actions]
Cycle Results 1 – 56	Setup > Orders > Cycles > Results
	Setup > Orders > Cycles > Cycles > [Cycle Results]
Cycle Statuses 2 – 5	Orders, Returns > Orders, Returns > Orders Summary > [Cycle Status]
Daily Rates (See GL)	Setup > Financials > Currencies > Rates > Daily
Default Category Sets (See INV)	Setup > Items > Categories > Default Category Sets
Define Security Rules (See Flex)	Setup > Financials > Flexfields > Key > Security > Define > [Find]
	Setup > Financials > Flexfields > Descriptive > Security > Define > [Find]
	Setup > Financials > Flexfields > Validation > Security > Define > [Find]
	Setup > Shipping > Flexfields > Key > Security > Define > [Find]

Window Name	Navigation Path
	Setup > Shipping > Flexfields > Descriptive > Security > Define > [Find]
	Setup > Shipping > Flexfields > Validation > Security > Define > [Find]
	Shipping > Setup > Flexfields > Key > Security > Define > [Find]
	Shipping > Setup > Flexfields > Descriptive > Security > Define > [Find]
	Shipping > Setup > Flexfields > Validation > Security > Define > [Find]
Deletion Constraints (See BOM)	Setup > Items > Delete Constraints
Deliveries 5 – 28	Shipping > Departure Planning > Departure Planning > [Find <i>deliveries</i>]
	Shipping > Departure Planning > New Departures > [Deliveries]
	Shipping > Departure Planning > Departure Planning > [Find <i>departures</i>] > [Deliveries]
Delivery 5 – 28	Shipping > Departure Planning > New Deliveries
	Shipping > Departure Planning > New Departures > [Deliveries]
	Shipping > Departure Planning > Departure Planning > [New Delivery]
	Shipping > Departure Planning > Departure Planning > [Find <i>deliveries</i>]
	Shipping > Departure Planning > Departure Planning > [Find <i>departures</i>] > [Deliveries]
	Shipping > Departure Planning > Departure Planning > [Find <i>delivery lines</i>] > [Create Delivery]
Delivery Lines (Ship Confirm) 5 – 88	Shipping > Confirm Shipments > Ship Confirm Deliveries > [Delivery Lines]
Delivery Lines (Departure Planning) 5 – 49	Shipping > Departure Planning > Departure Planning > [Find <i>delivery lines</i>]
Delivery Lines for Delivery 5 – 55	Shipping > Departure Planning > New Deliveries > [Delivery Lines]
	Shipping > Departure Planning > Departure Planning > [New Delivery] > [Delivery Lines]

Window Name	Navigation Path
	Shipping > Departure Planning > Departure Planning > [Find deliveries] > [Delivery Lines]
	Shipping > Departure Planning > Departure Planning > [Find deliveries] > [New] > [Delivery Lines]
	Shipping > Departure Planning > Departure Planning > [Find deliveries] > [Open] > [Delivery Lines]
Delivery Lines for Departure 5 – 52	Shipping > Departure Planning > New Departures > [Delivery Lines]
	Shipping > Departure Planning > Departure Planning > [New Departure] > [Delivery Lines]
	Shipping > Departure Planning > Departure Planning > [Find departures] > [Delivery Lines]
	Shipping > Departure Planning > Departure Planning > [Find departures] > [New] > [Delivery Lines]
	Shipping > Departure Planning > Departure Planning > [Find departures] > [Open] > [Delivery Lines]
Delivery Lines to Add 5 – 58	Shipping > Confirm Shipments > Ship Confirm Deliveries > [Delivery Lines] > [Add Lines...] > [Find]
	Shipping > Departure Planning > New Deliveries > [Delivery Lines] > [Add Lines...] > [Find]
	Shipping > Departure Planning > New Departures > [Delivery Lines] > [Add Lines...] > [Find]
	Shipping > Departure Planning > Departure Planning > [NewDelivery] > [Delivery Lines] > [Add Lines] > [Find]
	Shipping > Departure Planning > Departure Planning > [New Departure] > [Delivery Lines] > [Add Lines] > [Find]
	Shipping > Departure Planning > Departure Planning > [Find departures] > [Delivery Lines] > [Add Lines] > [Find]
	Shipping > Departure Planning > Departure Planning > [Find deliveries] > [Delivery Lines] > [Add Lines] > [Find]
	Shipping > Departure Planning > Departure Planning > [Find delivery lines] > [Add Lines] > [Find]
Delivery Planning Status 5 – 28	Shipping > Departure Planning > New Deliveries > [Change Status...]

Window Name	Navigation Path
	Shipping > Departure Planning > Departure Planning > [New Delivery] > [Change Status]
	Shipping > Departure Planning > Departure Planning > [Find departures] > [Deliveries] > [Change Status]
	Shipping > Departure Planning > Departure Planning > [Find deliveries] > [New] > [Change Status]
	Shipping > Departure Planning > Departure Planning > [Find departures] > [Open] > [Change Status]
	Shipping > Departure Planning > Departure Planning > [Find departures] > [Change Status]
	Shipping > Departure Planning > Departure Planning > [New Delivery] > [Delivery Lines] > [Create Departure] > [Change Status]
	Shipping > Departure Planning > Departure Planning > [Find delivery lines] > [Create Deliveries] > [Change Status]
Delivery Status 5 – 74	Shipping > Confirm Shipments > Ship Confirm Deliveries > [Change Status...]
Delivery Status 5 – 74	Shipping > Confirm Shipments > Ship Confirm Deliveries > [Change Status...]
	Shipping > Confirm Shipments > Ship Confirm Departures > [Change Status...]
Deliveries Summary 5 – 35	Shipping > Confirm Shipments > Ship Confirm Departures > [Deliveries]
Demand Interface 7 – 7	Orders, Returns > Schedule > Place Demand on SRS
Departure 5 – 4	Shipping > Departure Planning > New Departures
	Shipping > Departure Planning > Departure Planning > [New Departure]
	Shipping > Departure Planning > Departure Planning > [New Delivery] > [Delivery Lines] > [Create Departure]
	Shipping > Departure Planning > Departure Planning > [Find delivery lines] > [Create Departure]
	Shipping > Departure Planning > Departure Planning > [Find deliveries] > [Delivery Lines] > [Create Departure]
	Shipping > Departure Planning > Departure Planning > [Find departures]

Window Name	Navigation Path
Departures 5 – 4	Shipping > Departure Planning > Departure Planning > [Find Departures]
Departure Planning Status 5 – 4	Shipping > Departure Planning > Departure Planning > [New Departure] > [Change Status]
	Shipping > Departure Planning > New Departure > [Change Status]
	Shipping > Departure Planning > Departure Planning > [Find departures] > [Change Status]
	Shipping > Departure Planning > Departure Planning > [Find departures] > [New] > [Change Status]
	Shipping > Departure Planning > Departure Planning > [Find departures] > [Open] > [Change Status]
	Shipping > Departure Planning > Departure Planning > [New Delivery] > [Delivery Lines] > [Create Departure] > [Change Status]
	Shipping > Departure Planning > Departure Planning > [Find delivery lines] > [Create Departure] > [Change Status]
	Shipping > Departure Planning > Departure Planning > [Find deliveries] > [Delivery Lines] > [Create Departure] > [Change Status]
Descriptive Elements (See BOM)	Bills > Bills > [Find] > [Elements]
Descriptive Flexfield Segments (See Flex)	Setup > Financials > Flexfields > Descriptive > Segments
	Setup > Shipping > Flexfields > Descriptive > Segments
	Shipping > Setup > Flexfields > Descriptive > Segments
Discount Customers 4 – 30	Pricing > Discounts > [Customers]
Discount Lines 4 – 26	Pricing > Discounts > [Discount Lines]
Discounts 2 – 50	Orders, Returns > Orders, Returns > [New Order] > [Discounts]
	Orders, Returns > Sales Orders > [Discounts]
Discounts 2 – 168	Orders, Returns > Orders, Returns > [New Return] > [Discounts]
	Orders, Returns > Returns > Returns > [Discounts]
Discounts 4 – 26	Pricing > Discounts
Discounts (See AR)	Setup > Orders > Payment Terms > [Discounts]

Window Name	Navigation Path
Documents 1 – 114	Setup > Orders > Notes > Notes
Find Bills to Compare (See BOM)	Bills > Comparison
Find Categories (See INV)	Setup > Items > Categories > Category Codes
Enable Parameters 1 – 77	Setup > Parameters
Find Delivery Lines to Add (Ship Confirm) 5 – 91	Shipping > Confirm Shipments > Ship Confirm Deliveries > [Delivery Lines] > [Add Lines...]
Find Delivery Lines to Add (Departure Planning) 5 – 58	Shipping > Departure Planning > New Deliveries > [Delivery Lines] > [Add Lines...]
	Shipping > Departure Planning > New Departures > [Delivery Lines] > [Add Lines...]
	Shipping > Departure Planning > Departure Planning > [NewDelivery] > [Delivery Lines] > [Add Lines]
	Shipping > Departure Planning > Departure Planning > [New Departure] > [Delivery Lines] > [Add Lines]
	Shipping > Departure Planning > Departure Planning > [Find deliveries] > [Delivery Lines] > [Add Lines]
	Shipping > Departure Planning > Departure Planning > [Find departures] > [Delivery Lines] > [Add Lines]
	Shipping > Departure Planning > Departure Planning > [Find delivery lines] > [Add Lines]
Find Departure Information 5 – 4	Shipping > Departure Planning > Departure Planning
Find Holds 2 – 9	Orders, Returns > Holds > Release
Find Indented Bills (See BOM)	Bills > Indented Bills
Find Item Information (See INV)	Items > Item Information
Find Item Templates (See INV)	Setup > Items > Templates
Find Item WhereUsed (See BOM)	Bills > Item WhereUsed
Find Items (See INV)	Items > Item Search
Find Objects to Schedule 2 – 99	Orders, Returns > Schedule > Schedule Orders
Find Order and Line Approvals 2 – 7	Orders, Returns > Approve
	Orders, Returns > Orders, Returns > Orders Summary > [Approve]

Window Name	Navigation Path
Find Orders 2 – 4	Orders, Returns > Orders, Returns
Find Requests (See User)	Help menu > View My Requests
	Requests
	Shipping > Requests
Flexfield Qualifiers (See Flex)	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Flexfield Qualifiers]
	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Open] > [Flexfield Qualifiers]
	Setup > Shipping > Flexfields > Key > Segments > [Segments] > [Flexfield Qualifiers]
	Setup > Shipping > Flexfields > Key > Segments > [Segments] > [Open] > [Flexfield Qualifiers]
	Shipping > Setup > Flexfields > Key > Segments > [Segments] > [Flexfield Qualifiers]
	Shipping > Setup > Flexfields > Key > Segments > [Segments] > [Open] > [Flexfield Qualifiers]
Freight Carriers (See INV)	Setup > Shipping > Freight > Carriers
	Shipping > Setup > Freight > Carriers
Freight Charges 1 – 25	Setup > Shipping > Freight > Charges
	Shipping > Setup > Freight > Charges
History 2 – 15	Orders, Returns > Cancel > [History]
	Orders, Returns > Orders, Returns > Orders Summary > [Cancel] > [History]
Hold Sources 2 – 196	Orders, Returns > Orders, Returns > [Hold]
	Orders, Returns > Holds > Apply
Hold Sources 2 – 201	Orders, Returns > Holds > Release > [Hold Sources]
Holds 1 – 108	Setup > Orders > Holds
Import Orders 7 – 18	Orders, Returns > Import Orders
Included Items	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Lines] > [Included Items]

Window Name	Navigation Path
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines] > [Included Items]
Indented Bills of Material (See BOM)	Bills > Indented Bills > [Find]
Item Assignment (See INV)	Setup > Items > Categories > Category Sets > [Assign]
Item Attribute Controls (See INV)	Setup > Items > Attribute Controls
Item Attributes (See INV)	Items > Item Information > [Attributes]
Item Catalog Groups (See INV)	Setup > Items > Catalog Groups
	Setup > Items > Catalog Groups > [Details]
Item Categories (See INV)	Items > Item Information > [Categories]
Item Groups 4 – 17	Pricing > Lists > Groups
Item Relationships (See INV)	Items > Item Relationships > [Find]
	Items > Item Relationships > [New]
Item Revision (See BOM)	Bills > Bills > [Find] > [Open] > [Revisions]
Item Revisions (See INV)	Items > Item Information > [Revisions]
Item Search (See INV)	Items > Item Search > [Find]
	Orders, Returns > Orders, Returns > [New Order] > Special menu > Item Search
	Orders, Returns > Orders, Returns > [New Return] > Special menu > Item Search
	Orders, Returns > Sales Orders > Special menu > Item Search
	Orders, Returns > Returns > Returns > Special menu > Item Search
Item Tax Rate Exceptions (See AR)	Setup > Tax > Exceptions
Item Template (See INV)	Setup > Items > Templates > Find Item Templates > [New]
	Setup > Items > Templates > Find Item Templates > [Find] > [New]
	Setup > Items > Templates > Find Item Templates > [Find] > [Open]
Item Templates Summary (See INV)	Setup > Items > Templates > Find Item Templates > [Find]

Window Name	Navigation Path
Item WhereUsed (See BOM)	Bills > Item WhereUsed > [Find]
Items to Schedule 2 – 99	Orders, Returns > Schedule > Schedule Orders > [Find Items]
Key Flexfield Segments (See Flex)	Setup > Financials > Flexfields > Key > Segments
	Setup > Shipping > Flexfields > Key > Segments
	Shipping > Setup > Flexfields > Key > Segments
Line Approval History 2 – 7	Orders, Returns > Approve > [Find] > [History]
	Orders, Returns > Orders, Returns > [Approve] > [Find] > [History]
	Orders, Returns > Orders, Returns > [Approve] > [History]
Line Discounts 4 – 36	Orders, Returns > Orders, Returns > [New Order] > Discounts
	Orders, Returns > Sales Orders > [Discounts]
Line Discounts 2 – 168	Orders, Returns > Orders, Returns > [New Return] > [Discounts]
	Orders, Returns > Returns > Returns > [Discounts]
Line Options 2 – 66	Orders, Returns > Orders, Returns > [New Order] > Special menu > Options
	Orders, Returns > Sales Orders > Special menu > Options
Line Schedule Details 2 – 54	Orders, Returns > Orders, Returns > [New Order] > [Details]
	Orders, Returns > Sales Orders > [Details]
Lines 1 – 108	Orders, Returns > Orders, Returns > [Hold] > [Lines]
	Orders, Returns > Orders, Returns > [Hold] > [Orders] > [Lines]
	Orders, Returns > Holds > Apply > [Lines]
	Orders, Returns > Holds > Apply > [Orders] > [Lines]
Lines to Schedule 2 – 105	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Lines]
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines]
Manufacturer Part Numbers (See INV)	Items > Manufacturers' Part Numbers > By Manufacturers > [Parts]

Window Name	Navigation Path
	Items > Manufacturers' Part Numbers > By Items > Find Manufacturer Part Number > [Find]
	Items > Manufacturers' Part Numbers > By Items > [Find] > Find Manufacturer Part Number > [New]
Manufacturers (See INV)	Items > Manufacturers' Part Numbers > By Manufacturers
Manufacturing Release 7 – 15	Orders, Returns > Manufacturing Release
Mass Change Bills (See BOM)	Bills > Mass Changes
Master Item (See INV)	Items > Master Items
Merge Customers (See AR)	Customers > Merge
Move Child Ranges (See Flex)	Setup > Financials > Flexfields > Key > Values > [Find] > [Move Child Ranges]
	Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Move Child Ranges]
	Setup > Financials > Flexfields > Validation > Values > [Move Child Ranges]
	Setup > Shipping > Flexfields > Key > Values > [Find] > [Move Child Ranges]
	Setup > Shipping > Flexfields > Descriptive > Values > [Move Child Ranges]
	Setup > Shipping > Flexfields > Validation > Values > [Find] > [Move Child Ranges]
	Shipping > Setup > Flexfields > Key > Values > [Find] > [Move Child Ranges]
	Shipping > Setup > Flexfields > Descriptive > Values > [Move Child Ranges]
	Shipping > Setup > Flexfields > Validation > Values > [Find] > [Move Child Ranges]
Note Categories 1 – 111	Setup > Orders > Notes > Note Categories
Note Usages 1 – 111	Setup > Orders > Notes > Note Categories > [Reports]
Order and Return Lines 2 – 9	Orders, Returns > Holds > Release > [Hold Sources] > [Lines]
	Orders, Returns > Holds > Release > [Lines]
Order Approval History 2 – 7	Orders, Returns > Approve > [Find] > [History]

Window Name	Navigation Path
	Orders, Returns > Approve > [History]
	Orders, Returns > Orders, Returns > [Approve] > [History]
Order Cycles 1 – 59	Setup > Orders > Cycles > Cycles
Order Entry QuickCodes 1 – 23	Setup > QuickCodes > Order Entry
Order Entry Reports 6 – 1	Reports
Order Number Sources 1 – 62	Setup > Orders > Sources
Order Purge 7 – 21	Orders, Returns > Order Purge
Order Types 1 – 103	Setup > Orders > Types
OrderImport Sources 1 – 64	Setup > Orders > Order Import
Orders 2 – 4	Orders, Returns > Holds > Apply > [Orders]
	Orders, Returns > Orders, Returns > [Hold] > [Orders]
Orders and Returns 2 – 9	Orders, Returns > Holds > Release > [Orders]
	Orders, Returns > Holds > Release > [Hold Sources] > [Orders]
Orders Summary 2 – 2	Orders, Returns > Orders, Returns
Orders to Schedule 2 – 99	Orders, Returns > Schedule > Schedule Orders > [Find Orders]
Organization Parameters (See INV)	Setup > Shipping > Organization Parameters
	Shipping > Setup > Organization Parameters
Parameters (See BOM)	Setup > Bills > Parameters
Payment Terms (See AR)	Setup > Orders > Payment Terms
Period Rates (See GL)	Setup > Financials > Currencies > Rates > Period
Period Types (See GL)	Setup > Financials > Calendar > Types
Personal Profile Values (See SYS)	Setup > Profiles
	Setup > Shipping > Profiles
	Shipping > Setup > Profiles
Pick Release 7 – 25	Shipping > Release Sales Orders > Release Sales Orders, SRS
Pick Slip Grouping Rules 1 – 128	Setup > Shipping > Pick Slip Grouping Rules
	Shipping > Setup > Pick Slip Grouping Rules

Window Name	Navigation Path
Pre-Explode Configurable Bills 7 – 27	Bills > Pre-Explode Bills
Price Breaks 4 – 33	Pricing > Discounts > [Discount Lines] > [Price Breaks]
Price Lists 4 – 6	Pricing > Lists > Price Lists
Pricing Components 4 – 50	Pricing > Rules > Components
Pricing Rule Component Values 4 – 52	Pricing > Rules > Pricing Rules > [Component Values]
Pricing Rules 4 – 52	Pricing > Rules > Pricing Rules
Purchase Release 7 – 28	Orders, Returns > Purchase Release
QuickCodes (CONTAINER_TYPE) (See SYS)	Setup > Items > Container Types
QuickCodes (DEMAND_CLASS) (See SYS)	Setup > QuickCodes > Manufacturing
QuickCodes (ITEM_TYPE) (See INV)	Setup > Items > Item Types
Receivables Interface 7 – 31	Orders, Returns > Receivables Interface
Receivables QuickCodes (See AR)	Setup > QuickCodes > Receivables
Receive From and Credit To Addresses 2 – 154	Orders, Returns > Orders, Returns > [New Return] > [Addresses]
	Orders, Returns > Returns > Returns > [Addresses]
Reference Designators (See BOM)	Bills > Bills > [Find] > [Open] > [Designators]
Release Rules 1 – 126	Setup > Shipping > Release Rules
	Shipping > Setup > Release Rules
Release Sales Orders For Picking 5 – 67	Shipping > Release Sales Orders > Release Sales Orders
Release Sequence Rules 1 – 124	Setup > Shipping > Release Sequence Rules
	Shipping > Setup > Release Sequence Rules
Requests (See User)	Help menu > View My Requests > [Find]
	Requests > [Find]
	Shipping > Requests > [Find]
Result Detail 2 – 72	Orders, Returns > Orders, Returns > [New Order] > Special menu > SupplyChain ATP > [ATP Results] > [Open]

Window Name	Navigation Path
	Orders, Returns > Sales Orders > Special menu > SupplyChain ATP > [ATP Results] > [Open]
Returns 2 – 9	Orders, Returns > Orders, Returns > [New Return]
	Orders, Returns > Returns > Returns
Review Sales Tax Rates (See AR)	Setup > Tax > Sales Tax Rates
RMA Interface 7 – 40	Orders, Returns > Returns > RMA Interface
Rollup Groups (See Flex)	Setup > Financials > Flexfields > Key > Groups > [Find]
	Setup > Shipping > Flexfields > Key > Groups > [Find]
	Shipping > Setup > Flexfields > Key > Groups > [Find]
Sales Credit Types 1 – 102	Setup > Sales > Credit Types
Sales Credits 2 – 60	Orders, Returns > Orders, Returns > [New Order] > Special menu > Sales Credits
	Orders, Returns > Sales Orders > Special menu > Sales Credits
Sales Credits 2 – 171	Orders, Returns > Orders, Returns > [New Return] > [Sales Credits]
	Orders, Returns > Returns > Returns > [Sales Credits]
Sales Orders 2 – 9	Orders, Returns > Sales Orders
	Orders, Returns > Orders, Returns > [New Order]
Salespersons (See AR)	Setup > Sales > Salespersons
Schedule 2 – 24	Orders, Returns > Orders, Returns > [Schedule...]
	Orders, Returns > Sales Orders > [Schedule...]
	Orders, Returns > Sales Orders > [Details] > [Schedule...]
	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Backordered Lines] > [Schedule...]
	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Backordered Lines] > [Details] > [Schedule...]
	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Lines] > [Schedule...]
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Schedule...]

Window Name	Navigation Path
	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Lines] > [Included Items] > [Details] > [Schedule...]
	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Lines] > [Backordered Lines] > [Schedule...]
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines] > [Included Items] > Details > [Schedule...]
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines] > [Schedule...]
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines] > [Backordered Lines] > [Details] > [Schedule...]
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines] > [Backordered Lines] > [Schedule...]
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines] > [Details] > [Schedule...]
Schedule Details 2 – 15	Orders, Returns > Cancel Orders > [Details...]
	Orders, Returns > Orders, Returns > [Cancel] > [Details...]
Schedule Details 2 – 6	Orders, Returns > Orders, Returns > [View] > [Details]
Schedule Details 2 – 54	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Lines] > [Details]
	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Lines] > [Included Items] > [Details]
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines] > [Included Items] > [Details]
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines] > [Details]
Schedule Group Attributes 2 – 130	Orders, Returns > Orders, Returns > [New Order] > Special menu > Group Attributes
	Orders, Returns > Sales Orders > Special menu > Group Attributes
	Orders, Returns > Schedule > Schedule Orders > Special menu > Group Attributes
Security Rules 1 – 72	Setup > Rules > Security
Security Rules (block) 1 – 72	Setup > Rules > Security > [Block Rules]

Window Name	Navigation Path
	Setup > Rules > Security > [Field Rules]
Segment Values (See Flex)	Setup > Financials > Flexfields > Key > Values > [Find]
	Setup > Financials > Flexfields > Descriptive > Values > [Find]
	Setup > Financials > Flexfields > Validation > Values > [Find]
	Setup > Shipping > Flexfields > Key > Values > [Find]
	Setup > Shipping > Flexfields > Descriptive > Values > [Find]
	Setup > Shipping > Flexfields > Validation > Values > [Find]
	Shipping > Setup > Flexfields > Key > Values > [Find]
	Shipping > Setup > Flexfields > Descriptive > Values > [Find]
	Shipping > Setup > Flexfields > Validation > Values > [Find]
Segments (See Flex)	Setup > Financials > Flexfields > Key > Segments > [Segments] > [New]
	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Open]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [New]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Open]
	Setup > Shipping > Flexfields > Key > Segments > [Segments] > [New]
	Setup > Shipping > Flexfields > Key > Segments > [Segments] > [Open]
	Setup > Shipping > Flexfields > Descriptive > Segments > [Segments] > [New]
	Setup > Shipping > Flexfields > Descriptive > Segments > [Segments] > [Open]
	Shipping > Setup > Flexfields > Key > Segments > [Segments] > [New]
	Shipping > Setup > Flexfields > Key > Segments > [Segments] > [Open]
	Shipping > Setup > Flexfields > Descriptive > Segments > [Segments] > [New]

Window Name	Navigation Path
	Shipping > Setup > Flexfields > Descriptive > Segments > [Segments] > [Open]
Segments Summary (See Flex)	Setup > Financials > Flexfields > Key > Segments > [Segments]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments]
	Setup > Shipping > Flexfields > Key > Segments > [Segments]
	Setup > Shipping > Flexfields > Descriptive > Segments > [Segments]
	Shipping > Setup > Flexfields > Key > Segments > [Segments]
	Shipping > Setup > Flexfields > Descriptive > Segments > [Segments]
Serial Entry 5 – 88	Shipping > Confirm Shipments > Ship Confirm Deliveries > [Delivery Lines] > [Serial Numbers...]
Service Interface 7 – 44	Orders, Returns > Service Interface
Set of Books (See GL)	Setup > Financials > Books
Ship Confirm Delivery 5 – 74	Shipping > Confirm Shipments > Ship Confirm Deliveries
Ship Confirm – Departure 5 – 97	Shipping > Confirm Shipments > Ship Confirm Departures
Ship To and Bill To Addresses 2 – 22	Orders, Returns > Orders, Returns > [New Order] > [Addresses]
	Orders, Returns > Sales Orders > [Addresses]
Shipping Document Sets 1 – 121	Setup > Shipping > Document Sets
	Shipping > Setup > Document Sets
Shipping Interfaces 7 – 1	Shipping > Interfaces
Shipping Parameters 1 – 131	Setup > Shipping > Shipping Parameters
	Shipping > Setup > Shipping Parameters
Shipping Reports and Documents 6 – 1	Shipping > Reports and Documents
Shorthand Aliases (See Flex)	Setup > Financials > Flexfields > Key > Aliases
	Setup > Shipping > Flexfields > Key > Aliases
	Shipping > Setup > Flexfields > Key > Aliases
Standard Value Rule Set 1 – 86	Setup > Rules > Values

Window Name	Navigation Path
Status (See INV)	Setup > Item > Status Codes
Submit Request (See User)	Help menu > View My Requests > [Submit a New Request...]
	Requests > [Submit a New Request...]
	Shipping > Requests > [Submit a New Request...]
Substitute Components (See BOM)	Bills > Bills > [Find] > [Open] > [Substitutes]
System Options (See AR)	Setup > Customers > System Options
Tax Authorities (See AR)	Setup > Tax > Authorities
Tax Codes and Rates (See AR)	Setup > Tax > Codes
Tax Exemptions (See AR)	Setup > Tax > Exemptions
Tax Groups (See AR)	Setup > Tax > Groups
Tax Locations and Rates (See AR)	Setup > Tax > Locations > Tax Locations and Rates
Tax Options (See GL)	Setup > Tax > GL Tax Options
Territories (See AR)	Setup > Sales > Territories
Transaction Types (See AR)	Setup > Financials > Transaction Types
Unit of Measure Classes (See INV)	Setup > UOM > Classes
Unit of Measure Conversions (See INV)	Setup > UOM > Classes > [Conversions]
	Setup > UOM > Units > [Conversions]
Units of Measure (See INV)	Setup > UOM > Units
	Setup > UOM > Classes > [Units of Measure]
Update Rule Prices 4 – 54	Pricing > Rules > Update
	Pricing > Rules > Pricing Rules > [Update Rule Prices]
Update Shipping 7 – 49	Shipping > Confirm Shipments > Update Shipping
Validation Table Information (See Flex)	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Value Set] > [Edit Information]
	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Open] > [Value Set] > [Edit Information]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Open] > [Value Set] > [Edit Information]

Window Name	Navigation Path
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [New] > [Value Set] > [Edit Information]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Value Set] > [Edit Information]
	Setup > Financials > Flexfields > Validation > Sets > [Edit Information]
	Setup > Shipping > Flexfields > Key > Segments > [Segments] > [Value Set] > [Edit Information]
	Setup > Shipping > Flexfields > Key > Segments > [Segments] > [Open] > [Value Set] > [Edit Information]
	Setup > Shipping > Flexfields > Descriptive > Segments > [Segments] > [Open] > [Value Set] > [Edit Information]
	Setup > Shipping > Flexfields > Descriptive > Segments > [Segments] > [New] > [Value Set] > [Edit Information]
	Setup > Shipping > Flexfields > Descriptive > Segments > [Segments] > [Value Set] > [Edit Information]
	Setup > Shipping > Flexfields > Validation > Sets > [Edit Information]
	Shipping > Setup > Flexfields > Key > Segments > [Segments] > [Value Set] > [Edit Information]
	Shipping > Setup > Flexfields > Key > Segments > [Segments] > [Open] > [Value Set] > [Edit Information]
	Shipping > Setup > Flexfields > Descriptive > Segments > [Segments] > [Open] > [Value Set] > [Edit Information]
	Shipping > Setup > Flexfields > Descriptive > Segments > [Segments] > [New] > [Value Set] > [Edit Information]
	Shipping > Setup > Flexfields > Descriptive > Segments > [Segments] > [Value Set] > [Edit Information]
	Shipping > Setup > Flexfields > Validation > Sets > [Edit Information]
Value Hierarchy (See Flex)	Setup > Financials > Flexfields > Key > Values > [Find] > [View Hierarchies]
	Setup > Financials > Flexfields > Descriptive > Values > [Find] > [View Hierarchies]

Window Name	Navigation Path
	Setup > Financials > Flexfields > Validation > Values > [View Hierarchies]
	Setup > Shipping > Flexfields > Key > Values > [Find] > [View Hierarchies]
	Setup > Shipping > Flexfields > Descriptive > Values > [View Hierarchies]
	Setup > Shipping > Flexfields > Validation > Values > [Find] > [View Hierarchies]
	Shipping > Setup > Flexfields > Key > Values > [Find] > [View Hierarchies]
	Shipping > Setup > Flexfields > Descriptive > Values > [View Hierarchies]
	Shipping > Setup > Flexfields > Validation > Values > [Find] > [View Hierarchies]
Value Sets (See Flex)	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Value Set]
	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Open] > [Value Set]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Value Set]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [New] > [Value Set]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Open] > [Value Set]
	Setup > Financials > Flexfields > Validation > Sets
	Setup > Shipping > Flexfields > Key > Segments > [Segments] > [Value Set]
	Setup > Shipping > Flexfields > Key > Segments > [Segments] > [Open] > [Value Set]
	Setup > Shipping > Flexfields > Descriptive > Segments > [Segments] > [Value Set]
	Setup > Shipping > Flexfields > Descriptive > Segments > [Segments] > [New] > [Value Set]
	Setup > Shipping > Flexfields > Descriptive > Segments > [Segments] > [Open] > [Value Set]

Window Name	Navigation Path
	Setup > Shipping > Flexfields > Validation > Sets
	Shipping > Setup > Flexfields > Key > Segments > [Segments] > [Value Set]
	Shipping > Setup > Flexfields > Key > Segments > [Segments] > [Open] > [Value Set]
	Shipping > Setup > Flexfields > Descriptive > Segments > [Segments] > [Value Set]
	Shipping > Setup > Flexfields > Descriptive > Segments > [Segments] > [New] > [Value Set]
	Shipping > Setup > Flexfields > Descriptive > Segments > [Segments] > [Open] > [Value Set]
	Shipping > Setup > Flexfields > Validation > Sets
View Bills of Material (See BOM)	Bills > Bills > [Find] > [Open]
View Holds 2 – 6	Orders, Returns > Orders, Returns > [Cycle Status] > [Holds]
	Orders, Returns > Orders, Returns > [View] > [Holds]
View Lines 2 – 107	Orders, Returns > Schedule > Schedule Orders > [Find Items] > [Lines] > Special menu > View All Lines on this Order
	Orders, Returns > Schedule > Schedule Orders > [Find Orders] > [Lines] > Special menu > View All Lines for this Item
View Orders 2 – 6	Orders, Returns > Orders, Returns > [View]
	Orders, Returns > Holds > Release > [Orders] > [View Lines]
	Orders, Returns > Holds > Release > [Hold Sources] > [Orders] > [View Lines]
View Shipping Line Details 2 – 6	Orders, Returns > Orders, Returns > [View] > [Shipping] > [Details]
View Shipping Lines 2 – 6	Orders, Returns > Orders, Returns > [View] > [Shipping]

APPENDIX

B

Item Attributes

Item Attributes Used by Order Entry/Shipping

This section identifies all the inventory item and bill of material attributes relevant to Order Entry/Shipping and describes how they are used. Several of these attributes are not effective unless you have specific Oracle applications fully installed. Use the following table as a quick reference to see which applications make an attribute relevant to your use of Order Entry/Shipping.

Inventory Item Attribute	Oracle Inventory	Oracle Bills of Material	Oracle Purchasing	Oracle Receivables
Accounting Rule				X
Assemble to Order	X	X		
ATP Components	X			
ATP Rule	X			
BOM Allowed				
BOM Item Type	X	X		
Check ATP	X			
Cost of Goods Sold Account				
Customer Ordered Item				
Customer Orders Enabled				
Default Shipping Organization				
Internal Ordered Item			X	
Internal Orders Enabled			X	
Inventory Item	X			
Invoice Enabled				X
Invoiceable Item				X
Invoicing Rule				X
Lot Control	X			
OE Transactable				
Payment Terms				X

Table B-1 (Page 1 of 2)

Inventory Item Attribute	Oracle Inventory	Oracle Bills of Material	Oracle Purchasing	Oracle Receivables
Pick Components				
Picking Rule	X			
Primary Unit of Measure				
Reservation Control	X			
Returnable				
Revision Control	X			
RMA Inspection Status	X			
Sales Account				X
Serial Number Control	X			
Ship Model Complete				
Shippable Item				
Stock Locator Control	X			
Stockable	X			
Subinventory Restrictions	X			
Tax Code				
Transactable	X			

Table B –1 (Page 2 of 2)

Bill of Material Item Attribute	Oracle Inventory	Oracle Bills of Material	Oracle Purchasing	Oracle Receivables
Basis		X		
Check ATP	X			
Include on Shipping Documents				
Mutually Exclusive Options		X		

Table B –2 (Page 1 of 2)

Bill of Material Item Attribute	Oracle Inventory	Oracle Bills of Material	Oracle Purchasing	Oracle Receivables
Required for Revenue				X
Required to Ship				

Table B –2 (Page 2 of 2)

Organizations

Depending on the item attribute, Order Entry / Shipping looks either in the Item Validation Organization or the Shipping Warehouse (organization) to retrieve the value of an item attribute. The Item Validation Organization is defined by the *OE: Item Validation Organization* profile option.

Item Validation Organization

The following item attributes are taken from the organization specified in the *OE: Item Validation Organization* profile option.

Inventory Item Attributes

- Assemble To Order
- BOM Item Type
- Customer Ordered Item
- Default Shipping Org
- Invoice Enabled
- Invoiceable Item
- Pick Components
- Primary Unit of Measure
- RMA Inspection Status
- Ship Model Complete
- Tax Code

Shipping Warehouse

The following item attributes are taken from the organization specified in the Warehouse field of a sales order's schedule detail line or the Receiving Warehouse of a return line.

Inventory Item Attributes

- Accounting Rule
- ATP components
- ATP Rule
- Check ATP
- COGS Account
- Customer Orders Enabled
- Invoicing Rule
- OE Transactable
- Lot Control
- Picking Rule
- Reservation Control
- Returnable
- Revision Control
- Sales Account
- Shippable
- Serial Number Control
- Stock Locator Control
- Stockable
- Subinventory Restrictions
- Transactable (Inventory)

The following item attributes are not retrieved directly by Order Entry/Shipping and are included as reference information:

- BOM Allowed
- Internal Ordered Item
- Internal Orders Enabled
- Inventory Item

Bill of Material Item Attributes

All Bill of Material item attributes are taken from the organization specified in the *OE: Item Validation Organization* profile option.

Bill of Material Item Attributes

- Basis
- Check ATP
- Mutually Exclusive
- Include on Shipping Documents
- Required for Revenue
- Required to Ship

Inventory Item Attributes

The values you enter for these attributes in the Define Item window are stored in the MTL_SYSTEM_ITEMS table in the columns stated to the right of the attribute name. The attribute grouping name is listed below each attribute.

Accounting Rule

ACCOUNTING_RULE_ID

INVOICING

Enter an accounting rule. Accounting rules identify special revenue recognition rules for an item, such as recognizing revenue over time.

Order Entry / Shipping uses item accounting rules when interfacing order transactions to Oracle Receivables. Unique item rules can take precedence over the order accounting rules in certain cases.

See Also

Integrating Oracle Order Entry / Shipping with Oracle Receivables, *Oracle Manufacturing, Distribution, Sales and Service Open Interfaces Manual, Release 11*

Assemble to Order

REPLENISH_TO_ORDER_FLAG

ORDER ENTRY/SHIPPING

Choose Yes to identify this item as one that is generally built in response to sales order demand; a final assembly work order to build the finished product is created based on the sales order details.

An item cannot have the Pick Components attribute set to Yes and this attribute set to Yes at the same time. The BOM Item Type attribute can be set to Model, Option class, or Standard.

ORDER ENTRY/SHIPPING

Choose Yes to include, in ATP inquiries, additional components in the bill of material for this item. These components are included in ATP checking if Check ATP for the component is set to Yes.

ATP RuleATP_RULE_ID***ORDER ENTRY/SHIPPING***

Enter a user-defined ATP (available to promise) rule. ATP rules define supply and demand sources, time-fence parameters, and available-to-promise calculation methods. You can give your ATP rules meaningful names, such as ATO ATP Rule.

If there is no ATP rule for the item, Order Entry/Shipping uses the organization's default ATP rule.

BOM AllowedBOM_ENABLED_FLAG***BILL OF MATERIAL***

Choose Yes to define a bill of material for an item or to assign the item as a component on a bill.

BOM Item TypeBOM_ITEM_TYPE***BILL OF MATERIAL***

Choose one of the following options. These options describe bill of material types. Oracle Bills of Material controls bill functionality based on this type. You must enter a value if BOM Allowed is Yes.

<i>Model</i>	This is a model bill. This item's bill of material lists option classes and options available when you place an order for the model item.
<i>Option Class</i>	This item's bill of material contains a list of related options. Option classes are used to group like options together. Option classes are used to group like options together. Order Entry/Shipping does not allow ordering of classes outside a model. This type cannot be used if you do not have Oracle Bills of Material installed.
<i>Planning</i>	This item's bill of material contains a list of items and planning percentages. A planning item can

represent a product family or demand channel. Its bill of material facilitates master scheduling and/or material planning. The total of the component planning percentages on a planning bill can exceed 100%.

Order Entry/Shipping does not allow ordering of Planning bills. This type cannot be used if you do not have Oracle Bills of Material installed.

Standard

Any item that can have a bill or be a component on a bill except planning, model, or option class items. Standard items include purchased items, subassemblies, or finished products.

Items ordered using internal sales orders must have this BOM item type.

Check ATP

ATP_FLAG

ORDER ENTRY/SHIPPING

Choose Yes to check available to promise information when placing demand for a sales order. Order Entry/Shipping does *not* place demand for the sales order line item if insufficient quantity exists for the item, according to ATP.

Cost of Goods Sold Account

COST_OF_SALES_ACCOUNT

COSTING

Identifies the Cost of Goods Sold Account (COGS) for the item. An item's COGS Account can be used as a source for one or more segments of the COGS Account dynamically generated by Order Entry/Shipping when shipment information is interfaced to Oracle Inventory. The account you enter must be a valid general ledger account. Order Entry/Shipping displays the COGS Account specified on the organization parameters as the default.

Customer Ordered Item

CUSTOMER_ORDER_FLAG

ORDER ENTRY/SHIPPING

Choose Yes to allow the item to be ordered only by external customers. You can add any customer orderable items to price lists in Order Entry/Shipping.

If you enter Yes, you can temporarily exclude an item from being ordered by setting Customer Orders Enabled to No.

Customer Orders Enabled

CUSTOMER_ORDER_ENABLED_FLAG

ORDER ENTRY/SHIPPING

Choose Yes to indicate that the item is currently customer orderable. Yes means that you can specify this item on the Sales Orders window in Order Entry/Shipping, if Customer Ordered Item is also Yes.

You can initially define an item with Customer Ordered Item set to Yes and Customer Orders Enabled set to No. This means prices can be defined for the item, but no orders can be placed for it.

This attribute can be automatically assigned by changing the Item Status attribute (General Information group).

Default Shipping Organization

DEFAULT_SHIPPING_ORG

ORDER ENTRY/SHIPPING

Identifies the primary shipping organization for an item. This is the organization that defaults to the Sales Orders window if 'Item' is the source attribute of the Warehouse object in the standard value rule set for the order. This organization defaults to the Returns window if a receiving warehouse is not defined on the customer or order type.

Internal Ordered Item

INTERNAL_ORDER_FLAG

ORDER ENTRY/SHIPPING

Choose Yes to allow an item to be ordered on an internal requisition.

Yes means that you can temporarily exclude an item from being ordered on an internal requisition by setting Internal Orders Enabled to No.

Only items with BOM Item Type set to Standard can be defined as Internal Ordered Items. You can enter internal sales orders in Oracle Purchasing using the Enter Requisitions window.

Internal Orders Enabled

INTERNAL_ORDER_ENABLED_FLAG

ORDER ENTRY/SHIPPING

Choose Yes to indicate that you can currently order an item internally. Yes means that you can specify the item on an internal requisition, if Internal Orders Enabled is also Yes.

If you enter Yes for Internal Ordered Item, you can temporarily exclude an item from being ordered on an internal requisition by choosing No.

Inventory Item

INVENTORY_ITEM_FLAG

INVENTORY

Choose Yes to stock and transact this item in Oracle Inventory. Choosing Yes allows you to set the Stockable item attribute.

Invoice Enabled

INVOICE_ENABLED_FLAG

INVOICING

Choose Yes to activate an item for invoicing in Oracle Receivables. If you enter Yes for Invoiceable Item, you can temporarily exclude an item from being invoiced by choosing No.

Invoiceable Item

INVOICEABLE_ITEM_FLAG

INVOICING

Choose Yes to allow an item to appear on an Oracle Receivables invoice. If you enter Yes, you can temporarily exclude an item from invoicing by setting Invoice Enabled to No.

For ATO configurations, Order Entry/Shipping considers the base model's item attributes of Invoiceable Item and Invoice Enabled to see if it should consider passing invoice information to Oracle Receivables for each order line in the configuration.

Invoicing Rule

INVOICING_RULE_ID

INVOICING

Enter an invoicing rule. Invoicing rules determine which period you will send an invoice when you recognize revenue over time (using accounting rules).

Order Entry/Shipping uses item invoicing rules when interfacing order transactions to Accounts Receivable. Unique item rules take precedence over the order invoicing rules in certain cases.

See Also

Integrating Oracle Order Entry/Shipping with Oracle Receivables, *Oracle Manufacturing, Distribution, Sales and Service Open Interfaces Manual, Release 11*

Lot Control

LOT_CONTROL_CODE

INVENTORY

Choose one of the following:

Full lot control Track inventory balances by lot number. This means that you must specify a lot number for the item whenever you issue the item from or receive it to inventory.

No lot control Do not establish lot control for the item. Order Entry/Shipping displays this option as the default.



Attention: If the profile option *OE: Reservations* is set to Yes, you can specify a lot at order entry or scheduling, or let Pick Release use the Inventory picking rules to determine the lot when the order is picked. If the profile option is set to No, you must enter a lot at ship confirmation.

You can establish lot number control only for an item that has no quantity on hand.

OE Transactable

SO_TRANSACTIONS_FLAG

ORDER ENTRY/SHIPPING

Choose Yes to indicate whether demand can be placed for an item by Order Entry/Shipping, and whether shipment transactions for the item are interfaced to Oracle Inventory. Most items with the attribute Shippable Item set to Yes will also have OE Transactable set to Yes. For items you do not ship, you may still want to set OE Transactable to Yes if you use the items in forecasting or planning. If you also want to reserve the item, set the attribute Reservation Control to Reservable.



Attention: See also the Transactable attribute.

Pick Components

PICK_COMPONENTS_FLAG

ORDER ENTRY/SHIPPING

Indicates whether an item has a bill of material with options, classes, or included items that are picked from finished goods inventory. Pick-to-order items and models must be set to Yes.

Assemble-to-order items and models and regular items (without a bill of material) must be set to No.

Choose one of the following:

<i>No</i>	Item does not have a bill of material, or is an ATO (Assemble to Order) item.
<i>Yes</i>	Item has a bill of material with components that are picked from finished goods inventory.

Picking Rule

PICKING_RULE_ID

ORDER ENTRY/SHIPPING

Enter the picking rule for the item. Picking rules define the sources and prioritization for subinventories, lots, revisions and locators used when the item is pick released by Order Entry/Shipping.

Picking rules are defined in Oracle Inventory and a unique one can be assigned to each item, or one generic picking rule can be assigned for the organization. If subinventory, lot or revision is assigned before pick release, the assigned one is used, rather than the picking rule. If only subinventory was specified on an item that also has lot control, then Pick Release uses the picking rule to assign the lot.

Primary Unit of Measure

PRIMARY_UOM_CODE

GENERAL INFORMATION

Identifies the primary unit of measure for the item. This attribute represents the stocking and selling unit of measure for this item. Each organization can have a different primary unit of measure for the same item. Order Entry/Shipping can default the item unit of measure to your order line, based on your standard value rules.

Oracle Inventory bases any necessary conversion on this unit of measure.

Reservation Control

RESERVABLE_TYPE

INVENTORY

Choose one of the following options:

<i>Not reservable</i>	You cannot create a material reservation for this item.
<i>Reservable</i>	You can create a material reservation for this item. Reservations can only be created when you have enough available inventory to support the

reservation. Order Entry/Shipping displays this option as the default.



Attention: Reservation control for a subinventory overrides the type of reservation control you establish for an item. In other words, if an item is reservable but a subinventory is not, the quantity of the item in that subinventory is *not* reservable.



Attention: Order Entry/Shipping recognizes this attribute only if the profile option *OE: Reservations* is set to Yes. Then, Order Entry/Shipping allows reservation of the item during order entry or scheduling and automatically creates any necessary reservations when the item is released for picking.



Attention: You cannot change reservation control to Not reservable if reservations exist.

Returnable

RETURNABLE_FLAG

ORDER ENTRY/SHIPPING

Choose Yes to allow customers to return an item. If an item is returnable, it can be entered on the Returns window in Order Entry/Shipping. Order Entry/Shipping uses this attribute along with the Stockable and Transactable attributes to determine which authorized returned items can be physically received into inventory.

Revision Control

REVISION_QTY_CONTROL_CODE

INVENTORY

Choose one of the following options:

*Not under revision
quantity control*

You can issue and receive this item without specifying a revision. Order Entry/Shipping displays this option as the default.

*Under revision
quantity control*

Track inventory balances by revision. This means that you must specify an existing revision number for the item whenever you issue the item from or receive it to inventory.

Note: If the profile option *OE: Reservations* is set to Yes, you can specify a revision at order entry or scheduling, or let Pick Release use the Inventory picking rules to determine the revision when the order is picked. If the profile option is set to No, you must enter a revision at ship confirmation.



Attention: You cannot change revision control when an item has quantity on hand.

ORDER ENTRY/SHIPPING

Choose Inspection required if inspection is required when the item is returned from the customer. If inspection is required, the item can be received for inspection and then must be separately transferred to inventory. If inspection is not required, the item can be received directly into inventory. Credits can only be generated for customer return items that have been accepted in inventory.

Sales AccountSALES_ACCOUNT**INVOICING**

Indicates a general ledger account to provide for one side of all inventory transactions involving item sales. Oracle Receivables records the revenue in this account when you bill the customer. The accounting entries are created during AutoAccounting if your AutoAccounting is based on items.

Serial Number ControlSERIAL_NUMBER_CONTROL_CODE**INVENTORY**

Choose one of the following:

Dynamic entry at inventory receipt Create and assign serial numbers when you receive the item to inventory. Thereafter, for any material transaction, you must provide a serial number for each unit.

Dynamic entry at sales order issue Create and assign serial numbers when you issue (ship) the item against a customer sales order. (Internal requisition orders do not require a serial number when you ship the item.) If you receive an item with this control option back into inventory on an RMA (return material authorization), you must specify the serial numbers you created upon sales order issue. All other material transactions for this item bypass the serial number information.

No serial number control Do not establish serial number control for this item. Order Entry / Shipping displays this option as the default. All material transactions involving this item bypass the serial number information.

Predefined serial numbers Assign predefined serial numbers when you receive the item to inventory. Thereafter, for any material transaction, you must provide a serial number for each unit.

You can establish serial number control only for an item that has no quantity on hand.



Attention: Oracle Work in Process recognizes either lot control or serial number control for an item—but not both. You cannot transact an item into Oracle Work in Process if it has both lot and serial control defined.

Ship Model Complete

SHIP_COMPLETE_MODEL_FLAG

ORDER ENTRY/SHIPPING

Choose Yes to indicate that any configuration derived from this model can ship only when all required quantities of all configuration components (options or included items) are available.

If you choose Yes, the Pick Components attribute and the profile option OE: Reservations must be set to Yes; the BOM Item Type attribute can be set to Model or Standard.

Shippable Item

SHIPPABLE_ITEM_FLAG

ORDER ENTRY/SHIPPING

Choose Yes to indicate that the item will be picked from Inventory and sent to the customer. Shippable items are released by Order Entry/Shipping's Pick Release program, creating confirmable shipping lines, and are printed on the pick slip.

See Also

Overview of Delivery-based Shipping: page 5 – 1

Overview of Delivery-based Pick Release: page 5 – 66

Stock Locator Control

LOCATION_CONTROL_CODE

INVENTORY

A locator is a predefined physical area of the stockroom where you store material. The type of locator control you define for an organization or for a subinventory overrides the control you define for an item. You cannot change stock locator control when an item has quantity on hand.

Choose one of the following options:

*Dynamic entry
locator control*

Define locators when you use them, either as you receive material or ship product.

No locator control Do not establish locator control for the item.

Prespecified locator control Define locators before you use them.

 **Attention:** In Order Entry/Shipping, if the profile option OE: Reservations is set to Yes, Order Entry/Shipping uses the Inventory picking rules to assign the locator to a item that is being shipped.

Stockable

STOCK_ENABLED_FLAG

INVENTORY

Choose Yes to stock this item in Oracle Inventory. You can set this attribute only when Inventory Item is Yes.

Choosing Yes allows you to set the Transactable item attribute.

 **Attention:** Order Entry/Shipping uses this attribute along with the Transactable and Returnable attributes to determine which authorized returned items can be physically received in inventory.

Subinventory Restrictions

RESTRICT_SUBINVENTORIES_CODE

INVENTORY

Choose one of the following:

Subinventories not restricted to predefined list Issue or receive this item to or from any subinventory. Order Entry/Shipping displays this option as the default.

Subinventories restricted to predefined list Issue or receive this item to or from a subinventory included in the list you specify. You define this list with the Define Item/Subinventory Information or the Define Subinventory/Item Information windows.

Tax Code

TAX_CODE

INVOICING

Enter a tax code you want to associate with this item. You assign specific tax rates to a Tax Code in the Define Tax Codes and Rates window. Tax codes are used when calculating tax based on location and tax codes.

See Also

Tax Codes and Rates, *Oracle Receivables User's Guide*

INVENTORY

Choose Yes to enter Oracle Inventory transactions for an item. You can set this attribute only when Stockable is Yes.



Attention: Order Entry/Shipping uses this attribute along with the Stockable and Returnable attributes to determine which authorized returned items can be physically received in inventory. (See also the OE Transactable attribute.)

This attribute can be automatically assigned by changing the Item Status attribute (General Information group).

Bill of Material Item Attributes

The values you enter for these attributes in the Define Bill of Material window are stored in the BOM_INVENTORY_COMPONENTS table in the columns stated to the right of the attribute name.

Basis

SO_BASIS

You can only enter a value in this field for a component that is an option class item. Order Entry/Shipping uses the value you enter in this field when you enter sales orders. Choose one of the following options.

None

Allow override of the default quantity for the option class when you enter a sales order. Option class quantities affect the mandatory standard components assigned to the option class. Order Entry/Shipping defaults the total quantity to release as the component quantity multiplied by the option class extended quantity.

Option class

Do not allow override of the default quantity for the option class when you enter a sales order. Order Entry/Shipping calculates the total quantity to release as the component quantity multiplied by the option class extended quantity.



Suggestion: Set the basis to Option Class for an ATO option class component. When creating a configuration bill, Oracle Manufacturing computes the total quantity required for a mandatory standard component as the component quantity multiplied by the option class extended quantity— regardless of the quantity entered on the sales order.

Check ATP

CHECK_ATP

Indicates whether ATP checking must be done on this item each time demand is requested.

You can enter a value for this bill of material attribute only if you:

- Set the Check ATP attribute of the component item to Yes.
- Set the Check ATP item attribute of the assembly item to Yes, or the assembly item is not assemble-to-order or pick-to-order.
- Did not define the component as a phantom.
- Entered a component quantity greater than 0.

Include on Shipping Documents

INCLUDE_ON_SHIP_DOCS

Order Entry / Shipping uses the value in this field to determine whether to print the components on external shipping documents, such as the pack slip and commercial invoice. This can be used to print non-shippable items on the external shipping documents to make it easier for the customers to match orders / pack slip / invoice.

Mutually Exclusive Options

MUTUALLY_EXCLUSIVE_OPTIONS

You can only enter a value in this field for option class or model components. Order Entry / Shipping uses the value you specify with the value you specified for the Optional field in the previous zone to determine the number of option items you can or must choose when you order the components of the option class bill. Choose one of the following options.

No	If you specified Yes for the Optional field, then you can choose any number of options or no options on the option class bill. If you specified No for the Optional field, then you must choose at least one option on the option class bill. Order Entry / Shipping displays this option as the default.
Yes	If you specified Yes for the Optional field, then you can choose one option or no options on the option class bill. If you specified No for the Optional field, then you must choose one, and only one, option on the option class bill.

Required for Revenue

REQUIRED_FOR_REVENUE

Required for Revenue components prevent their parent item from invoicing until the component is shipped. For example, if you have an

model with a non-optional component with the Required for Revenue attribute set to Yes, then the model will not be invoiced until the non-optional component has shipped. This attribute is recognized by the Receivables Interface.

If you entered Yes for the Assemble to Order item attribute for an item in the Define Item window, Order Entry / Shipping displays No and skips the field.



Attention: This attribute does not affect mandatory or optional components for an ATO item or configuration.

Required to Ship

REQUIRED_TO_SHIP

Identifies whether an item is required to ship the order. This information prints on the pick slip. If you entered Yes for the Assemble to Order item attribute for the assembly item in the Define Item window, Order Entry / Shipping displays No and skips this field. Choose one of the following.

No This component is not required when you ship the order.

Yes You must include this component when you ship the order.



Attention: This attribute only affects PTO included items (not ATO items or configurations), and is only effective if your *OE: Reservations* profile option is set to No. If *OE: Reservations* is set to Yes, then the Ship Model Complete inventory attribute and the Ship Set feature in Order Entry / Shipping control what is required to ship, and will print on the pick slip.

See Also

Defining Items, *Oracle Inventory User's Guide*

Overview of Bills of Material, *Oracle Bills of Material User's Guide*

Defining Security Rules: page 1 – 72

Overview of Configure to Order, *Oracle Bills of Material User's Guide*

Defining ATP Rules, *Oracle Inventory User's Guide*

Defining Organization Parameters, *Oracle Inventory User's Guide*

Defining Item Status Codes, *Oracle Inventory User's Guide*

Overview of Internal Requisitions, *Oracle Purchasing User's Guide*

Defining Standard Values Rule Sets: page 1 – 86

Overview of Pick Release: page 5 – 66

Overview of Returns: page 2 – 132

Creating a Bill of Material, *Oracle Bills of Material User's Guide*

Defining Picking Rules, *Oracle Inventory User's Guide*

Assigning Subinventories to an Item, *Oracle Inventory User's Guide*

Assigning Items to a Subinventory, *Oracle Inventory User's Guide*

APPENDIX

C

Flexfields in Order Entry / Shipping

Flexfields in Order Entry/Shipping

Depending on your system's setup, Order Entry/Shipping may use some or all of the following key flexfields provided by other Oracle products. Order Entry/Shipping also provides the Pricing Attributes descriptive flexfield to capture information specific to product pricing.

For country-specific information, such as documentation for the Brazilian Additional Information descriptive flexfield, please see the appropriate country-specific user's guide.

Key Flexfields

Accounting (Oracle General Ledger)

Defining your Accounting key flexfield is part of setting up your sets of books. See: *Designing Your Accounting Flexfield, Oracle General Ledger User's Guide*.

Item Catalogs (Oracle Inventory)

If you make entries for items in a standard industry catalog or if you want to group items according to certain descriptive elements, you need to configure this flexfield. Even if you do not use item cataloguing, you must enable at least one segment of this flexfield and compile it before you define your items. See: *Oracle Inventory Flexfields, Oracle Inventory User's Guide*.

Item Categories (Oracle Inventory)

You must set up this flexfield before you define items because all items must be assigned to categories. See: *Oracle Inventory Flexfields, Oracle Inventory User's Guide*.

Sales Orders (Oracle Inventory)

Use the Sales Orders key flexfield to differentiate sales order transactions that Order Entry/Shipping interfaces to Oracle Inventory. You must define this flexfield before placing demand or reservations in Order Entry/Shipping. The profile option *OE: Source Code* defaults the source code you use in the third flexfield segment. See: *Oracle Inventory Flexfields, Oracle Inventory User's Guide* and *Oracle Order Entry/Shipping Profile Options: page 1 – 10*.

Sales Tax Location (Oracle Receivables)

Use this flexfield to charge your customers for tax based on their shipping addresses. See: Defining a Sales Tax Location Flexfield Structure, *Oracle Receivables User's Guide*.

Stock Locators (Oracle Inventory)

If you want to track items by a specific aisle or row, use this key flexfield to capture additional information about inventory stock locators. If you use this flexfield, you must set the *OE: Inventory Stock Location* profile option. See: Oracle Inventory Flexfields, *Oracle Inventory User's Guide* and Oracle Order Entry / Shipping Profile Options: page 1 – 10.

System Items (Oracle Inventory)

Before you define items, set up this flexfield in order to record and report item information. The *OE: Item Flexfield* profile option needs to be set. See: Oracle Inventory Flexfields, *Oracle Inventory User's Guide* and Oracle Order Entry / Shipping Profile Options: page 1 – 10.

Territory (Oracle Receivables)

The Territory flexfield can be associated with salespeople, invoices, and customer site addresses. Use it to record and report territory information. See: Territory Flexfield, *Oracle Receivables User's Guide*.

See Also

Planning Your Key Flexfield, *Oracle Applications Flexfields Guide*

Descriptive Flexfields

Pricing Attributes (Oracle Order Entry/Shipping)

Pricing attributes modify an item's price without requiring that you create a new item. For example, you sell computer software and the price of the software is different depending on the number of users. You define a pricing attribute called 'Number Of Users'. When you enter an order line, the Pricing Attributes flexfield opens a window to capture the number of users. Order Entry / Shipping uses this information along with the item and unit of measure to derive the item list price.

The Pricing Attributes descriptive flexfield contains 15 user–definable flexfield segments to be used as pricing attributes. Once defined, the attributes can be used in the lines block of the Sales Orders window, the Line Options window, the Shipment Schedules window, the lines block of the Price Lists window, and the Item Groups window in Order Entry / Shipping; and in the Services and Renew Service windows in Oracle Service.

Delivery Line (Oracle Order Entry/Shipping)

The Delivery Line descriptive flexfield, which is available on the Ship Confirm Delivery Special menu, displays a window that you create in which you can define additional delivery line information. The Delivery Line descriptive flexfield contains 20 user–definable flexfield segments to be used as delivery line attributes.

Industry Information (Oracle Release Management)

If your system includes Oracle Release Management, you can use this flexfield to record industry–specific data for an order line. See: Entering Industry Attribute Information in Order Entry / Shipping: page 2 – 44.

See Also

Planning Your Descriptive Flexfield, *Oracle Applications Flexfields Guide*

Defining Descriptive Flexfields, *Oracle Applications Flexfields Guide*

Overview of Pricing: page 4 – 1

Rule–Based Pricing: page 4 – 44

Descriptive Flex Listing: page 6 – 6

APPENDIX

D

Standard Value Rule
Sets

Standard Value Rule Sets – Predefined and Potential

The following tables show the possible blocks and fields for which you can define standard value rules. Each table displays all the fields for an block. Order Entry/Shipping provides a predefined standard value rule set, Release 9 Defaults, that is identical to the order defaults in Order Entry/Shipping Release 9. These are displayed in bold text with a shaded background. The sequence number is displayed in parentheses to show the hierarchy that Order Entry/Shipping uses to evaluate the standard value rule. The Default Override Notes column shows how the override fields are set in the Standard Value Rule Set window for the predefined standard value rule set Release 9 Defaults.

Order Entry/Shipping provides another predefined standard value rule set, the Internal Sales Order Template, which you can use for defining a standard value rule set for importing internal sales orders from Oracle Purchasing. To review the tables that display the predefined block and field values for this predefined standard value rule set, see: Internal Sales Orders Predefined Standard Value Rule Set: page 1 – 84.

You cannot modify either of the predefined standard value rule sets. Use the Duplicate Record Above option from the Edit menu to copy standard value rule set. You can then modify the copied standard value rule set.



Attention: You *must* define an Accounting Rule for each order that will be interfaced to Oracle Receivables. Since you cannot enter an Accounting Rule in the Sales Orders window, you must provide a standard value rule to guarantee that an Accounting Rule is always provided. Order Entry/Shipping automatically provides the Line block default for both the Accounting Rule and Invoicing Rule attribute by defaulting both rules for each line from the order. You cannot set defaults for these rules in the Line block.

Block: Order

Field	When required?	Source Object Options (Sequence)	Source Attribute or Source Value	Default Override Notes
Date	Booking	Current Date <i>This only defaults if the date is null, so that it is not overridden if the rule set is re-evaluated.</i>		Override Allowed: No Override User-Specified Value: No <i>Override User-Specified Value must be No if you use this source object.</i>
		Order	Request Date	
		Profile Option		
		Value		
Entry Status	Booking	Profile Option		
		Value		Override Allowed: Yes Override User-Specified Value: No
Contact		Agreement	Bill To Contact	
		Bill To Location	Contact	
		Order	Bill To Contact	Override Allowed: Yes Override User-Specified Value: No
		Order	Ship To Contact	
		Profile Option		
		Ship To Location	Contact	
		Value		
Ship To Location	Booking	Customer	Ship To Location	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Value		

Table D –1 Block: Order (Page 1 of 10)

Field	When required?	Source Object Options (Sequence)	Source Attribute or Source Value	Default Override Notes
Ship To Contact		Order	Contact	
		Profile Option		
		Ship To Location	Contact	Override Allowed: Yes Override User-Specified Value: No
		Value		
Bill To Location	Booking	Agreement (1)	Bill To Location	Override Allowed: Yes; Override User-Specified Value: Yes
		Customer (3)	Bill To Location	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Ship To Location (2)	Bill To Location	Override Allowed: Yes Override User-Specified Value: No
		Value		
Bill To Contact		Agreement (1)	Bill To Contact	Override Allowed: Yes; Override User-Specified Value: Yes
		Bill To Location (2)	Contact	Override Allowed: Yes Override User-Specified Value: No
		Order	Contact	
		Order	Ship To Contact	
		Profile Option		
		Ship To Location	Contact	
		Value		

Table D –1 Block: Order (Page 2 of 10)

Field	When required?	Source Object Options (Sequence)	Source Attribute or Source Value	Default Override Notes
PO Number	If Order Type requires	Agreement	PO Number	Override Allowed: Yes; Override User-Specified Value: Yes
		Profile Option		
		Value		
Request Date		Current Date		Override Allowed: Yes; Override User-Specified Value: No
		Order	Date	
		Profile Option		
		Value		
Salesperson	Booking	Agreement (1)	Salesperson	Override Allowed: Yes; Override User-Specified Value: Yes
		Customer (2)	Salesperson	Override Allowed: Yes; Override User-Specified Value: No
		Bill To Location	Salesperson	
		Ship To Location	Salesperson	
		Profile Option		
		Value		
Sales Channel	Booking	Customer	Sales Channel	Override Allowed: Yes; Override User-Specified Value: No
		Profile Option		
		Value		

Table D –1 Block: Order (Page 3 of 10)

Field	When required?	Source Object Options (Sequence)	Source Attribute or Source Value	Default Override Notes
Price List	Booking	Agreement (1)	Price List	Override Allowed: Yes; Override User-Specified Value: Yes
		Customer (4)	Price List	Override Allowed: Yes Override User-Specified Value: No
		Bill To Location (3)	Price List	Override Allowed: Yes Override User-Specified Value: No
		Order Type (5)	Price List	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Ship To Location (2)	Price List	Override Allowed: Yes Override User-Specified Value: No
		Value		
Currency	Entry	Price List	Currency	
		Profile Option		
		Set Of Books	Currency	Override Allowed: Yes Override User-Specified Value: No
		Value		
Conversion Type	If Currency entered is not your functional currency	Profile Option		
		Value		
Conversion Date	If Conversion Type entered is 'User'	Current Date		
		Order	Date	
		Order	Request Date	
		Profile Option		
		Value		

Table D –1 Block: Order (Page 4 of 10)

Field	When required?	Source Object Options (Sequence)	Source Attribute or Source Value	Default Override Notes
Conversion Rate	If Conversion Type entered is 'User'	Profile Option		
		Value		
Invoicing Rule <i>Oracle Order Entry automatically defaults the resulting value for this attribute to the Line.</i>	Booking	Agreement (1)	Invoicing Rule	Override Allowed: No; Override User-Specified Value: Yes
		Order Type (2)	Invoicing Rule	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Value		
Accounting Rule <i>Since you cannot enter an accounting rule in the Sales Orders window, you must provide a standard value rule to guarantee that an accounting rule will always be provided. Order Entry / Shipping automatically defaults the resulting value for this attribute to the Line.</i>	Booking	Agreement (1)	Accounting Rule	Override Allowed: No; Override User-Specified Value: Yes
		Order Type (2)	Accounting Rule	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Value		

Table D –1 Block: Order (Page 5 of 10)

Field	When required?	Source Object Options (Sequence)	Source Attribute or Source Value	Default Override Notes
Payment Terms	Booking	Agreement (1)	Payment Terms	Override Allowed: No; Override User-Specified Value: Yes
		Customer (4)	Payment Terms	Override Allowed: Yes Override User-Specified Value: No
		Bill To Location (3)	Payment Terms	Override Allowed: Yes Override User-Specified Value: No
		Price List (5)	Payment Terms	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Ship To Location (2)	Payment Terms	Override Allowed: Yes Override User-Specified Value: No
		Value		
Shipment Priority		Order Type	Shipment Priority	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Value		

Table D –1 Block: Order (Page 6 of 10)

Field	When required?	Source Object Options (Sequence)	Source Attribute or Source Value	Default Override Notes
Freight Carrier		Customer (3)	Freight Carrier	Override Allowed: Yes Override User-Specified Value: No
		Bill To Location (2)	Freight Carrier	Override Allowed: Yes Override User-Specified Value: No
		Order Type (4)	Freight Carrier	Override Allowed: Yes Override User-Specified Value: No
		Price List (5)	Freight Carrier	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Ship To Location (1)	Freight Carrier	Override Allowed: Yes Override User-Specified Value: No
		Value		
Freight Terms		Customer (3)	Freight Terms	Override Allowed: Yes Override User-Specified Value: No
		Bill To Location (2)	Freight Terms	Override Allowed: Yes Override User-Specified Value: No
		Order Type (4)	Freight Terms	Override Allowed: Yes Override User-Specified Value: No
		Price List (5)	Freight Terms	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Ship To Location (1)	Freight Terms	Override Allowed: Yes Override User-Specified Value: No
		Value		

Table D –1 Block: Order (Page 7 of 10)

Field	When required?	Source Object Options (Sequence)	Source Attribute or Source Value	Default Override Notes
FOB Point		Customer (3)	FOB Point	Override Allowed: Yes Override User-Specified Value: No
		Bill To Location (2)	FOB Point	Override Allowed: Yes Override User-Specified Value: No
		Order Type (4)	FOB Point	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Ship To Location (1)	FOB Point	Override Allowed: Yes Override User-Specified Value: No
		Value		
Ship Partial		Customer (3)	Ship Partial	Override Allowed: Yes Override User-Specified Value: No
		Bill To Location (2)	Ship Partial	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Ship To Location (1)	Ship Partial	Override Allowed: Yes Override User-Specified Value: No
		Value (4)		Override Allowed: Yes Override User-Specified Value: No

Table D –1 Block: Order (Page 8 of 10)

Field	When required?	Source Object Options (Sequence)	Source Attribute or Source Value	Default Override Notes
Warehouse		Customer	Warehouse	
		Order Type (2)	Warehouse	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Ship To Location (1)	Warehouse	Override Allowed: Yes Override User-Specified Value: No
		Value		
Demand Class		Order Type	Demand Class	
		Profile Option		
		Ship To Location	Demand Class	
		Value		
Packing Instructions		Profile Option		
		Value		
Shipping Instructions		Profile Option		
		Value		
Payment Type		Profile Option		
		Value		
Payment Amount	If Payment Type requires	Profile Option		
		Value		
Check Number	If Payment Type requires	Profile Option		
		Value		
Credit Card	If Payment Type requires	Profile Option		
		Value		

Table D –1 Block: Order (Page 9 of 10)

Field	When required?	Source Object Options (Sequence)	Source Attribute or Source Value	Default Override Notes
Credit Card Holder	If Payment Type requires	Profile Option		
		Value		
Credit Card Number	If Payment Type requires	Profile Option		
		Value		
Credit Card Expiration Date	If Payment Type requires	Current Date		
		Profile Option		
		Value		
Credit Card Approval Code	If Payment Type requires	Profile Option		
		Value		

Table D –1 Block: Order (Page 10 of 10)

Block: Line

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Ordered Quantity	Booking	Profile Option		
		Value		
Unit <i>Oracle Bills of Material (BOM) has the restriction that an item in a configuration must use the item's Primary Unit of Measure (PUOM). Therefore, for a Model, Kit, or Class. Order Entry/Shipping automatically defaults the PUOM assigned to that item in BOM in the Unit field. Rules you enter here apply only to Standard items.</i>	Booking	Item	Primary Unit of Measure	
		Profile Option		
		Value		

Table D –2 Block: Line (Page 1 of 5)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Warehouse		Customer	Warehouse	
		Item (2)	Primary Shipping Organization	Override Allowed: Yes Override User-Specified Value: No
		Order (1)	Warehouse	Override Allowed: Yes Override User-Specified Value: No
		Order Type	Warehouse	
		Profile Option		
		Ship To Location	Warehouse	
		Value		
Demand Class		Order	Demand Class	
		Order Type	Demand Class	
		Profile Option		
		Ship To Location	Demand Class	
		Value		
Request Date	Booking	Current Date		
		Line	Promise Date	
		Line	Schedule Date	
		Order	Date	
		Order	Request Date	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Value		

Table D –2 Block: Line (Page 2 of 5)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Promise Date		Current Date		
		Line	Request Date	
		Line	Schedule Date	
		Order	Date	
		Order	Request Date	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Value		
Schedule Date		Current Date		
		Line	Promise Date	
		Line	Request Date	
		Order	Date	
		Order	Request Date	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Value		
Ship To Location	If line is part of a ship set	Customer	Ship To Location	
		Order	Ship To Location	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Value		

Table D –2 Block: Line (Page 3 of 5)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Ship To Contact		Agreement	Bill To Contact	
		Bill To Location	Contact	
		Order	Contact	
		Order	Bill To Contact	
		Order	Ship To Contact	Override Allowed: Yes Override User-Specified Value: No
		Profile Option		
		Ship To Location	Contact	
		Value		
Shipment Priority	If line is part of a ship set	Order	Shipment Priority	Override Allowed: Yes Override User-Specified Value: No
		Order Type	Shipment Priority	
		Profile Option		
		Value		
Freight Carrier	If line is part of a ship set	Customer	Freight Carrier	
		Bill To Location	Freight Carrier	
		Order	Freight Carrier	Override Allowed: Yes Override User-Specified Value: No
		Order Type	Freight Carrier	
		Price List	Freight Carrier	
		Profile Option		
		Ship To Location	Freight Carrier	
		Value		

Table D –2 Block: Line (Page 4 of 5)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Agreement <i>Automatically copied from the order to all order lines.</i>		Order	Agreement	
		Profile Option		
		Value		
Commitment		Profile Option		
		Value		
Payment Terms <i>Automatically copied from the order to all order lines.</i>		Agreement	Payment Terms	
		Customer	Payment Terms	
		Bill To Location	Payment Terms	
		Item	Payment Terms	
		Order	Payment Terms	
		Price List	Payment Terms	
		Profile Option		
		Ship To Location	Payment Terms	
		Value		

Table D –2 Block: Line (Page 5 of 5)

Block: Line Schedule Detail

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Warehouse	Booking	Customer	Warehouse	
		Item	Primary Shipping Organization	
		Line	Warehouse	Override Allowed: Yes Override User-Specified Value: No
		Order	Warehouse	
		Order Type	Warehouse	
		Profile Option		
		Ship To Location	Warehouse	
		Value		
Demand Class		Line	Demand Class	
		Order	Demand Class	
		Order Type	Demand Class	
		Profile Option		
		Ship To Location	Demand Class	
		Value		
Date	Booking	Current Date		
		Line	Promise Date	
		Line	Request Date	
		Line	Schedule Date	Override Allowed: Yes Override User-Specified Value: No
		Order	Date	
		Order	Request Date	
		Profile Option		
		Value		

Table D –3 Block: Line Schedule Detail (Page 1 of 2)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Customer Requested		Profile Option		
		Value		Override Allowed: Yes Override User-Specified Value: No

Table D –3 Block: Line Schedule Detail (Page 2 of 2)

Block: Line Installation Detail

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Customer Product Quantity		Line	Ordered Quantity	
		Profile Option		
		Value		
Location		Customer	Ship To Location	
		Line	Ship To Location	
		Order	Ship To Location	
		Profile Option		
		Value		
Technical Contact		Line	Ship To Contact	
		Order	Ship To Contact	
		Profile Option		
		Ship To Location	Contact	
		Value		

Table D –4 Block: Line Installation Detail (Page 1 of 2)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Service Contact		Line	Ship To Contact	
		Order	Ship To Contact	
		Profile Option		
		Ship To Location	Contact	
		Value		

Table D –4 Block: Line Installation Detail (Page 2 of 2)

Block: Option

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Pricing Attributes	If Flexfield requires	Line	Pricing Attributes	
Warehouse	Booking	Customer		
		Item	Primary Shipping Organization	
		Line	Warehouse	Override Allowed: Yes Override User-Specified Value: No
		Order	Warehouse	
		Order Type	Warehouse	
		Profile Option		
		Ship To Location	Warehouse	
		Value		

Table D –5 Block: Option (Page 1 of 6)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Demand Class		Line	Demand Class	
		Order	Demand Class	
		Order Type	Demand Class	
		Profile Option		
		Ship To Location	Demand Class	
		Value		
Request Date	Booking	Current Date		
		Line	Promise Date	
		Line	Request Date	Override Allowed: Yes Override User-Specified Value: No
		Line	Schedule Date	
		Option	Promise Date	
		Option	Schedule Date	
		Order	Date	
		Order	Request Date	
		Profile Option		
		Value		

Table D –5 Block: Option (Page 2 of 6)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Promise Date		Current Date		
		Line	Promise Date	Override Allowed: Yes Override User-Specified Value: No
		Line	Request Date	
		Line	Schedule Date	
		Option	Request Date	
		Option	Schedule Date	
		Order	Date	
		Order	Request Date	
		Profile Option		
		Value		
Schedule Date		Current Date		
		Line	Promise Date	
		Line	Request Date	
		Line	Schedule Date	Override Allowed: Yes Override User-Specified Value: No
		Option	Promise Date	
		Option	Request Date	
		Order	Date	
		Order	Request Date	
		Profile Option		
		Value		

Table D –5 Block: Option (Page 3 of 6)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Ship To Location	If line is part of a ship set	Customer	Ship To Location	
		Line	Ship To Location	Override Allowed: Yes Override User-Specified Value: No
		Order	Ship To Location	
		Profile Option		
		Value		
Ship To Contact		Agreement	Bill To Contact	
		Bill To Location	Contact	
		Line	Ship To Contact	Override Allowed: Yes Override User-Specified Value: No
		Order	Contact	
		Order	Bill To Contact	
		Order	Ship To Contact	
		Profile Option		
		Ship To Location	Contact	
		Value		
Shipment Priority	If line is part of a ship set	Line	Shipment Priority	Override Allowed: Yes Override User-Specified Value: No
		Order	Shipment Priority	
		Order Type	Shipment Priority	
		Profile Option		
		Value		

Table D –5 Block: Option (Page 4 of 6)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Freight Carrier	If line is part of a ship set	Customer	Freight Carrier	
		Bill To Location	Freight Carrier	
		Line	Freight Carrier	Override Allowed: Yes Override User-Specified Value: No
		Order	Freight Carrier	
		Order Type	Freight Carrier	
		Price List	Freight Carrier	
		Profile Option		
		Ship To Location	Freight Carrier	
		Value		
Agreement <i>Automatically copied from the order to all lines.</i>		Line	Agreement	
		Order	Agreement	
		Profile Option		
		Value		
Commitment		Line	Commitment	
		Profile Option		
		Value		

Table D –5 Block: Option (Page 5 of 6)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Payment Terms <i>Automatically copied from the order to all lines.</i>		Agreement	Payment Terms	
		Customer	Payment Terms	
		Bill To Location	Payment Terms	
		Line	Payment Terms	
		Order	Payment Terms	
		Price List	Payment Terms	
		Profile Option		
		Ship To Location	Payment Terms	
		Value		
Descriptive Flexfield		Line	Descriptive Flexfield	

Table D –5 Block: Option (Page 6 of 6)

Block: Option Schedule Detail

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Warehouse	Booking	Customer		
		Item	Primary Shipping Organization	
		Line	Warehouse	
		Option	Warehouse	Override Allowed: Yes Override User–Specified Value: No
		Order	Warehouse	
		Order Type	Warehouse	
		Profile Option		
		Ship To Location	Warehouse	
		Value		

Table D –6 Block: Option Schedule Detail (Page 1 of 2)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Demand Class		Line	Demand Class	
		Option	Demand Class	
		Order	Demand Class	
		Order Type	Demand Class	
		Profile Option		
		Ship To Location	Demand Class	
		Value		
Date	Booking	Current Date		
		Line	Promise Date	
		Line	Request Date	
		Line	Schedule Date	
		Option	Promise Date	
		Option	Request Date	
		Option	Schedule Date	Override Allowed: Yes Override User-Specified Value: No
		Order	Date	
		Order	Request Date	
		Profile Option		
		Value		
Customer Requested		Profile Option		
		Value	No	Override Allowed: Yes Override User-Specified Value: No

Table D –6 Block: Option Schedule Detail (Page 2 of 2)

Block: Option Installation Detail

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Customer Product Quantity		Line	Ordered Quantity	
		Option	Ordered Quantity	
		Profile Option		
		Value		
Location		Customer	Ship To Location	
		Line	Ship To Location	
		Option	Ship To Location	
		Order	Ship To Location	
		Profile Option		
		Value		
Technical Contact		Line	Ship To Contact	
		Option	Ship To Contact	
		Order	Ship To Contact	
		Profile Option		
		Ship To Location	Contact	
		Value		
Service Contact		Line	Ship To Contact	
		Option	Ship To Contact	
		Order	Ship To Contact	
		Profile Option		
		Ship To Location	Contact	
		Value		

Table D –7 Block: Option Installation Detail (Page 1 of 1)

Block: Shipment Schedule Line

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Pricing Attributes	If Flexfield requires	Line	Pricing Attributes	
Warehouse	Booking	Customer		
		Item	Primary Shipping Organization	
		Line	Warehouse	Override Allowed: Yes Override User-Specified Value: No
		Order	Warehouse	
		Order Type	Warehouse	
		Profile Option		
		Ship To Location	Warehouse	
		Value		
Demand Class		Line	Demand Class	
		Order	Demand Class	
		Order Type	Demand Class	
		Profile Option		
		Ship To Location	Demand Class	
		Value		

Table D –8 Block: Shipment Schedule Line (Page 1 of 6)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Request Date	Booking	Current Date		
		Line	Promise Date	
		Line	Request Date	Override Allowed: Yes Override User-Specified Value: No
		Line	Schedule Date	
		Order	Date	
		Order	Request Date	
		Profile Option		
		Shipment Schedule Line	Promise Date	
		Shipment Schedule Line	Schedule Date	
		Value		
Promise Date		Current Date		
		Line	Promise Date	Override Allowed: Yes Override User-Specified Value: No
		Line	Request Date	
		Line	Schedule Date	
		Order	Date	
		Order	Request Date	
		Profile Option		
		Shipment Schedule Line	Request Date	
		Shipment Schedule Line	Schedule Date	
		Value		

Table D –8 Block: Shipment Schedule Line (Page 2 of 6)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Schedule Date		Current Date		
		Line	Promise Date	
		Line	Request Date	
		Line	Schedule Date	Override Allowed: Yes Override User-Specified Value: No
		Order	Date	
		Order	Request Date	
		Profile Option		
		Shipment Schedule Line	Promise Date	
		Shipment Schedule Line	Request Date	
		Value		
Ship To Location	If line is part of a ship set	Customer	Ship To Location	
		Line	Ship To Location	Override Allowed: Yes Override User-Specified Value: No
		Order	Ship To Location	
		Profile Option		
		Value		

Table D –8 Block: Shipment Schedule Line (Page 3 of 6)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Ship To Contact		Agreement	Bill To Contact	
		Bill To Location	Contact	
		Line	Ship To Contact	Override Allowed: Yes Override User-Specified Value: No
		Order	Contact	
		Order	Bill To Contact	
		Order	Ship To Contact	
		Profile Option		
		Ship To Location	Contact	
		Value		
Shipment Priority	If line is part of a ship set	Line	Shipment Priority	Override Allowed: Yes Override User-Specified Value: No
		Order	Shipment Priority	
		Order Type	Shipment Priority	
		Profile Option		
		Value		

Table D –8 Block: Shipment Schedule Line (Page 4 of 6)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Freight Carrier	If line is part of a ship set	Customer	Freight Carrier	
		Bill To Location	Freight Carrier	
		Line	Freight Carrier	Override Allowed: Yes Override User-Specified Value: No
		Order	Freight Carrier	
		Order Type	Freight Carrier	
		Price List	Freight Carrier	
		Profile Option		
		Ship To Location	Freight Carrier	
		Value		
Agreement <i>Automatically copied from the order to all lines.</i>		Line	Agreement	
		Order	Agreement	
		Profile Option		
		Value		
Commitment		Line	Commitment	
		Profile Option		
		Value		

Table D –8 Block: Shipment Schedule Line (Page 5 of 6)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Payment Terms <i>Automatically copied from the order to all lines.</i>		Agreement	Payment Terms	
		Customer	Payment Terms	
		Bill To Location	Payment Terms	
		Line	Payment Terms	
		Order	Payment Terms	
		Price List	Payment Terms	
		Profile Option		
		Ship To Location	Payment Terms	
		Value		
Descriptive Flexfield		Line	Descriptive Flexfield	

Table D –8 Block: Shipment Schedule Line (Page 6 of 6)

Block: Shipment Schedule Line Schedule Detail

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Warehouse	Booking	Customer	Warehouse	
		Item	Primary Shipping Organization	
		Line	Warehouse	
		Order	Warehouse	
		Order Type	Warehouse	
		Profile Option		
		Ship To Location	Warehouse	
		Shipment Schedule Line	Warehouse	Override Allowed: Yes Override User–Specified Value: No
		Value		

Table D –9 Block: Shipment Schedule Line Schedule Detail (Page 1 of 2)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Demand Class		Line	Demand Class	
		Order	Demand Class	
		Order Type	Demand Class	
		Profile Option		
		Ship To Location	Demand Class	
		Shipment Schedule Line	Demand Class	
		Value		
Date	Booking	Current Date		
		Line	Promise Date	
		Line	Request Date	
		Line	Schedule Date	
		Order	Date	
		Order	Request Date	
		Profile Option		
		Shipment Schedule Line	Promise Date	
		Shipment Schedule Line	Request Date	
		Shipment Schedule Line	Schedule Date	Override Allowed: Yes Override User-Specified Value: No
		Value		
Customer Requested		Profile Option		
		Value		Override Allowed: Yes Override User-Specified Value: No

Table D –9 Block: Shipment Schedule Line Schedule Detail (Page 2 of 2)

Block: Shipment Schedule Line Installation Detail

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Customer Product Quantity		Line	Ordered Quantity	
		Profile Option		
		Shipment Schedule Line	Ordered Quantity	
		Value		
Location		Customer	Ship To Location	
		Line	Ship To Location	
		Order	Ship To Location	
		Profile Option		
		Shipment Schedule Line	Ship To Location	
		Value		
Technical Contact		Line	Ship To Contact	
		Order	Ship To Contact	
		Profile Option		
		Ship To Location	Contact	
		Shipment Schedule Line	Ship To Contact	
		Value		
Service Contact		Line	Ship To Contact	
		Order	Ship To Contact	
		Profile Option		
		Ship To Location	Contact	
		Shipment Schedule Line	Ship To Contact	
		Value		

Table D –10 Block: Shipment Schedule Line Installation Detail (Page 1 of 1)

Block: Shipment Schedule Line Option

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Pricing Attributes	If Flexfield requires	Line	Pricing Attributes	
		Shipment Schedule Line	Pricing Attributes	
Warehouse		Customer	Warehouse	
		Item	Primary Shipping Organization	
		Line	Warehouse	
		Order	Warehouse	
		Order Type	Warehouse	
		Profile Option		
		Ship To Location	Warehouse	
		Shipment Schedule Line	Warehouse	Override Allowed: Yes Override User-Specified Value: No
		Value		
Demand Class		Line	Demand Class	
		Order	Demand Class	
		Order Type	Demand Class	
		Profile Option		
		Ship To Location	Demand Class	
		Shipment Schedule Line	Demand Class	
		Value		

Table D –11 Block: Shipment Schedule Line Option (Page 1 of 7)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Request Date	Booking	Current Date		
		Line	Promise Date	
		Line	Request Date	
		Line	Schedule Date	
		Order	Date	
		Order	Request Date	
		Profile Option		
		Shipment Schedule Line	Promise Date	
		Shipment Schedule Line	Request Date	Override Allowed: Yes Override User-Specified Value: No
		Shipment Schedule Line	Schedule Date	
		Shipment Schedule Line Option	Promise Date	
		Shipment Schedule Line Option	Schedule Date	
		Value		

Table D –11 Block: Shipment Schedule Line Option (Page 2 of 7)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Promise Date		Current Date		
		Line	Promise Date	
		Line	Request Date	
		Line	Schedule Date	
		Order	Date	
		Order	Request Date	
		Profile Option		
		Shipment Schedule Line	Promise Date	Override Allowed: Yes Override User-Specified Value: No
		Shipment Schedule Line	Request Date	
		Shipment Schedule Line	Schedule Date	
		Shipment Schedule Line Option	Request Date	
		Shipment Schedule Line Option	Schedule Date	
		Value		

Table D –11 Block: Shipment Schedule Line Option (Page 3 of 7)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Schedule Date		Current Date		
		Line	Promise Date	
		Line	Request Date	
		Line	Schedule Date	
		Order	Date	
		Order	Request Date	
		Profile Option		
		Shipment Schedule Line	Promise Date	
		Shipment Schedule Line	Request Date	
		Shipment Schedule Line	Schedule Date	Override Allowed: Yes Override User-Specified Value: No
		Shipment Schedule Line Option	Promise Date	
		Shipment Schedule Line Option	Request Date	
		Value		
Ship To Location	If line is part of a ship set	Customer	Ship To Location	
		Line	Ship To Location	
		Order	Ship To Location	
		Profile Option		
		Shipment Schedule Line	Ship To Location	Override Allowed: Yes Override User-Specified Value: No
		Value		

Table D –11 Block: Shipment Schedule Line Option (Page 4 of 7)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Ship To Contact		Agreement	Bill To Contact	
		Bill To Location	Contact	
		Line	Ship To Contact	
		Order	Contact	
		Order	Bill To Contact	
		Order	Ship To Contact	
		Profile Option		
		Ship To Location	Contact	
		Shipment Schedule Line	Ship To Contact	Override Allowed: Yes Override User-Specified Value: No
		Value		
Shipment Priority	If line is part of a ship set	Line	Shipment Priority	
		Order	Shipment Priority	
		Order Type	Shipment Priority	
		Profile Option		
		Shipment Schedule Line	Shipment Priority	Override Allowed: Yes Override User-Specified Value: No
		Value		

Table D –11 Block: Shipment Schedule Line Option (Page 5 of 7)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Freight Carrier	If line is part of a ship set	Customer	Freight Carrier	
		Bill To Location	Freight Carrier	
		Line	Freight Carrier	
		Order	Freight Carrier	
		Order Type	Freight Carrier	
		Price List	Freight Carrier	
		Profile Option		
		Ship To Location	Freight Carrier	
		Shipment Schedule Line	Freight Carrier	Override Allowed: Yes Override User-Specified Value: No
		Value		
Agreement <i>Automatically copied from the order to all lines.</i>		Line	Agreement	
		Order	Agreement	
		Profile Option		
		Shipment Schedule Line	Agreement	
		Value		
Commitment		Line	Commitment	
		Profile Option		
		Shipment Schedule Line	Commitment	
		Value		

Table D –11 Block: Shipment Schedule Line Option (Page 6 of 7)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Payment Terms <i>Automatically copied from the order to all lines.</i>		Agreement	Payment Terms	
		Customer	Payment Terms	
		Bill To Location	Payment Terms	
		Line	Payment Terms	
		Order	Payment Terms	
		Price List	Payment Terms	
		Profile Option		
		Ship To Location	Payment Terms	
		Shipment Schedule Line	Payment Terms	
		Value		
Descriptive Flexfield		Line	Descriptive Flexfield	
		Shipment Schedule Line	Descriptive Flexfield	

Table D –11 Block: Shipment Schedule Line Option (Page 7 of 7)

Block: Shipment Schedule Line Option Schedule Detail

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Warehouse	Booking	Customer	Warehouse	
		Item	Primary Shipping Organization	
		Line	Warehouse	
		Order	Warehouse	
		Order Type	Warehouse	
		Profile Option		
		Ship To Location	Warehouse	
		Shipment Schedule Line	Warehouse	
		Shipment Schedule Line Option	Warehouse	Override Allowed: Yes Override User-Specified Value: No
		Value		
Demand Class		Line	Demand Class	
		Order	Demand Class	
		Order Type	Demand Class	
		Profile Option		
		Ship To Location	Demand Class	
		Shipment Schedule Line	Demand Class	
		Shipment Schedule Line Option	Demand Class	
		Value		

Table D –12 Block: Shipment Schedule Line Option Schedule Detail (Page 1 of 2)

Field	When required?	Source Object Options	Source Attribute or Source Value	Default Override Notes
Date	Booking	Current Date		
		Line	Promise Date	
		Line	Request Date	
		Line	Schedule Date	
		Order	Date	
		Order	Request Date	
		Profile Option		
		Shipment Schedule Line	Promise Date	
		Shipment Schedule Line	Request Date	
		Shipment Schedule Line	Schedule Date	
		Shipment Schedule Line Option	Promise Date	
		Shipment Schedule Line Option	Request Date	
		Shipment Schedule Line Option	Schedule Date	Override Allowed: Yes Override User-Specified Value: No
		Value		
Customer Requested		Profile Option		
		Value		Override Allowed: Yes Override User-Specified Value: No

Table D –12 Block: Shipment Schedule Line Option Schedule Detail (Page 2 of 2)

Notes on Ship To Location Source Objects

Various fields can use ship-to location as a source object, such as Demand Class, Freight Carrier, Payment Terms, Ship To Contact and Warehouse. You can specify a ship-to location at several different levels on an order, and each ship-to location can have those attributes assigned to it. Order Entry/Shipping looks to the level above the block for which you are defining a rule to find the default value, if you use ship-to location as a source object. For example, if you specify a standard value

rule where the payment terms for the shipment schedule line use the ship-to location – payment terms as the source object and attribute, Order Entry / Shipping defaults the ship-to location – payment terms for that shipment schedule line. Refer to the following table for the defaulting hierarchy.

Note: These same fields can use bill-to location as a source object, but the bill-to location is only specified in the Sales Orders window, so using it as a source always defaults the bill-to location from the order.

Rule Defined for Block	Source Object Options	Source Attribute or Source Value	Resulting Default Source
Order	Ship To Location	Demand Class Freight Carrier Payment Terms Ship To Contact Warehouse	Order – Ship To Location
Line	Ship To Location		Order – Ship To Location
Line Schedule Detail	Ship To Location		Line – Ship To Location
Option	Ship To Location		Line – Ship To Location
Option Schedule Detail	Ship To Location		Option – Ship To Location
Shipment Schedule Line	Ship To Location		Line – Ship To Location
Shipment Schedule Line Schedule Detail	Ship To Location		Shipment Schedule Line – Ship To Location
Shipment Schedule Line Option	Ship To Location		Shipment Schedule Line – Ship To Location
Shipment Schedule Line Option Schedule Detail	Ship To Location		Shipment Schedule Line – Ship To Location
Order	Bill To Location	Demand Class Freight Carrier Payment Terms Ship To Contact Warehouse	Order – Bill To Location

Table D –13 Ship To Location Hierarchy of Attributes (Page 1 of 1)

See Also

Defining Standard Value Rule Sets: page 1 – 86

APPENDIX

E

Using the Account
Generator

Using the Account Generator in Oracle Order Entry / Shipping

The Account Generator in Oracle Order Entry / Shipping utilizes Oracle Workflow. You can view and customize Account Generator processes through the Oracle Workflow Builder. See: *Oracle Workflow Guide*.

Oracle Order Entry / Shipping inserts a Cost of Goods Sold Accounting Flexfield combination (COGS Account) for each inventory transaction line into Oracle Inventory via the Inventory Interface program. You can use the COGS Account as a basis for cost of goods sold analysis in Oracle Inventory.

The Account Generator dynamically creates a COGS Account to transfer from Order Entry / Shipping to Oracle Inventory for each order and return line when it completes the Inventory Interface cycle action. You can customize the default process to make your cost of goods sold analysis more meaningful.

You can customize the use of the Account Generator in Order Entry / Shipping, or you can use the default. The default process does not require any setup. The Account Generator default process for Order Entry / Shipping builds the COGS Account using the Cost of Sales Account for the item and organization for each inventory transaction line and inserts the COGS Account into Oracle Inventory via the Inventory Interface program.



Attention: If your organization does not use the Inventory Interface, you do not need to use this feature.

See Also

Overview of the Account Generator, *Oracle Applications Flexfields Guide*

Decide How to Use the Account Generator

In Release 10, several Oracle Applications products used FlexBuilder to derive account code combinations for certain account transactions. In Release 11, FlexBuilder is replaced by the Account Generator to provide implementation teams with even greater flexibility and a better user interface with Oracle Workflow.

If you are upgrading from Release 10 and used FlexBuilder, then you should perform the equivalent of this setup step as part of your upgrade. See the FlexBuilder chapter of the *Oracle Applications Upgrade Preparation Manual* for more information.

If you are implementing Oracle Order Entry/Shipping for the first time, you need to review how Order Entry / Shipping uses the Account Generator to build Accounting Flexfield code combinations. Consider whether the default Account Generator process is appropriate for each set of books that uses a unique Accounting Flexfield structure. For each structure and set of books, you can choose one of the following:

- Use the default Account Generator process
 - Generate Default Account
- Customize the default Account Generator process

This decision determines which setup steps your implementation team needs to perform.

Prerequisites to Using the Account Generator

Before using the Account Generator on a production database in Order Entry / Shipping to create a COGS Account, you must:

- ☐ Define your Accounting Flexfield structure for each set of books.
- ☐ Define flexfield segment values and validation rules.
- ☐ Choose whether you want to use the default Account Generator process, or if you need to customize it to meet your accounting needs.
- ☐ Then do one of the following for each set of books:
 - Choose to use the default Account Generator process.
 - Customize the default Account Generator process, test your customizations, and choose the process for a flexfield structure, if necessary.

See Also

Customizing the Account Generator for Oracle Order Entry / Shipping:
page E – 6

The Default Account Generator Process for Oracle Order Entry/Shipping

Evaluate whether the default Account Generator process meets your accounting requirements. No setup steps are required to use the default. The default process can also be updated later as your needs change. You can make minor changes to the default process without changing the name.

Note: If you used FlexBuilder in Release 10 but did not customize the default configuration, you can use the default Account Generator process in Release 11, which gives you the same result as the default assignments in FlexBuilder.

Each Account Generator workflow is called an *item type*. Order Entry/Shipping comes with the following Account Generator item type:

- Generate Cost of Goods Sold Account

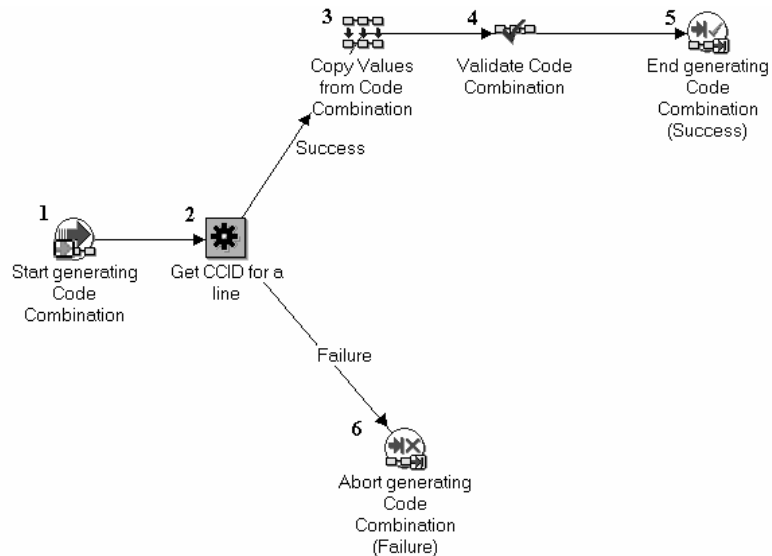
The Generate Cost of Goods Sold Account contains the following workflow processes:

- Generate Default Account
- Generate Account Using FlexBuilder Rules

Generate Default Account Process

The Generate Default Account Process consists of six unique activities to comprise the six activity nodes that appear in the workflow diagram.

In the workflow diagram shown below, the process activity nodes are numbered for reference in the descriptions that follow. (The numbers are not part of the process diagram.)



Start Generating Code Combination (Node 1)

This is a standard activity that marks the start of the process.

Get CCID for a Line (Node 2)

Step 2 determines a value that is used by node 3 and node 6 to derive the Account CCID. The derivation of this value cannot be achieved using Oracle Workflow functions. Instead, a SQL procedure is used to derive the COGS Account CCID for a line regardless of the option flag.

If the function executes successfully (gets a CCID), the process branches to node 3. If an error is encountered during execution of the function, the function branches to node 6.

Copy Values from Code Combinations (Node3)

This is a standard function that copies all the segment values from a given code combination to the combination that is being generated. This function has two attributes:

- **Code Combination ID:** The CCID generated in node 2.
- **Replace Existing Value:** Set to 'True' to always copy the segment values.

Validate Code Combination (Node 4)

This is a standard function which executes after node 3. This function validates the code combination that has been generated and has two attributes:

- **Validation Type:** Set to 'Generate Code Combination ID' to do a full validation and generate a code combination ID.
- **New Code Combinations are Allowed:** Set to 'True' so that if the key flexfield structure has dynamic insert allowed, then the validation will not generate an error if the combination does not exist in the code combination table.

End Generating Code Combination (Node 5)

This standard function is called to end the Generate Default Account process. This function is marked as the End activity.

Abort Generating Code Combination (Node 6)

This standard function is invoked when a fatal error occurs. This function has one attribute:

- **Error Message:** Returns the error message for the failure condition.

Generate Account Using FlexBuilder Rules Process

If you used FlexBuilder in a previous release to generate account combinations, you can use the Generate Account Using FlexBuilder Rules process to replicate your FlexBuilder setup automatically, without changing any of your predefined FlexBuilder Rules, and without customizing the Account Generator. The Generate Account Using FlexBuilder Rules process includes a function generated during your upgrade from Release 10 to Release 11.

If you are upgrading from Release 10, follow the guidelines in the FlexBuilder chapter of the *Oracle Applications Upgrade Preparation Manual*.

See Also

Customizing the Account Generator in Oracle Order Entry / Shipping:
page E – 6

Customizing the Account Generator for Oracle Order Entry/Shipping

Oracle Order Entry / Shipping provides default Account Generator processes for you to use. If the defaults do not satisfy your accounting requirements, you can use the Oracle Workflow Builder to customize the default processes or create a new one.

If you want to create a new process to meet your company's needs, use the Oracle Workflow Builder to create a new process, or copy the existing default and change the name before making extensive changes to it.

For more information on the generic features and functions of the Account Generator, see the Customizing the Account Generator section of the *Oracle Applications Flexfields Guide*.

For more information on how to use the Oracle Workflow Builder, see the *Oracle Workflow Guide*.

Customization Example

In Order Entry / Shipping you can modify the Default Account Generator process. You can use the default Functions or you can define your own Functions, Lookup Types, and Lookup Codes if required.

You must test any modified Account Generator process before using it on a production database.

A Sample Customization to the Default Process

Suppose you want the COGS Account to use many of the segment values from the COGS Account that you have defined for each inventory item. You have several order types, but the majority of your orders use the Domestic and International order types. In the case of domestic orders, you want the COGS Account to convey some information about the primary salesperson for the line. Occasionally, your company processes international orders, in which case you want to include some different account segment values for the COGS Account. For any other order types, you simply want all segments to come from the COGS Account for each order line inventory item.

In this example, suppose you have a COGS Account with a five-segment structure.

Segment Number	Segment Name	Potential Sources
1	Company	COGS account for the Line OR Salesrep revenue account OR International company segment
2	Cost Center	COGS account for the Line OR Salesrep revenue account OR International cost center segment
3	Account	COGS account for the Line
4	Product	COGS account for the Line
5	Sub-Account	COGS account for the Line

Table 8 – 3

The first two segments of the COGS Account structure are for the company and the cost center. You need to create a Workflow function that states under which circumstances the Account Generator should generate the first two segments based on the other segments. If the order type is Domestic, then fill in values from the sales representative's Revenue Account in the first two segments. In the case of International Orders, fill in the values from the COGS Account for the International order type.

1. Create a Lookup Type for the order type (for example, 'Order Type').

Create Lookup Code: DOMESTIC, INTERNATIONAL

2. Create a database procedure which returns the order type.
3. Create a new Workflow function (for example, 'Get Order Type'), assign the procedure created in step 2 to the function, and assign the Order Type created in step 1 to the Result Type in the function properties window.
4. In the process window, the first activity should be 'Start Generating Code Combination'.
5. Drag and drop the activity 'Get Order Type' (created in step 3).

This procedure returns DOMESTIC, INTERNATIONAL, or others (default) depending on the 'Order Type'.

6. If the 'Get Order Type' function returns DOMESTIC (Domestic Order Type) in step 5, then:
 - a. Call the function 'Get Salesrep's ID'. If it returns 'Success', then call 'Get CCID from Salesrep's revenue segment'. If it returns 'Failure', call 'Abort Generating Code Combination.'
 - b. If 'Get CCID from Salesrep's revenue segment' returns 'Success,' call 'Copy Segment Value from Code Combination.' If it returns 'Failure,' call 'Abort Generating Code Combination.'

The 'Copy Segment Value from Code Combination' function has four attributes:

—'Code Combination ID' attribute: enter 'Generated CCID from the Item Attribute.'

—'Segment Identifier' attribute: enter either 'Name' or 'Qualifier.'

—'Segment' attribute: use 'Company' if 'Name' is used for the previous attribute. Otherwise, use the qualifier name.

—'Replace Existing Value' attribute: set to 'True' or 'False' as required.

c. Call 'Copy Segment Value from Code Combination' again for the next segment (for example, Cost Center). Define the four attributes the same as in step b above, except use 'Cost Center' for the segment attribute if 'Name' is used for the 'Segment Identifier.' If 'Qualifier' is used for the 'Segment Identifier,' use the qualifier name.

d. Call the 'Get CCID for a line' function to get the COGS Account for a line regardless of the option flag. If it returns 'Success,' then call 'Copy Values from Code Combination.' If it returns 'Failure,' then call 'Abort Generating Code Combination.'

Assign 'Generated CCID' to the attribute 'Code Combination ID' and set the 'Replace existing value' attribute to 'False.' The remaining three segments are automatically filled. The first two segments will not be overwritten if they are already filled since the 'Replace existing value' attribute is set to 'False.'

7. If the 'Get Order Type' function returns INTERNATIONAL (International Order Type) in step 5, then:
 - a. Call the 'Get CCID from the Order Type ID' function. If this function returns 'Failure,' call 'Abort Generating Code Combination.' If the 'Get CCID from the Order Type ID' function returns 'Success,' call 'Copy Segment Value from Code Combination.'

The 'Copy Segment Value from Code Combination' function has four attributes:

—'Code Combination ID' attribute: enter 'Generated CCID from the Item Attribute.'

—'Segment Identifier' attribute: enter either 'Name' or 'Qualifier.'

—'Segment' attribute: use 'Company' if 'Name' is used for the previous attribute. Otherwise, use the qualifier name.

—'Replace Existing Value' attribute: set to 'True' or 'False' as required.

- b. Same as step 6c.
 - c. Same as step 6d.
8. If the 'Get Order Type' function returns 'default' (Order Type other than DOMESTIC or INTERNATIONAL) in step 5, then:
 - a. Same as step 6d.
9. Call the 'Validate Code Combination' function.
10. Call the 'End Generating Code Combination' function.

The Account Generator takes the combination of segments for an order or return line and passes it to Oracle Inventory through the Inventory Interface program.

Glossary

accepted quantity The quantity of inventory items received from a customer, based on a return authorization for which you credit the customer. *See also* **received quantity**.

Account Generator A feature that uses Oracle Workflow to provide various Oracle Applications with the ability to construct Accounting Flexfield combinations automatically using custom construction criteria. You define a group of steps that determine how to fill in your Accounting Flexfield segments. You can define additional processes and / or modify the default process(es), depending on the application. *See also* **activity (Workflow)**, **function**, **item type**, **lookup type**, **node**, **process**, **protection level**, **result type**, **transition**, **Workflow Engine**.

accounting rule start date The date Oracle Receivables uses for the first accounting entry it creates when you use an accounting rule to recognize revenue.

accounting rules Rules that Oracle Receivables AutoInvoice uses to specify revenue recognition schedules for transactions. You can define an accounting rule where revenue is recognized over a fixed or variable period of time. For example, you can define a fixed duration accounting rule with monthly revenue recognition for a period of 12 months.

action result A possible outcome of an order cycle action. You can assign any number of results to a cycle action. Combinations of actions / results are used as order cycle action prerequisites. *See also* **order cycle**, **cycle action**.

activity (Workflow) An Oracle Workflow unit of work performed during a business process. *See also* **activity attribute**, **function activity**.

activity attribute A parameter for an Oracle Workflow function activity that controls how the function activity operates. You define an activity attribute by displaying the activity's Attributes properties page in the Activities window of Oracle Workflow Builder. You assign a value to an activity attribute by displaying the activity node's Attribute Values properties page in the Process window.

alert input A parameter that determines the exact definition of an alert condition. You can set the input to different values depending upon when and to whom you are sending the alert. For example, an alert testing for users to change their passwords uses the number of days between password changes as an input. Oracle Alert does not require inputs when you define an alert.

alert output A value that changes based on the outcome at the time Oracle Alert checks the alert condition. Oracle Alert uses outputs in the message sent to the alert recipient, although you do not have to display all outputs in the alert message.

approval action A cycle action you can define in your order cycle to require explicit approval of an order or order line before it progresses further through the order cycle. You can define an approval step at the order or order line level. When you define an approval step, you must approve all orders or order lines using that order cycle, depending on the approval step level. You can also use approvals in order cycles for returns (RMAs). *See also* **configure-to-order**.

assemble-to-order (ATO) An environment where you open a final assembly order to assemble items that customers order. Assemble-to-order is also an item attribute that you can apply to standard, model, and option class items.

assemble-to-order (ATO) item An item you make in response to a customer order.

assemble-to-order (ATO) model A configuration you make in response to a customer order that includes optional items.

ATO *See* **assemble-to-order**.

ATO item *See* **assemble-to-order item**.

ATO model *See* **assemble-to-order model**.

ATP *See* **available to promise**.

ATR *See* **available to reserve**.

attribute *See* **activity attribute, item type attribute**.

AutoAccounting A feature that lets you determine how the Accounting Flexfields for your revenue, receivable, freight, tax, unbilled receivable and unearned revenue account types are created.

AutoInvoice A program that imports invoices, credit memos, and on account credits from other systems to Oracle Receivables.

automatic note A standard note to which you assign addition rules so it can be applied automatically to orders, returns, order lines, and return lines. *See also* **one-time note, standard note**.

automatic sourcing A Purchasing feature which allows you to specify for predefined items a list of approved suppliers and to associate source documents for these suppliers. When you create a requisition or purchase order line for the item, Purchasing automatically provides appropriate pricing for the specified quantity based on the top-ranked open source document for the supplier with the highest percentage allocation.

Available To Promise (ATP) The quantity of current on-hand stock, outstanding receipts and planned production which has not been committed through a reservation or placing demand. In Oracle Inventory, you define the types of supply and demand that should be included in your ATP calculation.

available-to-promise rule A set of Yes / No options for various entities that the user enters in Oracle Inventory. The combination of the various entities are used to define what is considered supply and demand when calculating available to promise quantity.

Available To Reserve (ATR) The quantity of on-hand stock available for reservation. It is the current on-hand stock less any reserved stock.

backorder An unfulfilled customer order or commitment. Oracle Order Entry allows you to create backorders automatically or manually from released order lines. *See also Pick Release.*

backordered lines Unfulfilled order line details which have failed to be released at least once by Pick Release or have been backordered by Ship Confirm.

balancing segment An Accounting Flexfield segment you define so that Oracle General Ledger automatically balances all journal entries for each value of this segment. For example, if your company segment is a balancing segment, Oracle General Ledger ensures that within every journal entry, the total debits to company 01 equal the total credits to company 01.

batch sources A source you define in Oracle Receivables to identify where your invoicing activity originates. The batch source also controls invoice defaults and invoice numbering. Also known as **invoice batch sources**.

best discount The most advantageous discount for the customer. For example, suppose you have a customer discount of 15% and a item discount of 25% for Product B. If you enter an order line for the customer for Product A, the line is discounted 15%. If you enter an order line for the customer for product B, the line is discounted 25%.

bill of lading A carrier's contract and receipt of goods transported from one location to another.

bill of material A list of component items associated with a parent item and information about how each item relates to the parent item. Oracle Manufacturing supports standard, model, option class, and planning bills. The item information on a bill depends on the item type and bill type. The most common type of bill is a standard bill of material. A standard bill of material lists the components associated with a product or subassembly. It specifies the required quantity for each component plus other information to control work in process, material planning, and other Oracle Manufacturing functions. Also known as **product structures**.

bill-to address The customer's billing address. It is also known as **invoice-to address**. It is used as a level of detail when defining a forecast. If a forecast has a bill-to address associated with it, a sales order only consumes that forecast if the bill-to address is the same.

booking An action on an order signifying that the order has all the necessary information to be a firm order and be processed through its order cycle.

business purpose The function a particular customer location serves. For example, you would assign the business purpose of Ship To an address if you ship to that address. If you also send invoices to that address, you could also assign the business purpose Bill To. Bill To and Ship To are the only business purposes recognized in Oracle Order Entry. Each customer location must serve at least one function.

buyer Person responsible for placing item resupply orders with suppliers and negotiating supplier contracts.

cancellation code A reason that justifies the cancellation of an order or order line. To cancel an order you must enter a cancellation code to record why the customer wants to nullify the order or order line.

carrier *See freight carrier.*

category Code used to group items with similar characteristics, such as plastics, metals, or glass items.

category set A feature in Inventory where users may define their own group of categories. Typical category sets include purchasing, materials, costing, and planning.

closed order An order and its order lines that have completed all actions of the order cycle and on which the Close Orders program has been run.

COGS Account *See Cost of Goods Sold Account.*

combination of segment values A combination of segment values uniquely describes the information stored in a field made up of segments. A different combination of segment values results when you change the value of one or more segments. When you alter the combination of segment values, you alter the description of the information stored in the field.

commitment A contractual guarantee with a customer for future purchases, usually with deposits or prepayments. You can then create invoices against the commitment to absorb the deposit or prepayment. Oracle Receivables automatically records all necessary accounting entries for your commitments. Oracle Order Entry allows you to enter order lines against commitments.

component item An item associated with a parent item on a bill of material.

concurrent manager Components of your applications concurrent processing facility that monitor and run time-consuming tasks for you without tying up your terminal. Whenever you submit a request, such as running a report, a concurrent manager does the work for you, letting you perform many tasks simultaneously.

concurrent process A task in the process of completing. Each time you submit a task, you create a new concurrent process. A concurrent process runs simultaneously with other concurrent processes (and other activities on your computer) to help you complete multiple tasks at once with no interruptions to your terminal.

concurrent queue A list of concurrent requests awaiting completion by a concurrent manager. Each concurrent manager has a queue of requests waiting in line. If your system administrator sets up simultaneous queuing, your request can wait to run in more than one queue.

concurrent request A request to complete a task for you. You issue a request whenever you submit a task, such as running a report. Once you submit a task, the concurrent manager automatically takes over for you, completing your request without further involvement from you, or interruption to your work. Concurrent managers process your request according to when you submit the request and the priority you assign to your request. If you do not assign a priority to your request, your application prioritizes the request for you.

configuration A product a customer orders by choosing a base model and a list of options. It can be shipped as individual pieces as a set (kit) or as an assembly (configuration item).

configuration bill of material The bill of material for a configuration item.

configuration item The item that corresponds to a base model and a specific list of options. Bills of Material creates a configuration item for assemble-to-order models.

configurator A form that allows you to choose options available for a particular model, thus defining a particular configuration for the model.

configure-to-order An environment where you enter customer orders by choosing a base model and then selecting options from a list of choices.

consigned location

contact The contact's responsibility is the **contact role**.

contact role A responsibility you associate to a specific contact. Order Entry/Shipping provides 'Bill To', 'Ship To', and 'Statements,' but you can enter additional responsibilities.

container The receptacle (box, tank, etc.) in which items to be shipped are placed.

context field value A response to your context field prompt. Your response is composed of a series of characters and a description. The response and description together provide a unique value for your context prompt, such as 1500, Journal Batch ID, or 2000, Budget Formula Batch ID. The context field value determines which additional descriptive flexfield segments appear.

context response See **context field value**.

context segment value A response to your context-sensitive segment. The response is composed of a series of characters and a description. The response and description together provide a unique value for your context-sensitive segment, such as Redwood Shores, Oracle Corporation Headquarters, or Minneapolis, Merrill Aviation's Hub.

context-sensitive segment A descriptive flexfield segment that appears in a second pop-up window when you enter a response to your context field prompt. For each context response, you can define multiple context segments, and you control the sequence of the context segments in the second pop-up window. Each context-sensitive segment typically prompts you for one item of information related to your context response.

conversion Converts foreign currency transactions to your functional currency.

corporate exchange rate An exchange rate you can optionally use to perform foreign currency conversion. The corporate exchange rate is usually a standard market rate determined by senior financial management for use throughout the organization.

Cost of Goods Sold Account The general ledger account number affected by receipts, issuances and shipments of an inventory item. Oracle Order Entry allows dynamic creation of this account number for shipments recording using the OE Account Generator item type in Oracle Workflow. *See also* **Account Generator**.

credit check An Oracle Order Entry feature that automatically checks a customer order total against predefined order and total order limits. If an order exceeds the limit, Oracle Order Entry places the order on hold for review by your finance group. *See also* **credit profile class, credit check rule**.

credit check rule A rule that defines the components used to calculate a customer's outstanding credit balance. Components include open receivables, uninvoiced orders, and orders on hold. You can include or exclude components in the equation to derive credit balances consistent with your company's credit policies.

credit memo A document that partially or fully reverses an original invoice.

credit memo reasons Standard explanations as to why you credit your customers. *See also* **return reason**.

current on-hand quantity Total quantity of the item on-hand before a transaction is processed.

current date The present system date.

customer address A location where your customer can be reached. A customer may have many addresses. You can also associate business purposes with addresses. Also known as customer location. *See also* **customer site**.

customer agreement *See* **agreement**.

customer agreement type *See* **agreement type**.

customer bank A bank account you define when entering customer information to allow funds to be transferred from these accounts to your remittance bank accounts as payment for goods or services provided. *See also* **remittance bank**.

customer business purpose *See* **business purpose**.

customer class A method to classify your customers by their business type, size, or location. You can create an unlimited number of customer classes.

customer family agreement An agreement for a specific customer, available to any related customer. *See also* **agreement, generic agreement**.

customer interface A program that transfers customer data from foreign systems into Oracle Receivables.

customer interface tables A series of two Oracle Receivables tables from which Customer Interface inserts and updates valid customer data into your customer database.

Customer/Item model Allows you to define specific attributes for items per customer class, customer and ship-to / bill-to location. The loading order forward / reverse – inverted / non-inverted is an example of this attribute.

customer merge A program that merges business purposes and all transactions associated to that business purpose for different sites of the same customer or for unrelated customers.

customer phone A phone number associated with a customer. You can also assign phone numbers to your contacts.

customer product line number A customer (trading partner) may have several production lines at their manufacturing facility. The production line number identifies a specific production line, where goods should be delivered to as per the customers specifications.

customer production sequence number A customer (trading partner) may have a particular sequence in which items are built into an assembly. For example, the customer may specify that the front axle of a car has a production sequence 45 assigned to it, while the production sequence of the rear axle is 46. *See also* **loading order sequence, planning production sequence number**.

customer profile A method used to categorize customers based on credit information. Oracle Receivables uses credit profiles to assign statement cycles, dunning letter cycles, salespersons, and collectors to your customers. You can also decide whether you want to charge your customers interest. Oracle Order Entry uses the order and total order limits when performing credit checking.

customer profile class A category for your customers based on credit information, payment terms, currency limits and correspondence types.

customer relationship An association that exists between customers that allows you to share agreements and bill-to and ship-to addresses.

customer status The Active/Inactive flag you use to deactivate customers with whom you no longer do business. In Oracle Order Entry, you can only enter orders, agreements, and returns for active customers, but you can continue to process returns for inactive customers. In Receivables, you can only create invoices for active customers, but you can continue collections activities for inactive customers.

cycle action A cycle action is a discrete event that can occur one or more times during the life of an order. Actions can occur at the order level (where all lines on the order are processed together), such as credit or legal reviews. Actions can also occur at the line level (where each line can be processed independently), such as shipping confirmation or backordering. Oracle Order Entry uses actions to identify each step in your order cycle. *See also* **action result, order cycle**.

default value Information Oracle Order Entry automatically enters depending on other information you enter. *See also* **standard value**.

delivery A set of order lines to be shipped to a customer's ship-to location on a given date in a given vehicle. Multiple deliveries can be grouped into a single departure. A single delivery may include items from different sales orders and may include backorders as well as regular orders.

delivery line A shippable and booked line from the planning pool which has been allocated to a delivery. After allocation, the line is no longer available in the planning pool. After the delivery is closed, the delivery line will also be considered closed.

demand Projected inventory issue transactions against an item. For Order Entry, it is an action you take to communicate current or future product needs to manufacturing.

demand class A classification of demand to allow the master scheduler to track and consume different types of demand. A demand class may represent a particular grouping of customers, such as government and commercial customers. Demand classes may also represent different sources of demand, such as retail, mail order, and wholesale.

demand interface A data collection point that collects and stores all sales order demand and reservation information.

demand management The function of recognizing and managing all demands for products, to ensure the master scheduler is aware of them. This encompasses forecasting, order entry, order promising (available to promise), branch warehouse requirements, and other sources of demand.

demand stream processor

departure A set of order lines that will be shipped in a specific vehicle on a given date/time. The departure may include multiple deliveries if items being shipped are destined for different customers or customer ship-to locations.

departure planned lines Scheduled delivery lines that have been planned for a specific departure.

departure planning The process of planning the necessary vehicles and grouping the scheduled shipments that will be included in a given departure. Planning the departure requires consideration of vehicle load capacities, container capacities and, in the case of 866 (sequenced) transactions, the loading order required to satisfy the customer's specified unload order.

departure planning mandatory A flag that indicates whether a scheduled shipment line must be departure planned before it can be pick released. The value of this flag is set for the customer/item. Also known as **planning mandatory**.

departure planning pool All of the scheduled shipment lines available to be departure planned. These include scheduled shipment lines that have not been shipped and are not currently part of a planned departure. Also known as **planning pool**.

Departure Planning Workbench (DPW)

Related windows that manage departures and deliveries. These integrated forms are presented to the user as a workbench.

discount A reduction of the list price of an item. In Oracle Order Entry, you can associate discounts with price lists and apply them either automatically or manually to an order or order line. *See also* **best discount, earned discounts, fixed price discount, price adjustment**.

document sets A grouping of shipping documents you can run from the Confirm Shipments window.

drop shipment A method of fulfilling sales orders by selling products without handling, stocking, or delivering them. The selling company buys a product from a supplier and has the supplier ship the product directly to customers.

dunning letters A letter you send to your customers to inform them of past due debit items. Oracle Receivables lets you specify the text and format of each letter. You can choose to include unapplied and on-account payments.

earned discounts Discounts your customers are allowed to take if they pay for their invoices on or before the discount date. Order Entry / Shipping takes into account any discount grace days you assign to this customer's credit profile. For example, if the discount due date is the 15th of each month, but discount grace days is 5, your customer must pay on or before the 20th to receive the earned discount. Discounts are determined by the terms you assign to an invoice during invoice entry. Order Entry / Shipping differentiates between earned and unearned discounts. An earned discount is a discount you give to a customer who pays on or before the discount date or within the discount grace period. For example, a customer may earn a 2% discount off the original invoice if payment is received within 10 days. Order Entry / Shipping lets you decide whether to allow unearned discounts. If you allow unearned discounts, Order Entry / Shipping lets you give a customer the unearned discount if the customer pays after the discount date or after the discount grace day period. Order Entry / Shipping defaults the discount taken to zero if the discount is unearned. If the discount is earned, Order Entry / Shipping defaults discount taken to the amount of the earned discount. Order Entry / Shipping lets you override the discount taken amount during payment entry and warns you if you are taking an unearned discount.

EDI See **Electronic Data Interchange (EDI)**

Electronic Data Interchange (EDI) Exchanging business documents electronically between trading partners. EDI subscribes to standard formats for conducting these electronic transactions as stated by various standards.

exchange rate A rate that represents the amount of one currency you can exchange for another at some point in time. Oracle Applications use the daily, periodic, and historical exchange rates you maintain to perform foreign currency conversion, re-evaluation, and translation.

exchange rate type A specification of the source of an exchange rate. For example, a user exchange rate or a corporate exchange rate. *See also* **corporate exchange rate, spot exchange rate.**

feeder program A custom program you write to transfer your transaction information from an original system into Oracle Application interface tables. The type of feeder program you write depends on the environment from which you are importing data.

FIFO costing Costing method where it is assumed that items that were received earliest are transacted first.

fixed price discount A discount that fixes the final selling price of the item so it is not affected by changes to the list price of the item. It is a method of implementing discounts to the list price where the final price is contractually fixed regardless of changes to the list price, as is the case with GSA prices. For example, if Item A has a list price of \$100, a fixed price discount specifying a selling price of \$90 results in a selling price of \$90 even if the list price later increases to \$110.

flexfield segment One of the parts of your key flexfield, separated from the other parts by a symbol you choose (such as -, /, or \). Each segment typically represents a cost center, company, item family, or color code.

FOB *See* **freight on board.**

foreign currency A currency you define for your set of books for recording and conducting accounting transactions in a currency other than your functional currency. *See also* **exchange rate, functional currency**

freight on board (FOB) The point or location where the ownership title of goods is transferred from the seller to the buyer.

freight carrier A commercial company used to send item shipments from one address to another.

freight charges A shipment-related charge added during ship confirmation and billed to your customer.

freight terms An agreement indicating who pays the freight costs of an order and when they are to be paid. Freight terms do not affect accounting freight charges.

function A PL/SQL stored procedure referenced by an Oracle Workflow function activity that can enforce business rules, perform automated tasks within an application, or retrieve application information. The stored procedure accepts standard arguments and returns a completion result. *See also* **function activity**.

function activity An automated Oracle Workflow unit of work that is defined by a PL/SQL stored procedure. *See also* **function**.

functional currency Currency you use to record transactions and maintain your accounting information. The functional currency is generally the currency used to perform most of your company's business transactions. You determine the functional currency for the set of books you use in your organization. Also called **base currency**.

General Services Administration *See* **GSA**.

generic agreement An agreement without a specified customer, so it is available to all customers. *See also* **agreement**, **customer family agreement**.

GSA (General Services Administration) A customer classification that indicates the customer is a U.S. government customer and pricing for products on the GSA price sheet should reflect the fixed pricing of the GSA contract. Whenever a product is on the GSA price sheet, it cannot be sold to commercial customers for the same or less price than the government customer.

gross weight The weight of the fully loaded vehicle, container, or item, including packed items and packaging material.

guarantee A contractual obligation to purchase a specified amount of goods or services over a predefined period of time.

hold parameter A criterion you use to place a hold on an order or order line. Valid hold parameters are customer, customer site, order and item.

hold source An instruction for Order Entry to place a hold on all orders or lines that meet criteria you specify. Create a hold source when you want to put all current and future orders for a particular customer or for a particular item on automatic hold. Order Entry gives you the power to release holds for specific orders or order lines, while still maintaining the hold source. Oracle Order Entry holds all new and existing orders for the customer or item in your hold source until you remove the hold source.

hold type Indicates the kind of hold you place on an order or order line.

included item A standard mandatory component in a bill, indicating that it ships (if shippable) whenever its parent item is shipped. Included items are components of models, kits, and option classes.

independent demand Demand for an item unrelated to the demand for other items.

intangible item A non-physical item sold to your customers such as consulting services or a warranty. Intangible items are non-shippable and do not appear on pick slips and pack slips. *See also* **shippable item**.

internal requisition *See* **internal sales order**, **purchase requisition**.

internal sales order A request within your company for goods or services. An internal sales order originates from an employee or from another process as a requisition, such as inventory or manufacturing, and becomes an internal sales order when the information is transferred from Purchasing to Order Entry. Also known as **internal requisition** or **purchase requisition**.

inventory item Items you stock in inventory. You control inventory for inventory items by quantity and value. Typically, the inventory item remains an asset until you consume it. You recognize the cost of an inventory item as an expense when you consume it or sell it. You generally value the inventory for an item by multiplying the item standard cost by the quantity on hand.

inventory organization An organization that tracks inventory transactions and balances, and / or that manufactures or distributes products.

invoice number A number or combination of numbers and characters that uniquely identifies an invoice within your system. Usually generated automatically by your receivables system to avoid assigning duplicate numbers. Invoice numbering may be based on the delivery name / number or generated sequentially.

invoice value The total outstanding order value that needs to be invoiced.

invoicing rules Rules that Oracle Receivables uses to determine when you bill your invoices. You can bill In Advance or In Arrears.

item Anything you make, purchase, or sell, including components, subassemblies, finished products, or supplies. Oracle Manufacturing also uses items to represent planning items that you can forecast, standard lines that you can include on invoices, and option classes you can use to group options in model and option class bills.

item attributes Specific characteristics of an item, such as order cost, item status, revision control, COGS account, etc.

item category *See category.*

item groups A group of related products that can be added to one or more price lists.

item type A term used by Oracle Workflow to refer to a grouping of all items of a particular category that share the same set of item attributes, used as a high level grouping for processes. For example, each Account Generator item type (e.g. FA Account Generator) contains a group of processes for determining how an Accounting Flexfield code combination is created. *See also item type attribute.*

item type attribute A feature of a particular Oracle Workflow item type, also known as an item attribute. An item type attribute is defined as a variable whose value can be looked up and set by the application that maintains the item. An item type attribute and its value is available to all activities in a process.

Item Validation Organization The organization that contains your master list of items. You define it by setting the *OE: Item Validation Organization* profile option. You must define all items and bills in your Item Validation Organization, but you also need to maintain your items and bills in separate organizations if you want to ship them from other warehouses. Order Entry refers to organizations as warehouses on all Order Entry forms and reports. *See also organization.*

key indicators A report that lists statistical information that lets you review trends and projections. Also, an Oracle Applications feature you use to gather and retain information about your productivity, such as the number of invoices paid. You define key indicators periods, and Order Entry / Shipping provides a report that shows productivity indicators for your current and prior period activity.

kit An item that has a standard list of components (or included items) you ship when you process an order for that item. A kit is similar to a pick-to-order model because it has shippable components, but it has no options and you order it directly by its item number, not using the configuration selection screen.

LIFO costing Costing method where it is assumed that items that were received most recently are transacted first.

list price Your base item cost to your customers. You define the item list price on a price list and Oracle Order Entry applies all price adjustments against the item list price.

load definition You can record actual sequenced delivery for a departure at Ship Confirm after Pick Release for unplanned picking line details.

loading order Determines the order in which items are loaded on a truck for delivery in the requested production sequence. The loading order can be forward, reverse – inverted, or non-inverted.

loading sequence number The number that results by manually selecting loading order at Departure Planning Workbench. This will be stored in the delivery line.

location A shorthand name for an address. Location appears in address lists of values to let you select the correct address based on an intuitive name. For example, you may want to give the location name of 'Receiving Dock' to the Ship To business purpose of 100 Main Street.

locator Physical area within a subinventory where you store material, such as a row, aisle, bin, or shelf.

lockbox A service commercial banks offer corporate customers to enable them to outsource their accounts receivable payment processing. Lockbox processors set up special postal codes to receive payments, deposit funds and provide electronic account receivable input to corporate customers. A lockbox operation can process millions of transactions a month.

logical organization A business unit that tracks items for accounting purposes but does not physically exist. *See organization.*

lookup code The internal name of a value defined in an Oracle Workflow lookup type. *See also* **lookup type**.

lookup type An Oracle Workflow predefined list of values. Each value in a lookup type has an internal and a display name. *See also* **lookup code**.

lot A specific batch of an item identified by a number.

mandatory component A component in a bill that is not optional. Bills of Material distinguishes required components from options in model and option class bills of material. Mandatory components in pick-to-order model bills are often referred to as included items, especially if they are shippable.

manifest A list of contents and/or weight and counts for one or more deliveries in a departure.

material transaction Transfer between, issue from, receipt to, or adjustment to an inventory organization, subinventory, or locator. Receipt of completed assemblies into inventory from a job or repetitive schedule. Issue of component items from inventory to work in process.

message distribution A line on the bottom of your form that displays helpful hints, warning message, and basic entry errors. *See also* **distribution list**.

modal window Certain actions that you perform may cause a modal window to display. A modal window requires you to act on its contents before you can continue, usually by choosing OK or Cancel.

model (model item) An item whose bill of material lists options and option classes available when you place an order for the model item.

model bill of material A bill of material for a model item. A model bill lists option classes and options available when you place an order for the model item.

model item An item whose bill of material lists options and option classes available when you place an order for the model item.

net weight Weight of the contained load. Commonly calculated as GROSS – TARE, this includes the weight of any packing materials (paper, cardboard separators, Styrofoam peanuts, etc.).

node An instance of an activity in an Oracle Workflow process diagram as shown in the Process window of Oracle Workflow Builder. *See also* **process**.

non-quota sales credit *See* **non-revenue sales credit**.

non-revenue sales credit Sales credit you assign to your salespeople not associated to your invoice lines. This is sales credit given in excess of your revenue sales credit. *See also* **revenue sales credit**.

object A region in Order Entry such as order, line, shipment schedule, and so on. You can provide Security Rules for objects. *See also* **attribute, default value, security rules, standard value rule set**.

on account Payments where you intentionally apply all or part of the payment amount to a customer without reference to a debit item. On account examples include prepayments and deposits.

on-account credits Credits you assign to your customer's account that are not related to a specific invoice. You can create on account credits in the Transaction window or through AutoInvoice.

on-hand quantity The physical quantity of an item existing in inventory.

one-time item An item you want to order but do not want to maintain in the Items window. You define a one-time item when you create a requisition or purchase order. You can report or query on a one-time item by specifying the corresponding item class.

one-time note A unique message you can attach to an order, return, order line, or return line to convey important information.

open interface A Manufacturing function that lets you import or export data from other systems through an open interface. An example is a bar code reader device accumulating data you later import into your manufacturing system for further processing.

option An optional item component in an option class or model bill of material.

option class A group of related option items. An option class is orderable only within a model. An option class can also contain included items.

option class bill of material A bill of material for an option class item that contains a list of related options.

option class item An item whose bill of material contains a list of related options.

option item A non-mandatory item component in an option class or model bill of material.

order cycle A sequence of actions you or Oracle Order Entry perform on an order to complete the order. An order cycle lets you define the activity an order follows from initial entry through closing. You can define as many order cycles as your business requires. Order cycles are assigned to order types. *See also* **action result**.

order cycle action *See* **cycle action**.

order scheduling *See* **scheduling**.

order type Classification of an order. In Order Entry, this controls an order's order cycle, order numbering source, credit check point, transaction type, and standard value rule set.

OrderImport An Order Entry open interface that allows you to import your transaction information from an original system into Order Entry / Shipping. *See also* **feeder program**.

organization A business unit such as a plant, warehouse, division, department, and so on. Order Entry refers to organizations as warehouses on all Order Entry windows and reports.

original system The external system from which you are transferring data into Order Entry / Shipping tables.

pack slip An external shipping document that accompanies a shipment itemizing in detail the contents of that shipment.

packing instructions Notes that print on the pack slip. These instructions are for external shipping personnel. For example, you might wish to warn your carriers of a fragile shipment or your customer's receiving hours.

parameter A variable used to restrict information in a report, or determine the form of a report. For example, you may want to limit your report to the current month, or display information by supplier number instead of supplier name.

passing result A passing result signals successful completion of an order cycle approval action. Once an order or order line has achieved an approval action passing result, it no longer appears on the approval window. *See also* **approval action, order cycle**.

payment terms The due date and discount date for payment of an invoice. For example, the payment term '2% 10, Net 30' lets a customer take a two percent discount if payment is received within 10 days, with the balance due within 30 days of the invoice date.

pending A status where a process or transaction is waiting to be completed.

pick release An order cycle action to notify warehouse personnel that orders are ready for picking.

pick release batch See **picking batch**.

pick release rule A user-defined set of criteria to define what order lines should be selected during pick release.

pick release sequence rule The rule for pick release that decides the order in which eligible order line details request item reservations from Oracle Inventory.

pick slip Internal shipping document pickers use to locate items to ship for an order. If you use standard pick slips, each order will have its own pick slip within each picking batch. If you use the consolidated pick slip, the pick slip contains all orders released in that picking batch.

pick slip grouping rule Criterion for grouping together various types of pick slips. The rule dictates how the Pick Slip Report program groups released lines into different pick slips.

pick-to-order A configure-to-order environment where the options and included items in a model appear on pick slips and order pickers gather the options when they ship the order. Alternative to manufacturing the parent item on a work order and then shipping it. Pick-to-order is also an item attribute that you can apply to standard, model, and option class items.

pick-to-order (PTO) item A predefined configuration order pickers gather as separately finished included items just before they ship the order. See also **kit**.

pick-to-order (PTO) model An item with an associated bill of material with optional and included items. At order entry, the configurator is used to choose the optional items to include for the order. The order picker gets a detailed list of the chosen options and included items to gather as separately finished items just before the order is shipped.

picking header Internal implementation of picking header that identifies distinct combinations of Pick Release criteria (Warehouse, Sales Order, Shipping Priority, Freight Carrier, Ship To, Backorder) in the previous product design. Picking Headers will be generated internally at Pick Release to ensure compatibility with the View Orders. However, when a delivery is closed in the Ship Confirm window, Picking Headers will be updated internally again to ensure all picking lines of a Picking Header are associated with the same delivery. The reason to maintain Picking Headers at Ship Confirm again is for the compatibility of the Update Shipment program. Update Shipment will process all Picking Headers associated with a delivery.

picking line An instruction to pick a specific quantity of a specific item for a specific order. Each pick slip contains one or more picking lines, depending on the number of distinct items released on the pick slip.

picking line detail

planning production sequence number

Number generated by the Demand Processor to guarantee a unique production sequence code for departure planning. The customer production sequence number may be insufficient because it is not necessarily unique.

PO *See* **purchase order.**

pooled location

prerequisite A combination of a specific order cycle action and an associated result that must occur before an order progresses to its next action in an order cycle. *See also* **cycle action, order cycle, passing result.**

price adjustment The difference between the list price of an item and its actual selling price. Price adjustments can have a positive or negative impact on the list price. Price adjustments that lower the list price are also commonly known as discounts. Price adjustments can be for an order line or the entire order.

price list A register of all the products you offer and the selling price for each.

pricing components Combinations of pricing parameters you use when defining pricing rules. Pricing components can be made up of one or multiple pricing parameters.

pricing parameters A parameter you use to create components to be used in a pricing rule. Valid pricing parameters include segments of your item flexfield or Pricing Attributes descriptive flexfield.

pricing rule A mathematical formula used to define item pricing. You create a pricing rule by combining pricing components and assigning a value to the components. Oracle Order Entry automatically creates list prices based on formulas you define. *See also* **pricing components.**

primary customer information Address and contact information for your customer's headquarters or principal place of business. Primary addresses and contacts can provide defaults during order entry. *See also* **standard value.**

primary role Your customer contact's principle business function according to your company's terminology. For example, people in your company may refer to accounting responsibilities such as Controller or Receivables Supervisor.

primary salesperson The salesperson that receives 100% of the sales credits when you first enter your order invoice or commitment.

primary unit of measure The stocking unit of measure for an item in a particular organization.

process A set of Oracle Workflow activities that need to be performed to accomplish a business goal. *See also* **Account Generator**, **process activity**, **process definition**.

process activity An Oracle Workflow process modelled as an activity so that it can be referenced by other processes; also known as a subprocess. *See also* **process**.

process definition An Oracle Workflow process as defined in the Oracle Workflow Builder. *See also* **process**.

product A finished item that you sell. *See also* **finished good**.

product configuration *See* **configuration**.

profile option A set of changeable options that affect the way your applications run. In general, profile options can be set at one or more of the following levels: site, application, responsibility, and user.

project manufacturing The type of project that uses Projects with Manufacturing to track the costs of a manufacturing-related project against a project budget.

project subinventory A subinventory with a project reference into which terms can be delivered and out of which items can be issued and transferred.

project task A subdivision of Project Work. Each project can have a set of top level tasks and a hierarchy of subtasks below each top level task. You can charge costs to tasks at the lowest level only. *See also* **Work Breakdown Structure**.

promise date The date on which you agree you can ship the products to your customer, or that your customer will receive the products.

protection level In Oracle Workflow, a numeric value ranging from 0 to 1000 that represents who the data is protected from for modification. When workflow data is defined, it can either be set to customizable (1000), meaning anyone can modify it, or it can be assigned a protection level that is equal to the access level of the user defining the data. In the latter case, only users operating at an access level equal to or lower than the data's protection level can modify the data. *See also* **Account Generator**.

PTO item *See* **pick-to-order item**.

PTO model *See* **pick-to-order model**.

purchase order A type of purchase order you issue when you request delivery of goods or services for specific dates and locations. You can order multiple items for each planned or standard purchase order. Each purchase order line can have multiple shipments and you can distribute each shipment across multiple accounts. *See* **standard purchase order** and **planned purchase order**.

purchase requisition An internal request for goods or services. A requisition can originate from an employee or from another process, such as inventory or manufacturing. Each requisition can include many lines, generally with a distinct item on each requisition line. Each requisition line includes at least a description of the item, the unit of measure, the quantity needed, the price per item, and the Accounting Flexfield you are charging for the item. *See also* **internal sales order**.

purchased item An item that you buy and receive. If an item is also an inventory item, you may also be able to stock it. *See also* **inventory item**.

purge A technique for deleting data in Oracle Manufacturing that you no longer need to run your business.

quantity on hand Current quantity of an item in inventory.

receipt A shipment from one supplier that can include many items ordered on many purchase orders.

received quantity The quantity of an inventory item returned by a customer for which you are not issuing a credit. Sometimes this is temporary, while you evaluate the condition of the item; at other times you return the items to the customer, or keep them but do not allow a credit. *See also* **accepted quantity**.

receiving and inspection A condition of a returned inventory item signifying it has been received but is being inspected for damage. If in acceptable condition, the items are transferred to stock and a credit can be issued. If unacceptable, the items can be returned to the customer or scrapped.

receiving organization For drop-ship orders, the purchasing organization that records receipt of a drop-shipped item.

reciprocal customer relationship An equal relationship shared between two customers. Both customers share agreements, enter invoices against each others commitments, and pay off each other's debit items.

reference document type The kind of source used to provide default information on a return, such as a sales order, purchase order entered on a sales order, or an invoice. *See also* **reference source**.

reference source Provides default information on a return by allowing the user to enter a unique combination of reference document type, document number and line number, that identifies the original sales order for the returning item. *See also* **reference document type**.

release reason Justification for removing a hold on an order or order line.

remit-to addresses The address to which your customers remit their payments.

remittance bank The bank in which you deposit your receipts.

replacement order A sales order created to replace goods being returned by a customer.

report An organized display of Oracle Applications information. A report can be viewed on-line or sent to a printer. The content of information in a report can range from a summary to a complete listing of values.

request date The date the customer requests the products be either shipped or received.

reservation A guaranteed allotment of product to a specific sales order. A hold is placed on specific terms that assures that a certain quantity of an item is available on a certain date when transacted against a particular charge entity. Once reserved, the product cannot be allocated to another sales order or transferred in Inventory. Oracle Order Entry checks ATR (Available to Reserve) to verify an attempted reservation. Also known as **hard reservation**.

result *See* **action result**.

result code In Oracle Workflow, the internal name of a result value, as defined by the result type. *See also* **result type, result value**.

result type In Oracle Workflow, the name of the lookup type that contains an activity's possible result values. *See also* **result code**, **result value**.

result value In Oracle Workflow, the value returned by a completed activity, such as *Approved*. *See also* **result code**, **result type**.

return In Purchasing, an AutoCreate option that lets a buyer return a requisition line and all other unpurchased requisition lines on the same requisition to the requisition preparer. In Order Entry, it is the opposite of a sales order. It involves receipt of goods previously sold to a customer, credit to a customer, and possibly replacement with an identical or similar product.

return material authorization (RMA)

Permission for a customer to return items. Receivables allows you to authorize the return of your sales orders as well as sales made by other dealers or suppliers, as long as the items are part of your item master and price list.

Return of Material Goods (RMG) *See* **Return Material Authorization**.

return reason Justification for a return of product. Many companies have standard reasons that are assigned to returns to be used to analyze the quantity and types of returns. *See also* **credit memo reasons**.

return to supplier A transaction that allows you to return to the supplier items from a fully or partially received purchase order and receive credit for them.

revenue recognition The schedule for which revenue for a particular transaction is recorded in your general ledger.

revenue sales credit Sales credit you assign to your salespeople that is based on your invoice lines. The total percentage of all revenue sales credit must be equal to 100% of your invoice lines amount. Also known as **quota sales credits**. *See also* **non-revenue sales credit**, **sales credit**.

revision A particular version of an item, bill of material, or routing.

revision control An inventory control option that tracks inventory by item revision and forces you to specify a revision for each material transaction.

RFQ *See* **request for quotation**.

RMA *See* **Return Material Authorization**.

RMG (Return of Material Goods) *See* **Return Material Authorization**.

sales channel A term that indicates the method used to generate a sales order, such as Telemarketing or Direct Marketing. You can use this attribute of an order to classify orders for reporting purposes.

sales credit Credits that you assign to your salespeople when you enter orders, invoices and commitments. Credits can be either quota or non-quota and can be used in determining commissions. *See also* **non-revenue sales credit**, **revenue sales credit**.

sales tax structure The collection of taxing bodies that you will use to determine your tax authority. 'State.County.City' is an example of a Sales Tax Structure. Order Entry/Shipping adds together the tax rates for all of these components to determine a customer's total tax liability for an order.

salesperson A person responsible for the sale of products or services. Salespeople are associated with orders, returns, invoices, commitments, and customers. You can also assign sales credits to your salespeople.

schedule date The date for a master schedule entry for an item. A schedule for an item has a schedule date and an associated quantity. For Order Entry, it is considered the date the order line should be ready to ship, the date communicated from Order Entry to Inventory as the required date any time you reserve or place demand for an order line.

scheduling Order scheduling includes assigning demand or reservations, warehouses, shipment dates, and lots or subinventories to an order line.

security rules (Order Entry) The control over the steps in the order process where you no longer allow users to add, delete or cancel order or return lines or change order or return information.

senior tax authority The first tax location in your sales tax structure. This segment does not have a parent location. For example, if your sales tax structure is 'State.County.City', then State is the senior tax authority.

serial number A number assigned to each unit of an item and used to track the item.

serial number control A manufacturing technique for enforcing use of serial numbers during a material transaction.

service A benefit or privilege that can be applied to a product. Oracle Service categorizes the items you define as serviceable, thereby making them serviceable items. You can order or apply service to serviceable items.

service item An inventory item used to define a service program or warranty. Service items can be recorded against serviceable products. A synonym for serviceable item is a serviceable product.

service item feature A particular service component, such as implementation or telephone support, that you include with a service item. Once you classify an inventory item as a service type item and enter the service program related attributes for it, you can list the specific services your service item includes.

service order An order containing service order lines. Service may be for new products or for existing, previously ordered products.

serviceable item An inventory item that your organization supports and services, either directly or through the supplier of the item, regardless of who actually manufactures the item. A serviceable item can be an end item, both an end item and a component or part in other end items, or just a component.

serviceable item class A category that groups serviceable items. Each class must be of the type Serialized or Non-Serialized. You can group serialized serviceable items in a serialized serviceable item class; you can group non-serialized serviceable items in a non-serialized serviceable item class. A given item may be the member of only one item class at any given time.

serviced customer product An entity that identifies a service your customer has recorded against a particular product installation. If you order service against a product in Oracle Order Entry, Oracle Service automatically links the product and the service being recorded against the product by creating a serviced customer product. A customer product installation may have more than one serviced product.

set of books A financial reporting entity that partitions General Ledger information and uses a particular chart of accounts, functional currency, and accounting calendar. This concept is the same whether or not the Multi-organization support feature is implemented.

ship confirm A feature that allows shipping personnel to verify that they have shipped or backordered the items of an order line.

ship confirmation to enter shipped quantity and inventory controls for specific shippable lines. You can ship confirm the same delivery / departure repeatedly until you close the delivery / departure. Once it is closed, no more changes can be made into a delivery / departure.

ship date The date upon which a shippable item is shipped.

Ship Partial An order attribute indicating whether you allow partial shipments of an order. If you enter Yes for the Ship Partial field on an order, individual order lines can be shipped as they are available and you can assign different ship to locations and other order line details to different shipments in an order line. *See also Ship Together.*

ship set A group of order lines, linked by a common number, for which you want the full quantity to ship all together.

ship-to address A location where items are to be shipped.

Ship Together An order attribute indicating that you *do not* allow partial shipments of the order. You can also specify a configuration as Ship Together by setting the *Ship Model Complete* item attribute for the model item to Yes. *See also Ship Partial, ship together model.*

Ship Together model A model item with the *Ship Model Complete* item attribute set to Yes. This indicates that the entire configuration must be delivered in the same shipment. If the item attribute is set to No, components can ship separately. ATO items and configurations are inherently Ship Together models. *See also ship set.*

ship via *See freight carrier.*

shipment An individual package sent to a customer. Thus, a shipment might contain an entire order, if all items in that order are pick released and packed together. A shipment might contain just part of an order that is pick released and packed. A shipment might also contain only part of a released order line, where some of the items on the picking slip are not in stock.

shipment priority A term that indicates the urgency with which an order should be shipped to the customer.

shipment schedule An itemized list of when, how, where, and in what quantities to ship an order line.

shippable item An item with the Shippable inventory item attribute set to Yes, indicating that this item will appear on pick slips and pack slips. *See also intangible item.*

shippable lines Picking line details that have been pick released and are now eligible for Ship Confirm.

shipping documents Shipping related reports, such as the Bill of Lading, Commercial Invoice, Mailing Label, Pack Slip, Vehicle Load Sheet Summary, and Waybill.

shipping instructions Notes that print on the pick slip. These instructions are intended for internal use.

SIC code (Standard Industry Classification Code) A standard classification created by the government used to categorize your customers.

site use See **business purpose**.

soft reservation The planning process considers sales order demand soft reservation.

sourcing The action of identifying a purchasing source or supplier for goods or services. To identify the best sources for your purchases, you can create RFQs that you send to your suppliers, enter quotations from your supplier, and evaluate these quotations for each item you purchase.

split amount A dollar amount that determines the number of invoices over and under this amount, as well as the total amounts remaining. For example, your company generates invoices that are either \$300 or \$500. You choose \$400 as your split amount so that you can review how much of your open receivables are comprised of your \$300 business and how much corresponds to your \$500 business.

spot exchange rate A daily exchange rate you use to perform foreign currency conversion. The spot exchange rate is usually a quoted market rate that applies to the immediate delivery of one currency for another.

standard actions Order Entry provides a selection of predefined actions, called standard actions. Use these actions, along with those you define yourself, to create your customized order cycles. *See also* **cycle action, order cycle**.

standard bill of material A bill of material for a standard item, such as a manufactured product or assembly.

standard component A mandatory component used to assemble an ATO (assemble-to-order) item or configuration.

standard item Any item that can have a bill or be a component on a bill except planning items, option classes, or models. Standard items include purchased items, subassemblies, and finished products.

standard note A routine message you can predefine and automatically or manually attach to orders, returns, order lines, and return lines to convey important information. *See also* **one-time note, automatic note**.

standard value The default value Order Entry automatically places in an attribute to improve the efficiency and accuracy with which you enter an order. The standard value for an attribute is frequently based on other values in the order. *See also* **attribute, default value, object, standard value rule set**.

standard value rule set A collection of attributes and associated standard value sources. You associate a rule set with an order type to control the source and priority of default information on the Sales Orders window. *See also* **attribute, default value, object, order type**.

standard value source The attribute or value Order Entry / Shipping uses to provide a standard value or default for an order attribute.

status See **customer status**.

subinventory Subdivision of an organization, representing either a physical area or a logical grouping of items, such as a storeroom or receiving dock.

supply reserved A schedule status showing that Oracle Work in Process (WIP) has recognized the demand for an item or configuration and opened a work order to supply the demand. Once the work order is complete and the finished product is received in inventory, WIP transfers a reservation for the finished product to the sales order. The schedule status for the order line or order line detail is then changed to be Reserved.

System Items Flexfield A flexfield that allows you to define the structure of your item identifier according to your business requirements. You can choose the number and order of segments (such as product and product line), the length of each segment, and much more. You can define up to twenty segments for your item. Also known as **Item Flexfield**.

tax authority A governmental entity that collects taxes on goods and services purchased by a customer from a supplier. In some countries, there are many authorities (e.g. state, local and federal governments in the U.S.), while in others there may be only one. Each authority may charge a different tax rate. Within Order Entry / Shipping tax authority consists of all components of your tax structure. For example: (California.San Mateo.Redwood Shores) for (State.County.City) Order Entry / Shipping adds together the tax rates for all of these locations to determine a customer's total tax liability order.

tax codes Codes to which you assign sales tax or value-added tax rates. Oracle Receivables lets you choose state codes as the tax code when you define sales tax rates for the United States.

tax exempt A customer, business purpose, or item free from tax charges.

tax location A specific tax location within your tax authority. For example 'Redwood Shores' is a tax location in the Tax Authority (California.San Mateo.Redwood Shores).

tare weight The weight of an item, excluding packaging or included items.

territory A feature that lets you categorize your customers or salespeople. For example, you can group your customers by geographic region or industry type.

Territory Flexfield A key flexfield you can use to categorize customers and salespersons.

tolerance percentage The percentage amount by which customers are allowed to exceed their credit limit and still pass the credit check.

transaction interface An open interface table through which you can import transactions. *See* **open interface**.

transaction manager A concurrent program that controls your manufacturing transactions.

transaction type An invoice control feature that lets you specify default values for invoice printing, posting, to the general ledger, and updating of open receivable balances.

transition In Oracle Workflow, the relationship that defines the completion of one activity and the activation of another activity within a process. In a process diagram, the arrow drawn between two activities represents a transition. *See also* **activity**, **Workflow Engine**.

ultimate ship-to location The final destination of a shipment.

unit of measure The unit that the quantity of an item is expressed.

unit of measure class A group of units of measure and their corresponding base unit of measure. The standard unit classes are Length, Weight, Volume, Area, Time, and Pack.

unit of measure conversions Numerical factors that enable you to perform transactions in units other than the primary unit of the item being transacted.

unreleased lines Order line details that are unfulfilled by Pick Release.

unscheduling The removal of the schedule status for an order line or detail if a line or detail is either demanded or reserved; unscheduling will return the status to blank.

value Data you enter in a parameter. A value can be a date, a name, or a code, depending on the parameter.

vendor *See* **supplier**.

warehouse *See* **organization**.

waybill A document containing a list of goods and shipping instructions relative to a shipment.

waybill number The number associated with a waybill that you record for the shipping batch at ship confirmation.

WIP *See* **work in process**.

work in process An item in various phases of production in a manufacturing plant. This includes raw material awaiting processing up to final assemblies ready to be received into inventory.

Workflow Engine The Oracle Workflow component that implements a workflow process definition. The Workflow Engine manages the state of all activities, automatically executes functions, maintains a history of completed activities, and detects error conditions and starts error processes. The Workflow Engine is implemented in server PL/SQL and activated when a call to an engine API is made. *See also* **Account Generator**, **activity**, **function**, **item type**.

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