

# Oracle® Order Management

User's Guide, Release 11*i*

August 2002

Part No. A88765-03

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# Send Us Your Comments

**Oracle Order Management User's Guide, Release 11*i***

**Part No. A88765-03**

Oracle Corporation welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for revision.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
- What features did you like most?

If you find any errors or have any other suggestions for improvement, please indicate the document title and part number, and the chapter, section, and page number (if available). You can send comments to us in the following way:

Electronic Mail: [mfgdoccomments@oracle.com](mailto:mfgdoccomments@oracle.com)

If you have problems with the software, please contact your local Oracle Support Services.



## Audience for This Guide

Welcome to the Oracle Order Management User's Guide. This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- The Oracle Applications graphical user interface.

To learn more about the Oracle Applications graphical user interface, read the *Oracle Applications User's Guide*.

- Oracle Order Management

If you have never used Oracle Order Management, Oracle suggests you attend one or more of the Oracle Order Management training classes available through Oracle University.

See: Other Information Sources on page xviii for additional information about other Oracle Application products.

## How To Use This Guide

This guide contains the necessary information you need to comprehend and use Oracle® Order Management. This preface explains how this user guide is organized and introduces other sources of information that can assist you in understand Oracle Applications.

This guide contains the following chapters:

- Chapter 1 describes new features in this release.

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### Note:

For Implementation considerations, Order Management setup steps, and Workflow details, refer to the Oracle Order Management Suite Implementation Manual and the Using Oracle Order Management Workflow Manual.

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- Chapter 2 explains how to use Order Management to enter, maintain, and process orders and returns.

- Chapter 3 describes the pricing functionality available within Order Management to effectively manage your business pricing policies when entering, maintaining, and processing orders and returns.

Several Oracle Advanced Pricing features, which have been clearly noted as such, have been included within this chapter; however, Oracle Advanced Pricing is separately licensed and must be fully installed to take advantage of these features.

- Chapter 4 provides you with an explanation of Order Management related processes and concurrent programs.
- Chapter 5 explains how to use the Order Information Portal for viewing orders and returns without signing on (in the traditional manner) to the Order Management Application.
- Chapter 6 details the variety of flexible and user-friendly standard reports that Order Management provides to help you to track, maintain, and record order information.
- The appendices provide you with the following information:
  - Windows and Navigator Paths
  - A user friendly glossary which contains common Order Management and basic pricing terms used throughout Oracle documentation.
- Index:

The index is an alphabetized list of the Order Management features, functions, and general usage topics currently documented within this user's guide.

## Finding Out What's New

To determine new features and functionality recently added to the Oracle Order Management Application, choose one of the following methods:

- Within this guide, new features are documented within Chapter 1.
- From the Oracle Applications on-line applications help tree, select Oracle Order Management, and then select the node entitled *New Features in This Release*.

## Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle Corporation is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program Web site at <http://www.oracle.com/accessibility/>.

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JAWS, a Windows screen reader, may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, JAWS may not always read a line of text that consists solely of a bracket or brace.

### Accessibility of Links to External Web Sites in Documentation

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## Other Information Sources

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of Oracle Order Management.

If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those guides.

## Online Documentation

All Oracle Applications documentation is available online (HTML or PDF).

- **Online Help** - The new features section in the HTML help describes new features in 11*i*. This information is updated for each new release of Oracle Order Management. The new features section also includes information about any features that were not yet available when this guide was printed. For example, if your administrator has installed software from a mini-packs an upgrade, this document describes the new features. Online help patches are available on MetaLink.
- **11*i* Features Matrix** - This document lists new features available by patch and identifies any associated new documentation. The new features matrix document is available on MetaLink.
- **Readme File** - Refer to the readme file for patches that you have installed to learn about new documentation or documentation patches that you can download.

## User Guides Related to All Products

### Oracle Applications User Guide

This guide explains how to navigate the system, enter data, and query information, and introduces other basic features of the GUI available with this release of Oracle® Order Management (and any other Oracle Applications product).

You can also access this user guide on-line by choosing *Getting Started and Using Oracle Applications* from the Oracle Applications help system.

### Oracle Alert User Guide

Use this guide to define periodic and event alerts that monitor the status of your Oracle Applications data.



### **Oracle Applications Implementation Wizard User 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 Oracle Developer forms so that they integrate with Oracle Applications.

### **Oracle Applications User Interface Standards**

This guide contains the user interface (UI) standards followed by the Oracle Applications development staff. It describes the UI for the Oracle Applications products and how to apply this UI to the design of an application built by using Oracle Forms.

### **Oracle Applications Demonstration User's Guide**

This guide documents the functional storyline and product flows for Vision Enterprises, 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.

## **Related User's Guides**

Oracle Order Management 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 Oracle Order Management.

You can read the guides online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD included in your media pack, or by using a Web browser with a URL that your system administrator provides.

If you require printed guides, you can purchase them from the Oracle Store at <http://oraclestore.oracle.com>.

### **Oracle Advanced Pricing Users Guide**

The guide provides details surrounding the user procedures for working within the Oracle Advanced Pricing application. It explains how to use Advanced Pricing for topics such as enabling automatic discounts, working with price lists, creating formula prices, and general reports available.

### **Oracle Assets User's Guide**

If you install Oracle Assets, you can use this manual to add assets and cost adjustments directly into Oracle Assets from invoice information in Payables.

### **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 Business Intelligence System Implementation Guide**

This guide provides information about implementing Oracle Business Intelligence (BIS) in your environment.

### **BIS 11i User Guide On-line Help**

This guide is provided as on-line help only from the BIS application and includes information about intelligence reports, Discoverer workbooks, and the Performance Management Framework.

### **Oracle Capacity User's Guide**

This guide describes how to validate a material plan by verifying that there are resources sufficient to perform the planned work for repetitive and discrete jobs. Using finite capacity planning techniques, you learn how to use rough-cut capacity planning to validate a master schedule and capacity planning to validate the material plan.

### **Oracle Cash Management User's Guide**

This manual explains how you can reconcile your payments with your bank statements.

### **Oracle 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 Configurator to verify product configurations, automatically select configuration options, and generate manufacturing bills of materials according to configuration constraints.

### **Oracle Cost Management User's Guide**

This guide describes how to use Oracle Cost Management in either a standard costing or average costing organization. Cost Management can be used to cost inventory, receiving, order entry, and work in process transactions. It can also be used to collect transaction costs for transfer to Oracle Projects. Cost Management supports multiple cost elements and multiple sub-elements. It also provides comprehensive valuation and variance reporting.

### **Oracle e-Commerce Gateway User's Guide**

This guide describes how Oracle e-Commerce Gateway provides a means to conduct business with trading partners via Electronic Data Interchange (EDI). Data files are exchanged in a standard format to minimize manual effort, speed data processing and ensure accuracy.

### **Oracle Engineering User's Guide**

This guide enables your engineers to utilize the features of Oracle Engineering to quickly introduce and manage new designs into production. Specifically, this guide details how to quickly and accurately define the resources, materials and processes necessary to implement changes in product design.

### **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 HRMS Documentation Set**

- Using Oracle HRMS - The Fundamentals explains how to set up organizations and site locations.

- Managing People Using Oracle HRMS explains how to enter and track employee data.
- Running Your Payroll Using Oracle HRMS explains how to set up payroll, do withholding, run statutory reports, and pay employees.
- Managing Compensation and Benefits Using Oracle HRMS explains how to set up Total Compensation, including 401(k), health, and insurance plans.
- Customizing, Reporting, and System Administration in Oracle HRMS explains how customize to the system and design reports.

### **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 Manufacturing Scheduling User's Guide**

This guide describes how to use Oracle Manufacturing Scheduling to view and reschedule single discrete jobs or the entire shop floor. Specifically, this guide details how to easily use the drag and drop functionality to view and reschedule jobs, operations, and resources.

### **Oracle Master Scheduling/MRP and Oracle Advanced 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 Payables User's Guide**

This guide describes how accounts payable transactions are created and entered in Oracle Payables. This guide also contains detailed setup information for Oracle Payables.

### **Oracle Pricing User's Guide**

This guide describes how to setup modifiers, price lists, formulas, pricing agreements, pricing rules, and pricing of special orders in Oracle Pricing.

### **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 Projects User's Guide**

This guide explains how to set up projects for use in project manufacturing and project accounting.

### **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 Quality User's Guide**

This guide describes how Oracle Quality can be used to meet your quality data collection and analysis needs. This guide also explains how Oracle Quality interfaces with other Oracle Manufacturing applications to provide a closed loop quality control system.

### **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 Release Management User's Guide**

This manual describes how to manage high volume electronic demand by continually incorporating your customers demand into your order and planning processes. By explaining how to validate, archive, manage and reconcile incoming planning, shipping and production sequence schedules with updates to sales orders and forecasts, it enables you to electronically collaborate with your customers to

more accurately manage demand. It also describes how to plan, create and manage trading partner layers for trading partner specific customizations.

### **Oracle Sales and Marketing Connected Client User's Guide**

This guide describes how to set up your connected client, manage your account information, manage your database of contacts, and how to record, review and add information about an account, contact, or opportunity. This guide also describes how to view pending, current, and past customer orders, to create and track responses to promotional campaigns, track the effectiveness of a promotional program, and how to project your progress towards sales goals.

### **Oracle Sales Compensation User's Guide**

This guide describes how to categorize your sales revenue, how to define the data you need to Oracle Sales Compensation, and where to collect the data from. Each sales organization has different ways of paying compensation; thus each organization needs different types of data to calculate a compensation payment. This guide also explains how to setup and calculate compensation for a salesperson, adjust for sales credits, and view a salesperson's performance against their quota. In addition, this guide also explains how to run a variety of reports for individuals or groups of salespeople.

### **Oracle Shipping Execution User's Guide**

This guide describes how to set up Oracle Shipping Execution to process and plan your trips, stops and deliveries, ship confirmation, query shipments, determine freight cost and charges to meet your business needs.

### **Oracle Supplier Scheduling User's Guide**

This guide describes how you can use Oracle Supplier Scheduling to calculate and maintain planning and shipping schedules and communicate them to your suppliers.

### **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 Workflow User's Guide**

This guide 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.

## **Installation and System Administration**

### **Oracle Applications Concepts**

This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11*i*. It provides a useful first book to read before an installation of Oracle Applications. This guide also introduces the concepts behind Applications-wide features such as Business Intelligence (BIS), languages and character sets, and Self-Service Web Applications.

### **Installing Oracle Applications**

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications, the Oracle8 technology stack, and the Oracle8*i* Server technology stack by automating many of the required steps. This guide contains instructions for using Oracle Rapid Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user's guides and implementation guides.

### **Upgrading Oracle Applications**

Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11*i*. This guide describes the upgrade process and lists database and product-specific upgrade tasks. You must be either at Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0, to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 10.7.

### **Maintaining Oracle Applications**

Use this guide to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities. This guide also provides information on maintaining the Oracle applications file system and database.

### **Oracle Applications System Administrator's Guide**

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage concurrent processing.

### **Oracle Alert User's Guide**

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

### **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 for Forms-Based Products*. It also provides information to help you build your custom Oracle Forms Developer 6i forms so that they integrate with Oracle Applications.

### **Oracle Applications User Interface Standards for Forms-Based Products**

This guide contains the user interface (UI) standards followed by the Oracle Applications development staff. It describes the UI for the Oracle Applications products and how to apply this UI to the design of an application built by using Oracle Forms.

## **Other Implementation Documentation**

### **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 Oracle Order Management. This manual details additional steps and setup considerations for implementing Oracle Order Management with this feature.

### **Multiple Organizations in Oracle Applications**

This guide describes how to set up and use Oracle Order Management with Oracle Applications' Multiple Organization support feature, so you can define and support different organization structures when running a single installation of Oracle Order Management.



## **Oracle Applications Flexfields Guide**

This guide provides flexfields planning, setup and reference information for the Oracle Order Management 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 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*i*.

## **Oracle Applications Product Update Notes**

Use this guide as a reference for upgrading an installation of Oracle Applications. It provides a history of the changes to individual Oracle Applications products between Release 11.0 and Release 11*i*. It includes new features, enhancements, and changes made to database objects, profile options, and seed data for this interval.

## **Oracle Advanced Pricing Implementation Guide**

The Oracle Advanced Pricing Implementation manual details the implementation and setup considerations necessary to implement the Oracle Advanced Pricing application. The following topics are documented from an implementation perspective:

- Methodology
- Modifiers
- Units of Measure
- Multiple organizations
- Precedence and best price
- Attributes mapping
- Get custom price
- Pricing events and phases
- Profile options
- Optimizing performance essay
- Case study that examines Oracle Advanced Pricing implementation in a fictional high-tech company and a case study for a fictional food service company

## **Oracle eTechnical Reference Manuals**

Each eTechnical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications, integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on Metalink

## **Oracle Order Management Suite Implementation Manual**

The Oracle Order Management Suite Implementation manual details the implementation and setup considerations necessary to implement the Order Management suite of products. Currently, the core applications within the Order Management suite are:

- Order Management
- Shipping Execution (SE)
- Basic Pricing

These products are included when you purchase Order Management. Additional products, which also integrate with the Order Management suite include, but are not limited to:

- Oracle Advanced Pricing
- Oracle Configurator
- Oracle Accounts Receivable
- Oracle Advanced Planning and Scheduling and Global Order Promising

## **Oracle Order Management Suite APIs and 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 APIs and open interfaces found in Oracle Order Management Suite.

## **Oracle Manufacturing APIs and 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 APIs and open interfaces found in Oracle Manufacturing.

## **Oracle Workflow Guide**

This guide 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.

# Training and Support

## Training

Oracle offers a complete set of training courses to help you and your staff master Oracle Order Management and reach full productivity quickly. These courses are organized 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 University at any one of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. 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 Oracle Order Management 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 Oracle8i server, and your hardware and software environment.

# Do Not Use Database Tools to Modify Oracle Applications Data

***Oracle STRONGLY RECOMMENDS that you never use SQL\*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.***

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL\*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your 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.

## 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 160 software modules for financial management, supply chain management, manufacturing, project systems, human resources and customer relationship 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 145 countries around the world.

## Your Feedback

Thank you for using Oracle Order Management and this user's guide.

Oracle values your comments and feedback. At the beginning of this guide is a Reader's Comment Form you can use to explain what you like or dislike about Oracle Order Management or this user's guide.

Send electronic mail to: [mfgdoccomments@oracle.com](mailto:mfgdoccomments@oracle.com).



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# Introduction

## Overview

This chapter explains new concepts and features for this release of the Oracle Order Management Application. The Order Management Application provides many flexible features enabling you to set up your system to begin processing order information. You must define your business order policies, such as how you classify your orders, as well as various control features prior to processing orders within the application.

- New Features in this Release on page 1-3
- Define your Order Management transaction types (order and line types) on page 1-34
- Set up your security rules to prevent updates past certain steps in your order flows. See: Overview of Processing Constraints on page 1-52.
- Set up your defaulting rules. See: Overview of Defaulting Rules on page 1-70
- Trading Community usage within Order Management See: Trading Community usage within Order Management on page 1-88

The following listing displays setup and implementation features that are currently within the Oracle Order Management Suite Implementation Manual. Please refer to this manual for a detailed explanation on the following features:

1. Enabling Order Management Parameters
2. Taxation
3. Defining Order Management QuickCodes
4. Defining Freight and Special Charge Types
5. Viewing Notifications

6. Defining Document Sequences for Order Numbering
7. Defining Sales Credit Types
8. Defining Order Import Sources
9. Overview of Credit Checking, Defining Credit Profiles, Defining Credit Usage Rule Sets, Assigning Credit Usage Rule Sets, Defining Credit Check Rules, Deactivating Credit Checking
10. iPayment Processing
11. Defining Holds
12. Overview of Attachments
13. Defining Documents in Advance
14. Defining Attachment Addition Rules
15. Defining Document Categories
16. Overview of Shipping Tolerances, Defining Shipping Tolerances

The following listing displays setup and implementation features for Oracle Order Management workflows. Please refer to the Using Oracle Workflow in Oracle Order Management Manual for more details on Order Management workflows.

1. Overview of Workflows
2. Defining Workflow Exceptions
3. Process Automation for Workflows
4. Setting Up Workflow
5. Order Management Workflow Standards



## New features in this Release

### Documentation

The Oracle Order Management Suite Implementation Manual is now available. This manual outlines the necessary setup steps and implementation features that are currently required to install Oracle Order Management Application.

The Using Oracle Workflow in Oracle Order Management manual is also available. This manual will assist you in determining the usage and function of each of the delivered Order Management workflows, subprocess, and activities.

### Add Customer

The Add Customer window, is a versatile user interface from Order Management to Oracle Receivables enabling users to quickly define new customers and related customer contact and address details. You can also use the Add Customer functionality to add you customers when importing orders via the Order Import concurrent program.

See: Add Customers

### Class Line Streamlining

Oracle Order Management enables you to decrease order processing time for model class order lines within configurations by setting the site-level Order Management profile option OM: Configuration Quick Save to 'Yes'.

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**Note:** If you wish to use the functionality surrounding streamlining model class order lines, the Order Management profile option OM: Included Item Freeze Method cannot be set as ENTRY.

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For initial order entry, when this profile option to set to Yes, Oracle Order Management will create model class order lines without applying certain business functions; specifically, model class order lines will not be processed through the Process Order API and are not subject to defaulting rules, processing constraints, pricing, taxation, etc.

If you choose to set this profile option to Yes, ensure that existing configurations are fully tested to minimize any order processing errors that may occur as a result of setting the profile option OM: Configuration Quick Save.

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**Note:** Once an order has been successfully saved, any updates to an order that contain model classes will be processed by the Process Order API.

Model class lines are therefore subject to defaulting rules, processing constraints, pricing or taxation once an order has been saved, irrespective of the setting of the profile option OM: Configuration Quick Save.

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## **Concurrent Programs**

### **Audit History Consolidator Concurrent Program**

The Audit History Consolidator Concurrent Program, when submitted populates an Order Management table with consolidated audit trail details recorded for orders and lines to record order changes you wish to audit.

See: Audit History Consolidator Concurrent Program

### **Credit Check Processor Concurrent Program**

Use the Credit Check Processor when you suspect that your customers credit exposure has changed and you want to re evaluate their sales order status (releasing or applying credit check holds accordingly).

See: Credit Check Processor Concurrent Program

### **Export Compliance Screening Concurrent Program**

The Export Compliance Screening concurrent program can be used to progress order lines that are currently waiting at the Export Compliance Screening Eligible workflow activity.

See: Export Compliance Screening Concurrent Program

### **Initialize Credit Summaries Table Concurrent Program**

Order Management enables you to periodically rebuild a credit exposure image (orders, invoices and payments) for all customers or customer sites for all possible credit rule definitions. When you submit the The Initialize Credit Summaries Table concurrent program changes to customer or customer site credit exposure are calculated and updated, based upon your exposure setup for each credit check rule defined.

See: Initialize Credit Summaries Table Concurrent Program

**OM Diagnostics**

Order Management now provides three additional diagnostics tools (concurrent programs) to assist you with reviewing order details, debug information and order processing flows. These diagnostic programs will assist Support, Development and Customers in identifying and resolving application setup and code related problems.

See: Diagnostics: Apps Check Concurrent Program

See: Diagnostics: OM Debug File Retrieval Concurrent Program

See: Diagnostics: OM Order Information Concurrent Program

**Process Pending Payments Concurrent Program**

The Process Pending Payments concurrent program enables you to submit credit card orders for payment processing and to additionally process orders on hold (for select hold types only).

See: Process Pending Payments Concurrent Program

**Re-Schedule Ship Sets**

The Re-Schedule Ship Sets concurrent program is utilized to re-schedule Ship Sets to the earliest finite supply date, for all order lines within the set.

See: Re-Schedule Ship Sets Concurrent Program

**Reserve Orders**

The Reserve Orders concurrent program attempts to reserve items as specified by input parameters. The concurrent program attempts to reserve any order lines (for order line types that support Reservations) that are scheduled, and have quantity for complete fulfillment.

See: Reserve Orders Concurrent Program

**Commitment Enhancements**

Oracle Order Management adds control and usability improvements for customers who use commitments. This feature can be turned on or off through the use of a profile option.

Oracle Order Management now keeps track of the expected amount to be used from a commitment on each line, and interfaces that amount to Oracle Receivables at invoicing. This feature helps ensure that the commitment will have sufficient funds available at invoicing, regardless of the sequence in which orders are entered and

invoiced. Oracle Order Management includes taxes and charges in the amount to be paid via a commitment, if the Receivables transaction type is set up to allow that.

For customers who use commitments in conjunction with the Oracle Training Administration application to enter orders for training classes and events, the commitment effectivity dates are now validated against the event end date. This ensures that when an event takes place and the corresponding order line is invoiced, the commitment is still available.

For customers who link commitments in Oracle Receivables to agreements in Oracle Advanced Pricing, a new defaulting API is available to be utilized within Defaulting Rules setup to allow the default of a commitment to an order line, given an agreement, with only one commitment currently in effect for the agreement.

See: Commitments within Order Management

## **Credit Management**

Order credit checking now includes the following features:

- The ability to perform credit checking at order line level.
- The ability to send notifications if a sales order fails credit check.
- A new hold process which enables the application or release of holds based on changes in credit exposure or credit limits, even though a credit check hold was manually released after booking.
- Define a default credit profile for an operating unit that enforces a credit checking process for any customer which does not have credit limits defined at the customer or site level.
- Global multi-currency support that enables you to perform credit checking at the customer account level, across multiple operating units and multiple currencies. This feature uses a multi-currency credit profile to credit check all orders regardless of the transaction currency used.
- Perform item category credit checking which will place on hold transaction amounts over pre-defined category credit limits.
- Decide to included or excluded Freight and miscellaneous charges when credit exposure calculation occur
- The ability to increase credit check performance using a pre-calculated credit exposure.

- Support for importing transactional data from an external systems and the perform credit check for the imported transactions against credit limits and credit exposure maintained in Oracle Applications.
- Support for importing credit exposure balances from external systems. External exposure information can be included or excluded from credit checking orders, according to your setup.
- See: Overview of Credit Checking, Oracle Order Management Credit Checking and *Multi Currency Credit Checking* White Paper on OracleMetalink, <http://www.oracle.com/support/metalink/>.

### **Customer Relations Enhancement**

Customer Relationships has been enhanced to allow additional functionality. The system parameter Customer Relationships now offers the following choices:

- Single Customer
- Related Customers
- All Customers

### **Customer e-mail Enhancement**

You can choose to include Customer E-Mail address for both customers and customer contacts you define *within* Order Management. Choose to display this hidden field within the default or user defined folder within the Sales Order Header or Lines window.

See: Defining Sales Order Main and Other Header Information and Add Customer Window Overview.

### **Default Source Type for Drop Ship**

A new item attribute has been created allowing the user to set up an item's source type as internal or external for defaulting purposes. Traditionally, an item's source type defaulted to internal making it a manual process to change the source type in Order Management to external for drop ship items. Order Management defaulting uses this new item attribute as a defaulting source for the Source Type field on the sales order line, thus automatically processing items as drop ship.

### **Defaulting Rules Functional Updates**

You can no longer modify most attributes of seeded Order Management Defaulting Rules. However, you can choose to enable or disable both seeded and user defined Defaulting Rule.

Additionally, the API Extension for Defaulting Dependencies is a PL/SQL tool that provides a way to enable or disable defaulting dependencies has been enhanced. A number of source attributes and dependent attributes are available. Using the API Extension, users can populate a record in the dependencies table, with a flag indicating whether the dependency is to be enabled or disabled. Future patches do not overwrite this new enhanced package if changes are in line with the documented guidelines.

### **Drop Shipment of Models, Kits, and Configured Items**

Order Management now enables you to configure an ATO item or a non-SMC (Ship Model Complete) PTO model configuration in Order Management, and pass required information to Purchasing so that the item can be drop shipped. The information required for building the configured ATO item is passed as an attachment.

See: Drop Shipments

For more information on drop shipping configurations, see the Oracle Configure to Order Section User's Guide.

### **EDI 875: Inbound Grocery Purchase Order**

The Grocery Products Purchase Order (EDI 875) provides the ability to receive purchase order information electronically from trading partners that send their information using the grocery products electronic message format.

This message provides the ability to bring in allowance and charge information in the form of promotion numbers and have that information recognized by the OM pricing engine. Broker recognition and processing are not included at this time. This inbound message is processed through the EDI Gateway and placed on the OM interface tables, which in turn is brought into OM via the order import process.

### **End-Item Substitution at Scheduling**

With this release, Oracle Advanced Supply Chain Planning (ASCP) and Global Order Promising now consider end-item substitutions for demanded items; previously, BOM component substitution was only considered.

Order Management now supports end item substitutions for demanded standard order line items until the line is booked, provided Oracle ASCP and Global Order promising are fully setup and installed, and you perform ATP against a planned output.

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**Note:** End-item substitution capability applies only to standard items; it is not supported for assemble-to-order items or models.

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Ease of use features for item substitutions include the ability to:

- define a reciprocal substitute relationship
- infer chained substitution relationships
- to define customer/ customer site specific relationships and whether the customer will enable an order to be filled by a combination of the original requested item and the substitute item.

See: Item Substitution within Order Management.

### **Freight and Special Charges Enhancements**

With this release, a new profile option *OM: Charges for backorders* has been introduced to control the system setting of the calculate price flag. The calculate price flag determines if freight charges are calculated for backordered lines.

Prior to this release, the system automatically set the calculate price flag to 'N' after an order line was ship confirmed.

See: Defining Freight and Special Charge Types, Oracle Order Management Suite Implementation Manual, Release 11i.

### **Improved Item Search and Sorting Sales Order Lines**

Order Management provides the ability to search for an item by description on the Sale Order window (within the Item Description field) where the value selected from the search will default into the Item Description field. This feature is extremely useful when placing an order where the customer only has a partial or complete description of the item and does not have the actual item number (customer or internal).

Additionally, you can choose to sort order or return order lines within the Sales Order window by selecting from one, two, or three order attributes. Each attribute chosen can be qualified for additional sorting by ascending or descending order.

See: Sorting Order Lines within the Sales Order window, Lines tab, Defining Sales Order Line Item Main Information

### **Integration with New Installed Base Product**

Oracle Order Management has made changes to invoke the new Installed Base Transaction Details form, provided you have installed Oracle CRM Applications release 11.5.6.

Oracle Installed Base enables you to capture and track the complete life cycle of an item and is no longer limited to location details. Additionally when an order line to which transaction details (installation details) are attached is shipped or fulfilled, the records are automatically migrated to the Oracle Installed Base application.

See: Oracle Installed Base User's Guide

### **International Trade Management Partner Integration: Denied Party Export Compliance Screening**

Oracle Order Management enables, through the use of a workflow subprocess, the ability to place order holds and generate alerts for orders or returns placed for a denied party or if the order fails export compliance screening.

The Oracle International Trade Management (ITM) Adapter has the ability to access a third party ITM partner to manage Denied Party and Export Compliance Screening processes.

See: International Trade Management - Denied Party.

### **Oracle Process Manufacturing Integration Enhancements**

Returns, Drop Shipments and Internal Orders for Process Manufacturers enable users of the OPM application to accept customer returns, manage internal orders and process drop shipments which update OPM Inventory and use costs developed in OPM.

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**Note:** A complete installation of Oracle Purchasing and Oracle Process Manufacturing is required for this functionality

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See: Oracle Purchasing User's Guide, Oracle Process Manufacturing User's Guide



**Available To Promise (ATP) for Oracle Process Manufacturing**

Order Management has expanded ATP features to include process inventory organizations. ATP within Order Management allows the following two levels of inquiry, both of which support process:

- For an order line, the ATP windows return available inventory simply as retrieval of free inventory from current inventory balances.
- For Process Manufacturing, free inventory is on-hand less demand.

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**Note:** A complete installation of Oracle Global Order Promising and Advanced Planning and Scheduling is required if you wish to perform global availability functions within Order Management.

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See: ATP within Order Management

Oracle Process Manufacturing User's Guide

Oracle Advanced Planning and Scheduling Implementation and User's Guide

**Order Management Diagnostics**

Order Management now provides additional diagnostic tools to provide you with detailed outputs. You can quickly retrieve specific application details such as installation status or display specific order attribute values.

See: Order Management Diagnostics

**Order Import Enhancements**

Order Import functionality has been enhanced to include the following:

- Autocreates approved Internal Requisitions for Internal Sales Orders
- Add Customer: You can now use the functionality of Add Customer when importing orders.
- Subinventory: You can now specify the subinventory for an order line when importing orders.
- Closed Orders: You can now import closed order.
- You can now update orders or returns created within the Sales Order window using Order Import.

### **Order Information Portal**

The Order Information is a web enabled, self service Oracle application for viewing detailed sales order and delivery information on-line. It utilizes the same business APIs used within the core Oracle Order Management application and provides a variety of web inquiries, order processing flows, and workflows according to standard business practices.

Order Information now provides iReceiveables integration allowing customers to link to invoices related to the sales order that they are viewing. The Invoice page is a printable page. Order Information also displays pricing details, including discounts and charges, which were applied to an order

See: Order Information

### **Prepaid Receipts**

Order Management enables you to collect funds from a credit card in advance of invoicing an order, based upon the payment terms of the order. Funds can be collected from a credit card immediately at the time of booking the order or at a later date utilizing a concurrent program.

These funds are stored as prepaid receipts in Oracle Receivables and are applied to the invoices generated in Oracle Receivables for the order. Order Management also enables you, with this feature, to incrementally collect additional funds or refund money to the credit card, as changes are made to the order.

Order Management allows you to view the receipts of the credit card transactions that are stored in Oracle Receivables. This feature is in addition to the existing Order Management feature that allows you to authorize funds from a credit card at the time of booking an order.

See: Prepaid Receipts in Order Management, Process Pending Payments Concurrent Program

### **Pricing and Availability Query**

The Pricing and Availability window enables you to perform a price check or an availability check by simply entering an item and then requesting the pricing and availability details for the item.

See: Pricing and Availability Overview

### **Pricing by Secondary Quantity/UOM (Catchweight Pricing)**

With this enhancement, you now have the option to use either the primary or secondary order quantity to determine order line prices. This enhancement is

specific to users of Oracle Process Manufacturing, and does not apply to users of Oracle Inventory, where the secondary order quantity does not always have a direct conversion to the primary quantity. As the secondary quantity is changed or updated, either within the Order Management or Shipping Execution applications, prices are re-calculated based on that quantity.

### Profile Options

The following table lists profile options that have been recently added to the Oracle Order Management application. If the profile option can be set at the User Level, then additional documentation for the profile option is located within the Order Management User's Guide. If the profile option cannot be set at the User Level, then the profile option is described within the Order Management Suite Implementation Manual. Please note: the Order Management Suite Implementation Manual contains a complete listing of all Order Management profile options.

OM: Add Customer	OM: Charges for Backorders
OM: Commitment Sequencing	OM: Customer Service Feedback
OM: Configuration Quick Save	OM: E-Mail Required On New Customers
OM: Customer Service Report Defect	OM: Item Change Honors Frozen Price
OM: Employee for Self-Service Orders	Tax: Inventory Item for Freight
OM: Promotion Limit Violation Action	Tax: Invoice Freight as Revenue
OM: Records on Summary Page for External Users	OM: View Closed Lines
OM: Order Information Regulatory logging	OM: View Cancel Lines
OM: Sales Order Form: Restrict Customers	OM: Population Of Buyer Code For Dropship
OM: Process Payment Immediately at Booking	OM: Run Order Import for XML

See: Profile Options

### Processing Constraint Functional Updates

Processing constraints now make use of the Seeded check box within the Processing Constraints window.

- If a processing constraint has the *Seeded Flag* check box enabled, and *Seeded Flag* for the constraint condition check box is enabled, you cannot update the constraint or constraint condition.
- If a processing constraint has the *Seeded Flag* check box enabled, and the *Seeded Flag* for the constraint condition check box is not enabled, you cannot update the constraint but you can update the constraint condition.

New processing constraints have also been added to the system. Once an order line has been pick confirmed, Order Management processing constraints no longer enable certain order line attributes to be updated and certain Order Management order line functions to be performed.

### Promotion Limits

Promotional Limits is a new Advanced Pricing feature which allows users to control promotional spending by limiting the usage or monetary benefit any individual customer can obtain from a promotion. This new software allows the user to set limits on promotional spending, monitor current and cumulative promotional spending in real time, order by order, and enforce these limits against particular transactions according to business rules defined.

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**Note:** A complete installation of Oracle Advanced Pricing is required if you wish to perform promotional limits functions within Order Management.

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See: Promotional Limits

### Reports

#### Agreement Activity Report

The Agreement Activity Report reviews order line details that include Agreement's defined in Order Management.

See: Agreement Activity Report

#### Defaulting Rules Listing Report

A new input parameters had been added to the report to enable you to include or exclude seeded order lines within the report output

See: Defaulting Rules Listing Report

**Sales Order Workflow Status Report**

A new report has been added to deliver workflow status for order and order lines based upon workflow activities within order and line workflows.

See: Sales Order Workflow Status Report

**Sales Order Window Enhancements**

The following enhancements have been added to the Sales Order Header and Line windows:

- Go to Line (reduce the amount of scrolling required in large orders).
- ATO Check box (to indicate if an item is an ATO item or model).
- Find orders (by the delivery number).
- Agreements (Automatic creation)
- Find PO Number (Query is not case sensitive)
- Reason Code field has been moved to the Adjustments form for easier navigation
- Ability to view additional invoice/credit information for an order/return, including the ability to drill down to the appropriate transaction detail
- Restrict customers in sales order pad to those who have addresses either in the current organization or global
- Split Lines: Support for splitting order lines by secondary Quantity for Dual UOM controlled items.
- Functional Security: Restrict certain functions within the sales order form using
- Filter closed and canceled lines for display.

See:

Defining Sales Order Line Items Main Information

Defining Sales Order Line Shipping Information

Defining Sales Order Line Address Information

Defining Sales Order Line Return Information

Defining Sales Order Line Service Information

Split Order Lines

Creating a Price Agreement

Functional Security for Orders and Returns

### **Ship To, Deliver To, Bill To, Enhancements**

Within the Oracle Receivables Standard Customer window, Relationship's tab, the check boxes Ship To and Bill To are used when defining a relationship between two customers or customer sites. Order Management now enables the option of establishing relationships for Bill To, Ship To, or combination of both Bill To and Ship To for shipping and billing purposes. If relationships are established for either customers or customers sites, validation is enforced during order processing.

### **Solution Based Modeling**

Solution based Modeling (multiple instantiation) is the ability to create and individually configure multiple occurrences of a Model or Component. Solution Based modeling provides the ability to configure multiple (model type) components of PTO and ATO models more than once, independently, and to keep track of these different configurations individually within the model.

Within Order Management, you access an instance of a configuration model, as well as an instance of each component contained within the Model. You then configure component instances separately by selecting from available options.

See: Solution Based Modeling

### **Trading Community Architecture (TCA) Usage**

A new section has been added to briefly explain the usage of TCA and how Order Management currently is utilizing the TCA customer Model.

See: Trading Community usage within Order Management

### **View Shipping Status Window**

Order Management now provides the ability to view comprehensive shipping status summary and detail information for order lines as well as delivery lines from the Sales Order windows. Additionally, you can quickly identify the next step to perform for completing the shipping process.

See: Viewing Order and Return Information, View Shipping Status.

## Order Management Profile Options

During your implementation, you set a value for each profile option in Order Management to specify how the application controls access and processes data.

You can set or view these profile options in Oracle Order Management. 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 Management profile option.

### See Also

Overview of Configurator, Oracle Configurator User's Guide

System Administration, Oracle Applications System Administrator's Guide

### Order Management Profile Options Level Setting and Default Values

The table below describes profile options that can be set at the User level within Order Management. For a complete listing of all Order Management profile options, including profile options you currently cannot set at the User level and profile options that are now obsolete, please refer to the Order Management Implementation Manual.

If the profile option from the table is prefaced with an application short code, you can find additional information surrounding the profile option usage in the related Application User Guide.

The table also uses the following values to describe profile option controls for columns *User*, *System Admin User*, *System Admin Resp*, *System Admin App*, and *System Admin Site*:

- **Yes:** You can update the profile option.
- **View Only:** You can view the profile option value in the Profiles window, but you cannot change it.
- **No:** You cannot view or change the profile option value.

Please note, for the table below, that if value No is displayed within column *Default Value*, the meaning is that the default for the profile option is No.

Profile Option Name	User	System Admin. User	System Admin. Resp.	System Admin. App.	System Admin. Site	Required?	Default Value
OM: Add Customer (Order Import)	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Apply Automatic Attachments	Yes	No	Yes	Yes	Yes	Optional	Yes
OM: Auto Push Group Date	Yes	No	Yes	No	Yes	Optional	NULL
OM: Charging Privilege	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Credit Salesperson for Freight on Sales	Yes	Yes	Yes	Yes	Yes	No	No
OM: Customer Service RMA Feedback	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Customer Service Report Defect	Yes	Yes	Yes	Yes	Yes	Optional	N
OM: Deactivate Pricing at Scheduling	Yes	Yes	Yes	Yes	Yes	No	NULL
OM: Debug Level	Yes	Yes	Yes	Yes	Yes	Optional	0
OM: Debug log Directory	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Estimated Authorization Validity Period	Yes	Yes	Yes	Yes	Yes	Required	21
OM: GSA Discount Violation Action	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Included Item Freeze Method	Yes	No	No	No	Yes	Required	NULL
OM: Item Change Honors Frozen Price	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Item Change Honors Frozen Price	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Item View method	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Negative Pricing	Yes	No	No	Yes	Yes	Optional	NULL



Profile Option Name	User	System Admin. User	System Admin. Resp.	System Admin. App.	System Admin. Site	Required?	Default Value
OM: Order Information Regulatory logging	Yes	Yes	Yes	Yes	Yes	Yes	
OM: Party Totals Currency	Yes	View Only	View Only	View Only	Yes	Required	US Dollars
OM: Payment Method for Credit Card Transactions	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Process Payment Immediately at Booking	Yes	Yes	Yes	Yes	Yes	Optional	Yes
OM: Records on Summary Page for External Users	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Reservation Time Fence	Yes	No	Yes	No	Yes	Optional	NULL
OM: Return Item Mismatch Action	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Return Unfulfilled Referenced Line Action	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Risk Factor Threshold for Electronic Payments	Yes	Yes	Yes	Yes	Yes	Optional	50
OM: Run Order Import for XML	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: Sales Order Form: Restrict Customers	Yes	Yes	Yes	Yes	Yes	Optional	Global
OM: Set Receivables Transaction Date as Current Date for Non-Shippable lines	Yes	No	No	No	Yes	Optional	No
OM: Schedule Line on Hold	Yes	No	Yes	No	Yes	Optional	NULL
OM: Show Discount Details on Invoice	Yes	No	Yes	Yes	Yes	Required	No
OM: Show Line Details	Yes	Yes	Yes	Yes	Yes	Optional	NULL

Profile Option Name	User	System Admin. User	System Admin. Resp.	System Admin. App.	System Admin. Site	Required?	Default Value
OM: Use Configurator	Yes	No	No	No	Yes	Optional	Yes
OM: Unit Price Precision Type	Yes	Yes	Yes	Yes	Yes	Optional	NULL
OM: View Cancel Lines	Yes	Yes	Yes	Yes	Yes	Optional	Yes
OM: View Closed Lines	Yes	Yes	Yes	Yes	Yes	Optional	Yes
AR: Item Flexfield Mode ( <b>AR</b> )	Yes	Yes	Yes	Yes	Yes	Required	NULL
HZ: Generate Contact Number ( <b>AR</b> )	Yes	Yes	Yes	Yes	Yes	Required	NULL - equivalent to Yes
HZ: Generate Party Number ( <b>AR</b> )	Yes	Yes	Yes	Yes	Yes	Required	NULL - equivalent to Yes
HZ: Generate Party Site Number ( <b>AR</b> )	Yes	Yes	Yes	Yes	Yes	Required	NULL - equivalent to Yes
BOM: Component Item Sequence Increment ( <b>BOM</b> )	Yes	Yes	Yes	Yes	Yes	Optional	10
BOM: Configurator URL of UI Manager ( <b>BOM</b> )	Yes	Yes	Yes	Yes	Yes	Required	
BOM: Default Bill of Material Levels ( <b>BOM</b> )	Yes	Yes	Yes	Yes	Yes	Optional	No
Default Country ( <b>FND</b> )	Yes	Yes	Yes	Yes	Yes	Required	NULL
Flexfields: Open Descr Window ( <b>FND</b> )	Yes	Yes	Yes	Yes	Yes	Optional	Yes
Journals: Display Inverse Rate ( <b>GL</b> )	Yes	Yes	Yes	Yes	Yes	Optional	At site level
INV: Capable to Promise ( <b>INV</b> )	Yes	Yes	No	No	Yes	Optional	NULL
QP: Return Manual Discounts ( <b>QP</b> )	Yes	Yes	Yes	Yes	Yes		

Profile Option Name	User	System Admin. User	System Admin. Resp.	System Admin. App.	System Admin. Site	Required?	Default Value
WSH: Internet Proxy URL (WSH)	Yes	No	No	No	No	Optional	NULL

For the profile options table above, the following codes are used to denote profile options used within Order Management that are defined within other Oracle Applications. See the appropriate User Guide for additional details.

(AR) Oracle Receivables (BOM) Oracle Bills of Material  
 (FND) Oracle Applications Foundations (GL) Oracle General Ledger  
 (INV) Oracle Inventory (QP) Oracle Advanced Pricing  
 (WSH) Oracle Shipping Execution

### Order Management Profile Option Descriptions and Settings for profile options which can be set at the User level:

#### OM: Add Customer (Order Import) ONT\_ADD\_CUSTOMER\_OI

This profile option determines which users can create new customers and customer details when importing order using the Order Import concurrent program. Select from:

- **All:** Users can access the Add Customer window to create new customers, customer addresses, and customer contacts.
- **None:** User is not given access to the Add Customer form.
- **Address and Contact only:** Users can access the Add Customer window to create both new customer addresses and/or customer contacts for existing customers only.

The default for this profile option is *None*.

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**Note:** You cannot update existing customer information via the Add Customer window. However, if the e-mail address field is NULL for a customer and/or customer contact, you can update these fields.

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**OM: Apply Automatic Attachments** OE\_APPLY\_AUTOMATIC\_ATCHMT

This profile option determines whether rule-based attachments are applied without user intervention.

**OM: Auto Push Group Date** ONT\_AUTO\_PUSH\_GRP\_DATE

This profile option controls scheduling when a new line is inserted into an existing set. If the new line cannot be scheduled on the same date as the rest of the set, this profile is used. If the profile is set to Yes, the entire set will be automatically rescheduled. If the profile is set to No, an error will occur. You can change the dates or quantities to make scheduling succeed. This profile option can be overridden for a parameter specific to customers or customer sites by setting a value in the Customer window. The default is NULL which is equivalent to No.

**OM: Charging Privilege** OE\_CHARGING\_PRIVILEGE

This profile option controls your ability to manually apply freight and special charges on an order or order line.

Select from:

- **Full Access:** You can modify and apply charges, but you cannot modify non-overridable charges.
- **View Only Access:** You can only view charges.
- **Unlimited Access:** You can modify and apply all charges including the non-overridable charges.

**OM: Credit Salesperson for Freight on Sales** WSH\_CR\_SREP\_FOR\_FREIGHT

This profile option specifies whether to credit the Salesperson on the invoicing line or order header for freight charges when the freight charges are treated as revenue.

**OM: Customer Service RMA Feedback** ONT\_FEEDBACK\_PROFILE

This profile option indicates the Customer contact that a workflow notification will be sent to for RMA requests entered via the Order Information Portal. The values for the LOV for this profile option is all users defined to Oracle Applications via the System Administrator responsibility having *no* customer contacts.

The default for this profile option is *Null*.

**OM: Customer Service Report Defect** ONT\_REPORTDEFECT\_PROFILE

This profile option indicates the Customer contact that will receive a workflow notification for any Report Defects submitted via the Order Information Portal. The values for the LOV for this profile option is all users defined to Oracle Applications via the System Administrator responsibility having *no* customer contacts.

The default for this profile option is *Null*.

**OM: Deactivate Pricing at Scheduling**    `ONT_NO_PRICING_AT_SCHEDULING`

This profile option should not be set unless directed by an Oracle Representative.

**OM: Debug Level**    `ONT_DEBUG_LEVEL`

This profile option is used to store debug messages to assist in problem identification. The OM: Debug profile option controls which debug messages get written to the debug log based on their assigned level. The directory to be specified for this profile should be available in *utl\_file\_dir* parameter of the init.ora file (or check v\$parameter) of the application database instance.

Assigning a value greater than 0 or NULL causes debugging to be turned on. The value of this option determines the level of debug messages printed within a log file. For example, if OM: Debug Level has a current value of 3, all debugging messages with a level of 1, 2 or 3 will be spooled out to the debug log.

Valid values for this profile option are:

- **NULL:** Do not print any debug messages
- **1:** Level 1; Print a limited subset of debug messages (level 1)
- **2:** Level 2; Print a limited subset of debug messages, including level 1
- **3:** Level 3; Print a limited subset of debug messages, including levels 1, 2
- **4:** Level 4; Print a limited subset of debug messages, including levels 1, 2, 3
- **5:** Level 5; Print all debug messages

The default for this profile option is NULL.

**OM: Debug Log directory**    `OE_DEBUG_LOG_DIRECTORY`

This profile option determines the default directory used to store log file outputs when performing Order Management debugging.

**OM: Estimated Authorization Validity Period**    `ONT_EST_AUTH_VALID_DAYS`

This profile option determines the estimated number of days a credit card authorization is assumed to be valid. The default value is 21 days.

**OM: GSA Discount Violation Action**    `ONT_GSA_VIOLATION_ACTION`

This profile option determines how you want the user notified when you define a discount that results in an item price less than the price on a GSA discount for the same price list.

Select from:

- **Error:** Provide error message
- **Warning:** Provide a warning message

**OM: Included Item Freeze Method**    `ONT_INCLUDED_ITEM_FREEZE_METHOD`

This profile option determines the date and time Order Management uses to determine when included items for a configuration's bill of material are added as lines on the order. Included items for a PTO Model/Class/Kit will also be exploded based on the profile option.

Select from:

- **Pick/ Purchase Release:** If the value for this profile option is set to *Pick / Purchase Release*, both the Inventory Interface and Purchase Release workflow activities will explode the included items when processed during pick release and purchase release, respectively.
- **Entry:** If the value for this profile option is set to *Entry*, included items will explode on the sales order when moving to a new line or performing a save.

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**Note:** If the Order Management profile option *OM: Configuration Quick Save* is set to *Yes*, you should not set the value of this profile option to *Entry*. If you do, the Quick Save functionality for streamlining model class order lines will be unavailable.

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- **Booking:** If the value for this profile option is set to *Booking*, The Booking Activity will explode included items when processed.

**OM: Item Change Honors Frozen Price**    `ONT_HONOR_ITEM_CHANGE`

This profile option determines whether Order Management will change the value of calculate price flag when an item is changed on an unbooked order line.

Select from:

- **Yes:** Order Management will not change the value of the calculate price flag, whose original value is honored; the original value will control whether the order line gets repriced.
- **No:** Order management will set the calculate price flag to Y, and the order line will be repriced.

**OM: Item View Method**    ONT\_ITEM\_VIEW\_METHOD

This profile option determines the display method of data retrieved within the LOV for the *Item* field within the Order Management Options Window. Valid values are:

- 1: Only return item descriptions, with child indentations.
- 2: Only return item description without child indentations.
- 3: Display the concatenated item segment values with child indentations.
- 4: Display the concatenated segment values without indentation.

**OM: Negative Pricing**    ONT\_NEGATIVE\_PRICING

This profile option controls whether Order Management allows a negative list price or negative selling price to be determined by the Pricing Engine or to be entered as an override by a user on a sales order.

The profile option *QP: Negative Pricing* is used for price lists, and controls whether a negative unit price can be entered on a price list

**OM: Order Information Regulatory logging**    ONT\_MSDS\_LOGGING

This profile option is used to determine if you enable logging OPM Regulatory history dispatching within the Order Information portal. Select from:

- **Yes:** Enable logging OPM Regulatory history dispatching within the Order Information portal. Document and user details are stored within the dispatch histories using an API. MSDS document will be displayed to a user only if a successful log for the request is created.
- **No:** Do not enable the logging of OPM Regulatory history dispatching within the Order Information portal.

The default for this profile is *No*.

**OM: Party Totals Currency**    OM\_CUST\_TOTAL\_CURRENCY

This profile option determines the currency used by the *Calculate Party Totals* current program which sums order totals by Party. Order Management recommends that you set this profile option at the *Site* level only.

**OM: Payment Method for Credit Card Transactions**    `ONT_RECEIPT_METHOD_ID`

This profile option is used by the credit card authorization process as a default for the primary payment method if a specific customer does not have a primary payment method defined.

**OM: Process Payment Immediately at Booking**    Internal Name: `ONT_Process_Payment_Immediately`

This profile option determines how and when payment processing occurs for orders that utilize both a *Payment Term* which enable prepayment and a *Payment Type* of Credit Card. You can choose to process pending payments immediately at booking or in deferred mode (submission of a concurrent program). Select from:

- Yes: Payment is processed when an order is booked for the first time, only (immediate processing). If receipt for payment is successfully created, a message is displayed informing the user of the receipt creation.
  - a. If the payment fails processing due to a data error or other Oracle *i*Payment data errors, the order is placed on *e*Payment Failure Hold.
  - b. If the payment fails processing due to a server error (connection to your credit card authorization routines encounter an error) or a failed to call to Oracle *i*Payment, the order is placed on *e*Payment Server Failure Hold.

If receipt for payment is unsuccessful, a message is displayed informing the user that a receipt was not successfully created.

Both *e*Payment Failure Hold and *e*Payment Server Failure Hold are system generated holds, and cannot be removed by a user. You must submit the Process Pending Payments concurrent program in order to remove these hold types.

- No: Payment is not processed when an order is booked for the first time. When an order is booked, the order is placed on Pending Process Payment (PPP) Hold (deferred processing). The payment for the order is processed during the next successful submission of the Process Pending Payments concurrent program.

The default for this profile option is Yes.

**OM: Records on Summary Page for External Users**    `ONT_ICP_DEFAULT_RECORDS`



This profile option indicates the default query (for external users) called when a user requests either the Orders or Delivery summary pages available from the Order Information Portal. Valid values for this option are any positive, whole integer.

For external users, if you set this profile option to some value other than zero, the Order Information Home page and the Order Status page in Order Information will run a default query to show most recent open orders based upon the numeric value of the profile option. If you set the profile option to zero, the default query is not executed when displaying the Order Information Home page or the Order Status page.

**OM: Reservation Time Fence**    `ONT_RISK_FAC_THRESHOLD`

This profile option controls automatic reservations during scheduling. The profile option represents the number of days into the future that scheduling will reserve. The default value is NULL which means that scheduling will not automatically reserve. This profile option is used during autoscheduling and also by the scheduling workflow activity and concurrent program to perform reservations.

**OM: Return Item Mismatch Action**    `ONT_RETURN_ITEM_MISMATCH_ACTION`

This profile option controls what should occur if you try to change the item ID of a referenced return line. Select from:

- **Reject:** Line processing is halted with an error message.
- **Warning:** Line processing is continued with a warning.
- **Allow:** Line processing continues with no warning or error.

The default for this profile option is *Allow*.

**OM: Return Unfulfilled Referenced Line Action**    `ONT_RETURN_FULFILLED_LINE_ACTION`

This profile option is used for returns to control return of unfulfilled lines. Default value is *Allow*.

Select from:

- **Reject:** Do not create return line if the reference line is non-fulfilled.
- **Warning:** Create return line with Warning if the referenced line is non-fulfilled.
- **Allow:** Create return line without Warning if the referenced line is non-fulfilled.

**OM: Risk Factor Threshold for Electronic Payments**    ONT\_RISK\_FAC\_THRESHOLD

This profile option sets a threshold for determining whether a credit card authorization qualifies as a high risk. Scores can range from 0 to 100, referring to a risk free authorization and 100 referring to a high risk authorization. If the score for a transaction exceeds this threshold, Order Management will put the order on a High Risk Hold. The default value is a score of 50.

**OM: Run Order Import for XML**    ONT\_TRANSACTION\_PROCESSING

This profile option determines if the Oracle Order Import concurrent program is automatically submitted after the successful import of XML data into Order Management interface tables. Select from:

- **Asynchronous:** Order Import will not automatically be submitted for execution once XML data has been interfaced. You must manually submit the concurrent program after XML data has been interfaced to Order Management.
- **Synchronous:** Order Import will automatically be submitted for execution once XML data has been interfaced to Order Management.

The default for this option is NULL.

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**Note:** A NULL value for this profile option is equivalent to setting the profile option to Asynchronous.

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**OM: Sales Order Form: Restrict Customers**    ONT\_UI\_RESTRICT\_CUSTOMERS

The value of this profile option determines if all customers are displayed within the Customer field on the Sales Order Header, Main Tab or only customers who have addresses in the organization the order is defined for. This profile is applicable only for the Sales Order Header Main Tab.

Customers are visible across all operating units; Customer Addresses are Organization specific.

The default for this profile option is *Global*.

**OM: Set Receivables Transaction Date as Current Date for Non-Shippable lines**  
OE\_RECEIVABLES\_DATE\_FOR\_NONSHIP\_LINES

This profile option determines if the Oracle Receivables transaction date will be populated with the system date (SYSDATE) for non-shippable order or return lines.

Select from:

- **Yes:** Populate the Oracle Receivables transaction date for non-shippable order or return lines with the current system date.
- **No:** Do not populate the Oracle Receivables transaction date for non-shippable order or return lines with the current system date. Populate the Oracle Receivables transaction date for non-shippable order or return lines with the corresponding line order date or line return date.

This profile option is optional, and the default is NO.

**OM: Schedule Line on Hold**    ONT\_SCHEDULE\_LINE\_ON\_HOLD

This profile option controls whether scheduling will attempt to schedule lines that are on hold. The default value is NULL, which is the equivalent to Yes.

**OM: Show Discount Details on Invoice**    OE\_DISCOUNT\_DETAILS\_ON\_INVOICE

This profile option determines whether the discount details are passed to Oracle Receivables for printing on an invoice. Default value is No.

If you set this profile option to No, then Extended Amounts will includes discounts.

**OM: Show Line Details**    ONT\_SHOW\_LINE\_DETAILS

This profile option determines whether the line details of a model are displayed in the Sales Orders window. You can also toggle the display of line details using the Tools menu from the Sales Orders window.

**OM: Use Configurator**    ONT\_USE\_CONFIGURATOR

This profile option indicates which Oracle application software is launched to enter configuration information when selecting the *Configurator* button from the Sales Order window. Valid values are:

- **Yes:** Use the Oracle Configurator application to enter you configurations via Oracle Configurator user interfaces. Oracle Configurator *should* be installed and setup if you chose this value. See: Oracle Configurator Installation Guide.
- **No:** Use the Oracle Order Management application to enter your configurations via the Options window

The default for this profile option is *No*.

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**Note:**

- If you set this profile option value to *Yes* and do not have the Oracle Configurator product installed, Order Management automatically displays the Order Management Options window when selecting the Configurator button from the Sales Order Pad.
  - Do not switch the value of this profile option when working with existing orders. For example; If a sales order that contains configurations is created while the profile value is set to *Yes*, do not change your profile option value to *No* and then attempt to update the sales order via the *Configurator* button. Update the configuration information through the same options window as the order was created in, or update via the Sales Order window.
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**OM: Unit Price Precision Type**    `ONT_UNIT_PRICE_PRECISION_TYPE`

This profile option controls the display of Unit Selling Price field for sales order lines only.

Select from:

- **Standard:** You will see at least two decimal places, up to a total of 20 decimal places.
- **Extended:** You see at least five decimal places, up to a total of 20 decimal places.

The QP: Unit Price Precision profile controls how many decimal points you can use on a Price List for a rounding factor.

**OM: View Cancel Lines**    `ONT_SHOW_CANCEL_LINES`

This profile option controls the default value of the Cancel check box when sorting sales order lines within the Sales Order Lines Tab, Sort window. The default value is Yes. Select from:

- **Yes:** The Cancel check box will be automatically selected when sorting sales order lines within the Sales Order Lines Tab, Sort window. Cancelled order lines will not be displayed once the sort completes.
- **No:** The Cancel check box will not be selected when sorting sales order lines within the Sales Order window, Lines Tab sort window. Cancelled order lines will be displayed once the sort completes if you do not manually select the check box.

**OM: View Closed Lines**    `ONT_VIEW_CLOSED_LINES`

This profile option controls the default value of the Closed check box when sorting sales order lines within the Sales Order Lines Tab, Sort window. The default value is Yes. Select from:

- **Yes:** The Closed check box will be automatically selected when sorting sales order lines within the Sales Order Lines Tab, Sort window. Closed order lines will not be displayed once the sort completes.
- **No:** The Closed check box will not be selected when sorting sales order lines within the Sales Order window, Lines Tab sort window. Closed order lines will be displayed once the sort completes if you do not manually select the check box.

**Selected Oracle Application Profile Option Descriptions****(General Ledger) Journals: Display Inverse Rate**    `DISPLAY_INVERSE_RATE`

- If the profile option Journal: Display Inverse Rate is set to Yes, then the value entered for the conversion rate field in the Sales Order window should be entered from Base to Foreign currency (user must enter the conversion rate in functional currency to foreign currency).
- If the profile Journals: Display Inverse Rate is set to No, then the value entered for the conversion rate field in the Sales Order window should be entered from Foreign to Base currency (user must enter the conversion rate in foreign currency to functional currency).

Please note, however, that the system will always store the currency rate in Foreign to Base format irrespective of the profile.

For example, suppose the base currency is USD and the foreign currency is CAD.

- If the profile option Journal: Display Inverse Rate is set to Yes, the following message is displayed when the users navigate to the conversion rate field on the Sales Order window:

Please Enter the Rate for USD to CAD.

- If the profile option Journal: Display Inverse Rate is set to No, the following message is displayed when the users navigate to the conversion rate field on the Sales Order window:

Please Enter the Rate for CAD to USD.

**(Inventory) INV: Capable to Promise INV\_CTP**

This profile option determines which planning data store availability checking is performed against when submitting an ATP inquiry. Select from:

- *Enable PL/SQL based ATP with planning output:* This option enables ATP inquiry against the Planning Data Store (PDS) within the Advanced Planning and Scheduling (APS) database. For a PDS ATP inquiry, you can perform Basic ATP, Single-Level Supply Chain ATP, Multilevel Supply Chain ATP. Only supply and demand of the plan selected is considered during an ATP Inquiry in this mode.

When an ATP inquiry is submitted within Order Management, Oracle Global Available To Promise determines which plan within the PDS is used to determine availability. The item instance/organization combination of the inquiry is sent to Oracle Global Available To Promise, enabling plan selection based upon the following:

- **Inactive On:** Within the APS *Supply Chain Plan Names* window, the Inactive On (date) determines if a plan should be considered as a source for availability data. If the field contains a date, then the date must be prior to the availability check date.
- **Enable ATP Check Box:** Within the APS *Supply Chain Plan Names* window, the Enable ATP check box determines if a plan should be considered for availability data. The check box must be selected in order for the plan to be considered as a source for availability data.
- **PLAN\_ID:** If the item instance/organization combination of the inquiry resides in the PDS for multiple plans not inactive and enabled for ATP, the plan definition with the lowest PLAN\_ID is used as the source for availability checking.

For example, Profile Option INV: Capable to promise = *ATP/CTP Based upon Planning Output*, and you have the following plans within the PDS, with each plan enabling ATP.

- PLAN\_ID=100; Inactive on 20-FEB-2003; Item AS54888; Instance/Organization NEW/M1, NEW/V1
- PLAN\_ID=105; Inactive on 20-FEB-2001; Items AS54888; AS544432, Instance/Organization NEW/M1, NEW/M2, NEW/V1
- PLAN\_ID=202; Inactive on 20-FEB-2005; Item AS54888; Instance/Organization NEW/M1, NEW/M2, NEW/V1

- c. When you perform an ATP inquiry for item AS54888 on 18-FEB-2001, while within instance/organization combination NEW/V1, then ATP results displayed are based upon planning data within the PDS for PLAN\_ID=100

Item AS54888 is currently defined for instance/organization combination NEW/M1 within the PDS for PLAN\_ID=100, PLAN\_ID=105, and PLAN\_ID=202.

PLAN\_ID=100 is active and has the lowest numeric value, so the data within the PDS for PLAN\_ID=100 is used to check availability.

- d. When you perform an ATP Inquiry for item AS54888 on 25-MAR-2002 while within instance/organization combination NEW/M2, then ATP results displayed are based upon planning data for PLAN\_ID=202.

Item AS54888 is currently defined for instance/organization combination New/M2 within the PDS for PLAN\_ID=105 and PLAN\_ID=202

PLAN\_ID=105 is the lowest numeric value, but is Inactive as of 20-FEB-2001, so the data within the PDS for PLAN\_ID=202 is used to check availability.

- ***Enable PL/SQL based ATP without planning output:*** This option enables ATP inquiry against the Operation Data Store (ODS) within the Advanced Planning and Scheduling (APS) database.

The ODS consists of all of the data that has been collected, including any incremental refreshes. Data is loaded into the ODS when you submit the APS ATP Data Collections Request Set. For ODS based ATP inquiry, you can currently only perform Basic ATP & Single level Supply Chain ATP. The ATP Rule is used to specify the time fence options and supply and demand sources to use during order promising inquiry.

## Defining Order Management Transaction Types

### Overview

In prior releases of Oracle Order Entry, Order Types were used for defaulting information on orders, establishing processing controls such as invoicing, and most importantly, determining the Order Cycle that an order would have. Order Cycles, in turn, controlled the processing flow of an order.

With the release of Oracle Order Management 11*i*, Order Cycles have been replaced by Oracle Workflow definitions, and Order Types have been replaced by Order Management Transaction Types. Order Management provides seeded Workflow process definitions for both orders and lines, and Order Management also enables you to define both order header and Order Line transaction types.

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**Note:** Order Management provides *NO* seeded transaction types. For existing Oracle Order Entry customers, Order Management will update existing *Order Types* to order and line transaction types during the upgrade process

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Order Management Transaction types:

- Determine the workflow processes executed for both the order and line.
- Can act as sources for order and line level attribute defaulting.
- Can establish order or line level processing constraints.
- Can default from the Customer, Ship To, Bill To, or Deliver-To site at the order header, and line transaction types can default from the order transaction type.
- Enable you to group orders and lines.
- Can specific processing controls for an order or line based upon the transaction type entered.

For example, the Scheduling level controls the way scheduling works at the time of order entry for lines.

### Prerequisites

- Review seeded order and line flows.
- Define all lookups. See: Defining Order Management QuickCodes.Oracle Order Management Suite Implementation Manual, Release 11*i*, Defining Order Management QuickCodes.



- Define freight carriers. See: Oracle Shipping Execution User's Guide.
- Define organizations. See: Creating an Organization, *Oracle Human Resources Management Systems User's Guide*.
- Define document sequences. See: Defining Document Sequences for Order Numbering, Oracle Order Management Suite Implementation Manual, Release 11*i*, Defining Document Sequences for Order Numbering.
- Define defaulting rules. See Overview of Defining Defaulting Rules on page 1-70
- Define price lists. See: Creating a Price List on page 3-4.  
Define credit check rules. See: Oracle Order Management Suite Implementation Manual, Release 11*i*, Defining Credit Check Rules.  
See: Defining Credit Check Rules
- 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*.

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**Note:** You must first define your OM Line Transaction Types so that they can be assigned when defining your OM Order transaction types.

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## Order and Line Level Controls

You can define order controls that apply to the order as a whole and are not overridable at the line level. For example, order numbering is controlled at the order level. An order can be numbered differently based on the order type, such as an order or return.

You can also define line controls that affect the line type level. You can set up certain controls that default from the order level and can be overridden at the line level. For example, you can have both return and order lines on a single order, however, the return and order lines process differently. The individual line processing is controlled at a higher line type level. You need to specify the workflow couplings for the permitted transaction type combinations. If a combination has notifications or workflow activities at the header flow which need to be completed before the line can proceed, then the header flow needs to have a *Continue-flow* activity. The line flow needs to have the appropriate *Wait-for-flow* activity.

The following table displays the various column controls that are available for Order Management *Order* transaction types.

Column Name	Purpose	Define for Order Transaction Types	Required on Order Transaction Types	Defaulting Source for Header
NAME	Unique within the table for a given language.	Yes	Yes	No
TRANSACTION_TYPE_CODE	Distinguishes between order and line types. Line types are Order and Line.	Yes	Yes	No
ORDER_CATEGORY_CODE	Defaulting on the order or line. Restricts the types of lines on an Order. Mixed, Order, or Return. Line types are Order or Return.	Yes	Yes	Yes
CURRENCY_CODE	Defaulting source.	Yes	No	Yes
CONVERSION_TYPE_CODE	Defaulting source.	Yes	No	Yes
CUST_TRX_TYPE_ID	Invoicing Interface./Tax	Yes	No	No
COST_OF_GOODS_SOLD_ACCOUNT	Invoicing Interface	Yes	No	No
ENTRY_CREDIT_CHECK_RULE_ID	Credit checking.	Yes	No	No
SHIPPING_CREDIT_CHECK_RULE_ID	Credit checking.	Yes	No	No
PRICE_LIST_ID	Defaulting source	Yes	No	Yes
ENFORCE_LINE_PRICES_FLAG	Used for validating discount application on order and lines	Yes	Yes	No
WAREHOUSE_ID	Defaulting source.	Yes	No	Yes
DEMAND_CLASS_CODE	Defaulting source.	Yes	No	Yes
SHIPMENT_PRIORITY_CODE	Defaulting source.	Yes	No	Yes
SHIPPING_METHOD_CODE	Defaulting source.	Yes	No	Yes

Column Name	Purpose	Define for Order Transaction Types	Required on Order Transaction Types	Defaulting Source for Header
FREIGHT_TERMS_CODE	Defaulting source.	Yes	No	Yes
FOB_POINT_CODE	Defaulting source.	Yes	No	Yes
SHIP_SOURCE_TYPE_CODE	Defaulting source. The values are Internal, External.	No	No	No
AUTO_SCHEDULE_FLAG	Used by Scheduling. The values are Yes, No.	Yes	No	No
SCHEDULING_LEVEL_CODE	Used by Scheduling. The values are 0, 1, 2.	Yes	No	No
AGREEMENT_TYPE_CODE	Validation at header level.	Yes	No	No
AGREEMENT_REQUIRED_FLAG	Validation on Header.	Yes	Yes	No
PO_REQUIRED_FLAG	Validation at header level.	Yes	Yes	No
INVOICING_RULE_ID	Defaulting source.	Yes	No	Yes
INVOICING_CREDIT_METHOD_CODE	Defaulting source.	Yes	No	Yes
ACCOUNTING_RULE_ID	Defaulting source.	Yes	No	Yes
ACCOUNTING_CREDIT_METHOD_CODE	Defaulting source.	Yes	No	Yes
INVOICE_SOURCE_ID	Invoicing Interface.	Yes	No	No
NON_DELIVERY_INVOICE_SOURCE_ID	Invoicing Interface.	Yes	No	No
DEFAULT_INBOUND_LINE_TYPE_ID	Defaulting source for inbound lines. Use this value as Source for defaulting Line type on Line.	Yes	No	No

Column Name	Purpose	Define for Order Transaction Types	Required on Order Transaction Types	Defaulting Source for Header
DEFAULT_OUTBOUND_LINE_TYPE_ID	Defaulting source for outbound lines. Use this value as Source for defaulting Line type on Line.	Yes	No	No

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**Note:** The transaction type name for the base language cannot be changed once there are orders or lines referenced.

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### Order Category

You can specify an order category on the order transaction type. The order category can be defined as Order, Return, or Mixed. When defining OM line transaction types, specify an order category of Order or Return.

### Order Numbering

Define your order numbering options using the Oracle Application Object Library (AOL) Document Sequence functionary. You can set up various OM order transaction types and different document sequences. Both OM transaction types and document sequences can control which types of orders are numbered automatically or manually.

For example, you can have all your outbound orders numbered in a certain sequence and all your returns in a different sequence. When an OM order transaction type is created, a document category with the same name is automatically created. You can define sequences and assign them to the respective document category. See: Oracle Order Management Suite Implementation Manual, Release 11i, Defining Document Sequences for Order Numbering.

See: Defining Document Sequences for Order Numbering.

### Category Codes

When you create an order and specify a transaction type. The category code controls the types of lines which are permitted on the order. If the category code is Order, then the order can only have outbound lines. If the category code is Return, then the order can only have inbound lines. If the category code is *Mixed*, then the order can have inbound and/or outbound lines.

## Order Management Line Transaction Types

Order Management line transaction types can be defined to control order line information. There are specific controls that need to be definable at the line type level. Some controls can be such that, they default from the order level, but can be overridden at the line level. For example, you can have both order and return lines on a single order. However, order and return lines go through different types of processing. The kind of processing that an individual line undergoes is controllable at a line type level.

The following table displays the various column controls that are available for Order Management *Line* transaction types.

Column	Purpose	Usable on Line Type	Required for Line Type	Defaulting source for Line
NAME	Unique within the table for a given language.	Yes	Yes	
TRANSACTION_TYPE_CODE	Distinguish between order and line types. Valid values for Line types: <i>Order/Line</i> .	Yes	Yes	No
ORDER_CATEGORY_CODE	Defaulting for order or line; If used on Order Type, restricts line types.  Valid values for Line Types: <i>Order/Return</i>	Yes	Yes	Yes
CURRENCY_CODE	Defaulting Source	No	No	No
CONVERSION_TYPE_CODE	Defaulting Source	No	No	No
CUST_TRX_TYPE_ID	Used by Invoicing	Yes	No	No
COST_OF_GOODS_SOLD_ACCOUNT	Used by Inventory Interface	No	No	No
ENTRY_CREDIT_CHECK_RULE_ID	Used by Credit Checking	No	No	No
SHIPPING_CREDIT_CHECK_RULE_ID	Used by Credit Checking	No	No	No
PRICE_LIST_ID	Defaulting Source	Yes	No	Yes
ENFORCE_LINE_PRICES_FLAG	Used for validating discount application on Order/Lines	No	No	No

Column	Purpose	Usable on Line Type	Required for Line Type	Defaulting source for Line
WAREHOUSE_ID	Defaulting source	Yes	No	Yes
DEMAND_CLASS_CODE	Defaulting source	Yes	No	Yes
SHIPMENT_PRIORITY_CODE	Defaulting source	Yes	No	Yes
SHIPPING_METHOD_CODE	Defaulting source	Yes	No	Yes
FREIGHT_TERMS_CODE	Defaulting source	Yes	No	Yes
FOB_POINT_CODE	Defaulting source	Yes	No	Yes
SHIP_SOURCE_TYPE_CODE	Defaulting source. Valid values: <i>Internal/External</i>	Yes	No	Yes
AUTO_SCHEDULE_FLAG	Used by Scheduling. Valid values: <i>Yes/No</i>	No	No	No
SCHEDULING_LEVEL_CODE	Used by Scheduling. Valid values: <i>ONE, TWO, THREE</i>	Yes	No	No
AGREEMENT_TYPE_CODE	Validation on Header	No	No	No
AGREEMENT_REQUIRED_FLAG	Validation on Header	No	No	No
PO_REQUIRED_FLAG	Validation on Header	No	No	No
INVOICING_RULE_ID	Defaulting source	Yes	No	Yes
INVOICING_CREDIT_METHOD_CODE	Defaulting Source	Yes	No	Yes
ACCOUNTING_RULE_ID	Defaulting source	Yes	No	Yes
ACCOUNTING_CREDIT_METHOD_CODE	Defaulting Source	Yes	No	Yes
INVOICE_SOURCE_ID	Used by Invoicing	Yes	No	No
NON_DELIVERY_INVOICE_SOURCE_ID	Used by Invoicing	Yes	No	No
DEFAULT_INBOUND_LINE_TYPE_ID	Defaulting source for Inbound Lines. Use this value as Source for defaulting Line type on Line	No	No	Yes
DEFAULT_OUTBOUND_LINE_TYPE_ID	Defaulting Source for Outbound Lines. Use this value as Source for defaulting Line type on Line	No	No	Yes

When you define OM line transaction types, you can define the line flow that lines of this type will follow. A line transaction type can be coupled with different OM order transaction types. For example, a return transaction type can be used with a standard order type or an international order type. However, you need to specify the flow couplings for the permitted transaction type combinations.

### **Workflow Assignments**

The order type determines the order workflow. The combination of the order type, the line type, and the item type determines the line workflow.

Select appropriate workflows for order types, line types and item types:

You can perform all standard processing including orders, returns, drop ship orders, orders for configured items, and orders for assemble-to-order items using seeded workflows. You can also create your own workflows if you need additional steps, for example, additional notifications or processes.

You cannot select any order workflow to be used with a line workflow. Some workflow steps between an order and line are interdependent based on how Continue-flow and Wait-for-flow activities are paired. Therefore, the same line transaction type needs to follow a different line flow when used with a different order transaction type.

For example, the order flow with header level invoicing waits for an activity in the line flow to complete. If you do not use order and line flows which are designed to work together you can have orders or lines which either complete activities too early or which never complete.

The inventory item that a line is processing may have specific flow requirements. For example, a configuration needs to have a BOM and work order created before it can be picked and shipped. The standard item can be picked from stock and shipped. Therefore, the workflow for a configuration item is different than a standard item. However, both types of order lines can be use the same line type. The Workflow Assignments window displays the following item types for which a workflow can be assigned for a given order or order line type assignment:

- ATO Models, Classes, Options, Items
- Configured Item
- Kits
- Included Items
- PTO Models, Classes, Options

- Standard Items
- Service Items

If the item type code is left blank, the specified workflow assignment applies to all item types for which there is no specific assignment. However, you should specify an assignment for the configured item type, if you plan to use the line type for ATO models.

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**Note:** A workflow assignment is required for a given line type to support creation of lines using that line type.

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The following table displays sample Order types and associated Order Header workflow assignments.

Order Type	Header Flow Assignment
Domestic	Header - Standard
International	Header - International (This has a post-booking approval.)

**Line Flow Assignments**

The Line Flow Assignments window is available only for OM order transaction types only. Use this window to assign line flows to the various line types that can be used with an order type.

A line flow can be assigned to an order type, line type and item type combination. Order Management enables you to define only one effective assignment for a given combination. If the item type is left blank, then that assignment will apply to all item types that do not have a specific assignment. If you plan to use a line type for ATO models then Order Management requires that you specify an assignment for the item type of configured item. Refer to Overview of Workflows and Setting up Workflow.

The following table displays sample Order Line types and associated Order line workflow assignments.



Line Type	Order Types used with	For Item Type	Line Flow Assignments	Comments
Standard	Domestic		Outbound Domestic	For all item types (except configured items)
Standard	Domestic	Configured Item	Outbound Domestic Configuration	Workflow specific to configured items.
Standard	International		Outbound International	This has the appropriate <i>Wait-for Flow</i> defined for the notification activity on the International Header flow. The workflow is for all item types (except configured items).
Standard	International	Configured Item	Outbound Domestic - Configuration	This workflow is specifically for configured items.
Return	Domestic		Inbound Domestic	For all item types.
Return	International		Inbound International	This has the appropriate <i>Wait-for- Flow</i> defined for the notification activity on the International Header flow. This workflow is for all item types.

## Defining Order Management Transaction Types

### Prerequisites

- Review seeded Order and Line flows. Define new to meet your business requirements.
- Define all lookups.
- Define freight carriers. See: Oracle Shipping Execution User's Guide.
- Define organizations. See: Creating an Organization, Oracle Human Resources Management Systems User's Guide.
- Create Document Sequences for order numbering.

- Define defaulting rules.
- Define price lists.
- Define credit check rules.
- 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 User's Guide.

► **To define Order Management document, Pricing, or Credit Check order or line transaction type information:**

1. Navigate to the Transaction Types window.

Transaction Types

Transaction Type: **Standard Order** Assign Line Flows

Description:

Effective Dates: **05.AUG.2002** -

Transaction Type Code: **ORDER**

Order Category: **Order**

Order Workflow: **Order Flow - Generic with deferred b**

Main Shipping Finance

**Document**

Agreement Type:

Default Return Line Type:

Default Order Line Type: **Standard Line (SNG)**

☐ Agreement Required ☐ Purchase Order Required

**Pricing**

Price List: **CORPORATE**

☐ Enforce List Price

**Credit Check Rule**

Ordering: **Booking** Packing: **External**

Picking/Purchase Release: **Picking** Shipping: **AR\_SHIPPING**

2. Select the Main tabbed region and specify a name that is unique across Operating Units.
3. Enter a Description.
4. Specify whether this is an order or line transaction type.
5. Specify the category.

For Order Types, you can specify a value of Order, Return, or Mixed. For Line Types you can specify Order or Return. When an order type is assigned to an order, the category determines whether both order and return lines can go on the order. A category of Mixed enables an order to have both kinds of lines.

6. For Order Transaction Type only - Optionally, enter an agreement type.

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

7. For Order Transaction Type only, specify a line type that will serve a default for all lines on the order with this order type.

If you are defining a Mixed order type, specify an inbound and outbound default line type. When you create a return line with negative quantities, the Sales Order window automatically sets the category on the to Return.

For Order Lines, the Sales Orders window automatically sets the category to Order. Order Management seeds defaulting rules to get the appropriate default outbound or inbound line transaction type from an order type to a line based on its category code.

8. Indicate whether an agreement is required for order transaction type only.
9. For Order Transaction Type only, check Purchase Order Required to require purchase order numbers during order entry for orders and returns with this Order type.
10. Select a price list to serve as a defaulting source.
11. For Order Transaction Type only- Optionally check Enforce List Price, if you do you cannot apply discounts to the order line list price when you use this order type and you cannot override the selling price, unless the profile option *OM: Discounting Privilege* is set at the appropriate level.
12. Optionally, select the credit check rule to use when performing checking credit at booking in the Booking field. For orders that utilize a transaction type with a credit check rule defined for Booking, credit checking is performed when you book the order.

If you leave this field blank, no credit checking occurs when you book orders with this order type.
13. Optionally, select the credit check rule to use when performing checking credit at Shipping in the Shipping field. For orders that utilize a transaction type with a credit check rule defined for Shipping, credit checking is performed at both pick release and ship confirm.

If you leave this field blank, no credit checking occurs when you release sales orders for picking or shipping with this order type.

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**Note:** When an order type is created, Order Management automatically creates a Document Sequence Category of the same name for you. You can then go an assign a document sequence that you have defined for order numbering to this document sequence category. Document sequence categories are not MLS Compliant. Order Management recommends that you create your order types in the base language of your installation to minimize potential confusion.

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**Note:** Workflow assignments are required for order types to support the creation of orders.

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14. Save your work.

**■ To define Shipping Related Attributes for Order Management order and line transaction types:**

1. Navigate to the Shipping tabbed region in the Transaction Types window.
2. Optionally, select a warehouse. Warehouses are synonymous with inventory organizations in Oracle Manufacturing.
3. Optionally, enter a Shipping Method.
4. Optionally, enter a Shipment priority.  
Define shipment priorities using Order Management QuickCodes.
5. Optionally, enter the Freight terms.  
Define freight terms using Order Management QuickCodes.
6. Optionally, enter the Free On Board (FOB) point.  
Define FOB points using Receivables QuickCodes.
7. For Line Transaction Type only – Optionally specify a value for ship source type. It can be either internal or external. This determines whether the order line is sourced internally or externally (via Drop Shipment).
8. Optionally, enter the Demand Class.  
Define demand classes using Manufacturing QuickCodes.

9. Optionally, specify the scheduling level. It can have the following values:

- *One*: Perform only ATP check.
- *TWO*: Perform ATP check and Scheduling - *No reservations*
- *THREE*: perform complete scheduling (ATP Check, Demanding, Reserving).

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**Note:** If you do not specify a value for an Order Transaction type, the application interpreted the null value as *Complete Scheduling*. If you do not specify a value for a Line Transaction Type the application uses the value from the Order Type on the Order.

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10. For order transaction type only - Optionally, check auto-schedule.

This setting determines whether auto-scheduling is performed for orders using this order type.

11. For return line transaction type only – Optionally, set whether inspection is required.

**D To define Financial attributes for Order Management order or line transaction types:**

1. Navigate to the Finance tabbed region in the Transaction Types window.
2. If you use Oracle Receivables, enter the Default Invoicing Rule to apply to this order or line 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 or line 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 a Invoice Source.
5. Optionally, select a Non-Delivery Invoice Source.
6. Optionally, select the Accounting 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.
- Optionally, select the Invoicing credit method Oracle Receivables uses when crediting the installments of invoices that have multiple installments (split term invoices). 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 all of the credit is used.
- FIFO (First In First Out)--Credits the first installment first and then credits all subsequent installments until all of the credit is used.
- Prorate--Prorates the credit received by the installments of invoices by the amount remaining on their installments.

7. If you use Oracle Receivables, enter the receivables transaction invoice 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. Ensure the Tax Calculation Flag for the Receivables transaction type you choose is set accordingly as this will determine whether Tax is calculated for the order line.

8. If you are defining a return type, select the invoice type associated with the appropriate credit memo type.
9. Optionally, enter a Cost of Goods Sold Account. – Definable only for the Order Transaction Type.
10. Optionally, enter a currency and a currency conversion type. – Definable only for the order transaction type.

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

11. Save your work.

**D To assign workflows to transaction types:**

Use this procedure to assign workflows to line transaction types. The combination of the order type, the line type, and the item type determines the line workflow.

Once you have created a document using an order type you cannot change the existing line workflow assignments. Instead, enter an end date for the existing assignment and enter a new assignment for the for the new workflow.

- 1. Navigate to the Transaction Types window and query the desired transaction type.
- 2. Click Assign Line Flows.

Line Workflow Assignments

Order Type

Assign Workflow Processes

Line Type	Item Type	Process Name	Start Date	End Date
Standard Line		Line Flow - Generic	11-JUN-2001	<input type="text"/>
Standard Line	Configured Item	Line Flow - Configuration	04-OCT-2001	<input type="text"/>
Standard Line	ATO Model	Line Flow - ATO Model	04-OCT-2001	<input type="text"/>
Standard Line	ATO Item	Line Flow - Configuration	17-SEP-2001	<input type="text"/>

- 3. In Order Type, select the order type/line type/item type combination to which you want to assign a workflow.

If you leave Item Type blank, the workflow applies to all item types for the line type (unless they have a specific assignment in this form).

If you use line type ATO Models, use item type Configured Item and return line types use item type Standard even if they are for configurations.



4. In Process Name, select the workflow that Oracle Order Management should use for the order type/line type/item type.  
If you do not assign a workflow to a configured item type, the configured item does not use a workflow.
5. In Start Date and End Date, select the time period during which the assignment is effective.
6. Save your work.

## Overview of Processing Constraints

In previous releases of Oracle Order Entry, a feature called Security Rules enabled you to control whether changes could be made to certain characteristics of an order after certain cycle steps had been reached. In Release 11i Order Management, Oracle has introduced a new security paradigm called Processing Constraints, which offers somewhat differing functionality. Processing Constraints allow Order Management users the ability to control changes to sales orders, at all stages of its order or line workflows. Reasons to limit changes to existing orders can be:

- Changing data on an entity that would make the data inconsistent and difficult to audit. For example, changing the price list on an order already invoiced. Oracle Applications generally enforces these constraints through seeded processing constraints or within the operation of forms and processes.
- Changing data on an entity that has effected downstream activities that are difficult or costly to undo. For example, changing options on an ATO configuration order if the item is already built. You generally determine the business need for these constraints and, to express them, create processing constraints.

Processing Constraints also provide:

- The ability to control who can make changes based on Responsibility. A constraint (rule) may apply to all responsibilities, a list of constrained responsibilities, or to all except a list of authorized responsibilities.
- The ability to define constraining conditions based on the state of related objects (for example, define a processing constraint for order lines based upon the current status of the order).
- The ability to control order changes based on field values
- The ability to call custom PL/SQL code to determine whether a processing constraint condition evaluates to true.
- The ability to constrain operations at any point in the order or line process flow. In prior releases of Oracle Order Entry, you could only control operations for certain hard-coded cycle actions.

A processing constraint includes these components:

- Entity
- Operation
- Attribute

If an attribute is not assigned to a constraint, the constraint prevents you from updating all attributes on the entity.

- Group Number
- Conditions
  - User Action
  - Validation Entity
  - Scope
  - Record Set
  - Modifier
  - Validation Template
- Applicable To (Optional, user responsibility)

You can define processing constraints for *entity* or *attributes*. *Entities* include regions on the Sales Orders window, such as Order, Line, Order Price Adjustments, Line Price Adjustments, Order Sales Credits, and Line Sales Credits. *Attributes* include individual fields (of a particular *entity*), such as Warehouse, Ship To Location, or Agreement.

As you use Order Management, processing constraints are evaluated for any *entity* you try to cancel, delete, create, split, or update. If you are trying to modify an order line, Order Management evaluates the processing constraints for the Line *entity*.

You can relate a given role to the highest state of the order that changes can be made. For example, the order entry clerk cannot change an order when it has been acknowledged by customer, but the order entry supervisor can change the order until it has shipped. These constraints may apply to the entire order or individual attributes.

For a complete list of processing constraints that are available in the Order Management application, see the Oracle Order Management Suite Implementation Manual, Release 11*i*, Appendix G.

## Processing Constraint Terminology

### Entity

Processing Constraints enable you to define constraints for entities such as order header, order line, order/line price adjustments, and order/line sales credits.

Entities can consist of a group of related attributes that similarly correspond to a database table or Order Management form. Entities that can be managed with Processing Constraints are:

- Line Price Adjustment
- Line Sales Credit
- Order Header
- Order Line
- Order Price Adjustment
- Order Sales Credit

### **Operation**

You can define processing constraints to prevent users from performing the operations of Cancel, Create, Delete, Update, and Split on your orders and returns. You can prevent Update on *attributes*. You can effectively assign a general Update rule to all *attributes* associated with a particular *entity*, as a data entry tool. For example, given a set of conditions you may not allow a user to create a new order line.

### **Attribute**

An attribute is considered a field or column that belongs to an entity. For example, *ordered unit of measure* is an attribute of the 'Order Line' entity

Select an attribute when the operation is UPDATE or leave the field blank to prevent update of all attributes.

### **Action**

In addition to completely forbidding an action (Not Allowed), you can allow certain actions such as Update or Delete, but maintain an Audit Trail of the changes. To indicate you want to keep an Audit Trail only when a reason is required (Requires Reason with History) or not required (Requires History).

The *Requires Reason and History* action is applicable for the cancel or update operations to the *Order Quantity* attribute on the line, only.

### **System Changes**

System changes are used for defaulting and enabling the system to re-default attribute values whenever the defaulting source changes. A changed attribute value

would default even if constraint conditions are applicable. This is only applicable for attribute or field level UPDATE operations.

### User Changes

Users changes can be used to indicate whether an attribute level constraint applies to the user only for record updates or will the constraint apply even if the attribute value is modified by the user while the record is being created.

- Select *Never after Insert*, (default), to indicate that a user may modify this field only if the entity has not yet been saved to the database. This is for attribute for field level update operations.
- Select *Never* so that an attribute value can never be updated by a user.

For example, setting System Changes to 'Always' and User Changes to 'Never' sets up a constraint where this attribute value can never be edited by the user while constraint conditions are applicable; however the system can always default or re-default a value for this attribute.

### Conditions

The condition of your processing constraint is like an *If-Then* statement. Order Management checks for occurrences of the condition in your constraint while users are cancelling, deleting, creating, splitting lines, and updating orders and returns. When the condition or conditions of a processing constraint are met, Order Management prevents the operation of that constraint.

### Group Number

Each processing constraint condition has a number that indicates whether the condition is independent of all other conditions, or whether it should be considered only when another condition is also true. Use this number to create *and/or* conditions. Create an *And* condition by using the same group number for each row in the condition, or an *Or* condition by using a different group number for each row. Conditions with the same number must both be true for the processing constraint to apply.

For conditions with different numbers, at least one must be true for the processing constraint to apply. You can create several *And* conditions and *Or* conditions for one object or attribute.

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**Attention:** Order Management does not allow you to enter a number equal to any number already used in the Number field of a system processing constraint condition. This would, in effect, create an *And* statement with a system processing constraint, and could endanger data integrity.

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### Scope

Scope indicates whether you want Order Management to evaluate the condition of the constraint against any or all entities in the record sets.

- If the Scope is *Any* the condition holds true if *any* line within the record set meets the condition.
- If the scope is *All*, all lines in the record set must meet the condition for the entire condition to be evaluated as True.

### Validation Entity

The validation entity is the entity on which the constraint condition is based on. This could be same as the entity on the constraint or it could be an entity related to the constrained entity. For example, a constraint might be defined for UPDATE of Ship To on Order Header entity but condition needs to be if Any Order Line has been shipped. Thus validation entity is Order Line while constrained entity is Order Header.

### Record Sets

A record set is a set of records that are bound by common attributes such as invoice sets. You can define constraining conditions and specify a record set to be validated for a given condition as defined by its validation template.

### Modifier / Not

You can use a modifier in the condition of a processing constraint to define a negative condition. For example, if the condition is Booked and the Modifier/Not check box is checked, then the condition is evaluated as NOT booked.

### Validation Template

The validation template defines how the condition is to be evaluated. The template could be based on a workflow state, field value or if it is complex, it could also be based on the output of a validation API.

API based validation templates are not available if the constrained entity is different from the validation entity on the condition. Validation templates are not available even if the record set being used is anything other than the primary key record set.

For example,

API based Validation template *Pick Released* has been set up for entity Order Line. If you set up a constraint for attribute *Ship To* on Order Line, the validation template *Pick Released* is available but for a constraint on attribute *Ship To* on Order Header, *Pick Released* will not be available.

For attribute *Ship To* on Order Line, if the constraint condition uses any record set (ATO Configuration, for example) other than the primary key record set *Order Line*, the validation template *Pick Released* will not be available.

## Special Considerations

### Rules That Cannot Apply

If you define a constraint for Create on an entity where the condition would be applicable on the same existing entity, the constraint will never apply. If the condition only occurs for existing entities, but they are already inserted, the constraint cannot be enforced and will not be applied. For example, a rule for Insert on a Line where the condition is Ship Confirm is unenforceable because a line is already inserted if that condition exists.

### Processing Constraints Must Be Cooperative at Various Entity Levels

Order Management evaluates processing constraints for an entity when you are trying to perform an action on that entity. If you have a processing constraint on a lower-level entity (such as Line), and you try to perform an operation on the higher-level entity (such as Order), the Line level constraint is not evaluated. Therefore, when defining processing constraints, make sure that your higher-level entity constraints cooperate with your lower-level entity constraints so that all levels are synchronized. For example, if you have a constraint for the Line entity on the operation of Delete, define a comparable constraint for the Order entity so that you can cover all delete situations.

See: Defining Processing Constraints

Order Management seeded Processing Constraints Appendix, Oracle Order Management Suite Implementation Manual, Release 11i.

## Defining Processing Constraints

This describes how to set up your processing constraints based on validation conditions in validation templates (for example, Booked = Yes) which are evaluated for groups of records (record sets).

### Prerequisites

Become familiar with the Processing Constraints that are delivered with the Order Management Application. See: Oracle Order Management Suite Implementation Manual, Release 11i, Order Management Processing Constraints Appendix.

- You must define your validation templates and record sets:

Defining Validation Templates

Defining Record Sets.

See: Oracle Order Management Suite Implementation Manual, Release 11i:

Defining Record Sets.

Defining Validation Templates

- To set up processing constraints

1. Navigate to the Define Processing Constraints form.

The Define Processing Constraints window appears.



Application: **Oracle Order Management**  
Entity: **Order Header**

**Constraints**

Operation	Attribute	User Action	System Changes	User Changes	Seeded?
DELETE		Not Allowed			<input checked="" type="checkbox"/>
UPDATE	Conversion Rate	Not Allowed			<input checked="" type="checkbox"/>
UPDATE	Conversion Rate Date	Not Allowed			<input checked="" type="checkbox"/>

**Conditions**    Applicable To

Group #	Scope	Validation Entity	Record Set	Not	Validation Template	Seeded?
1	Any	Order Header	Order	<input type="checkbox"/>	Is gapless	<input checked="" type="checkbox"/>
2	Any	Order Header	Order	<input type="checkbox"/>	Booked	<input checked="" type="checkbox"/>

User Message  
**Gapless Orders should be cancelled**

2. Query Application for Oracle Order Management and Entity for the entity for which you want the processing constraint, for example, Order Header or Order Line.
3. Move to the Constraints region. In the top area of the region, enter each constraint in a line.
4. In Operation, select the operation that you want to constrain.
5. Select an Attribute to constraint, based upon the operation selected.
  - If you select the value UPDATE for the Operation field and you do not select an Attribute value, the constraint allows no update to any field of the entity, by any user.
6. In User Action, select one of the following:
  - Not Allowed: You cannot perform the constrained operation.
  - Require Reason and History: You can perform the operation only if you enter a reason. Use this with Operation CANCEL, Operation UPDATE if the

constrained attribute is Ordered Quantity only, and for recording Audit Trail history when requiring a reason for an attribute change.

- Requires History: You can perform the operation and will not be prompted to enter a Reason. You still have the option to enter both a Reason and Comment, and if you do so, the information is recorded. Use the value for enabling Audit Trail history to be recorded without a reason for an attribute change.
7. Select a value for the System Changes field. The value selected in this field determines if system changes are allowed, despite the constraint. Choose from:
    - Always: System changes allowed
    - Never after Insert: System changes allowed if the entry has not been saved to the database.
  8. Select a value for the User Changes Field. Choose from:
    - Never: The user is always constrained
    - Never after Insert: The user is constrained after the entry is saved to the database
  9. Seeded Check Box - If a Constraint has the seeded check box selected, you cannot update the constraint definition.
  10. Move to the Conditions tabbed region. Enter a constraining condition for the selected constraint. The selected constraint is determined by the previous cursor position prior to moving to the Conditions tabbed region.
  11. In Group Number field, enter a numeric value according to the following principles:
    - For conditions that should together evaluate to TRUE (AND conditions), enter the same group number. The constraint applies if the entity in question meets all of the conditions defined.
    - For conditions that should together evaluate to OR (OR conditions), enter a different number for each record. The constraint applies if the entity in question meets any one of the conditions defined.
  12. In Scope, if the record set applies to multiple records, indicate the scope of evaluation of the record set for this condition. An example of a record set that applies to multiple records is the record set of all of the lines of a sales order. Select one of the following:
    - Any: The condition is satisfied if one of the records meets it, for example, the condition is satisfied if one of the sales order lines is booked.

- All: The condition is satisfied if all of the records meet it, for example, the condition is satisfied if all of the sales order lines are booked
13. In Validation Entity, enter the entity for which the condition is validated. You can enter the same entity as the constraint (at the top of the Constraints region) or you can enter an entity related to the constraint. For example, if the constraint is against Order Header, Validation Entity can be Order Line.
  14. In Record Set, select the record set that corresponds to the entities to which the constraints process should apply the condition. For example, if you enter the order line record set Line, the condition is evaluated against the order line in question. If you enter the order line record set Order, the condition is evaluated against any or all (depending on the scope) lines of the order in question.  
  
If Validation Entity is different from Entity (at the top of the form), you can only select record sets based on the primary key of the validation entity.
  15. Select the Not check box (the negative condition modifier) to direct the constraints processing to evaluate the NOT condition of Validation Template. For example, if you expect to select Validation Template Booked, selecting NOT creates the condition of not booked for the constraint.
  16. In Validation Template, select a validation template. This item specifies the condition being evaluated.
  17. Constraint Condition Seeded check box:
    - If a Constraint has the seeded check box selected, and the constraint condition check box is also selected, you cannot update the constraint condition.
    - If a Constraint has the seeded check box selected, and the constraint condition check box is not selected, you can update the constraint condition.
  18. In User Message, enter the trailing portion of the error message that the constraint processing should display when the user violates the constraint.  
  
For example, if the constraint was to not allow an update of the item field on the order line if the line has been previously booked, constraints processing displays the error message You are not allowed to update the item; the item is booked.
  19. Move to the Applicable To tabbed region. In this region, specify to whom the constraint applies.

Application: **Oracle Order Management**  
Entity: **Order Header**

**Constraints**

Operation	Attribute	User Action	System Changes	User Changes	Seeded?
DELETE		Not Allowed			<input checked="" type="checkbox"/>
UPDATE	Conversion Rate	Not Allowed			<input checked="" type="checkbox"/>
UPDATE	Conversion Rate Date	Not Allowed			<input checked="" type="checkbox"/>

Conditions | **Applicable To**

☒ All responsibilities  
☐ Authorized responsibilities  
☐ Constrained responsibilities

Three empty text boxes for specifying responsibilities.

20. Select one of the following:

- All responsibilities: The constraint applies to all responsibilities.
- Authorized responsibilities: The constraint applies to all responsibilities except ones that you specify. Specify the excepted responsibilities in the untitled lines below your selection.
- Constrained responsibilities: The constraint applies to the responsibilities that you specify. Specify the excepted responsibilities in the untitled lines below your selection.

21. Save your work.

## Processing Constraints Example

To set up a processing constraint that forbids update of the sales order header order type when there are order lines created or when the order is booked, do the following after navigating to the Define Processing Constraints form:

- Query in the top of the form:

- Application: Oracle Order Management
- Entity: Order Header
- Enter on a new line at top of the Constraints region:
  - Operation: Update
  - Attribute: Order Type
  - User Action: Not allowed
  - Leave System Changes, User Changes blank
  - Clear Seeded check box
- Enter in the first line of the Conditions tabbed region:
  - Group Number: 1
  - Scope: Any
  - Validation Entity: Order Header
  - Record Set: Order
  - Clear NOT check box
  - Validation Template: Booked
  - Clear Seeded check box
  - User Message: the order is booked
- Enter in the second line of the Conditions tabbed region:
  - Group Number 2
  - Scope: Any
  - Validation Entity: Order Header
  - Record Set: Order
  - Clear NOT check box
  - Validation Template: Lines Exist
  - Clear Seeded check box
  - User Message: the order has lines

**See Also**

Overview of Processing Constraints

Order Management seeded Processing Constraints Appendix, Oracle Order Management Suite Implementation Manual, Release 11i.

## Processing Constraints Usage

As you use Order Management, processing constraints are evaluated for any *entity* you try to cancel, delete, create, split, or update. If you are trying to modify an order line, Order Management evaluates the processing constraints for the Line *entity*.

**See Also**

Overview of Processing Constraints

Defining Processing Constraints

Overview of Sales Orders

Cancelling Orders

Order Changes

See: Oracle Order Management Suite Implementation Manual, Release 11i:

Overview of Processing Constraints

Defining Processing Constraints

Seeded Processing Constraints Appendix.

## Defining Validation Templates

Order Management provides you the ability to define your own validation conditions by the use of validation templates. A validation template names a condition and defines the semantics of how to validate that condition. Validation templates can be used in the processing constraints framework to specify the constraining conditions for a given constraint. These conditions are based on:

- where the entity is in its workflow
- the state of attributes on an entity
- any other validation condition that cannot be modeled using the above methods

API based validation templates are not available if constrained entity is different from the entity for which the validation template has been defined (or the Validation templates are not available even if the record set being used is anything other than the primary key record set).

For example,

API based Validation template *Pick Released* has been set up for entity Order Line. If you set up a constraint for attribute *Ship To* on Order Line, the validation template *Pick Released* is available but for a constraint on attribute *Ship To* on Order Header, *Pick Released* will not be available.

For attribute *Ship To* on Order Line, if the constraint condition uses any record set (ATO Configuration, for example) other than the primary key record set *Order Line*, the validation template *Pick Released* will not be available.

### ■ To define a validation template:

1. Navigate to Validation Templates window.

Application: **Oracle Order Management**

**Validation Templates**

Entity	Template Name	System Defined?	Short Name	Description	Validation Type		
					Wf	API	Col
Order Header	Agreement	<input type="checkbox"/>	AGMT	Agreement not null	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Order Header	Booked	<input checked="" type="checkbox"/>	BOOKED	Order Booked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Order Header	CORPORATE	<input type="checkbox"/>	CORPPL	Order Header	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Order Header	Cancel Order	<input checked="" type="checkbox"/>	CANORD	Cancel Order	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Order Header	Closed	<input checked="" type="checkbox"/>	CLOSED	Order Closed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Validation Semantics**

Column	Validation Op	Value String
Agreement	Is Not Null	

2. Select the Entity for which the condition is to be defined.
3. Enter a Template Name for the condition.
4. Enter a name in the Short Name field for the condition.
5. Optionally, enter a Description for the constraint condition.
6. Select the Validation Type to be performed by the condition. Select from:
  1. Wf: (validation is based on the workflow status of this entity):
    - Select the Activity for the condition.
    - Select the Activity Status for the condition. Select from: Active, Complete, Error, Notified, and Suspended.
    - Select the activity Result for the condition.
    - Save your work.
  2. API (validation is completed through an Application Program Interface):
    - Select the PL/SQL Package you wish to interface with the constraint condition.
    - Enter the Procedure name of the API.
    - Save your work.



3. Col (validation is based on the values of database columns on this entity):
  - Select the Attribute Column name on the entity for the constraint condition.
  - Select the Validation Operation for the constraint condition. Select from: = (Equal To), <> (Not Equal To), Is NULL, Is Not NULL.
  - Select the Value String you want to validate against the value of the column.

---

**Note:** You can add more than one attribute, value pair, otherwise all pairs will be added together in the validation.

---

7. Save your work.
8. When you have created new validation templates or record sets, you will need to submit the Create Validation Packages concurrent program from the Tools menu to submit a concurrent request to create a validation package for all new or modified validation templates and record sets that may constitute a permitted validation combination. After the request completes, all validation templates that processed successfully will be visible in the list of values in the Processing Constraints window.

### **See Also**

Defining Processing Constraints

Defining Record Sets.

See: Oracle Order Management Suite Implementation Manual, Release 11i:

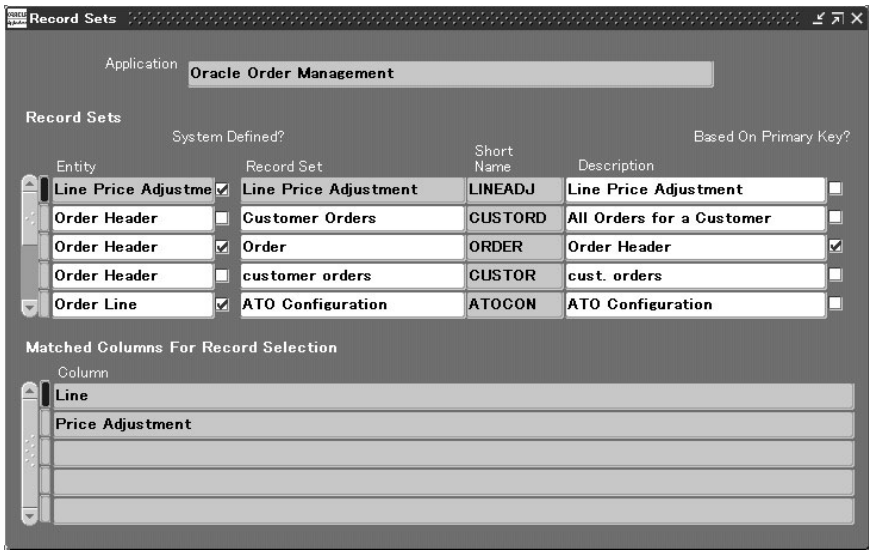
Defining Processing Constraints

Defining Record Sets

# Defining Record Sets

The Records Sets feature in Order Management is used to define and maintain record set definitions for processing constraints. A record set is a set of records that are bound by common attributes such as ship sets. You can define constraining conditions and specify a record set to be validated for a given condition as defined by its validation template.

- **To define a record set:**
  1. Navigate to the Record Sets window.



2. Select the Entity for which you are defining a record set.

The Seeded check box is enabled if the system automatically defines the name of the record set. This check box is non updateable.
3. Enter the name of the Record Set.

4. Enter the Short Name for the record set.

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**Note:** You cannot modify the Short Name once it has been entered.

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5. Optionally, enter a Description for the record set.

The Based On Primary Key check box is used to indicate the record set that is based on the primary key columns for the entity. There can only be one primary record set per entity. These records are seeded and cannot be updated.

6. Select the name of the columns that should be matched from the validated record in the Matched Columns For Record Selection region.

For example, if you define a Ship Set record set, the matching columns will be the Header ID and the Ship Set number.

7. Save your work.

8. Select the Create Validation Packages concurrent program from the Tools menu to submit a concurrent request to create a validation package for all modified validation templates and record sets that may constitute a permitted validation combination.

Only after the request completes, the created validation template is visible in the list of values in the Processing Constraints window.

9. Save your work.

## Overview of Defaulting Rules

### Overview

Order Management Defaulting Rules reduce the amount of data input required when entering orders or returns. You can define business rules for defaulting values, and prioritize how conditions and validation rules are implemented. If a defaulting rule definition fails to default desired values for orders or returns, you can choose to define additional defaulting rules for most attributes (fields) within Entities such as Order or Line.

Order Management provides seeded defaulting rules, and you can create additional Defaulting Rules by either

- defining a new defaulting rule, either with a new Condition you create or using an existing Condition.
- disabling a seeded defaulting rule and creating your own. You can not change seeded defaulting rules but you can disable the defaulting rule's condition.

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**Note:** You cannot update defaulting rules marked as seeded. However, you can create additional rules based upon seeded rule definitions and consequently disable the seeded rule.

Depending on your release level, if you wish to default the Item Identifier type attribute for an order line, select either *INT* or *Internal Item*.

---

You can use defaulting rules to default values into fields (attributes) in both the Header and Lines Entities

- Entities include groups of related attributes such as Order or Line.
- Attributes are the individual fields within a particular entity, such as Warehouse, Ship To Location, or Agreement.

A default is a value that Order Management automatically places in an order or line field.

- If the Attribute name is the same on both the Order and the Line, you can initially default the value from the Header to the Line.

For example, you can default Purchase Order at the Header to Purchase Order at the Line when you first create a PO number.

---

**Note:** The initial value will default, but if you change the PO the new value will not default automatically from the header to the line.

---

- You can also default the value of an attribute from another attribute within the same entity. For example, you could default Promise Date on the Line from Request Date within the Line Entity.

A defaulting condition is evaluated at run time to select the appropriate default source assignments for all the object attributes. You can define defaulting conditions that control defaulting of object attributes of an object (data object) in given mode of functionality. For example, you may have set up a condition for defaulting to occur one way if the Payment Terms are A, and another way if the Payment Terms are B.

- Defaulting conditions created for an Entity must be based on attributes within that Entity. For example, within the Lines Entity, you cannot use the attribute Order Type because Order Type is a attribute within the Header Entity.

A defaulting rule includes the following components:

- Defaulting Source/Value (Entity and Attribute, Source Type)
- Defaulting Condition
- Precedence of Defaulting Condition (if multiple defaulting conditions exist, precedence determines the condition to use)
- Sequence (in what order is the rule applied if multiple rules exist)
- Source Type and Defaulting Source/Value: (how the attribute value is derived)

## Defaulting Rules

You can define several different rules to use in different order processing situations.

### Sequence of Initial Attribute Defaulting

When attributes have equal sequence numbers, defaulting takes place alphabetically. You can change these sequences, if you need defaulting to happen in some different order. For example, you might define a sourcing rule that says default attribute A on the line from attribute B on the same line. In this case, you need to ensure that the Attribute B is defaulted before A is defaulted, or the rule may not work as you expect.

Alternatively, attribute A can be set up to be dependent on Attribute B. Refer to 'Dependencies' section for further details on how to set this up.

### **Defaulting Rule Sequences**

Specify the priority sequence in which you want to search for a field's defaulting value. Order Management looks at the lowest sequence number initially to begin searching for a default value, and continues to the next highest sequence number until it finds a value. For example, if your first and second sources are null, but your third source contains a value, Order Management uses your third source as the source.

### **Defaulting Sources**

A defaulting rule source is the location from which you obtain a defaulting value; usually the location is another entity and attribute. For most attributes, you can assign at least one entity/attribute defaulting source, in addition to using other defaulting sources.

Defaulting Sources include:

- Same Record
- Related Record
- System Variable
- Constant Value
- Profile Option
- PL/SQL API.

For example, you may want to define a rule to default the Price List to the order header based upon a variety of different sources. Potential defaulting sources include customer agreement, customer, and order type; the potential attribute for all three of these entities would be Price List. You can choose any of the three source entities. 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.

## Examples of Defaulting Sources

**Profile Option** The profile option source enables you to use a profile option, either system- or user-defined, as a default value source. You must indicate the name of the profile option to be used as the default value in your rule. Profile options sources enable for flexible default value tailoring without complex customizations.

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**Note:** If you intend to use a profile option as a defaulting source, be certain that it is defined before attempting to reference it in a defaulting rule.

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**Constant Value** The constant value source option enables you to specify a constant value instead of a field that contains a value. This is especially useful if you want your default to be the same value or to be used if no other sources you have defined for your rule can provide a value.

For example, if all items in your organization are sold with the unit of measure *Each*, you could define a defaulting rule to default the value of *Each* for the Unit of Measure attribute within the Order Line entity.

**System Variable** This system variable source option enables you to default system variables or functions of system variables for a field. This is commonly used to default date fields where SYSDATE expression or functions on SYSDATE can be used to default the current date or a function of the current date.

For example if the policy of your organization is to ship all items on the next day, you can setup the Request Date defaulting rule with System Variable as *sysdate + 1*.

**Same Record** Using same record as a source, you can default an attribute from another attribute on the same entity record.

For example a common requirement is to compute tax for an order line based on the scheduled ship date for that line. Set up a defaulting rule for tax date with Same Record source and Source Attribute as Schedule Ship Date.

**Related Record** The Relates Record is one of the most frequently used defaulting sources. Defaults for certain attributes can be setup when defining related object records such as Customer, Ship To, Bill To and Item.

For each attribute that you can use as a default, related record source objects/ source attributes are pre-defined in the system.

For example Order Type can be defaulted from its value on the related objects: Customer, Invoice To, or Ship To. The source attribute in each case would be Order Type.

**PL/SQL API** If you have a complex defaulting rule that cannot be defined using any other defaulting source, you can use the API source. Your logic to derive default values can be coded into your custom PL/SQL API, enabling you to reference you API within a defaulting rule.

See: Defining Defaulting Rules.

## Dependencies

Some attributes are dependent upon the value of other attributes on the same record. Dependencies can be established only among attributes on the same entity, not across entities. The list of available Source Attribute and Dependent attributes is pre-defined; most attributes are available but some are not.

- If an attribute is changed, either by the user or by the system, any attributes that are dependent on it will be cleared and then re-defaulted.

For example, the Freight Terms for the Header Entity is dependent on Agreement. If the Header Agreement is changed, the Freight Terms for the Header entity will be cleared and re-defaulted.



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**Note:** Since the initial release of Oracle Order Management, functionality for Defaulting Rules has been slightly modified. Previous versions of Order Management allowed a change for certain attributes such that if re-defaulting did not determine a default for the dependent attribute, the previous value would be retained instead of clearing the value. Attributes affected are:

- price list
- salesperson
- customer po number
- order type.

For example, the Salesperson for the Header Entity is dependent on Header Customer. If the Header Customer is changed, the Salesperson for the Header entity will be cleared and defaulting rules re-applied.

- Within previous releases, if the new Customer entered does not have a value for Salesperson, the old value was retained.
- In this release and within future releases, Order Management will leave the field Salesperson NULL if a default is not available.

The new functionality surrounding defaulting is available and part of the core Order Management application.

---

- If you create a rule for attribute X based on a condition using attribute Y, ensure that attribute Y is defaulted (not manually entered) before attribute X. Please note that if you manually enter Y and want to default X based upon the current value of Y, you will need to define a dependency where the source attribute is Y and the dependent attribute is X.

For example, if you define a Condition for defaulting the Unit of Measure by using the Customer, ensure that Customer is defaulted before the UOM. If you were to enter the Customer and you want Unit of Measure to re-default based on this new Customer value, you must define a dependency for Unit of Measure on Customer.

If you wish to create additional dependencies or disable existing dependencies, you can code a simple customization in the dependencies API

For additional details on dependencies and usage of the APIs within Defaulting Rules, refer to the Order Management white paper *Defaulting Rules Setup*, available on OracleMetaLink, <http://www.oracle.com/support/metalink/>.

## Effects of Modifications to Orders and Rules

Modifications to orders may cause Order Management to re-apply defaulting values from your defaulting rules. This reapplication of defaults also may lead to changes that trigger another default.

If re-application changes a value and results in inconsistent information on the order, Order Management prevents users from committing the order and provides messages to assist in correcting the data. For example, depending on the defaulting rules, changing the line type on the order line could change the price list on the line. If the line items are not in the new price list, Order Management prevents you from committing the order and issues instructions.

Modifications to defaulting rules take effect for any new orders that use the modified defaulting rules when you open the Sales Order Header or Lines windows or if you update an attribute (field) on an order. If you do not or query an order or make a change to an existing order that uses the modified defaulting rules, thus activating validations for defaulting, then the order is not affected by the modification.

- During order and line defaulting, Order Management does not replicate the value of defaulted attributes to all common lower level entities (cascading) when performing updates to existing orders. If you want to change the value of lower level entities for defaulting attributes on existing order or line records, you should utilize Mass Change functionality.

For example, assume you have a defaulting rule set up to default the line-level attribute Ship Method from the order header to all order line. You create an order using Ship Method A, then add several lines. Since you are using Ship Method A for the order header, each subsequent order line created will use the default, Ship Method A. Now, you decide to change the Ship Method for the order header to Ship Method B.

- Changing this attribute at the order header will result in any subsequent new order lines created to use Ship Method B as a default. Existing order lines that have Ship Method A are not updated to Ship Method B as a result of your changing the header attribute.
- Use mass change to update order lines to Ship Method B.

## Generating Defaulting Packages for Rules and Conditions

To generate or update defaulting rules or defaulting conditions, you must submit the Defaulting Generator concurrent program. When you submit the Defaulting Generator concurrent program, a defaulting handler package is generated for each

attribute on each entity. The creation of new rules or conditions, as well as modified rules and conditions are not effective until the defaulting package for the attribute is successfully generated.

The concurrent program must be submitted if you perform either of the following:

- Update an existing defaulting rule.
- Update a defaulting condition: When validation rules for a defaulting condition are updated, defaulting packages need to be re-generated for all attributes of the entity.
- Disable a defaulting condition.

### **See Also**

Defining Defaulting Rules on page 1-78

Defining Defaulting Rules

Defaulting Generator Concurrent Program on page 4-84

Order Management Seeded Defaulting Rules Appendix, Oracle Order Management Suite Implementation Manual, Release 11i.

## Defining Defaulting Rules

You can create and modify defaulting rules 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 must enter manually in the Sales Orders window. For most fields, you can assign one or more defaulting sources in a priority sequence, or, if the default is always the same, you can define a constant value.

Updates to defaulting rules take effect once the Defaulting Generator concurrent program has been submitted for the application and entity combination modified and the program successfully completes for the entity combination modified. Existing orders are only affected by updates to defaulting rules if you update an attribute on an order that was included in the modified defaulting rule. If you do not perform a change to an existing order that uses the modified defaulting rules, thus activating validation of defaulting, the order is not affected by the modification.

---

---

**Note:** Seeded defaulting rules can be disabled, but not modified.

If you wish to modify a seeded defaulting rule, disable the seeded defaulting rule condition, and then create a copy of the seeded defaulting rule and include your changes in the copied defaulting rule.

---

---

### ■ To query entities and attributes:

1. Navigate to the Defaulting Setup - Entity Attributes window.

Defaulting Setup - Entity Attributes

Application: Oracle Order Management

Entity: Order Header

Defaulting Condition Templates...

Defaulting Sequence	Attribute	Include in Building Defaulting Conditions
50	Accounting Rule	<input checked="" type="checkbox"/>
50	Agreement	<input checked="" type="checkbox"/>
50	Contact	<input type="checkbox"/>
50	Conversion Rate Date	<input type="checkbox"/>
50	Conversion Type	<input type="checkbox"/>
50	Credit Card Expiration Date	<input type="checkbox"/>
50	Credit Card Holder Name	<input type="checkbox"/>

Defaulting Rules...

### Entity Region

2. Application--The Application field displays the application context for the entity displayed. For Oracle Order Management, the value is “Oracle Order Management”. This field is non updateable.
3. Entity--The Entity field displays the name of the object for which defaulting rules and conditions are being defined such as the order line. For Order Management you have the following options:
  - Order Header
  - Order Line

### Attribute Region

The Attributes Region displays all the entity attributes for which defaulting rules can be defined. You are currently NOT allowed to enter new records here.

4. The Defaulting Sequence field enables a user to assign the sequence (priority) number in which this attribute should be defaulted.

---

---

**Note:** Attribute with identical sequence numbers are defaulted in alphabetical order.

e.g. If the order type has a sequence number of 1 and the price list has a sequence number of 1, then the order type defaults before the price list.

---

---

5. The Attribute field stores the name of available attributes. Values are currently defaulted based upon the entity selected.
6. The Include in Building Defaulting Conditions check box indicates whether an attribute can be used in defining conditions for the entity selected.

---

---

**Note:** The *Include in Building Defaulting Conditions* checkbox is for display purposes only, and is non-updateable.

---

---

7. Save your work.

- ☐ The *Defaulting Condition Templates* button enables you to define defaulting template and conditions for the application\entity combination displayed on the defaulting rules setup window. Selecting this button will take you to the Defaulting Condition Validation Templates window.
- ☐ The *Defaulting Rules* button enables users to define defaulting rules for the attribute selected. Selecting this button will take you to the Attribute Defaulting Rules window. For more information on defining or updating defaulting sourcing rules, see the Define Defaulting Rules section.

Select the *Defaulting Condition Templates* button to define the defaulting condition for this entity.

---

---

**Note:** The template that appears after selecting the Default Condition Template button is based upon current values displayed in the Application and Entity field on the Defaulting Step screen.

---

---

## ■ To define Defaulting Condition Templates:

1. Navigate to the Defaulting Conditions Validation Templates window.

**Defaulting Condition Validation Templates**

Application: **Oracle Order Management**  
Entity: **Order Header**

**Validation Templates**

Condition Name	Description	Seeded
ALWAYS	Generic Condition	<input checked="" type="checkbox"/>
Internal Orders	Internal Orders	<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

**Validation Rules**

Group #	Attribute	Validation Operation	Value String
1	Attribute	=	Value String

2. Defaulting conditions enable you to define conditions that can be used to dictate how and when an attribute is sourced and defaulted. Select an existing condition name if you wish to update the associated validation rules or add a new condition name with associated validation rules.
3. In the Description field, enter a brief description of the condition.

---

**Note:** A generic condition of *Always* is seeded for each entity. Use this condition to define generic defaulting rules

---

4. The Seeded check box will be checked for seeded conditions. This field is protected against update. You cannot update seeded conditions or validation rules associated with seeded conditions, however, you can disable seeded conditions and create your own.

In the Validation Rules Region, enter the validation rules based on the attribute values of the above entity. For example, standard orders could have the order type Standard. Order type = Standard.

5. In the Group Number field:

- For conditions that should together evaluate to TRUE (AND conditions), enter the same group number.
  - For conditions that should together evaluate to OR (OR conditions), enter a different number for each record.
6. Select the Attribute name, such as Order Type.
  7. Select the validation operation: Select from:
    - (>) Greater Than
    - (<) Less Than
    - (>=) Greater than or Equal to
    - (<=) Less than or Equal to
    - (=) Equal
    - (!=) Not Equal
  8. Enter the Value String of the attribute that you want to validate against.
  9. Navigate to the Defaulting Setup - Entity Attributes window.

The Attribute name displays in the Attribute field. Descriptive Flexfield attributes will not be displayed.
  10. Save your work.

Select the *Defaulting Rules* button to define your defaulting rules.

■ **To define defaulting rules:**

1. Navigate to the Attribute Defaulting Rules window.



Attribute Defaulting Rules

Application: **Oracle Order Management**

Entity: **Order Header**      Attribute: **Price List**

☒ **Defaulting Conditions**

Precedence	Defaulting Condition	Enabled	Seeded
1	ALWAYS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>

**Default Sourcing Rules**

Sequence	Source Type	Default Source/ Value
1	Related Record	Agreement.Price List
2	Related Record	Ship To.Price List
3	Related Record	Order Type.Price List

### Defaulting Conditions Region

2. Enter a value in the Precedence field to determine the precedence when resolving multiple TRUE defaulting conditions.

---

**Note:** If more than one defaulting condition is valid, the conflict is resolved by internally ranking conditions using the Precedence value.

For example, defaulting condition *Standard Order* has a precedence value of two and *Copied Order* has a precedence value of one. If an order is standard *and* a copied order, then the defaulting condition with higher priority, Copied Order, is used initially. If your conditions for *Copied Order* do not return a default, conditions for *Standard Order* will be evaluated.

---

3. Select a Defaulting Condition from the List of Values and then enter the defaulting rules to be used if this defaulting condition is TRUE.

---

**Note:** The *Always* condition should be the last in this sequence as it would always evaluate to *True* and no other defaulting conditions would be evaluated.

---

- 4. Select the *Enable* check box if you wish to enable the defaulting condition. If this check box is not selected, the defaulting condition is disabled and the rules and condition associated with this condition are not used in default possessing.
- 5. The check box for the field *Seeded* cannot be updated. This value is seeded by Order Management. For seeded Order Management defaulting conditions, you are unable to update or delete any fields except:
  - the Precedence field on the defaulting rule condition and
  - the *Enable* check box. You can disable seeded Order Management defaulting rules.

**Default Sourcing Rules Region**

- 6. Select the priority Sequence in which you want to retrieve the default for this attribute.

The defaulting process searches for a default for your attribute by evaluating defaulting rules in ascending order.

- 7. Select the defaulting source type. The defaulting source type determines data entry in the Default Source/Value field.
- 8. Based on the default source type selected, either select the default sources or enter default values in the Default Source/Value field.

The table below describes Order Management Source Types and the appropriate action required by a user.

Source Type	Action required
Constant Value	Enter the default constant value.
Profile Option	Select the profile option from where you want to retrieve the default value.
Same Record	Select the attribute on the same record from where you want to retrieve the default value.
Related Record	Object--Select the related object. Attribute--Select the attribute on the related object from where you want to retrieve the default value.
System Variable	Expression--Enter the system expression to be evaluated to obtain the default value. (E.g. System Date.)

Source Type	Action required
PL/SQL API	<p>You can write a custom API to obtain a default value if the value cannot be obtained using other source types such as, the default order number from a sequence.</p> <p>Package--Enter the PL/SQL package name.</p> <p>Function--Enter the function name.</p> <p>Object--Optionally, enter the name of an object to be passed to this API.</p> <p>Attribute--Optionally, you can also enter the name of an attribute to be passed to this API. (See the PL/SQL API Procedure below.)</p>

## 9. Save your work.

### Caution

If defaulting rules or conditions are updated, the Defaulting Generator concurrent program must be run to generate new defaulting packages.

- If you update an existing defaulting rule or condition from within the Defaulting Rules window and the update is saved, a pop up window will display a note reminding you to submit the Defaulting Generator concurrent program.
- Choose to submit the program by selecting Defaulting Generator from the Tools menu while within the Defaulting Rules window, or from the Order Management SRS window.
- To generate the Defaulting Generator concurrent program for an Entity, you must go to the Requests form and select your entity. This will happen rarely in a production environment, but when necessary, it is recommended that all users briefly log off the system while the entity package is being re-generated. Otherwise, you may encounter record locking constraints, and the defaulting package may not generate successfully. It is unlikely that users will need to log off the system when a package is being re-generated for an attribute only.

You may execute the Defaulting Generator concurrent program while users are still on the system, although the defaulting package may not generate successfully. This can be due to the package currently being called by other users who are processing orders on the system. Common errors within the output log file for this concurrent program may contain text that a time-out occurred while waiting to lock object.

If defaulting packages do not generate successfully, you must choose to run the program at a later time, or to have users briefly log off the system while defaulting packages are regenerated.

See: Defaulting Generator Concurrent Program.

Defaulting Rule Example

Here is an example of a defaulting rule that you can define so that a specific *Price List* will default to the Sales Order Header window. You may also define a sequence (priority) in which you want Order Management to search for a Price List.

The default sequence can also be complex. For example

Look on an Agreement for a Price List, followed by the Invoice To Location, then the Ship To Location, then the Customer, and finally, the Order Type. If Order Management still does not find a price list for any of the source locations listed (Invoice-To, Ship To, Customer, Order Type), you can have a *Constant Value* default, such as *1998 USA Prices*, which you enter in the Value field of the Attribute Defaulting Rules window.

The table below corresponds to the example stated above.

Sequence	Defaulting Sources	Source Field or Value
1	<i>Related Record</i>	Agreement.Price List
2	<i>Related Record</i>	Invoice To Location.Price List
3	<i>Related Record</i>	Ship To Location.Price List
4	<i>Related Record</i>	Customer.Price List
5	<i>Related Record</i>	Order Type.Price List
6	Constant Value	1998 USA Prices

**Suggestion:** Oracle Order Management does not recommend that you define any overly complex or recurring defaulting rules.

PL/SQL API Procedure

The signature of the PL/SQL API is:

```
p_attribute_codeVARCHAR2)
return VARCHAR2
```

The table below describes Order Management entities, their associated entity code, and the database object called when the entity is processed within an Order Management.

Entity	Entity Code	Database Object
Order Header	HEADER	OE_AK_ORDER_HEADERS_V
Order Line	LINE	OE_AK_ORDER_LINES_V

For example:

Function to default order number from a sequence based on the order type:

```
Function Get_Order_Number(p_database_object_name IN VARCHAR2,
    p_attribute_code IN VARCHAR2)
    return varchar2
```

IS

```
l_header_rec OE_AK_ORDER_HEADERS_V%ROWTYPE;
```

BEGIN

```
-- Getting the defaulting global record
```

```
l_header_rec: <= ONT_Header_Def_Hdlr.g_record;
```

```
-- for internal orders, use this sequence but for all other order types use the --
sequence for STANDARD orders.
```

```
if l_header_rec.order_type_id = 1 then
```

```
    return to_char(OE_INTERNAL_ORDERS_S.nextval);
```

```
else
```

```
    return to_char(OE_STANDARD_ORDERS_S.nextval);
```

```
end if;
```

```
END;
```

### See also

Defaulting Generator Concurrent Program on page 4-84

Order Management Seeded Defaulting Rules Appendix, Oracle Order Management Suite Implementation Manual, Release 11i.

## Trading Community usage within Order Management

In general, previous releases of Order Applications and initial releases of Oracle CRM products utilized the Oracle Receivables Customer Model for storing and retrieving customer information.

With release 11i, a new way of internally modeling customers and customer details was introduced; Oracle's Trading Community model. Oracle's Trading Community customer model is a powerful customer architectural design building on the Receivables Customer model, enabling users to now define and maintain customer hierarchies and relationships between customers and sites. If a CRM or ERP application maintains customer information, the application is using the Trading Community customer model.

Trading Community enables you to:

- Separate entities you enter into a relationship with from the business relationship itself.
- Provide a common location entity that can be shared, enabling greater optimization for distributed planning.
- Maintain businesses and people as different entity types.
- Enables multiple customer relationships to be established for one common entity.

### Terminology

#### Trading Community

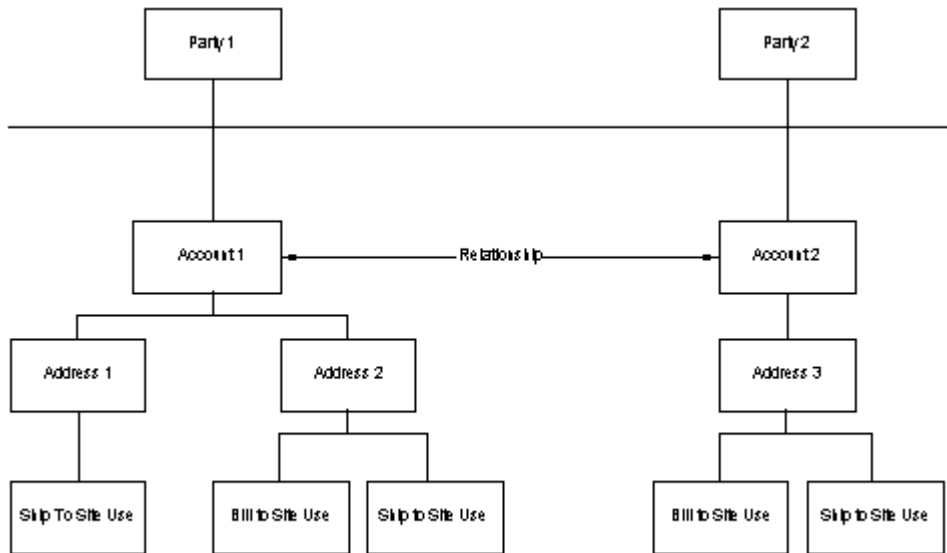
- **Party** - This is a generic term for any entity which can have any type of relationship with your company. The three primary party types are:
  - **Person** - This party type is typically used when you are creating an entity that operates within a business to customer environment.
  - **Organization** - This party type is typically used when you are creating an entity that operates within a business to business environment.
  - **Party Relationship** - This party type represents a binary relationship between two parties such as a partnership. Party relationship types can be seeded or user-defined. A party relationship is optionally a party itself, meaning certain party relationships can enter into relationships themselves (currently not supported within Order Management).

- **Party Site - Part Site** represents the link between a party and a location (a valid location for the party. Typically, your organizational hierarchy is used when modeling using party relationships.
- **Account -** An account represents a relationship between your company and a party in the Trading Community model who is your customer. Accounts contain the attributes of the selling relationship between your organization and a party. Account attributes do not describe a party; they only exist when a selling relationship is present between the your organization and a party. The information which is used for processing orders and receivables transactions is part of the account information.
- **Account Site -** a party site address that is used within the context of an account.
- **Account Site Usage -** an account site created for specific usage; for example, billing or shipping purposes.

#### **Mapping Order Management terminology to Trading Community terminology**

- **Customer Site, Customer Location, Customer Address -** These terms, within Order Management equate to Trading Community Account Sites.
- **Bill To, Ship To, Deliver To -** These terms, within Order Management, equate to Trading Community Account Sites Usages.

The following figure describes the conceptual usage of the Trading Community model as utilized currently within Order Management.



The figure above conceptually represents the Trading Community customer model and how Trading Community has been integrated within the Order Management Application. When defining a customer, you are defining a Trading Community account, which can be linked to a new or existing Party. Accounts have at least one address and each address may have one or more site uses. You can also create new relationships among accounts across parties.

Within Order Management, each account belongs to a party. These parties may have additional relationships and details defined, but Order Management currently only utilizes a limited subset of the party data (accounts, addresses, and sites usages).

The Trading Community model includes all the information which was previously stored in the Receivables customer model. This includes information such as:

- customers
- customer addresses and site uses
- profile amounts
- customer relationships.

In order to maintain backward compatibility for the Oracle Receivables customer model, Order Management currently accesses data stored in Trading Community



database tables via Order Management database views. Future development projects are in progress to update Order Management applications code to retrieve Trading Community details directly from Trading Community base tables rather than utilizing Order Management views.

As Order Management adds new features and additional functionality to its core application, users will begin to see Trading Community terminology incorporated into Order Management Forms (windows), Reports, Concurrent Programs, and product documentation. Until these project are completed, Order Management forms will continue to use names of entities as they existed in the Receivables customer database tables. The following table provides a mapping of these field names.

<b>Order Management Form (window) Entity Name</b>	<b>Trading Community Base Table Entity Name</b>
Customer Number	Account Number
Customer Name	Party Name

For more information on Trading Community and the new Trading Community customer model, see: Oracle Receivables User's Guide, Customers.



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# Order Processing

## Overview

Order Management provides you with the tools to manage your sales orders and control your operations. You can enter and view sales order information from:

- Sales Order Workbench on page 2-3
- Order Organizer on page 2-12

You have the ability to:

- Enter sales orders. See: Overview of Sale Orders on page 2-17
- Perform Pricing and Availability queries. See Pricing and Availability on page 2-63
- Add customers. See: Add Customers on page 2-77
- Process Commitments. See Commitments within Order Management on page 2-92
- Use Prepaid Credit Card Receipts: See Prepaid Credit Card Receipts in Order Management on page 2-105
- Query orders. See Querying Orders on page 2-114
- Audit orders and returns: See Order Audit Trail on page 2-116
- View Order and Return Information. See Viewing Order and Return Information on page 2-123
- View Shipping Delivery Status. See: Viewing Shipping Delivery Status on page 2-127
- View Cycle Status and Approval History. See Viewing Cycle Status and Approval History on page 2-129

- Apply Sales Credits. See Applying Sales Credits on page 2-135
  - Add attachments to Orders. See Applying Attachments on page 2-136
  - Perform mass order changes. See Mass Change on page 2-148
  - Copy sales orders. See: Copying Orders on page 2-150.
  - Close orders. See: Closing Orders on page 2-161
  - Perform Drop Shipments. See Drop Shipments on page 2-163
  - Perform Available to Promise (ATP). See: Performing ATP on page 2-179
  - Schedule orders. See: Overview of Sales Order Scheduling on page 2-196.
  - Perform automatic item substitutions when ordering: See: Automatic Item Substitution within Order Management on page 2-209
  - Group order lines within sets: See: Order Management Sets on page 2-220
  - Entering returns. See: Overview of Returns on page 2-240.
  - Cancel orders and returns. See: Cancelling Orders on page 2-277.
  - Apply holds. See: Applying Holds on page 2-286.
  - Release holds. See: Releasing Holds on page 2-291.
  - Enter and review system messages. See: Process Messages on page 2-294
- For information on importing sales orders and return information, see Order Import on page 4-29.
- For information on viewing sales order information using Self Service Order Information, see Order Information on page 5-2.

## Sales Orders Workbench

The Sales Orders Workbench consists of the following windows: Find Orders, Order Organizer, Sales Orders, Order Mass Change, and Line Mass Change windows. These windows enable you to enter, update and find your existing Orders and Returns. They also provide you access to a variety of operations you can perform on Orders and Returns.

### Find Orders window

#### Buttons

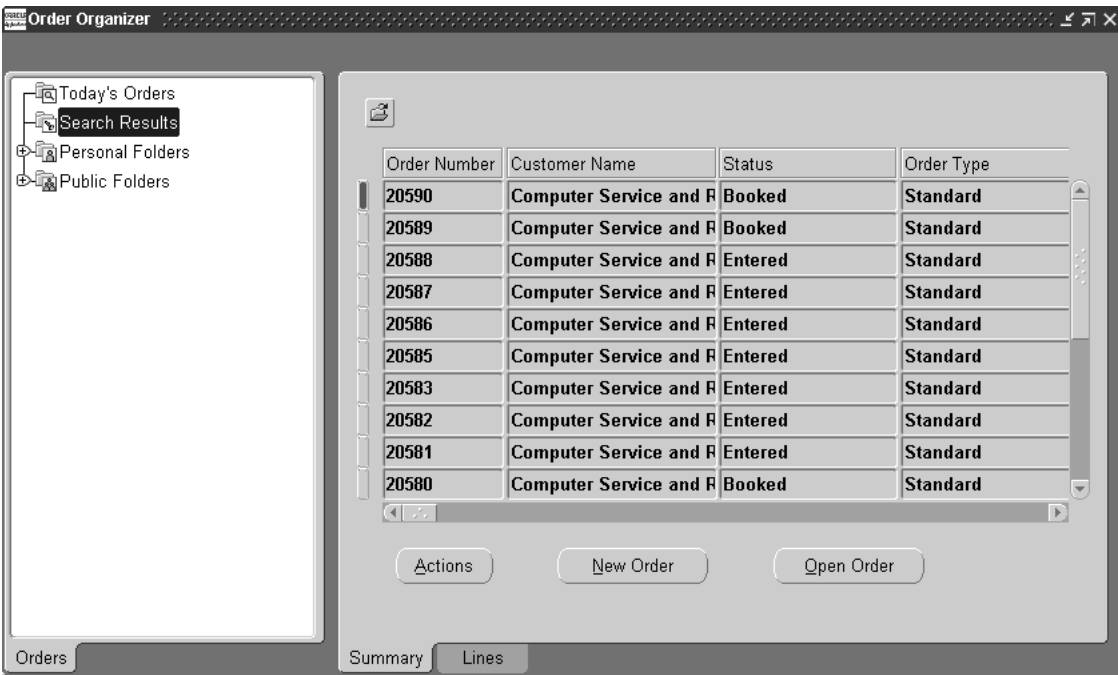
- Clear--removes all previously defined information from the window.
- New Order--creates a new order.
- Find--queries orders or lines based on the defined criteria. See: Querying Orders on page 2-114.

**Tabbed Regions**

- Order Information--matches criteria against header level values when finding orders.
- Line Information--matches criteria against line level values when finding orders.
- Advanced--enables you to specify advanced controls such as whether to find closed orders/lines and cancelled orders/lines.
- Holds Information--enables you to specify holds related criteria and find orders or find Hold Sources you may wish to release.

**Order Organizer window**

The Order Organizer window consists of the Navigator Tree View and the search results.



**Navigator Tree View**

- Today's Orders--displays all orders entered today by the current user.
- Search Results--displays all orders or lines matching your query criteria.
- Personal Folders--displays personal user-defined queries for all orders or returns you have previously saved.
- Public Folders--displays saved queries visible to all users.

**Buttons**

- Actions--Depending on whether you are on the summary or lines tab, opens a dialog box to perform a specific action. Dialog box options may include:
  - Additional Order Information
  - Additional Line Information
  - Apply Automatic Attachments
  - Apply Holds
  - Book Order
  - Cancel
  - Calculate Tax
  - Charges
  - Contract Details
  - Copy
  - Horizontal Demand
  - Installation Details

---

**Note:** The Installation Details window is available only if you have the Oracle CRM application Install Base fully installed. Later versions of Oracle Install Base use a newer version of the Transaction Details window.

See Oracle Install Base User's Guide:

- Accessing the Transaction Details Window
  - The Transaction Details Window
-

- Notification
- Price Line
- Price Order
- Progress Order
- Promotion/Pricing Attributes
- Release Holds
- Release Workbench
- Sales Credits
- Split Line
- Training
- View Adjustments
- View Receipts
- View Shipping Status
- View Tax Details
- New Order--opens the Sales Orders window to enter a new order.
- Open Order--opens the order or return you selected.

#### **Tabbed Regions**

- Summary--displays all the orders matching your query.
- Lines--displays all lines matching your query.

#### **Sales Orders Window**

The Sales Orders window enables you to enter orders and returns.



Sales Orders (55936) - Business World

Order Information    Line Items

Main    Others

Customer	Business World	Order Number	55936
Customer Number	1608	Order Type	Mixed
Customer PO		Date Ordered	28-MAY-2002 09:18:58
Customer Contact		Price List	Business_Data
Ship To Location	San Jose (OPS) ...	Salesperson	Sprague, Mr. Howard
	2391 L Street	Status	Booked
		Currency	USD
	San Jose, CA, 95106, US	Subtotal	3,750.00
Bill To Location	San Jose (OPS)	Tax	0.00
	2391 L Street	Charges	150.00
		Total	3,900.00
	San Jose, CA, 95106, US		

[ ] .

Actions    Configurator    Availability    Book Order

### Buttons

- Actions--opens a dialog box to perform one of the actions listed below:
  - Additional Order Information
  - Additional Line Information
  - Apply Automatic Attachments
  - Apply Holds
  - Book Order
  - Cancel
  - Charges
  - Copy
  - Go To Line
  - Horizontal Demand
  - Installation Details

- Contract Details
- Notification
- Price Order
- Price Line
- Progress Order
- Promotion/Pricing Attributes
- Release Holds
- Release Workbench
- Sales Credits
- Split Line
- View Adjustments
- View Shipping Status
- View Tax Details
- Configurator--opens a window to enter configuration information. - the display is controlled by profile option OM: Use Configurator. See OM: Use Configurator on page 1-29
- Availability--verifies the availability of the line item you specify.
- Book Order--books orders that are eligible for booking.

### **Tabbed Regions**

- Order Information--enter header level information.
  - Main--enter customer information at the header level.
  - Others--enter payment terms, shipping information and other header information.
- Line Items--enter line level information.
  - Main
  - Pricing
  - Shipping
  - Addresses

- Returns
- Services
- Others

### Order Mass Change window

Order Management offers a mass change feature which enables you to change attributes on multiple orders. This feature enables you to make multiple similar changes to more than one order at a time. In the Order Organizer, multi-select the orders you want to apply changes to and choose Mass Change from the Tools menu.

### Buttons

- Ok--save your updates at the order level.
- Cancel--cancel your updates.

### Tabbed Regions

- Main--enter mass changes for basic order information at the order level.
- Pricing--enter updates to pricing information.
- Shipping--enter updates to shipping information.

- Addresses--enter updates to address information.

### Line Mass Change window

The Line Mass Change window enables you to change attributes on multiple lines. This feature enables you to make multiple similar changes to more than one line at a time. Multi-select the order lines you want to apply changes to and choose Mass Change from the Tools menu.

Line Mass Change window showing tabs: Main, Pricing, Shipping, Addresses, Returns, Services, Others. The Main tab is active. Fields include: Line, Ordered Item, Ordering UOM, Line Type, Salesrep, Original Doc Type, Qty Cancelled, Change Reason, Qty Ordered, Customer PO Number, Original Doc Number, Original Line, Invoiced Quantity, Comments. Buttons: Ok, Cancel.

### Buttons

- Ok--save your updates at the line level.
- Cancel--cancel your updates.

### Tabbed Regions

- Main--enter updates to basic line information at the line level.
- Pricing--enter updates to pricing information at the line level.
- Shipping--enter updates to shipping information at the line level.
- Addresses--enter updates to customer address information at the line level.
- Returns--enter updates to returns information at the line level.

- Services--enter updates to service information at the line level.
- Others--enter updates to basic line information at the line level.

**See Also**

Sales Orders Tools Menu on page 2-25

Copying Orders on page 2-150

Order Import on page 4-29

Sales Orders Customization on page 2-19

Defining Sales Order Header Main and Other Information on page 2-25.

Defining Sales Order Line Items Main Information on page 2-37.

Defining Sales Order Line Pricing Information on page 2-42.

Defining Sales Order Line Shipping Information on page 2-44.

Defining Sales Order Line Address Information on page 2-46.

Defining Sales Order Line Return Information on page 2-47.

Defining Sales Order Line Service Information on page 2-48.

Defining Sales Order Line Project Manufacturing Information on page 2-51.

Defining Sales Order Line Release Management Information on page 2-52.

## Overview of Order Organizer

The Order Organizer enables you to easily manage existing orders and returns in your system. Using this window it is very easy to find your recent orders, orders past their requested shipment date, orders on a particular hold, or orders for an important customer.

The Order Organizer window consists of the Navigator Tree and the Search Results window. Double clicking an entry in the Navigator Tree refreshes the results window to show corresponding orders or lines.

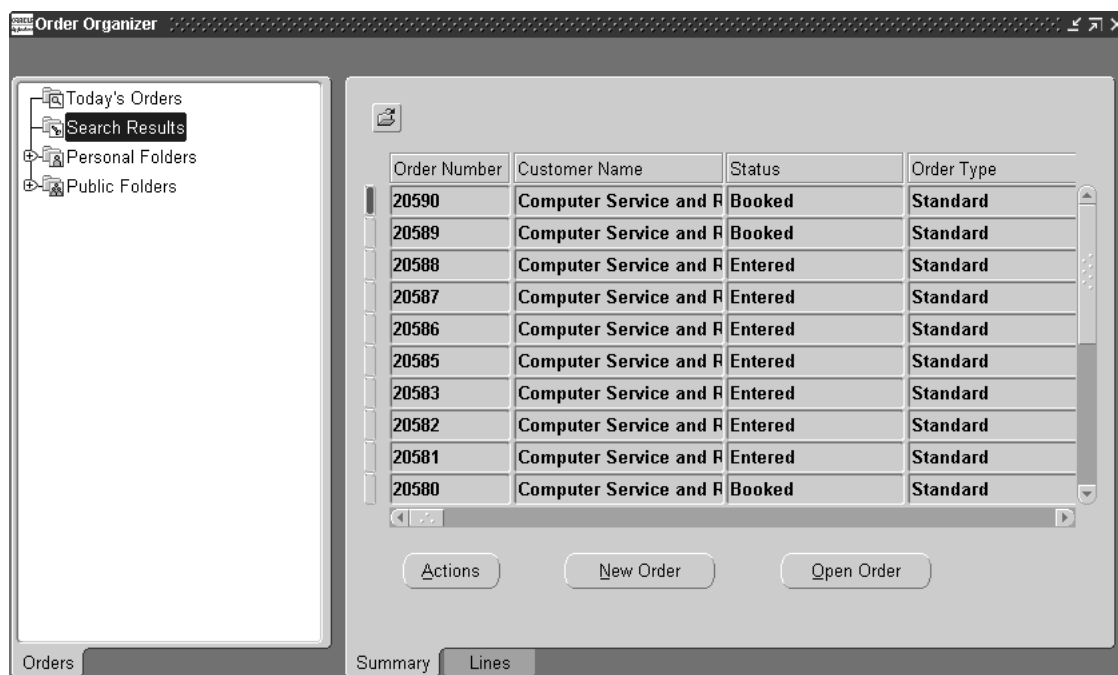
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**Note:** The right mouse button is enabled in the Order Organizer window.

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### Navigator Tree View

The Navigator Tree contains two pre-defined queries and two pre-defined folders to enable administrators and end users to have quick access to their customers' orders.

## Today's Orders

Double-clicking on Today's Orders displays information about all orders you entered today in the results window.

## Search Results

Selecting the Search Results displays information about orders matching the most recent query criteria you entered in the Find window. You can also save a search and its results to avoid entering it again by using the right mouse button.

## Personal Folders

Selecting the Personal Folders expands the tree and shows you a list of queries you have previously saved. To access orders matching any of your saved queries, simply select the appropriate entry. This way you can quickly organize and access orders you deal with on a regular basis.

## Public Folders

If you are an administrator, you may want to pre-define a handful of useful searches and make them available to all of your users. This way, these queries are defined once and everyone does not have to define them individually.

## Saving Personal or Public Queries

### ■ To save a personal or public query:

1. Enter your query criteria using the Find window. You can access the Find window by selecting Find from the *View* menu or by selecting the Flashlight icon within the Oracle Toolbar.
2. Choose the Find button. Orders matching your query criteria will be displayed in the Order Organizer and the Search Results node will be highlighted.
3. Move your mouse over the Search Results node. Press the right mouse button and select Save Query.
4. Enter a descriptive name for your query.
5. If the value of the profile option *OM: Administer Public Queries* is set to Yes, you will see a checkbox labeled Public. Checking this checkbox will save this query under Public Folders and all users will see it. Leaving this checkbox unchecked will save this query under Personal Folders and only you will have access to it.

6. Choose OK to make your changes permanent or choose Cancel if you change your mind and do not wish to save this query.

### Deleting a Previously Saved Query

You can delete a query previously saved by you. The value of profile option *OM: Administer Public Queries* must be set to Yes for you to be able to delete public queries. Follow these steps to delete a previously saved query:

1. In the Order Organizer window, choose the Public or Personal Folders to show your saved query.
2. Place your mouse over the node you want to delete and select the right mouse button.
3. Select Delete Query.
4. On the confirmation dialog, select Yes to delete this query or No if you change your mind.

### Renaming a Previously Saved Query

You can rename a query previously saved by you. The value of profile option *OM: Administer Public Queries* must be set to Yes for you to be able to rename public queries. Follow these steps to rename a previously saved query:

1. In the Order Organizer window, double-click on Public or Private Folders to show your saved query.
2. Move your mouse over the node you want to delete and press the right mouse button.
3. Select Rename Query.
4. Enter a new name for your query.
5. If the value of the profile option *OM: Administer Public Queries* is set to Yes, you will see a checkbox labeled *Public*. Checking this checkbox will save this query under Public Folders and all users will see it. Leaving this checkbox unchecked will save this query under Personal Folders and only you will have access to it.
6. Choose OK to make your changes permanent or choose Cancel if you change your mind and leave the query as is.

### Summary Tab

The Summary tab region shows header level summary of all orders and returns corresponding to the folder selected in the Navigator Tree. This includes order



numbers, order types, customer information, order totals and more. Some of the important operations you can perform from this window are:

- Open and edit an existing order or return by selecting the *Open Order* button.
- Enter a new order or return by selecting the *New Order* button.
- Perform any applicable action or operation on this order by selecting the Actions button and choosing the appropriate action.
- Multi-select and mass change order header information at once for multiple orders or by selecting Mass Change from the Tools menu.
- View detailed workflow status information for an order header by selecting Workflow Status from the *Tools* menu.
- View additional order header related information such as holds history, delivery information, invoicing information and quantity change history by clicking the right mouse button and selecting Additional Order Information.
- View additional shipping details by selecting View Shipping Status from the Actions Button menu.
- If you query on invoice or credit memo number, Order Organizer displays the original order or return related to the invoice but does not display other documents related to the invoice or credit memo.

### Lines Tab

The Lines tab region shows order line level information of all lines across all orders and returns corresponding to the folder selected in the Navigator Tree. This includes line numbers, items, quantity and pricing information, ship to sites and ship-from warehouses, summary of workflow stage, tax, etc. Some of the important operations you can perform from this window are:

- Open and edit the order or return that a line belongs to by selecting the *Open Order* button.
- Enter a new order or return by selecting the *New Order* button.
- Perform any applicable action or operation on an order line by selecting the Actions button and choosing the appropriate action.
- Multi-select and mass change order line information at once for multiple lines, by selecting Mass Change from the Tools menu
- View detailed workflow status information for an order line by selecting Workflow Status from the *Tools* menu.

- View additional order line related information such as Holds History, Delivery Information, Invoicing Information, Quantity Change History, etc. by clicking the right mouse button and selecting Additional Line Information.
- Assign, add or remove lines to a Ship, Arrival or Fulfillment sets.

## Overview of Sales Orders

You can enter, view, and update sales orders using the Sales Orders window. You can also enter returns 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, query item availability, and make reservations, including selection of subinventories.

You can enter information in the Sales Orders window as you receive it. Order Management validates individual fields as they are entered. When you book an order, Order Management validates 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 workflow.

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

For country-specific information, please see the appropriate country-specific user's guide.

### **Sales Order Header Level**

Defining Sales Order Header Main and Other Information on page 2-25

### **Sales Order Lines Level**

Defining Sales Order Line Items Main Information on page 2-37.

Defining Sales Order Line Pricing Information on page 2-42.

Defining Sales Order Line Shipping Information on page 2-44.

Defining Sales Order Line Address Information on page 2-46.

Defining Sales Order Line Return Information on page 2-47.

Defining Sales Order Line Service Information on page 2-48.

Defining Sales Order Line Project Manufacturing Information on page 2-51.

Defining Sales Order Line Release Management Information on page 2-52.

### **See Also**

Sales Orders Tools menu on page 2-25.

Copying Orders on page 2-150.

Order Import on page 4-29.

Sales Orders Customization on page 2-19.

## Sales Orders Customization

You can customize the appearance of the Sales Orders window to meet your needs. All order and line blocks including the Find window are designed as folder blocks. You have the ability to hide, show or change the appearance of your folders. See: Customizing the Presentation Data, Oracle Applications User's Guide.

### Allowed Customizations

You can choose from these possible customizations.

- Hide an item (text item, check box, pop list, option group)

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#### Attention:

If you intend on displaying a currently hidden field within the Sales Order Header region window (single row folder blocks), you should first choose to hide a field currently displayed. Within a single-row folder block, the *Show* field operation places the new field under the current field where the cursor is located.

- In a multi-row folder blocks, the field is placed next to the field where the cursor is positioned when show field operation is performed.

If *Show* field operation is performed from a fixed region of the Sales Order Lines window you will receive a error message informing you that no additional fields are available for display. Additionally, do not hide any item required for entry or booking of orders that is not defaulted. For example, do not hide the quantity field.

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- Display additional data items (fields)
- Resize an item
- Resequence an item
- Edit boilerplate labels

### Data items available for display

The following tables display additional data items (fields) that you can choose to display within the Sales Order Header and Lines window.

**Note:** The values you see within the *Show Field* pop up list for each Tab region is based upon the current fields displayed for the current folder. Sales Order Header Main Tab.

**Sales Order Header Main Tab**

The table below lists all additional data items available for the seeded (default) Sales Order Header Main Tab folder.

Agreement	Bill To	Bill To Address3	Bill To Address4
Bill To Contact	Bill To Customer	Bill To Customer Number	Conversion Date
Conversion Type	Deliver To	Deliver To Address1..5	Deliver To Contact
Deliver To Customer	Deliver To Customer Number	Deliver To Location	Discount
E-Mail	GSA	Order Source	Order Source Reference
Pricing Date	Request Date	Return Reason	Sales Channel
Ship From Location	Ship To	Ship To Address3	Ship To Address4
Ship To Contact	Ship To Customer	Ship To Customer Number	Tax Handling
Terms	Version	On Hold	Request Date
Shipment	Pending Amount	Prepaid Amount	

**Sales Order Header Others Tab**

The table below lists all additional data items available for the seeded (default) Sales Order Header Others Tab folder.

Accounting Rule	Agreement	Bill To	Bill To Address1..5
Bill To Customer	Bill To Customer Location	Conversion Date	Conversion Rate

Conversion Type	Currency	Date Ordered	Deliver To
Deliver To	Deliver To Address1..5	Deliver To Contact	Deliver To Customer
Deliver To Location	Demand Class	Earliest Schedule Limit	Expiration Date
First ACK code	First ACK Date	Invoicing Rule	Last ACK code
Last ACK Date	Latest Schedule Limit	Order Date Type	Order Type
Precision	Price List	Request Date	Return Reason
Salesperson	Ship From Address1..5	Ship To	Ship To Address1..5
Ship To Customer	Ship To Location	Shipping Tolerances above	Shipping Tolerances below
Trading Partner Information	Original Internal Item	Original Item Identifier Type	Original Ordered Item

**Note:** The hidden field (by default) Deliver To is intended to display an internal address. For example, suppose you want to send a package to James Smith at XYZ company. The Company address is 500 Alcatel Drive, Dallas, TX, and James Smiths' location is Building 3, Mail Stop 3624.

- Your Ship To address would display as: XYZ Offices, 500 Alcatel Drive, Dallas, TX (the location of the XYZ mail room).
- Deliver To would display as the internal delivery address: James Smith, Building 3, Mail Stop 3624.

**Sales Order Line Items Main Tab**

The table below lists all additional data items available for the seeded (default) Sales Order Line Items Main folder.

Agreement (Agreement: Revision)	Arrival Set	Commitment	Component Number
---------------------------------------	-------------	------------	---------------------

Customer Job	Customer Number	Customer PO Line Number	Customer PO Number
Demand Bucket Type	Enrollment Number	Enrollment Status	Extended Price
Deliver To Customer	First ACK code	First ACK Date	Grade
Industrial Information	Internal Item	Invoiced Quantity	Item Description
Item Identifier Type	Item Revision	Item Type	Last ACK code
Last ACK Date	Line	Line Number	List Price
Model Serial Number	Ordered Date	Option	Order Number
Order Type	Over Ship Reason	Payment Terms	Price List
Pricing Date	Pricing Quantity	Pricing UOM	Production Line
Promise Date	Scheduled Arrival Date	Secondary Quantity	Secondary UOM
Ship Set	Sold To	Tax Group	Version
Visible Demand Flag	Warehouse	Shipment	

Line Number and Ordered Item are on the fixed region within the Sales Order Line Main tab, and these fields cannot be hidden using Oracle Folder functionality. If you cursor is positioned on either of these two fields and you attempt to perform any Folder operation (such as *Show Field*) you will receive a error message informing you that no additional fields are available for display.

**Sales Order Line Items Pricing Tab window.**

The table below lists all additional data items available for the seeded (default) Sales Order Line Items Pricing Tab folder.

Accounting Rule	Calculate Price Flag description	Commitment	Commitment Applied
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Invoicing Rule	Tax Code	Tax Date	Tax Exemption Number
Tax Exemption reason	Tax Handling	Unit List percent	Unit percent base price
Unit Selling Percent	Commitment Applied	Subinventory	Split By
Shipped to Customer			

### Sales Order Line Items Shipping Tab

The table below lists all additional data items available for the seeded (default) Sales Order Line Items Shipping Tab folder.

Actual Arrival Date	Actual Shipment Date	Auto Selected quantity	Bill To
Bill To Address1..5	Bill To Contact	Bill To Location	Deliver To
Deliver To Address1..5	Deliver To Contact	Deliver To Customer	Deliver To Customer Number
Deliver To Location	Delivery Lead Time	Demand Class	DEP Plan required Flag
Earliest Acceptable Date	Explosion Date	FOB	Freight Carrier
Latest Acceptable Date	Model Group Number	Over-Shipped resolved flag	Over-Ship Tolerance
Promise Date	Qty Fulfilled	Request Date	Rounding Factor
Schedule Date	Ship Complete	Ship From Location	Ship Model Complete flag
Ship To	Ship To Address1..5	Ship To Contact	Ship To Location
Shipment Priority	Shipment Quantity	Shipment UOM	Subinventory

Undership  
Tolerance

**Sales Order Line Items Addresses Tab**

The table below lists all additional data items available for the seeded (default) Sales Order Line Items Addresses Tab folder.

Bill To Customer	Bill To Customer Number	Bill To Location	Deliver To Address1..5
Deliver To Customer	Ship To Customer	Ship To Customer number	Ship To Location

**Sales Order Line Items Return Tab**

The table below lists all additional data items available for the seeded (default) Sales Order Line Items Return Tab folder.

Line	Option	Reference Type	Shipment
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**Sales Order Line Items Services Tab**

There are currently no additional data items available for the seeded (default) Sales Order Line Items Services Tab folder.

**Sales Order Line Items Others Tab**

The table below lists all additional data items available for the seeded (default) Sales Order Line Items Others Tab folder.

Delivery Lead Time	Intermediate Ship To Contact	Intermediate Ship To Location
Intermediate Ship To Address 14		

## Sales Orders Tools Menu

This section lists the available options from the Tools menu for the Sales Orders Information and Sales Order lines window.

Workflow Status	See: Viewing Workflow Statues and Processes.
AutoSchedule	See: Sales Order Auto Scheduling.
Item Search	See: Item Search, Oracle Inventory User's Guide.
Add Customer	See: Adding Customers
Mass Change	See: Overview of Sales Orders.
User Sets	See: Order Management Sets
Purge	See: Order Purge.
Create Hold Source	See: Defining Holds.
Scheduling	See: Overview of Sales Order Scheduling.
Quick Customer entry	Invokes Oracle Receivables Standard Customer window
Pricing Engine Request Viewer	See; Oracle Advanced Pricing User's Guide
Show Line Details	Invokes the order Lines Tab
Debug	Enable debug
Change Reason	reason for change

## Defining Sales Order Main and Other Header Information

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

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**Note:** The right mouse button is enabled in the Main and Others tabbed regions of the Sales Orders window. The right mouse button lists the most commonly used Actions, which are also available from the Tools Menu.

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**Prerequisites**

- Set up your order types. See: Defining Order Management Transaction Types on page 1-34.
- Set up your salespersons.
- Set up your price lists. See: Price Lists
- Set up your discounts. See: Modifiers.

**ATTENTION**

The following fields currently can contain rounded amounts within the Sales Order Header window. Note that some of the fields within the table are hidden by default.

The amounts for each field are rounded to the value of the standard precision defined for the currency entered or defaulted within the Sales Order Header window.

Total	Subtotal	Discount Total
Charges	Tax	Payment amount
Prepaid Amount	Pending Amount	

- To define header main information for an order:**
1. Navigate to the Sales Orders window and select the Main tabbed region.

The screenshot shows a software window titled "Sales Orders (55936) - Business World". It has two tabs: "Order Information" (selected) and "Line Items". Under "Order Information", there are two sub-tabs: "Main" (selected) and "Others". The "Main" tab contains two columns of fields. The left column includes "Customer" (Business World), "Customer Number" (1608), "Customer PO" (empty), "Customer Contact" (empty), "Ship To Location" (San Jose (OPS), 2391 L Street, San Jose, CA, 95106, US), and "Bill To Location" (San Jose (OPS), 2391 L Street, San Jose, CA, 95106, US). The right column includes "Order Number" (55936), "Order Type" (Mixed), "Date Ordered" (28-MAY-2002 09:18:58), "Price List" (Business\_Data), "Salesperson" (Sprague, Mr. Howard), "Status" (Booked), "Currency" (USD), "Subtotal" (3,750.00), "Tax" (0.00), "Charges" (150.00), and "Total" (3,900.00). At the bottom, there are four buttons: "Actions", "Configurator", "Availability", and "Book Order".

Field	Value
Customer	Business World
Customer Number	1608
Customer PO	
Customer Contact	
Ship To Location	San Jose (OPS) 2391 L Street San Jose, CA, 95106, US
Bill To Location	San Jose (OPS) 2391 L Street San Jose, CA, 95106, US
Order Number	55936
Order Type	Mixed
Date Ordered	28-MAY-2002 09:18:58
Price List	Business_Data
Salesperson	Sprague, Mr. Howard
Status	Booked
Currency	USD
Subtotal	3,750.00
Tax	0.00
Charges	150.00
Total	3,900.00

## 2. Select the customer name or customer number

You must enter a customer to be able to book an order. This is the Sold To customer for the order.

- Customers are visible across all organizations and customer addresses are organization specific. The value of the profile option *OM: Sales Order Form: Restrict Customers* controls the LOV display for this field. If you use the Find Customer window, the Customer field LOV will always display all customers; the profile option is ignored.
- The ship to and bill to customer names may be different, depending on how you define your customer information. The profile option *OM: Sales Order Form: Restrict Customers* controls the LOV display for this field also.
- If you have not previously defined the customer for this order, you can define a new customer within the Add Customer window, provided your system settings enable this functionality. See: Adding Customers

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**Attention:** If you are modifying an imported Release Management (RLM) 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.

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3. Select an order type for the order or accept the defaulted value.

Order type can be used as a data source for defaulting rules and additionally determines both the order and line workflow processes your orders will flow within.

4. Define the Customer 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 defaulting rules. Order Management notifies you if you enter a purchase order number that already exists on another order for the same customer but will not prevent you from continued processing of the order.

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**Note:** If you update an existing order header with a Customer PO Number, the update DOES NOT automatically cascade the new Customer PO Number to existing order lines, but will cascade the value to all future order lines created.

If you update or link a Customer PO number to an existing order, you must manually update existing order lines with the Customer PO number in order to properly invoice the order lines.

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5. Define the Date Ordered or accept the default.
6. Enter a Customer Contact name for the order or accept the default. If you have not previously defined a customer contact or wish to define a new contact for this order, define the contact within the Add Customer window provided your system settings enable this functionality.
7. Select a Price List for the order.

The Price List you select must be an active price list. If a price list is inactive, the price list does not appear in the LOV for the Price List field. If you enter an

order, then inactivate the price list used in that order, and then requery your order, you will receive an error message box: Validation fails at the field Price List.

Depending on the value of the profile option QP: Selling Price Rounding Options, you price list prices may be rounded when entering order lines. See: Oracle Advanced Pricing Implementation Manual, Profile Options.

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**Note:** .If you use multi currency prices lists for sales orders (**available only if you have fully installed Oracle Advanced Pricing**), the LOV for the price list field is limited to displaying values (Price Lists) that utilize the currency (either as the price list base currency or alternate currency) entered or defaulted in the Sales Order Header, Others tab.

If you currently have a defaulting rule setup and enabled to default order currency, and you select a Price List that utilize a base currency other than the defaulted currency, Order Management will always default (over-write) the base currency of the price list to the order currency once a price list is selected, unless you have disabled the seeded defaulting rule for order currency from the price list.

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8. Enter the Ship To customer information. You can enter Ship To information using several different methods. You can choose to enter either:
  - the Sold To customer and the Ship To location, which provides the Ship To customer name and customer address details.
  - the Sold To customer and Ship To customer (name or number) and the Ship To (site) using the Ship To or Ship To address1 list of values.
    - Ship To Location: The list of value for this field shows the Customer name, customer number, and business purpose address information for all Ship To locations for the Sold To customer and it's related customers. You can select the Ship To Location field prior to selecting the Ship To customer. Selecting the Ship To location enables you to have the Ship To field default from the Ship To location chosen.

The list of values long list has been enabled for this field, and you are limited to searching by Ship To Location.
  - Ship To: Select the Ship To customer and then the Ship To (site), not the Ship To Location. The list of value for this field shows the Ship To locations of the

Ship To customer only. Ship To customer details are present if the Ship To Location field has a value.

The list of values long list has not been enabled for this field, and you can search on any column within the LOV.

Ship To Address details are currently displayed within the following fields.

- Ship To Address1
- Ship To Address2
- Ship To Address3
- Ship To Address4
- Ship To Address5 (concatenation of city, state, zip, and country)

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**Note:** If you use Customer Relationship functionality or you have set the system parameter Customer Relationships to *All*, when entering orders, Order Management recommends you first enter the Ship To customer and then select your Ship To for increased performance.

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9. Select the Salesperson for the 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 Credit window.

10. Select a currency for the order.

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

11. Enter the Bill To (Invoice To) customer information. You can enter Bill To information using several different methods. You can choose to enter either:

- a. the Sold To customer and the Bill To location, which provides the Bill To customer name and customer address details.
- b. the Sold To customer and Bill To customer (name or number) and the Bill To (site) using the Bill To or Bill To address1 list of values.
- **Bill To Location:** The list of value for this field shows the Customer name, customer number, and business purpose address information for all Bill To locations for the Sold To customer and its related customers. You can select the Bill To Location field prior to selecting the Bill To customer. Selecting the Bill To



location enables you to have the Bill To field default from the Bill To location chosen.

The list of values long list *has* been enabled for this field, and you are limited to searching by Bill To Location.

- Bill To: Select the Bill To customer and then the Bill To (site), not the Bill To Location. The list of value for this field shows the Bill To locations of the Bill To customer only. Bill To customer details are present if the Bill To Location field has a value.

The list of values long list *has not* been enabled for this field, and you can search on any column within the LOV.

Bill To Address details are currently displayed within the following fields.

- Bill To (Invoice To Address1)
- Bill To (Invoice To Address2)
- Bill To (Invoice To Address3)
- Bill To (Invoice To Address4)
- Bill To (Invoice To Address5; concatenation of city, state, zip, and country)

## 12. Save your work.

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**Note:** Depending upon how your defaulting values are set up, choosing an order type before you define a Bill To, Ship To, or Deliver To address for the order, may default information within the Bill To, Ship To, or Deliver To address fields.

- The field Customer E-Mail Address is an additional available field within the Sales Order Header and Lines window. However, you must either add this field to your default folder (first removing a field currently shown) or create a new folder in order to display the field.

Please note that the LOV for fields Customer Contact, Ship To, Bill To, and Deliver To, display both contact name and E-Mail address.

All contacts for a customer are displayed at the header level regardless of the customer role.

Contacts for your customers defined at the site level are filtered by business role. Contacts with no role assigned, however, are still displayed.

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See: Add Customers on page 2-77.

■ **To define other header information:**

1. Navigate to the Others tabbed region in the Sales Orders window.
2. Select the Payment Terms for the order.

Payment terms are defined in Oracle Receivable and used during interface Order Management APIs to Oracle Receivables for invoicing. You can define payment terms using the Payment Terms window.

3. Select the Sales Channel for the order.

You can use a sales channel to classify orders for reporting purposes.

4. Select a Warehouse (organization) from which to ship the order line.
5. Select a Shipment Method.

Shipment method determines how your shipment will be shipped to your customer.

6. In the Line Set field, choose whether you want to group lines to ship together or if you want to group lines to arrival together or get fulfilled together. All lines in this order that have the same ship set or arrival set number will be shipped or arrive together, respectively.

- All lines in a ship set must have the same Ship From (warehouse), line scheduled shipment date, and Ship To.
- All lines within an arrival must have the same Scheduled Arrival Date and Line Ship To Organization.
- All lines in a fulfillment set must complete the Fulfill workflow activity before invoicing.

When you indicate ship set or arrival set, the order entry process schedules the line regardless of the profile option OM: AutoSchedule.

7. Select the Freight Terms.

The freight terms record who is responsible for the freight charges for the order. You can define additional freight terms by using the Order Management QuickCodes window.

8. Select an FOB point.

You can define additional FOB choices in the Receivables Lookups window.

**9. Select a Shipment Priority.**

Shipment priority enables 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 Management Lookups window.

**10. Define Shipping Instructions.**

Shipping instructions are printed on the pick slip and are intended for internal use only.

**11. Define Packing Instructions.**

Packing instructions are printed on the pack slip and are intended for external shipping personnel.

**12. 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 Management displays any certificate number and reason for the exemption in the corresponding fields.

**13. 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.

**14. 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.

**15. Select a Payment Type.**

Choose from--Cash, check, or credit card. If the customer has a primary credit card on file, the Credit Card payment type automatically defaults.

Payment type within Order Management is a Quickcode. Although you can add new values for the quick code, they are not supported, and you cannot disable seeded payment types.

**16. 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.

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**Note:**

- The Amount field 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 or use the prepaid receipt functionality within Order Management. See: Prepaid Credit Card Receipts within Order Management on page 2-105.
  - This field is not updateable if your payment type is Credit Card.
- 
- 

**17. If you select the payment type of check, enter the Check Number.**

**18. If you select the credit card payment type, enter the Credit Card Name and Number.**

The credit card name and number fields automatically default if a primary credit card is on file.

**a. Enter the Credit Card Holder's name as it appears on the card.**

The credit card holder's name field automatically defaults if a primary credit card is on file.

**b. Enter the Credit Card Expiration Date. The credit card expiration date field automatically defaults if a primary credit card is on file.**

The credit card expiration date field has a format of MM-RRRR, with the expiration date assumed to be the last day of the month entered.

However, the value stored in the database is formatted as DD-MM-RRRR. For example, if you enter 12-2005 in this field, the information will always be displayed as entered, but the actual data stored within the database is 31-DEC-2005.

Additionally, the LOV for this field is open in display mode only; you cannot select a value from the LOV since Order Management assumes the expiration date to be the last day of the month entered.

19. Enter an Approval Code for the credit card transaction for manual transactions.
20. The field Prepaid Amount represents the total amount currently collected for an order.
21. Select the Order Source for the order.
22. Save your work.

---

**Note:** If you enable the hidden field *Agreement* within the Sales Order Main or Other Tab, you can invoke the Oracle Pricing Agreements window by entering a partial agreement name within the Agreement field if the responsibility has access to the Agreements function/window. If the partial Agreement Name entered is not found and if the responsibility has access to the agreements function/window, a pop up decision box will display asking the user if they wish to create a new Agreement. You can:

- Select *Yes* to create a new Agreement on-line. Agreement details are defaulted based upon current order header attribute values: Payment Terms, Price List, Customer; Revision will equal 1.
- Select *No* to return to the Sales Order Header Main window.
- Select *Advanced* to display the Oracle Pricing Agreement window to enter and create a new Agreement.

Additionally, the Agreement field displays the Agreement name, appended within the agreement revision number. For example, if the Agreement Name was Business World, and the agreement revision was 25, the Agreement field will display Business World.25

The LOV for the Agreement field will display active Agreements only (based upon the current value of Order Date).

---

### See Also

Defining Sales Order Line Pricing Information on page 2-42.

Defining Sales Order Line Shipping Information on page 2-44.

Defining Sales Order Line Address Information on page 2-46.

Defining Sales Order Line Return Information on page 2-47.

Defining Sales Order Line Service Information on page 2-48.

Defining Sales Order Line Project Manufacturing Information on page 2-51.

Defining Sales Order Line Release Management Information on page 2-52.

*i*Payment Processing, Oracle Order Management Suite Implementation Manual, Release 11i.

## Defining Sales Order Line Item Main Information

### Prerequisites

- Set up your units of measure. See: Oracle Receivables User's Guide.
- Set up your inventory items. See: Oracle Inventory User's Guide.
- Set up your item configurations. See: Oracle Bills of Material User's Guide.
- Enter sales order header information in the Orders Information, Main tabbed region. See: Defining Sales Order Header Main and Others Information on page 2-25.

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**Note:** If you use Oracle Process Manufacturing or Oracle Training Administration, please refer to the respective users guides for detailed information on entering process manufacturing or training related order line details.

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- If you want to search on customer item description, use the Customer Items Summary, Customer Items Detail, and Customer Item Cross References windows to define and update customer item descriptions.
- If you want to search on generic item description, use the Cross-Reference Types window to define new item identifier types and then assign the types to inventory items.
- If you wish to sort order lines, use the *Sort Data* function available from the Folder menu. See: Sorting Order Lines within the Sales Order window, Lines Tab.
- If you wish to go to a specific order line number, use the *Go to Line* feature available from the Actions Menu. The *Go to Line* pop up window enables you to enter a specific line number for display; the line number entered will be displayed within the Sales Order Line. Main Tab.

You can enter a partial line quintuplet number.

### Attention

The following fields currently can contain rounded amounts within the Sales Order Lines window. Note that some of the fields within the table are hidden by default.

The amounts are rounded to the value of the standard precision defined for the currency entered or defaulted within the Sales Order Header window.

Commitment	Total'	Service Total
Line Discount	Line Charges	Tax Amount
Extended Price	Unit List Price	

■ **To define line item information for an order:**

1. Navigate to the Line Items tabbed region in the Sales Orders window.
2. Define the Line Number.

This field automatically defaults to 1.1 if this is the first line entered on the order. This field is for display purposes and cannot be updated.

Order Lines Numbers are displayed in the Sales Order window as a line quintuplet:

Line Number, Shipment Number, Option Number, Component Number, Service Number. For example, if order line number appears as 1.1.2.3.1:

- Line Number -1
- Shipment Number -1
- Option Number - 2
- Component Number -3
- Service Number-1

---

**Note:** You may choose to display additional fields within the Sales Order Header Main window by enabling the fields for display within a custom folder. For example, you can choose to display the Line number & shipment number fields.

---

3. Select the item for this order line. The List of Values for this field is controlled by the value of the hidden field, Item Identifier Type. Select or enter a value for either:
  - Ordered Item (the item number); item description displays.
  - Item Description and Type; Ordered Item displays

You can search for item descriptions by entering the search criteria into the field and tabbing out of the field to start the search. The search is not sensitive to case.



You can search on different types of item descriptions. To search:

- for internal item descriptions, within the Item Identifier Type field, select INT or Internal Item;
- for customer item descriptions, within the Item Identifier Type field, select CUST
- for generic item descriptions, within the Item Identifier Type field, select any Item Identifier Type you have defined. To search on all types of item descriptions, leave the Item Identifier Type field blank.

For orders, the list of values displays descriptions of active and inactive items; for returns, the list of values displays descriptions of active and inactive items.

Order Management validates the item against inventory items you define in the warehouse (organization) specified by the Order Management parameter *Item Validation Organization*. You can only choose items that have the Customer Orders Enabled item attribute set to Yes. If you have setup customer or generic cross-references for these items, you can also enter the order line using the cross-reference.

If you intend to source this line externally, you must also ensure that the item you select has the Purchasable item attribute indicated. This attribute enables an item to be ordered on a purchase order.

4. Define the item's order quantity for this line. The quantity field appears on all tabbed regions even though it is in the scrollable region.
5. Select the Unit of Measure.

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.

6. Unit Selling Price: Unit Selling Price is derived from the selected price list, and may contain a rounded value. The value of the unit selling price is affected by the current value of the profile option QP: Selling Price Rounding Options. See: Oracle Advanced Pricing Implementation Manual, Profile Options.
7. Enter, select, or accept the default for the *Request Date* field.
8. Select the Schedule Ship Date from the calendar.
9. Status: This field displays the current status of the order line, and can only be updated via a system action.
10. On Hold ATO check box

11. Cascaded Hold ATO check box
12. ATO check box: The field is non updateable. If the check box is selected, the order line contains an ATO item.
13. Select or accept the default for Line Type.
14. Qty Cancelled: this field will display a value only if an order line's quantity was changed as a result of a cancellation.
15. Qty Shipped: this field will display a value only if an order line has been shipped, either partially or completely.
16. Reason: This field is non updateable except when adding to, or reducing, the existing order line quantity. Values entered in this field are only visible at the time of entry; once a successful save has been completed, the value of the Reason field displayed is NULL;  
  
Order Management does not display the current value for this field since you can perform multiple updates to an order line that require you to enter a reason. You can view Reason values entered within the *Additional Line Information* window, available via the *Action* button.
17. Comments: This field is non updateable, except when enabled by the system. Values entered in this field are only visible at the time of entry; once a successful save has been completed, Comments field values are displayed within the *Additional Line Information window*, available via *Action* button.
18. Select the Salesperson, if not defaulted.
19. Order Source: The value for this field is determined by the creating application when a sales order is created. This field is non updateable, and valid values are:
  - Internal
  - External
20. Order Source Reference: If you create an order within the Sales Order window, or create an order where order\_source\_id=0, the system will generate a value for Order Source Reference. The value generated is the source table name, concatenated within the order\_header\_id. This value is stored in the source table (OE\_ORDER\_HEADERS\_ALL) within the column ORIG\_SYS\_DOCUMENT\_REF.  
  
If you have copied an order, the order lines for the copy to order will display COPY.

21. Order Source Line Reference: If you create an order line within the Sales Order window, or create an order where `order_source_id=0`, the system will generate a value for Order Source Line Reference. The value generated is the source table name, concatenated within the `line_id`. This value is stored in the source table (`OE_ORDER_LINES_ALL`) within the column `ORIG_SYS_DOCUMENT_REF`.

If you have copied an order, the order lines for the copy to order will display the source order number.

22. Select the Tax Code, if not defaulted. You are only able to select a Tax code if the profile option *Tax: Allow Override of Tax Code* is set to *Yes*.

---

**Note:** If you enable the hidden field Agreement for display, the Agreement field displays the Agreement Name and the current Agreement Revision Number; values are separated by a colon. For example, Agreement Pizza has a current active revision of 2; within the Agreement field you would see Pizza:2 displayed.

Additionally, if the Agreement field is not null, and you make a change to an attribute that triggers order line repricing;

- the most current active agreement, with revision will be defaulted per you defaulting setup (if applicable).
  - If no active revision exists for the Agreement displayed, an error message is generated and you will be prompted to clear the data currently within the Agreement field.
- 

### Oracle Process Manufacturing Users

If you have licensed Oracle Process Manufacturing applications, you must create a custom folder for the Sales Order, Lines window to enter dual quantities and units of measure.

In order to process inventory with dual quantities and preferred grades, ensure secondary quantity, secondary unit of measure, and grade have been enabled within the folder you create. If you plan on utilizing the Sales Order Organizer, it is also recommended that you create a similar folder for the Order Organizer to display secondary line information.

- Quantity 1 must total the original order quantity. However, you are able to perform a manual split and have the total of the secondary quantities be less than or greater than the original order qty2, provided tolerance is within the deviation defined for an item.

- When you change the order quantity2 within the Sales Order lines window, and then attempt to perform a manual split, the split window quantity is calculated using the previous value of quantity2, not the updated quantity2 entered.

Please note that if you update the value of quantity2 when performing a split in Oracle Shipping Execution, the transaction split box quantities are calculated using the current value updated for quantity2, not the value of quantity2 prior to invoking the split.

### **See Also**

Sales Orders Customization

Defining Sales Order Main and Other Header Information

Defining Sales Order Line Pricing Information

Defining Sales Order Line Shipping Information

Defining Sales Order Line Address Information

Defining Sales Order Line Return Information

Defining Sales Order Line Service Information

Defining Sales Order Line Project Manufacturing Information

Defining Sales Order Line Release Management Information

Sales Orders Tools Menu

Oracle Process Manufacturing User's Guide.

## **Defining Sales Order Line Pricing Information**

### **Prerequisites**

- Choose a price list in the Order Information, Main tabbed region. See: Defining Sales Order Main and Others Header Information on page 2-25.
- Set up your price breaks and enter line items. See: Defining Sales Order Line Items Main Information on page 2-37.

### **■ To define pricing line information for an order:**

1. Navigate to the Pricing tabbed region in the Sales Orders window.
2. Select a Price List for the order.

The price list must match the currency you entered for the order.

3. Optionally, modify default Payment Terms and Agreements. You cannot edit the Selling Price field; this field can only be modified within the Sales Order Line Main tab.

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**Note:**

- If you enable the hidden field *Agreement* within the Sales Order Lines, Pricing Tab, the LOV for this field will display only Agreements active (based upon the current value of the Pricing Date).
  - The agreement field within the Sales Order Lines, Pricing Tab displays the Agreement name, appended within the agreement revision number. For example, if the Agreement Name was Business World, and the agreement revision was 25, the Agreement filed will display Business World.25
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For more information on pricing sales order lines, see: Pricing an Order.

**See Also**

Sales Orders Customization

Defining Sales Order Main and Other Header Information

Defining Sales Order Line Items Main Information

Defining Sales Order Line Shipping Information

Defining Sales Order Line Address Information

Defining Sales Order Line Return Information

Defining Sales Order Line Service Information

Defining Sales Order Line Project Manufacturing Information

Defining Sales Order Line Release Management Information

## Defining Sales Order Line Shipping Information

### ■ To define shipping information for an order line:

1. Navigate to the Line Items tab in the Sales Orders window.
2. Select the Shipping tabbed region.
3. Enter the shipping information for your orders.

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**ATTENTION:** You can choose to enter a specific subinventory for your sales order line. You must first either:

- Create a custom folder that allows visibility to the Subinventory field and then use this folder each time you wish to enter the subinventory for an order line  
or
  - Navigate to the Order Lines window, Shipping tab, and from the menu, select Folders -> Show Field. Select Subinventory from the list of values. This will allow the subinventory field to be displayed for your current session only.
  - You must enter the warehouse or Ship From on the order line prior to selecting the subinventory. If you enter a subinventory prior to entering a warehouse or ship from, you will receive an error.
- 

### Default SO Source Type Item Attribute

Order Management currently utilizes the item attribute Default SO Source Type, to provide a default for the line Source Type based upon seeded defaulting rules.

### Special Considerations for entering subinventory on an order line:

- If the item on order line is under revision or lot control, you will not be able to enter a subinventory on the order line without performing a reservation; inventory hierarchy require a revision/lot to be provided if item is under such control. Enter the subinventory for your warehouse in the *Reservations* window for the order line.

The Sales Order window will prevent a user from entering a subinventory if the item entered on the order line is under revision/lot control. Order Import will provide appropriate messages within the log file.

- Changing the value of *Subinventory* for a reserved line will automatically cancel the existing reservation, and generate a new reservation for the *new* subinventory.
- You cannot enter a subinventory for externally sourced lines. The Sales Order window will prevent user from entering a subinventory if a line is externally sourced.

A message will be displayed if this occurs during order import.

- If an order line associated with a subinventory is split either by the user or the system, the new order line will retain the original subinventory information.

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**Exception:** If the warehouse or the Ship To for the order line is changed during a split, the subinventory field will be NULL for the new split line generated.

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- When performing a *Copy Order*, if order lines contain a value for subinventory, the subinventory will be copied to the new order line
- If the item on the sales order line is under locator control, you can enter a subinventory as the preferred subinventory. During reservation, the subinventory will be honored and Inventory will autodetail locator, per the hierarchy of inventory locator controls.
- Defaulting is enabled for the subinventory field. The user can default the subinventory from a constant value.
- A new Order Management Processing Constraint has been added. The *Subinventory* field on an order line *cannot* be updated once the line has been pick released.

### See Also

Sales Orders Customization

Defining Sales Order Main and Other Header Information

Defining Sales Order Line Items Main Information

Defining Sales Order Line Pricing Information

Defining Sales Order Line Address Information

Defining Sales Order Line Return Information

Defining Sales Order Line Service Information

Defining Sales Order Line Project Manufacturing Information

Defining Sales Order Line Release Management Information

## Defining Sales Order Line Addresses Information

### Prerequisites

- Enter the address location in the Order Information, Main tabbed region of the Sales Orders window. See: Defining Sales Order Main and Others Header Information on page 2-42.

### ■ To define sales order line address information:

1. Navigate to the Addresses tabbed region in the Sales Orders window.
2. Select a Ship To Location and Ship To Contact.

These fields provide default ship to information for all lines on the order. If the system profile option *OM: 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.
- *No*, you can choose the Ship To location of the Sold To customer only.
- *All*, customer relationships are ignored and you can choose a ship to location from any customer.

3. Select a Bill To Location and Bill To Contact.

These fields provide bill to information for all lines in the order. If the system profile option *OM: 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.
- *No*, you can choose the Bill to location of the sold to customer only.
- *All*, customer relationships are ignored and you can choose a bill to location from any customer.



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

4. Select a Deliver-To Location and Deliver-To Contact.

**See Also**

Sales Orders Customization

Defining Sales Order Main and Other Header Information

Defining Sales Order Line Items Main Information

Defining Sales Order Line Pricing Information

Defining Sales Order Line Shipping Information

Defining Sales Order Line Return Information

Defining Sales Order Line Service Information

Defining Sales Order Line Project Manufacturing Information

Defining Sales Order Line Release Management Information

## Defining Sales Order Line Return Information

Order Management provides many ways to speed the process of data entry. If you have Oracle Receivables installed, you can reference invoices directly on an order line, provided you know the invoice/line numbers. You can also reference a sales order or purchase order. Preferencing these documents provides default information on the return, increasing order entry accuracy and efficiency.

**■ To define sales order line return information:**

1. Navigate to the Returns tabbed region within the Lines Items tab.
2. Enter the Return Reason explaining why the customer is returning the item.
3. Select a Line Type.
4. Optionally, modify the Reference type for this return line. Reference Types include: Customer PO, Invoice, Sales Order or Serial Number.

Order Management 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. You may enter a negative quantity and a return line type will default.

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**Note:** Entering a negative quantity in the Quantity field of the order line is interpreted by Order Management immediately as a return and will prompt you to enter a Reason code.

A default return line type can be defined when defining the order type; the default may be overridden.

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### **See Also**

Sales Orders Customization

Defining Sales Order Main and Other Header Information

Defining Sales Order Line Items Main Information

Defining Sales Order Line Pricing Information

Defining Sales Order Line Shipping Information

Defining Sales Order Line Address Information

Defining Sales Order Line Service Information

Defining Sales Order Line Project Manufacturing Information

Defining Sales Order Line Release Management Information

## **Defining Sales Order Line Services Information**

Order Management enables you to order service from its Sales Order workbench. You can order service for product items currently being ordered, i.e. immediate services, or you can order service for already installed product items such as renewal of service programs, i.e. delayed service.

Order Management enables you to:

- order service lines along with the product lines.
- import service lines and service orders using order import.
- perform applicable operations that the application applies to any other order, including billing.
- enter service for all serviceable options in a configuration once.

## **Workflow**

Order Management enables you to utilize Oracle Workflow to manage your service lines with service item types. Service lines are typically non-schedulable and non-shippable lines. You can assign a workflow process that does not include these two functions for service lines using the Oracle Workflow Assignments window. With Oracle Workflow assignments, you can have a combination of line and item types assigned to a workflow process; this enables you to customize your workflow process to meet your business needs.

See: Using Oracle Workflow in Oracle Order Management, Release 11*i*.

## **Applying Changes**

When you apply duration-related changes to the service order line, Order Management automatically applies those changes to the associated service order lines in the configuration. You can change the individual option lines directly. Simply enter your price adjustments and sales credits for all service order lines in a configuration simultaneously. When you apply changes to the price adjustments and sales credits, Order Management automatically applies those changes to the associated service order lines in the configuration. You have the option of changing the individual service option lines directly.

## **Decimal Quantities**

Order Management enables you to enter service items for quantities less than a unit rather than defining a unit of measure (UOM) to represent the partial quantity in the Sales Orders window. See: Decimal Quantities on page 2-162.

## **Percent-Based Pricing**

Order Management enables you to structure the pricing of service as a percent of the product with which it is associated.

## **Shipping**

Order Management, Shipping Execution, and Oracle Service provide you with the ability to synchronize the start of a service program with the shipment of an associated product.

You can define the Service Starting Delay when you define serviceable products in Oracle Inventory. The Service Starting Delay represents the time in days a service program or warranty is offset to commence after the shipment date. The start date of the support service is the ship date plus the starting delay. The end date is calculated by adding the duration to the start date of the support service.

## Payment Terms

Order Management enables you to specify payment terms for ordered service to be different from the associated product. You can specify the payment terms on each order line.

### ■ To define sales order service information:

1. Enter a service item in the Lines tab of the Sales Order workbench. For the service item, all the service related columns will be enabled in the Service tab.
2. Navigate to the Line Items, Services tabbed region.
3. Define the Service Reference Type.

There are two service reference types: Sales Order and Customer Products.

For sales orders, the service reference information includes the order, line, shipment, and option numbers and system names. The reference type can be used for regular service lines or delayed service orders.

For customer products, the service reference type includes the customer product and system names. This reference type is used for delayed service orders only.

4. Define the Service Order Type.
5. Define the Service Reference Order and Line Numbers.
6. Define the Service Reference Shipment and Option Numbers.
7. Define the Service Reference Customer Product and System Name.
8. Select the Service Coterminate Flag check box to disable or enable this option.

The Service Coterminate field is used to set the same end date for all service programs sold to a particular customer or grouped into a specific system.

9. Define the Service Start and End Dates.

The Service Start and End Dates fields determine the start and end dates of the service program.

10. Define the Service Duration and Period.

The Service Duration field determines the duration of the service program. You need to enter either this field or the Service End Date field.

The Service Period field determines the period of the service program such as day, month, or year.

11. Define the Transaction Reason and any additional Transaction Comments for the order.
12. Save your work.

**See Also**

Sales Orders Customization

Defining Sales Order Main and Other Header Information

Defining Sales Order Line Items Main Information

Defining Sales Order Line Pricing Information

Defining Sales Order Line Shipping Information

Defining Sales Order Line Address Information

Defining Sales Order Line Return Information

Defining Sales Order Line Project Manufacturing Information

Defining Sales Order Line Release Management Information

## Defining Sales Order Line Project Manufacturing Information

Order Management enables you to plan, schedule, process and cost material and labor against a specific customer contract. You can capture project and task information on sales order lines by utilizing the Sales Orders window.

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**Note:** You have to have Project Manufacturing fully installed to enable the Project to be selected within the Project field.

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■ **To define project manufacturing information:**

1. Navigate to the Line Items, Others tabbed region in the Sales Orders window.
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. Select an End Item Unit Number.

Model/End Item Unit Numbers are used to identify part configurations. A part's configuration can be changed or its parent-component relationship altered for a specific effectivity.

**Project and Task Cascading**

Project and Task changes, if specified at the top model level, are automatically cascaded to all options lines for the top model. However, in the case of ATO sub-assemblies, Project and Task cascading are enabled when these changes are specified at the respective Project or Task level.

For example, an ATO sub assembly may be an option of a top model. Any changes to Project and Task for any other option will not be allowed.

**See Also**

Sales Orders Customization

Defining Sales Order Main and Other Header Information

Defining Sales Order Line Items Main Information

Defining Sales Order Line Pricing Information

Defining Sales Order Line Shipping Information

Defining Sales Order Line Address Information

Defining Sales Order Line Return Information

Defining Sales Order Line Service Information

Defining Sales Order Line Release Management Information

See: Oracle Project Manufacturing User's Guide.

## Defining Sales Order Line Release Management Information

Order Management enables you to manage changes to demand which are not authorized to ship. A demand can be planned to shipped on the date scheduled, but not sent to customers until an authorizing event occurs such as the removal of any holds on demand. Authorization can take place through responding to a workflow notification. You can also make changes to attributes like quantities, dates and times for a demand authorized to ship.

### **Timestamp**

You can timestamp all date fields including the request date, schedule date and promise date. The request date can represent either the ship date or delivery date.

### **Configurations**

Order Management enables you to perform changes to a configured order. For ATO and PTO Ship Model Complete configurations, all the related lines will have the same status as that of the parent model line. For example, if the parent model line has a Not Authorized to Ship status, then all the related lines in the configuration which is in a ship set will have the same status of Not Authorized to Ship.

### **Processing Constraints**

You can restrict a given user from making changes to the attributes of the demand after a given action is performed. For example, users can be prevented from making changes to the quantity ordered if the demand has already been shipped. You can apply any processing constraints on the demand lines interfaced, in addition to the Order Management's processing constraints on any changes made to an order.

### **Customer Item Cross Reference**

You can query, view, enter, and report cross references for order lines using either the internal item number or customer item number. When viewing or reporting on orders, you will be able to view the customer item cross references. You will be able to find orders or lines by specifying a customer part number.

### **View Current Demand**

You can exclude closed order lines when reviewing an order. You have the ability to view either all lines, only open order lines or closed lines while reviewing the order in the Find Orders window. You can view an order that has no open order lines.

You have the option to specify whether an order that has no open order lines will remain open or closed. You can define holds on activities such as close lines and close orders. You can apply these activity specific holds to prevent an order with no open lines on it from being closed.

### **Deletion of Booked Lines**

Order Management supports the deletion of booked lines. However, you cannot delete lines once the order has been invoiced or pick released.

## Cancellations

An update to the quantity is processed based on the increment/decrement to the attribute. Process Order updates order lines and performs a security validation to check for any violations. The order is committed immediately so the Release Management can process all or none of the order lines.

## Order Purge

You can purge closed released management orders from Order Management if it meets all order purging criteria.

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**Note:** Order Purge functionality is provided with Oracle Order Management. The Purge Orders concurrent program enables you to purge selected closed orders and their workflow history.

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### ■ To define release management information:

1. Navigate to the Others tabbed region within the Line Items tab.
2. Enter the Customer Job.
3. Enter the customer Production Line.
4. Enter the item's Model Serial Number.
5. Enter the Customer Dock to which the item will be delivered.
6. Select an Intermediate Ship To Location.
7. Enter the RLM (Release Management) Schedule Type.
8. Save your work.

### See Also

Sales Orders Customization

Defining Sales Order Main and Other Header Information

Defining Sales Order Line Items Main Information

Defining Sales Order Line Pricing Information

Defining Sales Order Line Shipping Information

Defining Sales Order Line Address Information

Defining Sales Order Line Return Information



Defining Sales Order Line Service Information

Defining Sales Order Line Project Manufacturing Information

# 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 defaulting rules, as well as by entering values in the Sales Orders window, copying data from an existing order or return, or using Order Import. You can book an order that contains no order lines, provided you have entered or defaulted all required values.

## See Also

Copying Orders on page 2-150

Order Import on page 4-29

## Order Information, Main tabbed region

The following table lists Order Header attributes available from the Main tabbed region of the window, and when a value must be provided for an order or return.

Attribute	When required
Customer Name or Number	Booking
Order Number	Entry (system-generated)
Order Type	Entry
Customer PO Number	If Order Type requires; Booking.
Salesperson	Booking
Ordered Date	Booking
Ship To Location	Booking (not required for Return)
Bill To Location	Booking
Agreement	If Order Type requires; Booking.
Price List	Booking
Payment Terms	Booking (not required for Return)
Currency	Entry
Conversion Type	If Currency entered is not your functional currency; Booking
Conversion Date	If Conversion Type entered is User; Booking

Conversion Rate	If Conversion Type entered is User; Booking
Tax Handling	Booking
Tax Reason	If Tax Status is Exempt at Entry
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

### Order Line

The following table lists Order Line attributes available from the order lines window and when a value must be provided for an order or return.

Attribute	When required?
Line Type	Entry
Line Number	Entry
Shipment Number	Entry
Item	Entry
Quantity	Entry
Unit of Measure (UOM)	Booking
List Price, Selling Price, Price List	Booking (except for configured or included items)
Customer	Booking
Ship To	Booking (not required for Return)
Bill To	Booking
Payment Term	Booking (not required for Return)
Tax Handling	Booking
Tax Date	Booking

Tax Code	Booking, when Tax Handling is Required or Calculate Tax is set to Yes
Service Duration	Booking, only for service lines
Task	Entry, depending on Project Control Level
Tax Reason	Entry, if status is exempt
Request Date	for order lines, required at Scheduling. Scheduling occurs before Booking. For return lines, required at Booking
Return Reason	Entry (only for entering returns)
Warehouse	Booking (only for entering returns)

## Sorting Order Lines within the Sales Order window, Lines Tab

You can choose to sort sales or return order lines within the Sales Order window, Lines tabs by criteria you specify, or display order and return lines sequentially by line number (default).

If you wish to sort order or return lines, choose to sort by selecting from one, two, or three order attributes. Each attribute chosen can be qualified for additional sorting by ascending or descending order. The default sort order qualifier is ascending order.

Additionally, choose to suppress the display of either closed or cancelled order lines by selecting the corresponding check box. If you select either the Closed or Cancelled check boxes, closed or cancelled order lines will not be displayed when the sort is completed.

### ■ To perform order line sorting within the Sales Order widow, Lines Tab:

1. Navigate to the Sales Order window, Lines tab.
2. From the Folders Menu, select Sort Data

The screenshot shows the 'Order Lines Sorting Criteria' dialog box. It features three rows of sorting criteria, each with a dropdown menu for the attribute and a 'No Ordering' button for the sort direction. The 'View Lines' section at the bottom has two checkboxes, 'Closed' and 'Cancelled', both of which are checked. The dialog concludes with 'Ok' and 'Cancel' buttons.

3. Select at least one order attribute to sort order or return lines. You can choose to sort order lines using any combination of one, two, or three order attributes.

Select the initial sort order attribute in the *Order By* field, and any additional order line attributes for additional sorting within the *Then By* fields. The LOV for all sort fields is based upon order attributes within the database view definition OE\_ORDER\_LINES\_V.

4. Choose to qualify the sort order display for each order line attribute selected. Select from:

- Ascending: Sequentially display order lines sorted in ascending (lowest value to highest value) order.
  - Descending: Sequentially display order lines sorted in descending (highest value to lowest value) order.
5. Choose to display only closed or cancelled order lines when sorting by selecting the Closed or Canceled check boxes. The initial value of the Closed and Cancelled check boxes is determined by the value of the profile options OM: View Closed Lines and OM: View Cancelled Lines, respectively.
  6. Select the select the Ok button to initiate order line sorting or the Cancel button to close the order line sort window.

## Booking a Sales Order

Booking a sales order indicates that the order entry process is complete and that the customer has committed to the order. Booking is required before the order or return can advance to the next workflow activity.

Please note, within Order Management, you can book an order without defining a single order line for the order.

### ■ To book an order:

1. Navigate to the Sales Orders window.
2. Enter the header and line level information for a new order, or query an existing order.
3. Choose the Book Order button.

Booking validates that all required fields for an order are entered. See [Section on Required Fields for an Order] for details about the required fields. If validation succeeds, a confirmation message will appear that the order has been booked, and the order will proceed to subsequent workflow activities. If validation fails, the Process Messages window will display messages about the validation failure. You can choose to:

- Select Continue or Cancel - the window will close and control will be returned to the sales order form.
- Select Save Messages - the messages will be saved and can be queried later using the Process Messages window
- Select Notify - the notification window will be displayed to enable you to send a notification to a selected responsibility.

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**Note:** Booking occurs for all order lines of an order at the same time; you cannot have booked and unbooked lines within the same order.

Changes may be made to a booked order (depending on the processing constraints which are defined) and these changes may include the addition of new order lines. When an order line is added to a booked order, the entire order will undergo booking validation as the order is saved.

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**See Also**

Booking on page 4-82



## Pricing and Availability Overview

Pricing and Availability provides Oracle Order Management users with the two most common requirements concerning customers that request products:

1. how much is the product going to cost?  
and
2. do you have the product in stock now?

Using Oracle Order Management, you can quickly view the price of an item and additionally display the availability of the item (across all organizations) being priced utilizing the functionality provided within the Pricing and Availability window. The Pricing and Availability window enables you to perform a price check or an availability check by simply entering an item and then requesting the pricing and availability details for the item.

The Pricing and Availability function within Order Management also enables you to:

- perform price and availability checking without creating an order.
- perform price and availability checking without placing demand or reservations.
- perform price and availability checking by item cross-reference, customer item, or item description.
- view both the Selling Price and List Price of a product.
- view price list breaks, other automatic discounts, and Surcharges currently available for a particular product or customer.

---

**Note:** The Pricing and Availability window will only display price list breaks, not price breaks available through Modifiers defined in Oracle Advanced Pricing.

Additionally, all amounts displayed and calculated as a result of a price and availability search use the decimal precision defined for the currency entered or defaulted.

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- perform price check *what if* analysis based upon an Agreement, Price List, Pricing Attribute, Order Quantity, Customer, Currency, Ship To, Bill To, Order Type, Pricing Date, or Request Date.

- perform price checks by specific currency and indicate in which currency you wish to view the calculated Selling Price in.
- view a limited set of item attribute details.
- validate your Pricing Setup by ensuring your selling price is correctly returned by the pricing engine prior to placing an order; the selling price will include any eligible qualifiers, modifier, or discounts you have defined.

---

**Note:** Pricing and Availability results do not guarantee order line item price or the availability of an item. Within Oracle Order Management

- price is guaranteed only at the time an order is Booked.
  - availability is guaranteed only if a hard reservation is placed for an order line against available supply (supply has being allocated to the order line). Successfully scheduling an order line indicates that you have soft pegged existing supply for the item under normal circumstances should be available if you attempt to pick the order line).
- 

See: Performing Pricing and Availability

## Performing Pricing and Availability

The Pricing and Availability window enables you to perform price and availability checking.

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**Note:** Within this release of Oracle Order Management, you cannot use the Pricing and Availability window to perform price and availability checking for models, kits, service items, or Oracle Processing Manufacturing items.

Pricing and Availability results do not guarantee order line item price or the availability of an item. Within Oracle Order Management

- price is guaranteed only at the time an order is Booked.
  - availability is guaranteed only if a hard reservation is placed for an order line against available supply (supply has being allocated to the order line). Successfully scheduling an order line indicates that you have soft pegged existing supply for the item under normal circumstances should be available if you attempt to pick the order line).
- 

The Pricing and Availability window currently does not support availability checking for substitute items.

### Defaulting Rules

The Pricing and Availability window utilizes a subset of your existing defaulting rules currently *enabled* within the Sales Order window. While you can default many different attribute values within the Sales Order window, the Pricing and Availability window only utilize defaulting rules currently defined for attributes *Price List*, *Warehouse*, and *item Primary UOM*.

If defaulting rules are not enabled, Order Management will attempt to default field values in the following manner:

- If you enter a Customer Name, Order Management will default the warehouse and Price List based upon the Customer setup for the Customer Name/Number entered.
- If you enter an Item, Order Management will default the Default Shipping Organization (warehouse) and Primary UOM for the organization item definition.

- If you enter the Ship To, Order Management will default the warehouse and Price List based upon the Customer setup for the Customer Name/Number entered.
- If you enter the Bill To, Order Management will default the Price List based upon the Customer setup for the Customer Name/Number entered.
- If you enter an Agreement, Order Management will use the Agreement Price List specified.

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**Note:** If a warehouse is not defaulted then the pricing and availability search is initiated with a NULL value for the Warehouse field; your Sourcing Rule definitions are then used to determine the appropriate Ship From warehouse.

- However, if defaulting rules for the attribute warehouse are enabled, the defaulting rule will be used to determine the warehouse value and will over-write any warehouse found as a result of sourcing rules defined. Shipping is always performed from the Warehouse specified; if the quantity requested is not available within the specified warehouse, Order Management will then use sourcing rules defined to determine if the item can be internally transferred from another warehouse to be shipped from the specified warehouse.)

If the Customer and site information is not entered, then item availability assumes that the item will be shipped from the Warehouse specified in the search region. If the warehouse is not entered, and cannot default, then availability checking assumes that the item will be shipped from the item master validation organization.

---

### **Additional Details**

While working within the Pricing and Availability window, the default action when a user selects the Enter key is to execute a price and availability check; anytime you press the Enter key within the Pricing and Availability window, a new Price and availability check is always initiated.

For example,

- suppose you enter an item and select the Enter key; a pricing and availability check is initiated.
- suppose you enter an item, customer name, and Bill To and then select the Enter key; a pricing and availability check is initiated.

**ATTENTION:** If you use Oracle Advanced Pricing Qualifiers and Modifiers to assist the pricing engine in determining selling price, you should include the key qualifying attributes in the Search Region when performing price and availability checking.

For example, suppose you had a Qualifier attached to an item on a price list for a specific Customer: ensure you enter the qualifier, (Customer (name or number)) when performing price and availability checking in order for the pricing engine to properly qualify eligibility. Eligible modifiers attached to the qualifiers will be shown in the Summary Pricing Tab.

See: Pricing and Availability

## ■ To perform Pricing and Availability checking:

1. Navigate to the Pricing and Availability window.

The screenshot shows the 'Pricing and Availability' window. The 'Basic' tab is selected, displaying search criteria: Item 'AS54888', Qty '1', Uom 'Ea', Item Description 'Sentinel Standard Desktop', Request Date '20-MAR-2002', Customer # '1608', and Item Identifier Type 'Internal Item Number'. There are 'Clear' and 'Price and Availability' buttons. The bottom section has tabs for 'Summary', 'Pricing', 'Item Availability', and 'Item Information'. The 'Summary' tab is active, showing 'Unit Selling Price' as '799.50 US dollar', 'Price List' as 'Corporate', 'Warehouse' as 'M1 Seattle Manufacturing', 'Available Qty' as 'ATP not applicable', and 'Earliest Available Date' as an empty field.

2. Determine your Pricing and Availability search criteria by entering specific or partial values for required fields within the Search Criteria Region. Required fields are Currency, UOM, Quantity and either item name or item description (Since either the item name or the description can be entered to check price and availability neither field is displayed with the mandatory field color).

You must enter a value for all required fields, and you can enter additional optional values to further refine your search criteria within any of the three Search tabs available.

---

**Note:** If you clear the form, and then requery for price and availability checking, the current tabs selected in both the Search and Results regions remains active.

For example, if you are currently viewing details within the Pricing tab, select the Clear button or Clear Record icon from the Toolbar, re-enter a new item, and select Price and Availability button, the Pricing Tab details still displayed.

---

## Search Region

All Tabs within the Search region of the window make use of Oracle Applications Folder functionality, enabling you to modify the field's displayed within each tab. All tabs are seeded with the most common searchable attributes to enable complete flexibility to display your most-frequently used Pricing criteria on the Basic (search) Tab.

### Basic Search Tab

The following search fields have been seeded in the default folder for this tab:

- **Item:** Enter an item or item description to check price and availability.  
This field is required unless you enter a value in the Item Description field.
- **Qty (Quantity):** Enter the quantity you wish to check pricing and availability for. This field is required and the default is 1.
- **UOM (Unit of Measure):** Select a unit of measure or accept the default to perform price and availability checking. This field is required and the default value is the Primary Unit Of Measure (within the item master validation organization) for the item entered.
- **Item Description:** Enter an item description or item to check price and availability. This field is required unless you enter a value in the Item field.
- **Request Date:** Enter the Request Date to use within pricing and availability check. The default for this field is System Date.

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**Note:** When you perform price and availability checking within the Pricing and Availability window, availability check calculations are based upon Ship Date (ATP Type = Ship Date and Request Date = Ship Date).

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- Customer # (Customer number): Enter the Customer number when performing price and availability checking.
- Item Identifier Type: Select an item identifier to use when performing price and availability checking. The default for this field is Internal Item Number.

The List of Values (LOV) for this field will display:

- Customer Item Number
- all enabled Cross Reference Types (defined within the Oracle Inventory).

---

**Note:** Ensure that the Order Management quickcode definition for quickcode = *ITEM\_IDENTIFIER\_TYPE* has the value INT (Internal Items) defined (default field value for Item Identifier Type).

If the value INT is not defined, then the Pricing and Availability window LOV display for the Item Identifier Type field will be null, and the LOV for both item and item description field will be restricted to Internal Items only.

---

Please note that the value selected for this field will limit the LOV that displays for the Item and Item description type fields; valid values for Item and Item description fields are based upon the value you selected in Item Identifier Type field.

For example, if you choose to enter a Customer Number and then select Customer Item Number for the Item Identifier Type field, the LOV for the Item and Item Description will be limited to displaying only Customer Item Numbers defined for the customer entered. Additionally, if you enter a value in the Item or Item Description fields, and then select a value (other than the default) for Item Identifier Type, both the Item and the Item Description fields are cleared of any data; you must re-enter or select the Item or Item Description again.

### Advanced Search Tab

The following search fields have been seeded in the default folder for this tab:

- Customer # (Customer number): Enter the Customer number to be used when performing price and availability checking.
- Price List: Select a Price list to use for determining the price returned when performing price and availability checking.

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**Note:**

- Multi Currency Prices lists are not supported in this release.
  - If the User Search Flag (within the Oracle Advanced Pricing Event Phases window) is set to Yes, Order Management will determine a price for an item if you do not enter a price list.
- 
- 

- Agreement: Select an Agreement to be used when performing price and availability checking.
- Ship To Location: Select a value for the Ship To field to be used when performing price and availability checking.
- Customer (Customer Name): Enter the Customer Name to be used when performing price and availability checking.
- Bill To Location: Enter the Bill To Location to be used when performing price and availability checking.

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**Note:** You cannot enter a value for either the Ship To or Bill To fields without first entering a Customer Name or Customer Number.

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### More Search Tab

The following search fields have been seeded in the default folder for this tab:

- Warehouse (Organization): Select an organization to perform price and availability checking. The default for this field is the value of the Default Shipping Organization for the organization item definition.

Data pertaining to availability across multiple organizations is displayed within the Results region, Item Availability Tab



- **Pricing Context:** Select a Pricing Context to be used when performing price and availability checking.

The LOV for this field displays all enabled flexfield structures defined for the Oracle Advanced Pricing Descriptive flexfield *Pricing Contexts*.

- **Currency:** Select a currency to be used when performing price and availability checking. This field is required and the default value is the Set of Books currency.

The Set of Books currency used within Order Management is determined by the Set Of Books linked to the value entered in Operating Unit field within the Order Management Parameters window.

- **Pricing Date:** Enter a Pricing Date to be used when performing price checking. The Pricing Date entered is used by the pricing engine to ensure that only valid effective dates for qualifier, modifier, and discount breaks are used to determine price.
- **Pricing Attribute:** Enter a Pricing Attribute based upon the Pricing Context entered. If you choose to enter a Pricing Attribute without entering a pricing Context, the Pricing Attribute Descriptive Flexfield will prompt you to first enter a Pricing Context.
- **Order Type:** Enter an Order Type to be used when performing price and availability checking.

## Summary Results Region

### Summary Tab

The following details are displayed within this results tab:

#### Pricing Block

This block does not enable the use of Oracle Applications Folder functionality.

- Unit Selling Price
- Price List

#### Availability Block

The Availability Block utilizes Oracle Applications Folder functionality, enabling you to modify the field's display within this tab. The following details (by default) are displayed within this block:

- Warehouse
- Available Qty (a value of available amount if the item is ATP enabled, or the message *ATP not applicable* for items that are not ATP enabled.
- Earliest Available Date: This field will either contain:
  - a value in the future if the full quantity requested is not available on the Request Date
  - or
  - a value of the request date if the if the requested quantity is available on the requested date
  - or
  - A *NULL* value for items that are not ATP enabled.

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**Note:** Order Management also provides a hidden fields within the seeded folder for the Availability Block within the Summary Tab. The hidden fields are:

- On-hand quantity
- Reservable quantity
- ATP flag

If you are using non-ATP items, you may want to create a custom folder that displays these additional fields, so you can see the inventory position of your non-ATP items.

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### **Pricing Tab Summary Region**

The Summary Pricing Tab region utilizes Oracle Applications Folder functionality, enabling you to modify the field's display within this tab. The following details (by default) are displayed within this tab:

- Unit List Price
- Unit Selling Price
- Currency
- Price List

- Effective Until - this is the earliest date among the following: price list ending effectivity date and any modifier list line ending date.

#### **Details Region, Price Breaks Sub-Tab**

The Price Breaks Sub-Tab does not utilize Oracle Applications Folder functionality. Any qualified price breaks from the price list selected by the pricing engine (when unit list price is derived) are displayed in the Pricing Details Tab, Price Break Sub-Tab. The following details are displayed within this tab

- Value From
- Value To
- Unit List Price (for the price break displayed)
- Break Type (Point or Range)
- Pricing Attribute (this is the attribute entered in the Value From refers to; for example Volume, Quantity, Weight)

#### **Details Region, Modifiers Sub-Tab**

The Modifiers Sub-Tab does not utilize Oracle Applications Folder functionality. Any automatic discounts (shown as a negative amount) available for your customer are displayed in the Pricing Details Tab, Modifier Sub-Tab. Additionally, any modifiers that have changed the selling price of the item are displayed; pricing modifiers that do not affect the selling price are currently *not* shown at this time. The following details are displayed within this tab:

- Modifier Name
- Modifier Type
- Adj. (Adjustment) Amount
- Net Price: the running total of the Unit List Price and the Modifier amount
- End Date (this is the ending effectivity date for this modifier list line)

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**Note:** Item Upgrades, Promotional Limits, and other item discounts returned from Oracle Advanced pricing are currently not displayed for this release; they are ignored by the price and availability check.

Additionally, any manual modifiers available for a price and availability check are not displayed, and you do not have the option to apply a manual modifier and then view the effect on unit selling price.

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### **Item Availability Tab**

The Summary Item Availability Tab region utilizes Oracle Applications Folder functionality, enabling you to modify the field's display within this tab.

#### **Details**

ATP inquiry within Order Management utilize Oracle Global Available To Promise data that has been previously collected. Oracle Global Available To Promise verifies that the quantity ordered is available on the request date you specify, and uses the item or organization ATP rule to determine the supply and demand to be considered in the calculation (for both collected and planned data). When you request availability within the Pricing and Availability window, Oracle Global Available To Promise supplies the ATP date and available quantity from APS.

See: Oracle Advanced Supply Chain Planning and Oracle Global Available To Promise User's Guide for additional details.

- The Item Availability Tab displays multi-line availability data for all organizations defined by your sourcing rules.
- The profile option INV:Capable to Promise determines if you are performing availability checking against planned data or collected data. See: Profile Options
- If the quantity requested is not available on the Request Date, then availability data will be displayed within the Earliest Available Date field. This date field will also show a date even if the requested quantity is available on the Requested date. It shows null for Non-ATP items in which case the Available Quantity fields shows 'ATP Not Applicable'
- Availability is always checked, whether an item is ATP enabled or not. If ATP is not enabled for an item, Order Management will display item availability information even for non-ATP items provided you have defined sourcing rules for the item. If there are no sourcing rules defined for the item, Order

Management will not display any details other than the message *ATP not applicable* within the Available Qty field.

If the ATP flag for an item is enabled, the following field details are displayed within the Item Availability Tab:

- Warehouse, Warehouse Name (either: the warehouse entered in the More Search Tab, the default warehouse as determined by sourcing rules, or the default warehouse as determined by enabled defaulting rules)
- Available Quantity
- On Hand Qty
- Reservable Qty
- If the ATP flag for an item is not enabled, the following field details are displayed within the Item Availability Tab:
  - On-hand
  - Reservable Quantity

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**Note:** ATP Inquiry is for informational purposes only and does not place demand or reserve on-hand inventory.

The Pricing and Availability window currently does not support ATP inquiry for any configurations you have defined, and pegging details are not displayed.

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## **Item Information Tab**

### **Summary Region**

The Summary Item Information Tab block utilizes Oracle Applications Folder functionality, enabling you to modify the fields displayed within this tab. The following details (by default) are displayed within this tab:

- Warehouse (this field always displays the item validation organization (warehouse))
- Lead Time (Cumulative Total Lead Time item attribute)
- User Item Type (User Item Type item attribute)
- Can Order Internally check box (Internal Orders Enabled item attribute)
- Item Status (Item Status item attribute)

- Serviceable check box (Serviceable item attribute)
- Customer Can Order check box (Customer Orders Enabled item attribute)

### **Item Specific UOM Conversion Region**

The Item Specific UOM Conversion block within the Item Information Tab region does not utilize Oracle Applications Folder functionality. The following details are displayed within this tab:

- UOM / Conversion Rate
- Base UOM

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**Note:** Only Item specific (intra class) UOM conversions are to be displayed, along with Base UOM information; Standard and Inter-class UOM conversions are excluded from any UOM conversions that are displayed.

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### **See Also**

Pricing and Availability Overview

## Add Customers

### Prerequisites

The following prerequisite information should be reviewed prior to attempting to add customer information via the Add Customer window.

1. An understanding of how Oracle Trading Community has been integrated within Oracle Applications.
2. The profile option OM: Add Customer must be set to a value other than *None* for at least one level within the system profile option hierarchy; user, responsibility, application, or site.
3. The Order Management system parameter *Customer Relationships* must be enabled if you wish to add Ship To addresses for customers other than the sold-to on the order..
4. The Receivables system parameters Automatic Customer Numbering and Automatic Site numbering determine if the customer number and customer address location is system generated or can be manually entered when adding a new customer and customer address within the Add Customer widow.

The Receivables system parameter Address Validation determines how address information within the Add Customer widow is entered, displayed, and validated.

5. The following profile options affect the functionality of adding customers from the Sales Order Window.
  - *OM: E-Mail Required On New Customers*. The value of this profile option determines whether you must define an mail address for both the customer and any contacts defined when adding a new customer.
  - *Default Country*. The Default Country profile option expedites address entry, and should be defined.
  - *Flexfields: Open Descr Window*. The value of this profile option determines whether to automatically display descriptive flexfields when navigating to the descriptive flexfield display field.
  - *AR: Change Customer Name*. The value of this profile option determines whether you can change a customer name after saving their information. This profile option is set to Yes by default.

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**Note:** You cannot update a customer Name within the Add Customer window. If you wish to update a customer Name, use the Receivables Standard Customer window.

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- *HZ: Generate Party Number.* The value of this profile option determines if the party number is system generated or manually entered when adding a new customer.
- *HZ: Generate Party Site Number.* The value of this profile option determines if the site number is system generated or manually entered when adding a new customer address. The site number is unique.

**See Also**

Add Customer Window Overview on page 2-79

Adding Customers using the Add Customer window on page 2-81

Add Customer Sample Business Flows on page 2-89



## Add Customer Window Overview

The Add Customer window, accessible from the Sales Order Header window is a versatile user interface from Order Management to Oracle Receivables enabling users to quickly define new entities (customers) and related entity details (customer details) within the Oracle Trading Community model. For more information on the Trading Community customer model, see:

Trading Community usage within Order Management

Oracle Receivables User's Guide, Customers

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**Note:** All account site (customer location) contacts created within the Add Customer window are created at the customer level only; you cannot create site level contacts using the Add Customer window. Please note, however, that customer level contacts can be used as site level contacts for orders or returns.

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You can choose to:

- create a new customer & Party
- create a new address for a new customer
- create a new customer and associate the customer with an existing Party
- create new Bill To, Ship To and Deliver To Locations (addresses) for an existing customer
- create new Ship To (drop ship) customers and associated addresses
- create new contacts for new or existing customers
- create new customer account sites from previously defined party sites.
- create new account contacts from existing party level contacts
- create e-mail addresses for new and existing customers and customer contacts.

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**Note:** You can not update existing values for customer Name or E-mail addresses for both customers and customer contacts currently defined within the system while working within the Add Customer window.

If an e-mail address is undefined for either a existing customer or customer contact, you can add a new email address, irrespective of the value the for the profile option OM: E-Mail Required On New Customers.

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Oracle Application Folder functionality has not been enabled for any region within the Add Customer window. However, the *New* icon (from the Toolbar) has been added to all regions, allowing you to clear individual regions within the window, while retaining information within other regions. The *New* icon does not perform a commit to the database.

## Security

The profile OM: Add Customer limits both accessibility and functionality to the Add Customer window. Choose to allow all users or no users access to the window or choose to only allow users to add new address or contact information.

### See Also:

Adding Customers using the Add Customer window

Add Customer Sample Business Flows

Order Management Suite Implementation Manual, Release 11*i*, Profile Options.

## Adding Customers using the Add Customer window

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**Note:** You cannot create a new customer or person without also creating an address for the customer type you are defining within the Add Customer window.

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The Add Customer window contains the following three regions:

- Organization or Person
- Customer Address
- Customer Contact

To display the Add Customer window, select one of the following options available within the Sales Order Header Window:

- With your cursor in any field, use the mouse right click functionality and select Add Customer from the menu list displayed.
- Select the Actions button, and then select Add Customer from the menu list displayed.
- Select the Yes button within a decision dialog box, when displayed.
  - The decision dialog box is displayed when entering a unique, case in-sensitive value within any of the following fields on the Sales Order Window, Main tab:
    - Customer
    - Customer Contact
    - Ship To Location
    - Bill To Location

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**Note:** The decision dialog box can also be displayed if entering a unique, case in-sensitive value for the following fields within a user defined folder for the Sales Order Header window:

- E-Mail
- Ship To, Ship To Contact, Ship To Customer, Ship To address fields
- Bill To Contact, Bill To Customer, Bill To Address, Bill To
- Deliver To, Deliver To Location, Deliver To Contact, Deliver To Address fields.

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- 
- \* Within the decision dialog box, you must either select the *Create* button to define new customer information or the *Cancel* button to return to the Sales Order Window before you can proceed.

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**Note:** If the value for the profile option OM: Add Customers is set to Address and Contact only, you will not be presented with the decision dialog box when entering a new, case in-sensitive value in either the customer or E-Mail fields. Instead, a FRM error will be displayed within the status bar.

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**Note:** If you choose to display the Add Customer window from the *Actions* button menu, ensure you have either entered or defaulted ***all*** or ***none*** of the required order header fields, or you will receive an error.

Choosing an action from the *Actions* button menu after entering a required order header field invokes a commit to the database, and all required order header fields must be present for the commit to be successful.

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All customers and customer contacts defined within the Add customer window are defined as active, and when defining a customer, the customer is automatically assigned the DEFAULT customer profile class.

- \* You can update the customer profile at either the customer or site (address) within the Receivables Standard Customer, Profile Classes tab

window and Customer Address, Profile - Transactions tab window, respectively.

Once a request is made to display the Add Customer window,

- ❑ Depending on your cursor location, customer data previously entered or defaulted within the Sales Order Header window can be passed to the Add Customer window.
  - If your cursor is within an address field that contains data, when you invoke the Add Customer window, the customer and address information is passed.
  - If your cursor is within the Customer Name or Customer Number field and the field(s) contains data, when you invoke the Add Customer window, customer name and customer number are passed.

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**Note:** Contact Name is never passed from the Sales Order Header window to the Add Customer window. However, Contact Name can be passed from the Add Customer window to the Sales Order Header window provided data is present when selecting the *Create* button.

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- ❑ If no customer data has been entered within the Sales Order Header window, and you choose to open the Add Customer window, you can then either
  - select existing customers and create new customer addresses or contacts for the customer **or**
  - enter a new customer details.

Data entered via the Add Customer window is only committed to the database when you select the *Create* button. Relevant data committed is automatically passed back to associated fields within the Sales Order Header window, effectively reducing the time taken to capture both new customer and order details.

The screenshot shows the 'Add Customer' window with the following fields and options:

- Customer Type:** Organization
- Customer Section:**
  - Name: [Text Field]
  - E-Mail: [Text Field]
  - Customer Number: [Text Field]
  - Organization Number: [Text Field]
- Telephone Section:**
  - Area Code: [Text Field]
  - Number: [Text Field]
  - Ext: [Text Field]
- Address Section:**
  - Country: United States
  - Site Number: [Text Field]
  - Address: [Text Field]
  - Postal Code: [Text Field]
  - City: [Text Field]
  - State: [Text Field]
  - Province: [Text Field]
  - County: [Text Field]
  - Location: [Text Field]
  - ☒ Ship To
  - ☒ Bill To
  - ☐ Deliver To
- Contact Section:**
  - Last Name: [Text Field]
  - First Name: [Text Field]
  - Title: [Text Field]
  - E-Mail: [Text Field]
  - Area Code: [Text Field]
  - Number: [Text Field]
  - Ext: [Text Field]
- Buttons:** Create, Cancel

## Customer Region

### Creating Party Information

Utilizing the Oracle Trading Community model, the Add Customer window enables you to create the relationships with your customers. Customer Type enables you to indicate if you are working with an organizational customer or an individual customer.

Whenever you create a new customer within the Add Customer window, an address is required. Both a new Party and Party Site Number are always created.

If a new customer is defined, the associated Party Name will have the same value as the customer Name; the Party Site number is dependent upon the value of the profile option HZ: Generate Party Site Number or the value entered.

- The value of the profile option HZ: Generate Party Site Number determines whether the Party Site Number is system generated or manually entered. If set to Null, then a value should not be entered by the user, as the Party Site Number will be system generated.

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**Note:** If you select a *Party Name* within the *Person* or *Organization Number* fields, the value within the customer name field is automatically updated to the value chosen with either field selected.

You can choose to update the *Party number* for a customer or site within the *Receivables Standard Customer* window.

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### Customer Type

The value choose within this field will determine the available fields within the *Customer* region. The default value for this field is set to *Organization*, which initially determines the fields available.

- If Customer Type is set to *Organization*, the following fields are displayed.
  - Customer Name
  - Customer Number
  - Organization Number
  - Email address
  - Telephone number
  - Receivables Customer Information Descriptive Flexfield

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**Note:** If Customer Type is set to *Organization*, the value within the *Organization Number* field equates to *Account Party Number*.

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- If Customer Type is set to *Person*, the following fields are displayed:
  - Prefix, First Name, Middle Name, Last Name, Suffix
  - Person Number
  - Person Number
  - Email address
  - Telephone number
  - Receivables Customer Information Descriptive Flexfield

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**Note:** If Customer Type is set to Person, the value within the Person Number field equates to Accounts' Party Number.

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The List of Values pop up window for the Person Number or Organization Number fields will display existing Party names based upon the value of the Customer Type field.

### Customer Address Region

The Oracle Application Location Flexfield determines which segments of the address field are mandatory and which fields will have a list of values. Order Management utilizes the Sales Tax Location Flexfield Structure to validate customer addresses as well as calculate sales tax based on your customer's shipping address.

#### Validation

If Address level validation is set to:

- **No Validation:** The system will create an address without a warning message if the address entered does not exist.
  - This validation level lets you save an address without displaying an error or warning message, even if the location do not exist. If these locations do not exist, the system creates them for you but does not create the corresponding tax rates for these new locations.
- **Warning:** The system will displays a warning message if a tax rate or location is not defined for address entered or selected. However, you can save the record. Oracle Applications creates locations that were not defined but does not create the corresponding tax rates for these new locations.
- **Error:** You can enter only existing locations that are have manually entered or imported. To manually enter address locations use the Receivables Tax Locations and Rates window and to import address locations use the Receivables Sales Tax Interface concurrent program.

All components of your customer address must be valid before a successful commit is executed within the Add Customer window.

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**Note:** Address level validation is determined by the value of the field *Address Validation* within the Receivables System Options window.

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If you are using Address Validation and are not using a flexible address format, the system will attempt to default certain elements of the address based upon any locations previously entered or imported.

- For example, if you enter a unique city name currently within the database, validation routines will auto-fill both the County and State fields. Subsequently, if the city entered has only one postal code, the Postal Code field will also auto-fill.
- Alternatively, if you first enter a unique Postal Code, validation routines will auto-fill the City, State, and County fields.

Refer to the Oracle Receivables User's Guide for additional details regarding defaulting address information, flexible address mapping, and address validation.

### Customer Address Region Layout

The address regions layout is dependent on the value entered or defaulted in the Country field. If the Country defaulted or entered has an address style associated with it, then the Address Descriptive Flexfield pop up window will display the associated address format (when navigating to any field other than the Country, Site, or Location fields within the Customer Address region).

For more information on the setting up the Address Descriptive flexfield, see Oracle Receivables User's Guide, Setting Up Flexible Addresses.

**Country** The default for this field is the value of the profile option *Default Country*.

**Address** Enter the address location for the customer information you are creating.

**Postal Code** Enter the postal code of the address location for the customer information you are creating.

**City** Enter the City of the address location for the customer information you are creating.

**State** Enter the State of the address location for the customer information you are creating.

**Province** Enter the Province of the address location for the customer information you are creating if necessary.

**Country** Enter the Country of the address location for the customer information you are creating.

**Location** Enter the address location Name for the customer information you are creating.

**Ship To** Select the Ship To check box if you want the address location defining to also be a Ship To customer location.

The default value for this field when entering either person or organization customer details is Enabled (check box is checked).

**Bill To** Select the Bill To check box if you want the address location defining to also be a Bill To customer location.

The default value for this field when entering either person or organization customer details is Enabled (check box is checked).

**Deliver To** Select the Deliver To check box if you want the address location defining to also be a Deliver To customer location.

The default value for this field when entering either person or organization customer details is Enabled (check box is *unchecked*).

**Receivables Address Information Descriptive Flexfield** Enter the Receivables Address Information Descriptive Flexfield information if enabled and required.

**Receivables Site Use Descriptive Flexfield** Enter the Receivables Site Use Descriptive Flexfield information if enabled and required.

### Customer Contact Region

**Last Name** Enter the Last Name for the customer contact you are defining.

**First Name** Enter the First Name for the customer contact you are defining.

**Title** Select the Title for the customer contact you are defining.

**E-Mail** Enter the E-Mail address for the customer contact you are defining or updating.

**Telephone** Enter the telephone number for the customer contact you are defining.

**Select the Create or Cancel button.** Select the *Create* button to commit new customer information or the *Cancel* button to return to the Sales Order Window before you can proceed.

## Adding Customer Window Overview

## Add Customer Sample Business Flows

## Add Customer Sample Business Flows

### ■ To Create a new customer & Party

1. Navigate to the Sales Order Header window and invoke the Add Customer window. Alternatively, choose to pass existing customer or contact details to the Add Customer window by providing appropriate values within respective fields the Sales Order Header window prior to invoking the Add Customer feature.
2. When the Add Customer window displays, enter all required customer information, including address information. Address information is required when defining a new customer.

A new Party is automatically created with the same name as the value within the Customer Name field.

3. Select the *Create* button to save your work.

### ■ To Create new Bill To, Ship To, Deliver To or Address Locations for an existing customer:

1. Navigate to the Sales Order Header window and invoke the Add Customer window. Alternatively, choose to pass existing customer details to the Add Customer window by providing appropriate values within respective fields the Sales Order Header window prior to invoking the Add Customer feature.

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**Note:** Contact Details are passed from the Sales Order Window to the Add customer window only if entering new contact details within the Sales Order window and selecting Yes within the decision dialog pop up box.

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2. When the Add Customer window displays, enter required customer address information and select the appropriate check box(s) to additionally create or update Bill To, Ship To, or Deliver To locations.
3. Select the *Create* button to save your work or the *Cancel* button to return to the Sales Order Header window.

■ **To create new Contacts for a new or existing Customer or Update Contact email address only:**

1. Navigate to the Sales Order Header window and invoke the Add Customer window.

Alternatively, choose to pass existing customer details to the Add Customer window by providing appropriate values within respective fields the Sales Order Header window prior to invoking the Add Customer feature. For example, select an existing contact to an a new address location for the contact.

2. When the Add Customer window displays, enter new customer, address, and contact information or select an existing customer and update contact email address.

■ **To Create new Ship To (drop ship) customers and associated addresses:**

Typical sales orders utilize the same Sold To and Ship To customer. For Drop Ship sales orders, the Ship To customer is not the same as the Sold To customer.

The Add Customer window supports the creation of new Ship To customers and addresses.

Two different scenarios for creating new customer details for drop ship sales orders are provided below

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**Note:**

- You must enter the Sold To customer name in the Customer Name field.
  - Your cursor must be in one of the Ship To address fields within the Sales Order Header window prior to invoking the Add Customer window in order to properly create Drop Ship customer details.
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**Scenario 1** The Ship To customer and customer address do not exist for a alternate drop ship location.

1. Navigate to the Sales Order Header window and invoke the Add Customer window. Ensure you have entered the Ship To Customer name and then place the cursor in one of the Ship To address fields within the Sales Order Header window.

2. When the Add Customer window displays, you may choose to clear customer details, as Ship To or Sold To customer details are passed by default. Enter the appropriate customer details (enabling the Ship To check box) for defining a new customer and select the *Create* button.
3. Create a new address for the customer, ensuring you select the Ship To check box, and then select the *Create* button.
4. Validate the correct customer details were passed from the Add Customer window, and then save your sale order header details.

**Scenario 2** The Ship To customer may exist, but the Ship To address does not exist.

1. Navigate to the Sales Order Header window with the cursor in one of the Ship To address fields, invoke the Add Customer window. Alternatively, choose to pass existing customer details to the Add Customer window by providing appropriate values within respective fields the Sales Order Header window prior to invoking the Add Customer feature. Additionally, you may choose to select alternate values for customer fields once the Add customers window has displayed.
2. When the Add Customer window displays, ensure the appropriate customer name has been passed. If you choose not to pass the customer name from the Sales Order Header window, you can select the value in the customer name field.
3. Enter the new address information that the order will be shipped to, ensuring you select the Ship To check box, and then select the *Create* button.

**See Also**

Add Customer Window Overview on page 2-79

Adding Customers using the Add Customer window on page 2-81

Add Customer Sample Business Flows on page 2-89

## Commitments within Order Management

### Overview

A commitment is defined as a contractual guarantee (with deposits or prepayments) for a customer for future purchases. Oracle Receivables enables you to define a commitment amount by customer Bill To location, place orders, create invoices against the commitment to absorb the deposit or prepayment, and automatically record all necessary accounting entries for your commitments.

Utilizing commitment functionality within Oracle Applications, you can:

- enter outbound order lines against commitments.
- capture the Commitment Applied Amount when order is entered and saved.
- use the outstanding commitment balance toward order line taxes and order line charges.

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**Note:** Order Management currently does not support including header level charges with the Commitment Applied Amount for order lines.

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- create commitments and link the commitment to an Agreement or Inventory Item
- default a commitment from an Agreement.
- validate commitment end date against an Oracle Training Administration (OTA) event date.

Within Oracle Order Management, commitments are validated against the current commitment balance prior to applying the commitment amount to an order line:

- if the commitment balance is zero or less (excluding the total of the order line on which the commitment is being applied to), then you can no longer apply order lines to the commitment.
- if the commitment balance is less than the order line being applied, Oracle Receivables will automatically generate an invoice for the difference between the Commitment Applied Amount and the remaining order line total, or the difference can be paid using a credit card payment.

Commitment validation is based upon the following order entities:

- Order level Currency
- Order Level Sold-To Customer
- Order Line Item
- Line Level Agreement (if entered)

Order Management currently performs commitment validation

- once an order line (with a commitment entered) is saved.
- if you perform an update to either the commitment number, selling price, ordered quantity or any other attributes that may trigger order line repricing.

If you enable commitment processing within Oracle Applications, ensure you define a folder that displays the Commitment field within the Sales Order Lines, Pricing tab window. Optionally, choose to also display the Commitment Amount Applied field within this folder.

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**Note:** No commitment functionality currently exists for inbound order lines (return lines).

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### **See Also**

Commitment Processing

# Commitment Processing

## Prerequisites

### 1. Defining Invoice Types for Commitments

Invoice types for commitments are defined using the Oracle receivables Transaction Types window; choose either a transaction type class of *Deposit* or *Guarantee*.

When defining your Receivables Transaction Types, determine if taxes and charges are to be included with the order line total when absorbing commitments by selecting a value for the Allocation Basis field within the Oracle Receivables Transaction Types window, Deposits Tab.

See: Oracle Receivables,

- Entering Commitments
- Transactions Types
- Using Commitments.

### 2. Defining Commitments Amounts

Commitment Amounts are defined by customer Bill To Location within the Oracle Receivables Transactions window.

- When defining your commitments, you can specify that the commitment amount be absorbed against either
  - an Agreement
  - a specific inventory item
  - or a combination of an Agreement and Inventory Item.

When defining your commitments, you enter the Agreement name in the Oracle Receivables Transactions window, More Tab, and the Inventory Item in the Commitment Tab.

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**Note:** Currently, when defining a commitment that will include both a Agreement name and an inventory item, no validation exists

- to ensure that the inventory item entered has been defined within the Price List used for a standard Agreement or
  - to ensure that the inventory item entered has been defined for a Pricing Agreement.
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See: Commitments within Order Management

See: Oracle Receivables User's Guide:

Transactions

Entering Commitments

### **3. Order Management Profile Option OM: Commitment Balance Sequencing**

Determine if you wish Order Management to calculate and store the amount of an order line that can be paid using the commitment and if commitments are to be applied in Oracle Receivables in the same sequence that they are applied in Order Management.

See: Profile Options, OM: Commitment Balance Sequencing

### **Defaulting Commitments From Agreements**

Oracle Order Management enables you to default a value for Commitment based upon the value of the order line attribute *Agreement*, provided a commitment has been defined and linked to an Agreement.

Within the Order Management Defaulting Rules framework, create a defaulting rule for the order line attribute *Commitment*, utilizing:

- Application: Order Management
- Entity: Order Line
- Attribute: Commitment
- Defaulting Condition: Always
- Source Type: PL/SQL API
  - with a Default Source/Value of:
    - Package Name: OE\_DEFAULT\_PVT
    - Function Name: GET\_Commitment\_From\_Agreement.

Order Management enables you to select any Agreement (including generic Agreements) defined for the Sold To Customer (entered on the order) and any related customers: Order Management ignores the Bill To and Ship To flags defined for your customer relationships.

Once an Agreement is then entered or defaulted for an order line, the commitment is automatically defaulted to the order line, provided there is only one commitment associated with this Agreement:

- If there is not a commitment associated with the Agreement entered, or more than one active commitment is associated with an Agreement, the commitment field will not be defaulted and is set to NULL.

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**Note:**

- Within the Sales Order line, Lines Tab, if the Agreement field is cleared, the Commitment field is also cleared.
  - Within the Sales Order line, Pricing Tab, when the Commitment field is entered or modified, the Agreement field remains unchanged. For example, if you enter a value within the Agreement field and the Commitment field is defaulted, or, if you enter an Agreement and then enter a value for the Commitment field, and then clear the Commitment field, the value previously entered within the Agreement field remains unchanged.
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**Sales Order Line Pricing Tab, Commitment field**

Apply commitments to outbound order lines by selecting or defaulting the Commitment within the Commitment field (hidden by default) within the Sales Order Lines, Pricing Tab. The LOV for the commitment field lists all valid commitments for the given order line based on:

- Order Level currency
- Order Level Sold To Customer
- Order line Item
- Order Line Agreement

The LOV displays the commitment number and the corresponding commitment balance stored in Oracle Receivables. You can select any commitment belonging to the Sold To customer (entered for the order) and any related customers provided the Bill To flag for customer relationships (Standard Customer window, Relationships Tab) is selected. If the Bill To flag is not enabled, you are limited to selecting commitments defined for the Sold To customer only.

Note that the commitment balance shown *within the LOV* does not reflect the real-time balance of the commitment (value does not take into account uninvoiced order lines).

**Sales Order Line Pricing Tab, Commitment Amount Applied field**

Commitment balance checking is a process of calculating the real-time commitment balances which includes all invoiced and uninvested orders. Oracle Order Management calculates the Commitment Amount Applied and displays this amount within the hidden field Commitment Amount Applied. The Commitment Amount Applied value is the lesser of the following two amounts:

- The extended order line amount plus order line taxes and order line charges
- The Commitment balance available.

The Commitment Amount Applied field can be updated even after booking. For example, when a new shipping charge is applied during Ship Confirmation, the Commitment Amount Applied will be updated if there is sufficient deposit balance.

The Commitment Amount Applied is then interfaced to Oracle Receivables for the actual deposit adjustment when the order is sent to be invoiced.

**Tax and Freight**

Oracle Order Management will include taxes and charges in the Commitment Amount Applied if the Oracle Receivables Transaction Type is defined to include tax and freight amounts when calculating and applying the commitment adjustment.

You determine whether to include tax and freight by selecting the value *Lines, Tax and Freight* within the Allocation Basis field, Oracle Receivables Transaction Types window, Deposit Tab.

When interfacing Commitments to Oracle Receivables,

- the Commitment Amount Applied for an order line will include the estimated taxes and charges.
- the Commitment Amount Applied for an order line for any freight lines associated with an order line is not included or interfaced.

For order line charges that are applied during shipping, the amount is not included in the Commitment Amount Applied captured at order entry. Charges amounts are still interfaced to Oracle Receivables, and the difference between the total amount on the invoice and the amount of the Commitment Amount Applied will be treated as an open invoice.

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**Note:** when a commitment is entered or modified, the tax for the order line is re-calculated. The Oracle Receivables transaction type of the commitment (Deposit or Guarantee) is then passed to the Receivables tax engine.

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## **Processing Commitments and Order Management Processing Constraints**

The following Order Management processing constraints are currently seeded and enabled within Order Management to limit order line processing of Commitments:

1. You can add or update the value of the Commitment field within the Sales Order Lines, Pricing Tab window before an order line is Invoice Interfaced to Oracle Receivables, but after an order line has been completely interfaced to Oracle Receivables.
2. If you modify the Sold To Customer or Currency for an order that currently has a order line for a Commitment, Order Management will re-validate the commitment details for each Commitment order lines.
  - The Sold To Customer and Currency fields within the Sales Order Header window can be updated prior to booking.
3. If you modify an order line item or the Agreement for an order line, Order Management will re-validate commitment details for each Commitment order lines. If the Commitment becomes invalid, then the Commitment field is *not updated* and a warning message is displayed.

## **Splitting order lines with Commitments**

If a system split occurs, then the Commitment Amount Applied will be re-calculated if the original Commitment Amount Applied does not equal the Commitment Amount Applied total for all of the split lines.

### **System Initiated Splits**

Within Oracle Shipping Execution, when a partial shipment occurs, order line are split into two separate lines. The system initiated split lines will have the same Commitment, and the Commitment Amount Applied (value) for the split lines will be calculated as follows:

1. Split Line (#1- fulfilled):  
Commitment Amount Applied = the lesser of

- a. total order line including taxes and freight charges
  - b. Commitment Amount Applied to the original line.
2. Split Line (#2 - not fulfilled):
- Commitment Amount Applied = the Commitment Amount Applied of the original line minus the Commitment Amount Applied of Split Line #1.

### **ATTENTION**

If the Commitment Amount Applied for both split lines is less than the original Commitment Amount Applied to the original order line, Oracle Order Management will attempt to adjust the Commitment Amount Applied if there is a sufficient balance remaining for the Commitment.

### **Manual Initiated Splits**

For manually split order lines, Order Management automatically populates the same Commitment for both split lines. The Commitment Amount Applied for the split lines is calculated as follows:

- 1. commitment amount applied = the lesser of
  - a. total line including taxes and freights or
  - b. (commitment amount applied of the original line) minus (sum of the commitment amount applied of the split lines).

However, if order line re-pricing is initiated as a result of manually splitting an order line with a commitment, if the Commitment Amount Applied is less than the total line, Oracle Order Management will attempt to adjust the Commitment Amount Applied if there is a sufficient balance remaining for the Commitment, according to the following 2 cases:

### **Splitting Order Lines with Commitments Examples**

#### **Commitment with Sufficient Balance remaining**

Line 1.1 has the following attributes:

- Item xyz, quantity=10, total line = \$1000, commitment = 123, Commitment Amount Applied =\$1000.

For a partial shipment, the following results will occur:

Split Line (#1.1): item xyz, quantity=7, total line = \$700, Commitment = 123, Commitment Amount Applied= \$700.

Split Line (#1.2): item xyz, quantity=3, total line = \$300, Commitment = 123, Commitment Amount Applied= \$300.

The original line (1.1) before the split, was covered fully by the commitment, and after the split, both lines are covered fully by the original commitment.

### **Commitment with insufficient balance remaining**

**Example 1.** Line 1.1 has the following attributes:

item xyz, quantity=10, total line = \$1000, Commitment = 567, Commitment Amount Applied = \$800.

For a partial shipment, the following results can occur:

Split Line (#1.1): item xyz, quantity=7, total line = \$700, Commitment = 567, Commitment Amount Applied = \$700.

Split Line (#1.2): item xyz, quantity=3, total line = \$300, Commitment = 567, Commitment Amount Applied = \$100.

Note: The original line, before split, was covered partially by the commitment (insufficient commitment balance remaining). After the split, line 1.1 is covered fully by the commitment, and line 1.2 is partially covered by the commitment. An additional invoice with a balance due of \$200 will be generated when invoicing.

**Example 2.** Line 2.1 has the following attributes:

item xyz, quantity=10, total line = \$1000, Commitment = 890, Commitment Amount Applied = \$200.

For a partial shipment, the following results can occur:

Split Line (#2.1): item xyz, quantity=7, total line = \$700, Commitment = 890, Commitment Amount Applied = \$200.

Split Line (#2.2): item xyz, quantity=3, total line = \$300, Commitment = 890, Commitment Amount Applied = 0.

Note: The original line, before split, was covered partially by the commitment (insufficient commitment balance remaining). After the split, Line 1.1 is covered partially by the remaining commitment balance, and Line 2.1 is not covered by the original commitment. An additional invoice with a balance due of \$800 will be generated when invoicing.

### Partial Interfacing of Commitment order lines to Oracle Receivables

Partial Interface of order lines only occurs for Required for Revenue remnant PTO order lines. A portion or the full quantity of the parent line is interfaced to Oracle Receivables only when the corresponding Required for Revenue child is fulfilled. For Required for Revenue remnant PTO order lines, the Commitment Amount Applied that is interfaced to Oracle Receivables is prorated accordingly. The logic of allocating the Commitment Amount Applied for Required for Revenue remnant PTO order lines is similar to the logic used for creating split lines that contain commitments

### Partial Interfacing of order lines with sufficient commitment balance

Assume the ratio is for a PTO is 1 to 1 between parent and child items.

- For the parent order line, quantity = 5, Commitment = 123, Commitment Amount Applied = \$500, order line status = waiting for the fulfillment of child line.
- For the child order line (included item) quantity = 5, order line status = unfulfilled.

Partial fulfillment of the child line occurs.

#### First fulfillment of the child line

1. Parent line, quantity = 5, fulfilled quantity = 5, invoiced quantity = 3, Commitment = 123, Commitment Amount Applied= \$500. Order Line Status = waiting for the fulfillment of child line (for the remaining quantity).
2. Child line - included item, quantity = 5, **fulfilled quantity = 3**.

The following details will be interfaced to Oracle Receivables for the parent line

- a. Parent line, quantity = 3, Commitment = 123, Commitment Amount Applied = \$300.

#### Second fulfillment of the child line

1. Parent line, quantity = 5, fulfilled quantity = 5, Commitment = 123, Commitment Amount Applied = \$500. order line status = completed.
2. Child line - included item, quantity = 5, **fulfilled quantity = 5**.

The following details will be interfaced to Oracle Receivables for the parent line

- a. Parent line, quantity = 2, Commitment = 123, Commitment Amount Applied= \$200. (Internally in OM, the commitment amount interfaced is stored = \$500).

Note: Both child order lines are covered fully by the Commitment. When the invoiced quantity has reached the fulfilled quantity, the total of the Commitment Amount Applied interfaced to Oracle Receivables equals to the Commitment Amount Applied on the line.

### **Partial Interfacing of order lines with insufficient commitment balance**

Assume the ratio for a PTO is 1 to 1 between parent and child items.

- For the parent line, quantity = 5, total line = \$500, Commitment = 123, Commitment Amount Applied = \$100, order line status = waiting for the fulfillment of child line.
- Child line - included item, quantity = 5, status = unfulfilled.

Partial fulfillment of the child line occurs.

### **First fulfillment of the child line**

1. Parent line, quantity = 5, fulfilled quantity = 5, invoiced quantity = 3, total line = \$500, Commitment = 123, Commitment Amount Applied= \$100. Order Line status = waiting for the fulfillment of child line (for the remaining quantity).
2. Child line - included item, quantity = 5, **fulfilled quantity = 3**.

The following details will be interfaced to Oracle Receivables for the parent line

- a. Parent line, quantity = 3, total line = \$300, Commitment = 123, Commitment Amount Applied= \$100.

Note: Although the total line is \$300, the commitment amount applied is only \$100.

### **Second fulfillment of the child line**

1. Parent line, quantity = 5, fulfilled quantity = 5, invoiced quantity = 5, total line = \$500, Commitment = 123, Commitment Amount Applied = \$100. Order Line Status = completed.
2. Child line - included item, quantity = 5, **fulfilled quantity = 5**.

The following details will be interfaced to Oracle Receivables for the parent line

- a. Parent line, quantity = 2, Commitment = 123, Commitment Amount Applied= \$0.

Note: The commitment amount applied is 0 since the remaining commitment balance had been used when the line was interfaced the first time.



For additional details, please refer to the Oracle Receivables User's Guide, Using Commitments.

### **Canceling Order lines with commitments**

- If you partially cancel an order line that contains a commitment, the Commitment Amount Applied to the order line is adjusted according to the adjust made.
- When you completely cancel an order line that contains a commitment, the Commitment Amount Applied to the order line is rolled back, and the commitment balance is updated with the Commitment Amount Applied reversed.

For example, if your current commitment balance was \$1190, and you cancel an order line with a commitment amount of \$10, the commitment balance is updated to \$1200 (the canceled Commitment Amount Applied becomes available for the next commitment transaction, and there is no additional re-calculation of other order lines.

### **Commitments and Copy Order**

When you copy an order that contains an order line with a Commitment, Order Management *will not* copy the Commitment to the copied order line.

### **Order Purge**

If you submit the Order Purge concurrent program, associated commitment payment records will also be purged.

### **Commitment Balance Report**

Use this report to review summary information for your customer commitments. Oracle Receivables automatically prints all invoices and credit memos against the initial commitment, and displays the remaining balance of the commitment.

See: Oracle Receivables, Commitment Balance Report.

### **Commitment Validations based upon end date (for OTA order lines only)**

Oracle Order Management validates the OTA Event End Date against the Commitment End Date. If the Event End Date *is not* on or before the Commitment End Date, an error message is displayed and the order line can not be saved.

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**Note:** The Commitment LOV lists all the valid Commitments defined for the Customer Bill To Location regardless of the OTA event end date.

When entering an OTA event on an order line with a Commitment, the OTA Event List is restricted to the Commitment End Date.

See: Oracle Training Administration User's Guide.

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## Prepaid Credit Card Receipts in Order Management

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**Note:** Prepaid credit card receipts functionality within Oracle Order Management requires that you have fully installed and implemented both the Oracle Receivables and the Oracle iPayment applications. Additionally, you must install the corresponding Oracle Receivables mini pack which enables you to collect funds via credit card in advance of the delivery of goods or services.

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### Overview

In previous releases of Oracle Order Management, authorization of electronic payments was initiated at the time an order was booked, utilizing integration with the Oracle iPayment server to provide the authorization only. Actual funds capture (order payment) took place when the order line was invoiced within the Oracle Receivables application.

With this release, Oracle Order Management enables you to capture, at the time of booking an order only, credit card funds which will be used as a secured, prepayment amount for an order (prepaid receipts). Subsequent changes to the order (prior to shipping) that change the order value will result in additional receipts or refunds being created in Oracle Receivables.

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**Note:** During order shipment, or after an order has been shipped, if a price change or additional charge is added to the order total amount, Order Management does not perform any additional prepaid receipt processing. For payment of additional charges to the order amount total during and after shipment, Oracle Receivables will generate any additional receipts and invoices necessary to ensure funds capture of the total order amount.

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Prepaid Credit Card Receipts can:

- Reduce risk of non-payment
- Improve margins due to reduced write-off for non-payment.

If a order is to be evaluated for prepayment, the order must utilize both a *Payment Term* (Collect Credit Card Prepayment check box) at the order level that enables prepayments and a *Payment Type* of Credit Card; payment terms for an order line are ignored.

The List of Values for the field Payment Terms, at the order header level, list both prepaid and non-prepaid payment terms. When you select a prepaid Payment Terms at the order header, a warning message is displayed informing you that the order is a prepaid order and this header payment terms will be interfaced to Oracle Receivables instead of the line payment terms.

---

**Note:** Prepaid credit card orders should never require credit checking since there is no risk of defaulting. Therefore, when you define a Payment Term enabling Collect Credit Card Prepayment, the Credit Check check box should be disabled. Conversely, when the Credit Check check box is selected, the Collect Credit Card Prepayment check box is disabled.

---

At the time of order booking, Order Management will determine whether the payment type of Credit Card is to be:

- *Authorized*: (prepayment not enabled); single call to Oracle iPayment for authorization only
- *Prepaid* (prepaid enabled); single call to the Oracle Receivables Receipts API for receipt creation; the Receipts API performs both the validation (order amount as compared to the prepaid amount) and the creation of the prepaid receipt (application type of *Prepayment*); the receipt will then be matched to an invoice once the order line is invoiced. You can have multiple receipts for a prepaid order.

See: Oracle Receivables, Payment Terms, Payment Methods, and Automatic Receipts.

## Modifying Prepayments

You can easily modify or cancel prepayments while maintaining a strict accounting and audit trail for orders that you process. You can:

- **Increase the order amount:** Oracle Receivables charges the original credit card and creates a new prepayment receipt for the incremental amount.

When the total order value has increased, the Verify Payment API is called, and Order Management will create a new receipt for the incremental value. For example, if the original value of the order was \$500 and a change to the order increased the order total to \$1200, then a second receipt for \$700 would be generated.

For non-prepaid credit cards, you still will need to perform credit card reauthorization for the total order amount, if the previous authorization has expired.

- **Cancel an order / Decrease the order amount:** Oracle Receivables refunds the original credit card for the partial refund using the Credit Card Refunds API to refund the credit card.

You can enter a reason code for order cancellations or order changes that result in a refund provided you define a processing constraint which requires a reason code to be entered for the constraint function UPDATE. See: Order Audit Trail

Order Management will display a message with the total number of receipts for which a refund was created.

- **Change an order without changing the order amount:** If an order change does not result in a price change, then Oracle Receivables does nothing.

See: Oracle Receivables, Managing PrePayment Receipts, Credit Cards, and Automatic Receipts.

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**Note:**

- All prepayment receipts that are created from the same order must use the same credit card number. If one credit card cannot cover an entire order, you should create a second order for use of an additional credit card.
  - For processing returns for orders that generated prepaid receipts, if multiple prepayment receipts exist for a single order, then Oracle Receivables refunds the prepaid receipt with the largest open balance first, to minimize any transaction fees.
- 
- 

Once an order has been booked and the prepayment receipt has been created in Oracle Receivables, seeded Order Management processing constraints no longer enable the following order header attributes to be updated:

Credit Card Number	Credit Card Expiration Date	Credit Card Hold Name
Invoice To Customer	Order Type	Currency
Bill To Address	Approval Date	Invoice To Address
Payment terms	Transactional Currency	Payment Type

Sold To

Credit Card Expiration Date

### **Prepaid Credit Card Receipt Hold Types**

If an order is enabled for prepayment and an error condition is encountered, the order is placed on hold, using one of the following hold type:

- **ePayment Failure Hold:** The credit card utilized for prepayment cannot be processed due to:
  - Insufficient funds unavailable.
  - Invalid card number or expiration date.
- **ePayment Server Failure Hold:** An error condition was encountered:
  - Within the Oracle Receivables Receipts API.
  - Within iPayment for invalid operation.
- **Pending Process Payment (PPP) Hold:** The profile option OM: Process Payment Immediately at Booking is set to *No*; any time an order enabled for prepayment is booked, the order is placed on PPP hold.

You can remove orders from prepaid holds by successful submission of the Process Pending Payments concurrent Program, provided any necessary corrections required have been made.

See: Process Pending Payments Concurrent Program

Note: For prepaid credit card orders, prior to calling Oracle Receivables to generate a prepaid credit card receipt for an order, Order Management will validate the total order amount against the value defined for the Minimum Receipt Amount (defined within the Oracle Receivables Customer Profile Classes window, Profile Class Amounts Tab).

- If the order amount is greater than the value defined for the Minimum Receipt Amount, Order Management enables Oracle Receivables to generate a prepaid credit card receipt for the order total.
- If the order amount is less than the value defined for the Minimum Receipt Amount, Order Management does not enable Oracle Receivables to generate a prepaid credit card receipt for the order total. The order is not placed on ePayment Failure Hold, irrespective of the value of the profile option OM: Process Payment Immediately at Booking.

---

**Note:** Minimum Receipt Amount is only used when capturing funds for orders, and is not included when capturing returns or refunds of orders.

---

### **Processing Commitments with Prepaid Credit Card Receipts**

For orders applied against a commitment, Order Management enables both order lines and partial order lines to be paid using commitments, with the balance to be authorized or captured from a credit card.

If a commitment is entered at the order line level for an order eligible for prepayment (Payment Term at the order level that enables prepayments and a Payment Type of Credit Card), Order Management will reduce the current commitment balance by the order line amount. If the current commitment balance is insufficient and cannot cover the order line amount, then the commitment balance is reduced to zero and the remaining order line amount will be collected against the prepaid credit card.

For example, suppose your current commitment balance is \$80.00, and you enter a prepaid order with a single line. The order line amount is \$100.00, and a commitment has been entered against the line. Since the current commitment balance is \$80.00 and the order is prepaid, Order Management will reduce the commitment balance to zero, and Oracle Receivables will generate a prepaid credit card receipt for the remaining line amount, in this case, \$20.00.

The commitment applied amount is \$80.00.

### **Viewing Prepaid Credit Card Receipt Details**

- You can view receipts generated for prepaid credit card orders by selecting View Receipts from the Actions button menu within both the Sales Order Header and Lines window. When you select View Receipts from the Actions button menu, Order Management will invoke the Oracle Receivables Receipt Summary window. See: Oracle Receivables, Reviewing Receipts and Applications.
- You can view quantity changes and cancellations for prepaid orders by selecting Additional Line Information, Quantity History tab for the Actions button menu within the Sales Order Lines window.
- Additionally, if you define a processing constraint which enables order audit history for attributes which affect prepayment (Credit Card Number, order amount, order line quantity, etc.), you can view the changes within the Audit History window.

## Error Handling

Order Management does not perform credit card authorization on prepaid orders: the Oracle iPayment server perform the authorization, and the Oracle Receivables application generates the receipt for funds capture.

When the Oracle Receivables Receipts API is called to generate the receipt for the prepaid credit card order, the following results can occur:

- Success (authorization for funds capture is successful): the order will be removed from hold. A message is displayed within the message line to indicate the amount of authorization captured. The total prepaid amount for the order header can be displayed using Oracle Folder tools and displaying the hidden field, *Prepaid Amount*. Additionally, you can choose to display the hidden field *Pending Amount* - which is a derived value (Pending Amount = order total - prepaid amount - commitment applied amount).
- Failure: (authorization for funds capture fails) Oracle Receivables will return an error message specifying the reason for the failure, and also return any iPayment error codes, if existing. Order Management will place the order on hold, using the appropriate hold type, and populate the Hold Comments field with the both the error code and messages returned by Oracle Receivables.
  - If user interaction is required, such as correcting invalid data or utilizing a different credit card, then the order is placed on ePayment Failure hold. Appropriate error messages will be displayed.
  - If user interaction is not required, then the order is placed on ePayment Server Failure hold. This hold indicates that payment processing is still needed for the order and that users corrections are not required to retry payment processing routines. The Process Pending Payments concurrent program will process the order during the next submission of the program.

Prepaid orders may or may not have an authorization code stored within the Order Management schema. Oracle CRM applications can provide an authorization code when calling the Process Order API to create the order. When this type of order is created in within Order Management, the order will be Entered, not Booked.

If such a prepaid order is created in Order Management, the authorization code for the order will be stored within the Order Management schema without further validation. Order Management will then pass the authorization code to the Oracle Receivables Receipts API when processing payments; Oracle Receivables will then make an attempt to capture funds using the authorization provided. If the authorization code is no longer valid or another error condition exists, Oracle



Receivables will attempt to obtain a new authorization code first, and then capture the funds.

## **User Procedures**

### **Prerequisites**

1. Perform all necessary Oracle Receivables setups for credit card processing, such as enabling the Collect Credit Card Prepayment check box for Payment Terms you will use for prepaid orders. See: Oracle Receivables, Payment Terms.
2. Perform all necessary Oracle iPayment setups to enable processing of credit card data for order payment. See: Oracle iPayment User's Guide.
3. Perform all necessary Order Management setups to enable credit card process for orders and returns to include setting the following profile options:
  - OM: Credit Card Privileges.
  - OM: Payment Method for Credit Card Transactions.
  - OM: Process Payment Immediately at Booking.

See: Profile Options, *Using Credit Cards in Oracle Order Management* White Paper on OracleMetalink, <http://www.oracle.com/support/metalink/>.

4. Schedule the concurrent program Process Pending Payments using the Run, Requests menu option - schedule the program to run as often as your business process requires. If you are processing the payments asynchronously, you might want to schedule this program more frequently.

The following section details various user procedures that can be utilized to process prepaid orders.

### **Simple Order Entry, Booking, and Invoicing**

1. Enter the required order header information, ensuring you select or default:
  - A Payment Terms on the header that is prepaid.
  - The Payment Type of Credit Card.
2. Enter the required order line information. Payment Terms are selected or defaulting according to Defaulting Rules. Although the LOV for the field Payment Terms is not restricted to prepaid payment terms, the value you select for prepaid orders is ignored.
3. Book the order.

- If the profile option OM: Process Payment Immediately at Booking is set to Yes, then Process Payment is invoked to attempt to create the receipt. If that profile is set to No, the order is placed on PPP hold and will be collected the next time the concurrent program to process these holds runs. If the receipt for payment is successfully created, a message is displayed.

If the receipt for payment is unsuccessful, a message is displayed and the order is placed on hold: the hold type will either be ePayment Failure hold or ePayment Server Failure hold. You can then perform the following:

- Enter a different credit card on the header, save your changes, and then select Actions, Process Payment to try collection again.

or

- Enter a different Payment Terms at the order header level that does not require prepayment, and then select Actions, Process Payment to attempt an authorization of the credit card. You will not have to manually release the holds of ePayment type, they are released automatically.

or

- Enter a different Payment Type at the order header level to a value other than Credit Card, and save your changes. You will not have to manually release the holds of ePayment type, they are released automatically.

4. Line is fulfilled, and then passed to Oracle Receivables for invoicing.
5. Oracle Receivables will then match the invoice to the prepaid credit card receipt.

#### **Simple Order Entry, Booking, Order Modification after Booking, and then Invoicing**

1. Perform steps 1 through 3 of Simple Order Entry, Booking, and Invoicing (above)
  2. Prior to order fulfillment, you:
    - change (increase or decrease) the order line quantity.
- or
- update an order line attribute that affects the price of the line.
- or
- Add a new line to the order.

3. Save your changes, and then select Actions, Process Payment. Process Payment will create a Receipt or a Refund for the amount of the change in value from the previous total prepaid amount and the new amount to be collected. Funds capture occurs immediately and synchronously, irrespective of the value of the profile option OM: Process Payment Immediately at Booking.

or

You can defer processing the payment until the Process Pending Payment concurrent program processes the order.

The order will be placed on Pending Process Payment hold.

4. Line is fulfilled, and then passed to Oracle Receivables for invoicing.
5. Oracle Receivables will then match the invoice to the prepaid credit card receipt.

## Querying Orders

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

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**Note:** The right mouse button is enabled in the Find Orders window.

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### ■ To query an order:

1. Navigate to the *Find Orders* window by selecting the Flashlight icon from the Menu while within:
  - the Order Organizer.
  - the Sales Order Header window.
  - the Sales Order Line window.

The screenshot shows the 'Find Orders' window with the 'Order Information' tab selected. The following fields are visible and populated:

- Order Number: 13772
- Order Type: Standard
- Created By: VISION
- Customer PO: (empty)
- Customer: Computer Service and F
- Sales Person: (empty)
- Related PO Number: (empty)
- Order Source: (empty)
- Order Date: (empty)
- Order Category: Order
- Credit Card Number: (empty)
- Ship To: (empty)
- Status: (empty)
- Customer Number: 1006
- Invoice To: (empty)
- Requisition Number: (empty)
- To: (empty)

Buttons at the bottom: Clear, New Order, Find.

2. In the Order Information tabbed region, enter criteria on which to base your query.
3. Select the Line Information tabbed region to enter line level criteria on which to base your query.
4. Select the Advanced tabbed region to enable the following options:

*Choose from:* Include Closed Orders, Include Closed Lines, Include Cancelled Orders, and Include Cancelled Lines. Additionally, choose to query RLM orders sequenced or not sequenced.

5. Select the Holds Information tabbed region to use hold criteria to query information.

Additionally, you can choose to include additional fields for input when querying orders utilizing Oracle Folder functionality. The table below lists the additional fields currently available for display within the Find Orders window.

Agreement	Check Number	Deliver To
Delivery Name*	Delivery Name To*	Demand Class
Expiration Date*	Expiration Date To	Freight Carrier
Freight Terms	Invoice To Customer*	Invoice To Customer Number
On Hold	Order Hold	Original System Document Type
Price List	Ship To Customer	Ship To Customer Number
Shipping Method	Warehouse	

If the value within a column of the table above contains an asterisk, then the field listed can be used to locate specific range. For example, Delivery Name and Delivery Name To can both be added to a folder to enable a user to query orders using a range of Delivery Names.

6. Choose the Find button. The results display in the Order Organizer window. See: Sales Orders Workbench on page 2-3.

#### ■ To create a new order:

- Choose the New Order button.

#### ■ To create a new return:

- Choose the New Order button. See: Overview of Returns on page 2-240.

## Order Audit Trail

### Overview

Oracle Order Management now enables you to record, or track updates to specified order attributes as they occur. By utilizing the existing framework and functionality of Processing Constraints, Lookups, a system parameter, and the Audit Trail Consolidator concurrent program, Order Management enables you to easily view and generate reports to display comprehensive audit trail updates recorded for orders.

Current Processing Constraints functionality allows you to specify exactly what business functions, by entity you wish to control when performing order modifications. You can now choose to define new processing constraints that specify when, and for what attributes of an order, audit trail updates are recorded. You must first enable the Order Management system parameter *Audit Trail*. See: [Enabling Order Management System Parameters](#).

You can capture updates to a given constrained order attribute based on the following entities:

- Attribute Values
- Workflow activities
- The Oracle Responsibility initiating the update.

For example, you can choose to record audit trail details for:

- A particular field (attribute) within the sales order header or line windows that can be updated. For example, you may want to track updates made to all orders of type of *Standard*, but not for orders of type of *Mixed*.
- A workflow activity for which the order or both the order and line have reached. For example, you may want to track updates to orders only after the order has been shipped but not before.
- The responsibility that is initiating the update. For example, you may want to track updates made to orders by a particular sales representative or group of sales representatives.

With this release of the Order Audit Trail functionality, Revision Control of orders is not supported. You are also limited to capturing only Processing Constraint definitions that include the operation of *Update*, and for attributes or entities stored in constrained columns within the database.

If an attribute of an order is updated utilizing Order Management Mass Change functionality, you must provide a Reason Code if required. View and correct any errors that occur during processing within the Processing Messages window or within the Corrections window if processing mass changes utilizing Order Import.

---

**Note:** If you are processing order updates through the Process Order API and a reason code is required when updating constrained order attributes and no reason code value is provided, you can view the associated error message in the process order api log files, the Import Orders Correction window or the Process Message window.

---

For schedule groups such as a configuration or Ship Set, if a change is made to an attribute which cascades changes to another attribute, then for the second attribute reason code, Order Management will populate the reason field with the seeded value *SYSTEM*.

### Quickcodes and Audit History

Use the Order Management quickcode types CANCEL\_CODE and CHANGE\_CODE to define new reasons for recording audit history.

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**Note:** The quickcode CHANGE\_CODE is used for defining new audit history reasons for the entity PRICE\_ADJUSTMENTS only.

---

### Processing Constraints and Audit Trail

Utilizing the existing Order Management Processing Constraints framework, you can choose to define additional constraints with a User Action of *Requires Reason and History* or define new constraints with a User Action of *Requires History* to record audit trail order updates as the updates occur.

Audit Trail updates now are recorded for new or current Processing Constraint definitions that contain the following partial constraint definition:

- For an given specific entity/attribute and operation = Update and
- User action set to either *Requires Reason and History* or *Requires History*.

Based upon your Processing Constraint definition, if a Reason Code is required for order update and has not been provided prior to saving an order, the *Reason Capture*

window appears as a popup to enable entry of the Reason code and any optional comments.

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**Note:** The *Reason Capture* window is also accessible from the Tools Menu within the Sales Order window to enable data entry of the Reason Code (reason field is also available within the Sales Order Lines window, Main Tab).

You can use this method to record optional reason codes for changes that *Require History* and for reason code changes where recording a reason code is mandatory (*Requires Reason and History*).

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See: Defining Processing Constraints on page 1-58

### Find Audit Trail Window functional processing

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**Note:** You must successfully submit the Audit History Consolidator program at least once in order to view Audit Trail details within the Audit History window.

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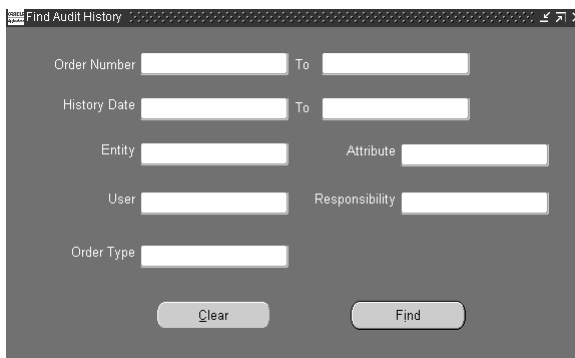
- If you provide a value for the *Entity Name* field within the Audit History Find window, then you are required to enter a value for the field *Attribute*.
- If you provide both Order Number and Entity, then Order Management will display only audit trail for the specified order/entity combination selected.

For example, if you specify Order Number *12357* and Entity *Order Sales Credit*, then only the audit trail of Order level Sales Credits for order 12357 will be displayed.

### ■ To view Audit Trail Information

1. From an Order Management Responsibility, navigate to the Audit History window.



The image shows a software window titled "Find Audit History". Inside the window, there are several input fields for search criteria. The first row has "Order Number" followed by a text box and a "To" label followed by another text box. The second row has "History Date" followed by a text box and a "To" label followed by another text box. The third row has "Entity" followed by a text box and "Attribute" followed by a text box. The fourth row has "User" followed by a text box and "Responsibility" followed by a text box. The fifth row has "Order Type" followed by a text box. At the bottom of the window, there are two buttons: "Clear" and "Find".

Determine your search criteria to display order audit trail information. If you leave any of the Find criteria blank, Order Management includes all orders that meet your other Find criteria.

1. Select the *Order Number* to display audit trail information for a specific order or range of order numbers. These fields are optional.
2. Enter a *History Start* and *End* to display order audit trail information. Order Management will display only orders changes that occurred during the date range entered. These fields are optional.
3. Select the *Entity* for which you wish to display order audit trail information. Select from:
  - Order Header
  - Order Lines
  - Order Sales Credits
  - Order Price Adjustments
  - Line Sales Credits
  - Line Price Adjustments
4. Select the *Attribute* you wish to display order audit trail information. The LOV for this field will display only valid attributes related to the value selected within the *Entity* field.

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**Note:** You must select a value in the *Entity* field prior to selecting a value in the *Attribute* field.

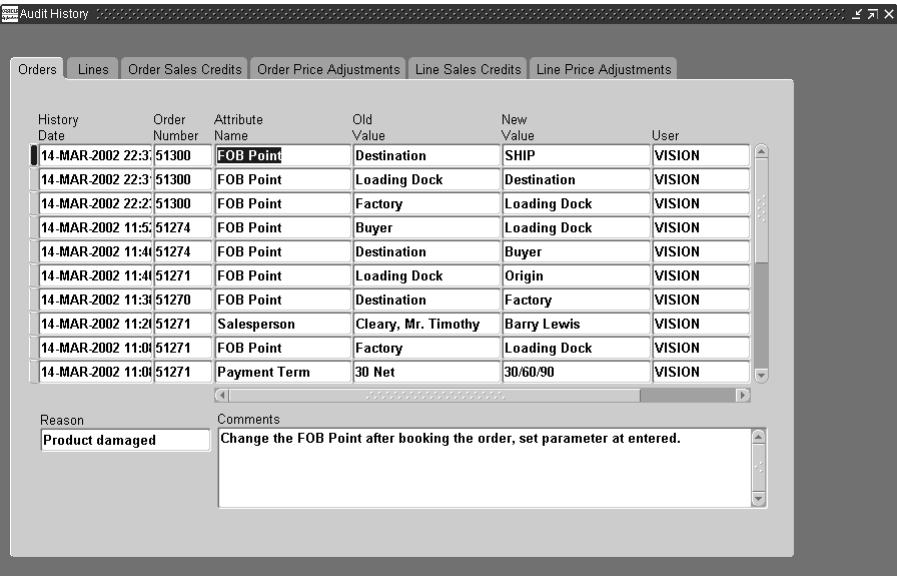
---

- 5. Select a User or a Responsibility to limit display to changes made by a specific user or by a responsibility. The LOVs will show only users and responsibilities that exist in the Audit History Consolidated table.
- 6. Select an Order Type to limit display to changes to orders of a specific order type.
- 7. Select the *Find* button to return audit trail information for you selection criteria or the *Clear* button to clear values selected.

**Audit History window**

Information initially displayed within the Audit History window is based upon criteria entered within the *Audit History Find* window. The data displayed is:

- based upon the last successful completion of the Audit History Consolidator concurrent program **and**
- is sorted based upon the Last Update Date of the last audit trail order update recorded for constrained order attributes in relation to the current system date.



The default tab displayed within the Audit History window is the *Orders* tab, unless a value is entered in the *Entity* field within the *Find* window. If a value is entered in the *Entity* field, then the default tab displayed when the *Find* button is selected will correspond to the value entered.

## Audit History Window

The Audit History window displays the following 3 regions for each order selected:

- Order: Order Management displays audit trail details recorded for constrained order attributes that were updated.
- Reason: Order Management displays the Reason Code entered for constrained order attributes that were updated.
- Comments: Order Management displays any Comments entered for constrained order attributes that were updated.

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**Note:** The Audit History window currently does not support the use of Folders to customize display information.

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## Tabs

The Audit History window displays the following 6 tabs which display the following order or line attributes:

### Orders, Order Sales Credits, and Order Price Adjustments Tabs

- History Date and Time
- Order Number
- Attribute Name
- Old Value
- New Value
- User
- Responsibility

### Lines, Line Sales Credits, and Line Price Adjustments Tabs

- History Date and Time
- Order Number
- Line Number
- Item
- Attribute Name
- Old Value

- New Value
- User
- Responsibility

## Viewing Order and Return Information

The Order Organizer window displays information on status, shipping, work order, Purchasing (for sales orders), and invoicing for orders, returns, and internal sales orders and lines. You can use the Order Organizer window to view information about all lines of an order, including quantity and date shipped, freight carrier, and waybill number.

You can also use the Order Organizer window to view the current work flow status of an order, return, or internal sales order, or sales order lines.

Invoice and payment information can also be viewed for each order, if available.

### Prerequisites

- You must have entered an order or return. The results displayed will depend upon the current processing positioning of the order or line within it's respective workflow. For example you will not see invoice data unless a line or order has completed in Receivables and an invoice generated.

### ■ To view additional order information:

1. Navigate to the Find Orders window and query the order or return you want to view. You can also choose to query an order within the Sales Order window. See: Querying Orders on page 2-114.
  - While within the Sales Order Main or Others window, place the cursor within any field.
  - While within the Order Organizer, place you cursor on line containing the order you wish to view additional information for.
2. Choose the Actions button and select Additional Order Information or use the mouse right click feature, select Additional Order Information, and then select the appropriate entity you wish to view additional information on.

Additional Order Information

Order Number 44563

Holds Deliveries Invoices / Credit Memos Quantity History

—Hold—

At	Name	Criteria	Value	Criteria	Value	Hold Unit
Order	ps-hold1	Customer	Computer Sen			

Hold Comment

Release Comment

3. Choose from the following tabbed regions to display the details you are interested in:
  - **Holds:** Displays hold history information for the order, including the hold reason and hold release region.
  - **Deliveries:** Displays delivery information for the order. For additional details surrounding this tab, see Oracle Shipping Execution, Viewing the Status of a Delivery Line.
  - **Invoices /Credit Memos:** Displays invoicing information for the order. Select Invoice Details to view additional details via the Oracle Receivables Transactions form.
  - **Quantity History:** Displays quantity change history information for the order as well as any comments entered when the quantity change was recorded.

---

**Note:** Quantity History details are displayed only any order lines have cancelled quantities.

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#### ■ To view additional line information:

1. Navigate to the Find Orders window for the Order Organizer and enter the data necessary to retrieve the order or return lines you want to view or query an order directly from within the Sales Order window and then navigate to the Lines Tab. See: Querying Orders on page 2-114.

- While within the Sales Order Lines window, place the cursor within any field for the order line which you want additional line information displayed.
- While within the Order Organizer, place your cursor on the order line you wish to view additional information.
- 2. Select the Actions button and select Additional Line Information or use the mouse right click feature, select Additional Line Information, and then select the appropriate entity you wish to view additional information on.
- 3. Choose from the following tabbed regions:
  - **Holds:** Displays hold history information for the order, including the hold reason and hold release region.
  - **Returns:** Displays return information for the line.
  - **Deliveries:** displays delivery information for the line.
  - **Invoices /Credit Memos:** Displays invoicing information for the order. Select the Invoice Details to view additional receivables details via the Oracle Receivables Transactions window. The invoice Details button is disabled unless an invoice has been generated for the order line.
  - **Internal Requisition:** Displays internal requisitions information for the line.
  - **Drop Ship:** Displays drop shipment information for the order line. Select the Purchasing button to view additional purchasing details via the Oracle Purchasing Purchase Order window. The Purchasing button is disabled for internally sourced lines until the requisition has been created for the drop shipped order.

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**Note:** Requisition details will be displayed in the Drop Ship tab until the corresponding purchase order is AutoCreated. Once the purchase order has been created, the Requisition details are replaced with the purchase order details.

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- **Quantity History:** displays quantity history information for cancelled order line quantities.

#### **Additional Details**

- The amount and balance columns within the **Invoices /Credit Memos** Tab is formatted for the currency of the order.

- Within the Additional Line Information, **Invoices /Credit Memos** Tab, the Amount column does not include Freight charges; tax, however, is included in the amount.
- Within the Additional Order Information, **Invoices /Credit Memos** Tab, a row is displayed for each distinct invoice for the particular order you are viewing. The Amount column displays the sum of all invoice lines (including Tax and Freight charges) that were invoiced for the particular order only; if multiple orders are invoiced within one invoice, you will only see the sum of all lines invoiced for the particular order you are viewing within the Amount column.
- When a single invoice is generated for order lines from different orders, the total freight charges in the Invoice would be included in the Amount field in the Additional Order Information for the first order. In the remaining orders, we wont see the freight charges component in the Amount field of Additional Order Information.

For example,

A single Invoice (123) consists of order lines from the following orders

- Order A with total invoiced amount 100 including freight charges of 10
- Order B with total invoiced amount 200 including freight charges of 20

If you were to navigate to the Additional Order Information window for Order A, you would see the following:

- Invoice: Test
- Amount: 130
- Balance:130

If you were to navigate to the Additional Order Information window for Order b, you would see the following:

- Invoice: 123
- Amount: 200
- Balance: 200

Thus you can see that the total freight charges would be seen in the Additional Order Information of Order A itself. Nil Freight would be seen in Additional Order Information of Order B.



## View Shipping Status

The Oracle Shipping Execution *View Shipping Status* window displays comprehensive shipping status delivery details available for orders and lines which have been interfaced to Oracle Shipping Execution. The window also displays the next step details required to complete the shipping process.

You can view the shipping status of delivery lines for either sales orders or sales order lines by navigating to either the Sales Order or Order Organizer windows, and, from the Actions button List of Values, select *View Shipping Status*.

- Selecting *View Shipping Status* from an order header window, Order Management will display the Oracle Shipping Execution View Shipping Status window for order header details.
- Selecting *View Shipping Status* from an order line window, Order Management will display the Oracle Shipping Execution View Shipping Status window for order line details.

---

**Note:** When the window is invoked:

- from Order Management, ordered quantities displayed are converted to the ordered UOM and the item displayed is the ordered item.
  - from the Oracle Shipping Execution *Shipping Transactions* window, ordered quantities displayed are converted to an items' *primary* UOM, and the item is displayed as Internal Item.
- 

The following Shipping delivery status details are displayed within the View Shipping Status window:

- Order and Line Details such as ordered item, ordered item UOM, ordered quantity, and backordered quantity.
- Delivery Line Details such as delivery name, delivery line status, departure date, tracking number, and waybill number.

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**Note:** You can also view delivery status and details from within the Order Management Sales Order or Order Organizer windows, by selecting Additional Order / Line Information from the Actions button list of values, and then selecting the Deliveries Tab.

For a listing of Delivery Line status codes, see Oracle Shipping Execution User's Guide, Viewing the Status of a Delivery Line.

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- Picking Requests (button); enabled only if the delivery detail has a status of *Interfaced*, *Staged*, or *Released to Warehouse*. If enabled, this button provides direct access to the Pick Request window.
- Shipping Exceptions (button); enabled if the delivery detail has exceptions associated with it. If enabled, this button provides direct access to shipping exceptions generated during the delivery process.

See: Oracle Shipping Execution User's Guide, Viewing Shipping Status.

## Viewing Cycle Status and Approval History

With Order Management 11i, you can view cycle status and approval history for orders and order lines upgraded from previous releases of Oracle Order Entry.

You can view order header or order line cycle status actions and approval history details from either the Sales Order Organizer or the Sales Order windows by first performing a query for orders or lines. Once the data for your query has been returned, you can then view *Cycle Status and Approval History* for the appropriate entity (order header or order line).

For example, if you wish to view cycle status and approval history for upgraded order headers, then query and select an order header, select the *Action* button, and from the pop up LOV, select *View Cycle Status and Approval History*. If you wish to view cycle status and approval history for upgraded order lines, query and select an order line, select the *Action* button, and from the pop up LOV, select *View Cycle Status and Approval History*.

- To view Cycle Status and Approval History for upgraded orders:
  1. Navigate to either the Sales Order Organizer or Sales Order window and enter your query criteria. Once your data has been returned, place your cursor on the order or line you wish to view cycle status and approval history details for.
  2. Select the *Actions* button, and from the pop up LOV, select *View Cycle Status and Approval History*.

**Cycle Statuses (Vision Operations) - Approval Required -- Int'l, 25399**

Line  Item

Cycle Action	Result	Level	Date	Approvals
Enter	Booked	Order	30-MAY-1997	<input type="checkbox"/>
Export Review	Pass	Order	30-MAY-1997	<input checked="" type="checkbox"/>
Cancel Order	Complete	Order	30-MAY-1997	<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
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				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

Approval History      Done

The *Cycle Status* window displays the following details for *either* upgraded order headers or order lines, dependent upon your entry point to the window.

**Line** When viewing cycle action details for an order, Order Management displays the line number *only* if you are viewing order line cycle status details.

**Item** When viewing cycle action details for an order, Order Management displays the item *only* if you are viewing order line cycle status details.

**Cycle Action** When viewing cycle action details for an order or line, Order Management displays each cycle action that occurred for an upgraded order or line.

**Result** When viewing cycle action details for an order or line, Order Management displays cycle action result for an upgraded order or line.

**Level** When viewing cycle action details for an order or line, Order Management displays the entity level the cycle action was performed against.

**Date** When viewing cycle action details for an order or line, Order Management displays the date that the cycle action was performed.

**Approval** If a check box appears for a particular order/line cycle action, then this particular action was an approval action, and you may view approval history details by selecting the line with your cursor and then the *Approval History* button.

---

**Note:** The *Approval History* button is only enabled for approval cycle actions.

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Order Number	Date	Name	Result
25399	30-MAY-1997	Export Review	Pass

Order Type: **Approval Required -- I**      Order Category: **Regular**

Customer: **Business World**      Customer Number: **1000**

Comments:       Approver: **MFG**

The *Approval History* (order header) window displays the following details for upgraded orders and their associated cycle actions where an approval was required.

**Order Number** When viewing cycle action approval details for an order, Order Management displays the order number.

**Date** When viewing cycle action approval details for an order, Order Management displays the approval action date for the order you are viewing.

**Name** When viewing cycle action approval details for an order, Order Management displays the cycle action name associated with the approval action for the order you are viewing.

**Result** When viewing cycle action approval details for an order, Order Management displays the cycle action result for the order you are viewing.

**Order Type** When viewing cycle action approval details for an order, Order Management displays the order type for the order you are viewing.

**Order Category** When viewing cycle action approval details for an order, Order Management displays the order category for the order you are viewing.

**Customer** When viewing cycle action approval details for an order, Order Management displays the customer name for the order you are viewing.

**Customer number** When viewing cycle action approval details for an order, Order Management displays the customer number for the order you are viewing.

**Comments** When viewing cycle action approval details for an order, Order Management displays any comments recorded at the time the cycle action approval occurred for the order you are viewing.

**Approver** When viewing cycle action approval details for an order, Order Management displays the User Id of the user who performed the cycle action for the order you are viewing.

3. Select the *Done* button when you have completed reviewing approval history for the cycle action selected. You will be returned to the previous window (*Cycle Status* window).

■ To view Cycle Status and Approval History for upgraded orders lines:

1. If you wish to view cycle status and approval history for upgraded order lines, navigate to either the Sales Order Organizer or Sales Order window, and enter your query criteria. Once your data has been retrieved, with your cursor, select a specific order line, select the *Actions* button, and from the pop up LOV, select *View Cycle Status and Approval History*.
2. For information on the Cycle Status window, refer to the Cycle Status window information in the previous section.

[illegible]

The *Approval History* for order lines window displays the following details for upgraded lines and its associated cycle actions where an approval was required.

**Order Number** When viewing cycle action approval details for an order line, Order Management displays the order number for the order you are viewing.

**Line** When viewing cycle action approval details for an order line, Order Management displays the order line number for the line you are viewing.

**Date** When viewing cycle action approval details for an order line, Order Management displays the date the approval action was performed for the order line details you are viewing.

**Name** When viewing cycle action approval details for an order line, Order Management displays the cycle action name associated with the approval action for the order line you are viewing.

**Result** When viewing cycle action approval details for an order line, Order Management displays the cycle action result for the order line you are viewing.

**Order Type** When viewing cycle action approval details for an order line, Order Management displays the order type for the order line you are viewing.

**Category** When viewing cycle action approval details for an order line, Order Management displays the order category for the order line you are viewing.

**Customer** When viewing cycle action approval details for an order line, Order Management displays the customer name for the order line you are viewing.

**Customer number** When viewing cycle action approval details for an order line, Order Management displays the customer number for the order line you are viewing.

**Item** When viewing cycle action approval details for an order line, Order Management displays the order line item and description for the order line you are viewing.

**Quantity** When viewing cycle action approval details for an order line, Order Management displays both the Unit of Measure and the quantity for the order line you are viewing.

**Line Total** When viewing cycle action approval details for an order line, Order Management displays line total for the order line you are viewing.

**Comments** When viewing cycle action approval details for an order line, Order Management displays any comments recorded at the time the cycle action approval occurred for the order line you are viewing.

**Approver** When viewing cycle action approval details for an order line, Order Management displays the User Id of the user who performed the cycle action approval for the order line you are viewing.

3. Select the *Done* button when you have completed reviewing approval history for the cycle action selected. You will be returned to the previous window (*Cycle Status* window).



## Applying Sales Credits

You can apply sales credits for an order, line, shipment schedule, or return. Sales credits can be defined as Revenue (Quota) Sales Credits and Non-Revenue Sales Credits. 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 0 or 100 in this window by the time you book the order.

### Prerequisites

- Set up your sales credit types.

See: Oracle Order Management Suite Implementation Manual, Release 11i., Defining Sales Credit Types.

- Set up your salespersons. See: Oracle Receivables User's Guide.

### ■ To apply a sales credit:

1. Navigate to the Sales Orders window and query the order you want to apply the sales credit.
2. Choose the Actions button.
3. Select Sales Credits from the Actions list of values.

4. Select the Salesperson.
5. Select the sales Credit Type.

Certain sales credit types apply towards revenue credit. Order Management defaults the primary revenue sales credit type for the salesperson entered in Main tabbed region.

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**Note:** You can only change the Selling Price if the *OM: Discounting Privilege* profile option is set to Yes. To change the selling price, select the Selling Price field and choose the Discounts button.

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6. Select the appropriate Commitment number if you want to apply this shipment order line to a commitment.
7. Save your work.

## Applying Attachments

After you define your document category and additional rules and their assignments, you can have the rule based attachment applied automatically or manually.

### Prerequisites

- Define your document.
  - Define your document category.
  - Define additional attachment rules.
  - Define a one time attachment.
- **To apply a manual attachment to an order or return:**
1. Navigate to the Sales Orders window.
  2. Choose the Attachments (paperclip) button from the Menu bar.

The screenshot shows the 'Attachments' window with the 'Main' tab selected. It contains a table with columns: Seq, Category, Description, Data Type, and May Be Changed. The first row is highlighted with '10' in the Seq column. Below the table is the text 'OM Order Header'. To the right of the table is a vertical list of checkboxes under the 'May Be Changed' header, with the first one checked. Below the table area is a 'Magnification' dropdown set to '100%'. At the bottom left is a checkbox for 'Include Related Documents' and at the bottom right is a 'Document Catalog...' button.

Seq	Category	Description	Data Type	May Be Changed
10				<input checked="" type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

OM Order Header

Magnification: 100%

☐ Include Related Documents

Document Catalog...

3. In the Main tabbed region, select the Category of the attachment you want to apply.
4. (Optional) Enter a Description for the attachment.
5. Disable the May Be Changed check box to enable updates to the attachment in the future.
6. Navigate to the Source tabbed region and enter the File or URL for the attachment.
7. Save your work.

**■ To apply an automatic attachment on an order or return:**

1. In the Sales Orders window, choose the Actions button and select Apply Automatic Attachments from the list of values.

The attachment will be applied based on the additional rules you specified.

2. You can also set a profile option so that the system will automatically apply the automatic attachment.

Set the profile option *OM: Apply Automatic Attachments* to Yes.

3. Go to the Sales Orders window to enter your order or return header and line information.

When you save your work, the system will automatically apply those attachments based on the additional rules you specified.

■ **To view or modify an attachment on an order or return:**

1. In the Sales Orders window, choose the attachment button. (The paperclip button from the Menu bar.)
2. You can view and or modify your attachment.

## Order Changes

Order Management provides you with the ability to automate the process of changing various types of orders and track quantity changes made to orders during the order flow.

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**Note:** System and processing constraints can prevent specific changes to an order depending on the flow status. For example, if an order has already been invoiced, most changes are prevented.

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### Workflow

Order Management handles the order processing, scheduling, booking, and shipping by means of workflow activities. A header workflow process starts at the time an order is entered and committed to Order Management. A line workflow begins at the time the line is entered into the system. When you enter an order change that does not meet the processing constraints, Order Management provides the ability to send a notification to the authorized responsibility. See: Using Oracle Workflow in Oracle Order Management, Release 11i.

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**Note:** The processing of a workflow that has started will not be held at any time when a notification is sent. If an order change failed a constraint evaluation, your changes will not be committed and the workflow continues processing. However, if you want to prevent further processing of the workflow until the change is made, you need to apply a pending change hold on the order after sending out the notification. The authorized user responsibility needs to release the hold to allow the order flow to continue.

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### Workflow Monitor and Workflow Status

You have the ability to view the status of the order workflow in the Workflow Monitor and Workflow Status windows. The Workflow Monitor provides a graphical representation of the order flow. The Workflow Status displays the process flow in a tabular format listing different workflow activity statuses. The Workflow Status provides you with the advanced options to view specific processes. You can view all the open notifications from the same window. Select Workflow Status from the Tools menu in the Sales Orders window. Your designated internet browser opens a separate window for you to view the results.

## Configurations

Based on your processing constraints, Order Management enables you to prevent order changes to your configuration items. For example, if an order entry clerk wants to make a change to a scheduled ship date for the ATO model line after a WIP job is open, a message displays notifying the clerk that the order change cannot be made without the approval of the authorized personnel such as a WIP Manager. The message identifies which responsibilities are authorized to make the change. The appropriate personnel can then send a notification to the WIP Manager to process the order change.

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**Note:** If you are trying to apply changes to an order placed on hold, Order Management accepts the change based on your processing constraints.

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## Mass Changes

Order Management enables you to make mass changes to orders using the Sales Orders Organizer. You can multi-select orders or lines and perform a mass change. After the change has been made you can identify any changes that failed from the error messages window. You can then send a notification to the appropriate personnel alerting them of the failed changes. See: Overview of Mass Changes on page 2-148.

## Cancellations

Cancellations at the order and line levels such as a decrease in quantity are based on your processing constraints. Order Management also validates the cancellation based on the user responsibility.

See: Oracle Order Management Suite Implementation Manual, Release 11i, Overview of Processing Constraints.

## Notifications

You can send a notification at any time, even without an error message displaying. You can send a notification in the Notification window in the Sales Orders window or organizer, by using free form text.

In addition, Order Management can send an approval notification for failed processing constraints from the Sales Orders and Messages windows. The Notification window displays all of the user responsibilities for you to select.

## Processing Constraints

When you attempt to make changes to an order, Order Management validates the changes against processing constraints enabled. In addition, Order Management validates the order changes based on your user responsibility.

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**Note:** If the order change is invalid, Order Management will not apply the order changes.

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You can set up your processing constraints for Insert, Update and Delete for each order or line based on a specific user responsibility.

## Constraints for changing order lines after line has been interfaced to Oracle Shipping Execution

Once an order line has been pick confirmed, Order Management processing constraints no longer enable certain order line attributes to be updated and certain Order Management order line functions to be performed.

For example,

- You can no longer update the Customer PO or Customer PO Line number for an order from the sales order window once the order or order line has been pick confirmed.
- you can no longer perform the functions of cancellation, deletion, or splitting of order lines if the line has been previously pick confirmed.

By default, these processing constraints are enabled and have not been identified as seeded; the processing constraints can be disabled.

## Shipping Exceptions that may occur as a result of disabling Order Management processing constraints for shipping order lines

Order Management supports the flexibility of removing some or all the Order Management processing constraints for picking and shipping order lines. If you remove any or all of these constraints, Oracle Shipping Execution may enable order line attribute changes between the time items are shipped and the ship confirmation data has been updated within the application database. Your business practices may require changes to order lines after the Oracle Shipping Execution deliveries have been pick confirmed, staged, or up to an including the ship confirmation stage.

If you choose to alter Order Management processing constraints for shipping order lines, you should adopt a two step ship-confirm process that will close delivery

lines and the perform the Ship Confirm process. For more information on processing constraints for shipping order lines, see Oracle Shipping Execution, Change Order Management.If you disable Order Management processing constraints for shipping order lines, any shipping exceptions that occur must be handled manually.

For example,

An pick confirmed order line with a order quantity of 10 has been physically staged and shipped, but the associated delivery line is not closed. After staging occurred, the order quantity was reduced in Order Management to 8, but you had previously physically shipped 10. When you try and ship confirm the order line, (which attempts to close the associated delivery line), a quantity mismatch of 2 will occur, and the ship confirm process will complete with an exception; you will manually have to determine how to handle the exception (quantity adjustment of 2).

Table A lists details for the Order Management operation UPDATE and associated order line attributes that processing constraints are enabled by default; you cannot perform the operation in operation UPDATE for the attributes listed in column B.

**Table A**

<b>Column A: Order Management Operation</b>	<b>Column B: Non updateable order line attribute after Pick Confirm</b>
UPDATE	Authorize to Ship
UPDATE	Customer
UPDATE	Customer PO
UPDATE	Customer PO Line number
UPDATE	Deliver To Contact
UPDATE	Deliver To Org
UPDATE	FOB Point
UPDATE	Freight Carrier
UPDATE	Freight Terms
UPDATE	Item Type
UPDATE	Ordered Quantity UOM
UPDATE	Ordered Quantity



<b>Column A: Order Management Operation</b>	<b>Column B: Non updateable order line attribute after Pick Confirm</b>
UPDATE	Packing Instructions
UPDATE	Request Date
UPDATE	Schedule Arrival Date
UPDATE	Schedule Ship Date'
UPDATE	Ship To
UPDATE	Ship To Contact
UPDATE	Shipment Priority
UPDATE	Shipment Instructions
UPDATE	Subinventory
UPDATE	Warehouse

For example, you cannot perform an order line update to the Customer field if an order line has been pick confirmed in due to the existing, enabled processing constraint disallowing the operation UPDATE of attribute Customer after a line has been pick confirmed.

Table B lists details for Order Management operations and the current order line status which are limited by processing constraints that are enabled by default; you cannot perform an operation listed in column A for the associated order line status listed in column B.

**Table B**

<b>Column A: Order Management Operation</b>	<b>Column B: Current Order line status</b>
CANCEL	Not allowed if pick confirmed
DELETE	Not allowed if pick confirmed
SPLIT	Not allowed if pick confirmed
SPLIT	Not allowed for internal order lines.

For example, you cannot Cancel an order line if the order line has been pick confirmed due to the existing, enabled processing constraint disallowing the operation CANCEL after a line has been pick confirmed.

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**Note:** Oracle Release Management also utilizes processing constraints in Table B to limit order quantity changes.

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### **See Also**

Oracle Order Management Suite Implementation Manual, Release 11i, Overview of Processing Constraints.

Oracle Order Management Suite Implementation Manual, Release 11i, Defining Processing Constraints, Order Management Processing Constraints Appendix.

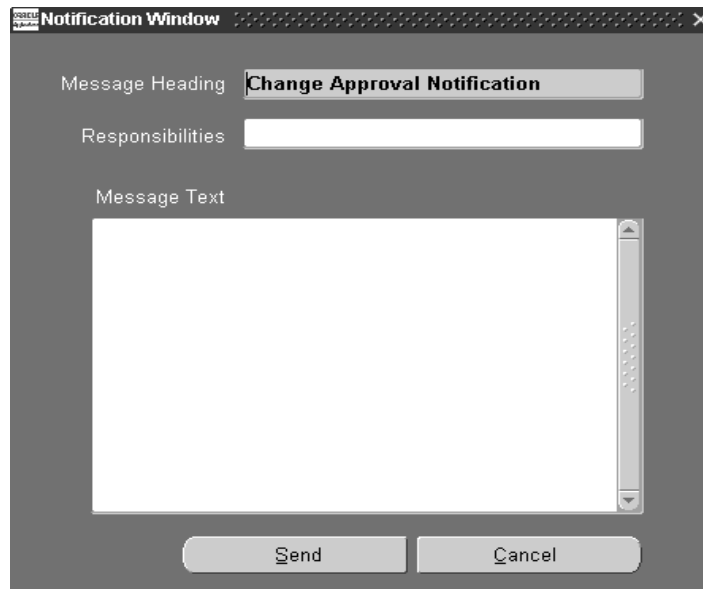
Sales Order Cancellation

Oracle Shipping Execution User's Guide.

Oracle Release Management User's Guide.

### **■ To apply changes to an order or return:**

1. Navigate to the Order Organizer and query the order or return you want to apply changes.
2. Choose the Open Order to open your order in the Sales Orders window.
3. Enter your changes to the order or return for either the order header or order line attributes you choose.
4. Save your work.
5. If you receive an error message and wish to notify someone else, choose the Actions button and select Notification from the list of values.

A screenshot of a 'Notification Window' dialog box. The window has a title bar with 'Notification Window' and a close button. Inside, there are three labeled fields: 'Message Heading' with the text 'Change Approval Notification', 'Responsibilities' with an empty text box, and 'Message Text' with a large empty text area and a vertical scrollbar. At the bottom are two buttons: 'Send' and 'Cancel'.

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**Note:** If there are multiple errors, the Multiple Error Message window displays. Choose the Notify button to send a notification to the appropriate user responsibility.

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6. Select or accept the appropriate user responsibility to approve the order change.
7. Enter any additional comments in the Message Text field.
8. Choose the Send button.

#### **Special considerations for order line changes to Subinventories**

- Changing the value of *Subinventory* for a reserved line will automatically cancel the existing reservation, and generate a new reservation for the *new* subinventory.
- If an order line associated with a subinventory is split either by the user or the system, the new order line will retain the original subinventory information.

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**Exception:** If the warehouse or the Ship To for the order line is changed during a split, the subinventory field will be NULL for the new split line generated.

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## 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 from the Action menu while in the Line Items tabbed region to update your order lines.

When you use Price Line, the pricing engine executes the LINE event. The seeded LINE event contains the phases List Line Base Price and List Line Adjustment. If you change a price list line or a line level modifier, Price Line reevaluates your base price and line level adjustment. However, since the LINE event does not include the phase Header Level Adjustment, Price Line does not reevaluate header level modifiers.

### ■ To update the price for an order line:

1. Navigate to the item you want to reprice in the Sales Orders.
2. Select the Line Items tabbed region.
3. Select the Actions button, and then select Price Line from the list of values.

Order Management recalculates and displays the item's new Selling and Extended Prices, based on current list price and automatic discount information.

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**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.

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See Also:

Using Oracle Workflow in Oracle Order Management, Release 11i.

## Overview of Mass Changes

Oracle Order Management provides you with the ability to multi-select several orders or returns, order lines or return lines and apply changes in one single transaction. Multi-select the orders you want to apply the mass change and choose the Mass Change option from the Tools menu. In the Order and Line Mass Change windows you can multi-select orders and:

- change order attributes at the order or line level.
- cancel or copy a set of orders or lines.
- assign sales persons or discounts to multiple orders or lines.
- apply or release holds on multiple orders or lines.
- in case of partial success, specify whether to commit or rollback already processed orders or returns.

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**Note:** The mass change windows cannot be used for single order lines or return lines.

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## Applying Mass Changes

### Prerequisites

- An order or return must be created with multiple lines.

### ■ To apply a mass change at the order header level:

1. Navigate to the Order Organizer and query the orders or returns you want to apply a mass change.
2. Multi-select the orders or returns you want to apply the mass change in the Order Organizer Summary Information View.
3. Select Mass Change from the Tools menu.

4. Enter new values for order header attributes in the Main, Pricing, Shipping, and Addresses tabbed regions.
5. Choose OK.

■ **To apply a mass change at the order line level:**

1. Navigate to the Order Organizer and query the order or return you want to apply a mass change.
2. Switch to the Lines tab in the Order Organizer or choose the Open Order button and switch to the Line Items tab.
3. In the Line Items tabbed region, multi-select the lines you want to change.
4. Select Mass Change from the Tools menu.

5. Enter new values for line level attributes in the Main, Pricing, Shipping, Addresses, Returns, Services, and Others tabbed regions.
6. Choose the OK button.

## Copying Orders

You can create a new order or return by copying information from an existing order or return. You can specify how much information you want to copy from one order or return to another. Order Management provides the ability to copy an order or return at any stage in the order life flow including entering, booking, shipping, closed, and cancelled.

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**Note:** When copying cancelled lines to a new order or return, the lines will be copied over with the original ordered quantity.

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### Multi-Select

The copy orders feature enables you to multi-select of multiple order or return records. In addition, Order Management enables you to facilitate the copying of order lines from within an order or across orders to a new order or appending them to an existing order.

### Creation of Return Material Authorizations

If a customer returns items against an order, you can copy the order lines from the original order to create a return rather than creating a new RMA and then creating return lines by reference.



## Access To Copied Order

You can maintain the copied order or order line when the original order is duplicated, without opening another window. Once you have copied an order, you can access the order using the Today's Orders node in the Order Organizer tree.

## Validation

Copy Orders ensures the same validation for your orders and lines as the Sales Order workbench. If any validation errors occur, Order Management displays the messages in the Messages window.

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**Note:** You cannot copy or interface an order line having a price list with a currency code different from the existing or newly created order header's currency code. An error message will be displayed in the Process Messages window

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## Invalid Attributes

Order Management's copy orders feature supports creation of orders and order lines even when some of their attributes are invalid. This feature is to facilitate copying of outdated orders and order lines. The application will attempt to default invalid attributes.

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**Note:** If the application cannot default a valid attribute then it is set to Null. If this occurs for a required attribute, and an attribute cannot be defaulted in, then the order or order line is not created. If any validation errors occur, Order Management displays the messages in the Process Messages window.

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## Attributes

Order Management enables you to change the following attributes of the copied to order:

- order type
- line type for order lines
- pricing date for order lines

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**Note:** You need to specify the order number for a copied order that requires manual numbering. In addition, specify the return reason code when copying an order line to a return line.

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### Append Lines

You can copy lines from an existing order and append the lines to another order.

### Copy Lines

You can select a number of lines from an order and copy the lines to a new order. If you choose to copy the header level information from another source you need to select an order, from the Order Information tabbed region, in the Sales Orders window.

### Internal Orders

You can create requisitions (with same number) in multiple operating units.

### Configurations

You can copy configuration information from one order to another. To copy all lines of a configuration, select all of the lines, then launch the Copy Orders window. If you select only the config item line, then it will be copied as an ATO item. An option line is copied as a standard item if you select the option line without selecting the model line. If you select a class line without selecting the model line the copy operation will fail. The included item lines will be copied over as standard items if you select the included item lines without selecting its parent line. Order Management supports this feature to facilitate the creation of order lines for spares.

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**Note:** You cannot copy an order which contains a solution based model for which one or more of the components have been cancelled. This is currently not supported, and you may receive the following error: *Item &ITEM is selected more than once in this Configuration.*

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### Service Lines

Order Management enables you to copy a product line and its service. You cannot copy a service line by itself.

## Pricing

The Pricing tab enables you to specify whether the new order or order line is copied at the original pricing or is repriced. To reprice, you can specify the pricing date. If you choose to reprice the order or order line, manual discounts and charges are removed and automatic discounts and charges are recalculated. If you choose to retain original pricing, all discounts and charges are retained and the *Calculate Price Flag* is set to *Freeze Price* for order lines and *Partial Price* for return lines.

Additionally, you can choose to set the *Calculate Price Flag* to *Partial Price* by selecting the corresponding radial button on the Pricing Options Tab.

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Attention: When the destination order type while copying an order is RMA, Order Management will set the Calculate Price Flag to *P* for the copied order lines even if the you specify *At Original Price* within the Pricing Options tab copy window.

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## Header Level Information

You can copy the header information without having to copy any lines. If you choose the Copy button on the Sales Orders window at the header level, you have the option of copying all or none of the order lines.

## Line Level Information

You can specify whether to copy all lines from a given order. For example, if a customer requests the same exact order twice within the same month, you can create a new order with the same order line information and re-price the order. If you choose the Copy button on the Sales Orders window at the header level, you have the option of copying all or none of the order lines.

## Entities and Attributes

You can specify the entities that you wish to copy to the new order or order line including:

- **Holds**--You can specify whether you want to copy over any one-time order-based holds.
- **Attachments**--You can specify whether you want to copy over the manual attachments that are tied to the order or order line.
- **Sales Credits**--You can specify whether you want to copy over the order or order line level sales credits.

The following attributes can be copied (optional):

- Descriptive Flexfields--You can specify whether you want to copy over Order or Line level Descriptive Flex information.
- Order Header Credit Card Information--The *OM:Credit Card Privileges* profile option determines whether you are able to copy customer credit card information.
- When performing a *Copy Order*, if order lines contain a value for subinventory, the subinventory will be copied to the new order line

### Copy Orders at Any Stage

You can copy an order at any stage in the order flow including, but not limited to, entered, booked, shipped, closed, and cancelled.

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**Note:** You can determine whether to include/exclude fully cancelled lines when using the copy feature. If fully cancelled lines are included, the lines are copied over with the original ordered quantity.

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The copied orders or order lines start at the beginning of their assigned workflow. Order lines cannot be added to closed orders.

### Internal Orders

You can create requisitions (with same number) in two different operating units.

### Returns

You can use the copy orders feature to create returns by Reference orders. Select the orders or order lines, return order type, return line type, and return reason code.

When creating returns for configurations, you need to copy the model line. Select the specific order lines and copy them as return lines to return individual components of PTO configurations.

Note however, that order and line sales credits will always be copied to return orders and lines, and that order line descriptive flexfield information is never copied to return order lines.

### Visibility of Source Order or Line Information on the Copied Order or Line

For a copied order, the order number of the original order will be visible in the Others tab on the Order Header tab. For a copied line, the order number and the line quadruplet (line, shipment, option & service line number) of the original line will be visible in the Others tab of the Lines tab.

The Copy Orders window is available from the Sales Order Workbench, from both the Order Information and the Line Items tab. It is also available from the Order Organizer where it can be accessed by pressing Actions.

#### ■ To copy an order or orders:

1. Navigate to the Sales Order window to copy a single order, or the Order Organizer window (to perform either single or multiple order copies) and query the order or return you want to copy.
2. Choose the Actions button and select Copy from the list of values.

The Copy window contains 4 tabs, with each tab containing the following information:

### **Quick Copy Tab**

- Create New Order check box
- Change Order Type To
- New Order Number
- Add lines to existing order
- Get Order Level information from

### **Copy Header Tab**

Include:

- Descriptive Flex check box:
- Sales Credits check box: This check box is non updateable if creating a return order; order sales credits are always copied to return orders.
- Attachments check box
- Existing Holds check box
- Credit Card Details check box

### **Copy Lines Tab**

- Change Line Type To: enter an order line type for the new order being generated.
- Return Reason Code
- Include:
  - Descriptive Flex check box: This check box is non updateable if creating a return order. Descriptive flexfield information is never copied when creating return order lines from existing orders.
  - Sales Credits check box: This check box is non updateable if creating a return order; all sales credit order lines are always copied to return order lines.
  - Attachments check box: Select this check box to copy order line level attachments from the reference order to the new order being generated by the copy function.

- Fully Cancelled Lines check box: Select this check box to copy fully cancelled order lines from the reference order to the new order being generated by the copy function.
- Action:
  - Default Missing Attributes check box: If the reference order contains a NULL value for any defaultable order lines attributes, selecting this check box will enable Order Management to attempt to re-default the order line attributes on the new order generated by the copy function.

The Default Missing Attributes check box is only enabled when performing the Copy Action from the Sales Order Lines window.

Additionally, if you are performing a copy of a standard order line and attempting to create an RMA order line for the new order, the value of this checkbox is ignored; Order Management copies most order lines attributes directly from the reference order line when creating return lines.

Note: The following table displays order line attributes that always are re-defaulted and are not controlled by the Default Missing Attributes check box:

Customer Line Number	Dep Plan Required
Earliest Acceptable Date	Latest Acceptable Date
Pack Instructions	Promise Date
Scheduled Arrival Date	Scheduled Ship Date
Shipping Instructions	Tax Date

### Pricing Options Tab

- Line Pricing options:
  - At original Price radial button
  - Price Partial to later add Freight Charges radial button: If you select this radial button, then the Calculate Price Flag is set to *P* for the new order generated.
  - Re-price as of this date radial button: Select this radial button to enable a date to be entered in the Re-price date field.

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**Note:**

- When an order is copied and the item is changed on the order, the value of the Calculate Price Flag for the new order line is set dependent upon the value of the profile option OM: Item Change Honors Frozen Price.
  - If the Copied order to be created is enables an order type of return, when Copy order is performed, the Process Order API will set the Calculate Price Flag to P, irrespective of what is selected within the Pricing Options tab.
- 
- 

3. Specify an Order Type to change it.
4. To include or exclude child entities (lines, sales credits, notes, descriptive flex, and holds) or to re-price, navigate to the copy header, copy line and pricing options tabs and deselect options as desired.
5. Choose OK.

This will perform the copy, close the window and the cursor will be placed on the new Order that was created provided no errors occur during the copy.

The newly copied order or orders are available through Today's Orders in the Order Organizer tree in the Sales Order window.

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**Note:** If the Copy Order function encounters any errors during order copy, Order Management will display the *Process Messages* window. If you wish to save the information you were attempting to copy, select the *Continue* button to save your copy order, or the Cancel button to rollback your changes.

When you receive the message, *Copy Order Successful*, you must select the *Continue* button. If you do not, the order line information you were attempting to copy will not be copied.

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**■ To add all lines from an order or orders to an existing order:**

1. Navigate to the Order Organizer window and query the order or return you want to copy.
2. Choose the Actions button and select Copy from the list of values.
3. Select Add Lines To and specify the existing order to append.



4. Choose OK.
5. To exclude child entities (sales credits, notes, and descriptive flex) or re-price, navigate to the copy line and pricing alternative tabs and deselect options as desired.

■ **To copy a line or lines to a new order:**

1. Navigate to the Order Organizer window and query the line or lines you want to copy.
2. Choose the Actions button and select Copy from the list of values.
3. Select Create New Order.
4. Specify the order type for the new order.

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**Note:** If you are attempting to copy order lines to existing orders, you must specify the Order Number of the destination order. The LOV for this field can not be used to select an Order Number for an Order.

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5. To include or exclude child entities (sales credits, notes, and descriptive flex) or to re-price, navigate to the Copy Header, Copy Line and Pricing Options tabs and deselect options as desired.
6. Choose OK.

This will perform the copy and close the window. The header information for the new order will come from the first line in the select list. You can also specify a different source for the Header information on the Copy Header tabbed region.

The newly copied order is available through Today's Orders on the Order Organizer tree in the Sales Order window.

■ **To Append a Line or Lines to an Existing Order:**

1. Navigate to the Order Organizer window and query the line or lines you want to copy.
2. Choose the Actions button and select Copy from the list of values.
3. Select Add Lines To.
4. Specify the Existing Order you want to append.

5. To include or exclude child entities (sales credits, notes, or descriptive flex) or to re-price, navigate to the Advanced Order/Line and Pricing Options tabs and deselect options as desired.
6. Choose OK.

### **Using the Pricing Options**

With the Pricing Options tab, you can choose to retain original pricing or reprice. When copying only header information from an order, you cannot choose to retain original pricing. When you choose to reprice, the pricing date will default to the current date.

### **See Also**

Oracle Order Management Suite Implementation Manual, Release 11i, Order Management Profile Options.

Pricing Special Orders on page 3-76

## Close Orders

Closing orders that are complete enhances performance, since many programs, windows 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 Management, so you can limit your reporting to the active orders you want.

Close lines and close orders are implemented using workflow. Order Management provides seeded close line and close order workflow sub-processes to close the order header and line, respectively. These processes, when included in the order header or line workflow, closes the status of the eligible order or lines. Once an order is closed, no lines can be added.

The order header close order process checks at the end of every month to see all the lines associated with are closed. It closes the order header if it finds that all the lines are closed.

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**Attention: Be sure to include the standard sub-processes of close line and close order at the end of all your line and order flows to ensure that your orders and returns close once all prerequisites have been met.**

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### Close Order Lines

An order line is eligible to close when it completes all of the line-level activities within the workflow process. Order lines can close independently of each other. No changes can be made to order information after the order line is closed.

### Holds Effect on Eligible Lines

The Close Order and Close Line workflow activities will close order or lines if only generic holds are present. If orders or lines have activity specific holds present, they will not be closed by the workflow activity.

## Decimal Quantities

Order Management enables you to enter transactions for quantities less than a unit rather than defining a unit of measure (UOM) to represent the partial quantity in the Sales Orders window. For example, you can enter an order of 1.1 tons of butter without defining a UOM of 0.1 of a ton by simply entering a quantity of 1.1.

### Indivisible Items

You can define items that can only be ordered in discrete quantities and not in decimal quantities. For example, you can order pencils in discrete quantities (e.g. 1, 2, 3) and rather than in decimals (1.1, 1.2, 1.3).

Navigate to the Physical Attributes tabbed region in the Master Items window to set up the item attribute, OM Indivisible, to enter items using decimal quantities. For example, if an item is set up with a primary UOM of *EA*, the *OM Indivisible* item attribute is set to Yes, and you order 1.5 *EA*, an error occurs. However, if you order 1.5 *DZ*, Order Management accepts the quantity since it corresponds to 18 *EA*. If you order 1.6 *DZ*, an error occurs since 1.6 *DZ* is not an integer number of the *EA* UOM.

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**Note:** Order Management does not support entering order lines for configurations, kits, options or included items using decimal quantities.

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### See Also

Overview of Returns on page 2-240

# Drop Shipments Overview

## Overview

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**Note:** The supply and demand details for drop ship orders are not visible to Oracle Planning applications. Therefore, it is recommended that you associate a separate logical (dummy) organization for shipping drop ship orders; the logical organization should not be included in your planning processes.

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Drop shipping functionality enables you to take an order from your customer and fulfill it directly from your supplier's site. Order Management enables you to enter drop ship sales orders and lines for standard, model and kit, and configured items, although you currently cannot perform a drop shipment for Ship Model Complete (SMC) PTO's.

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 benefits of drop shipping include:

- no inventory is required.
- reduced order fulfillment processing costs.
- reduced flow times.
- elimination of losses on non-sellable goods.
- elimination of packing and shipping costs.
- reduced inventory space requirements.
- reduced shipping time to your customer.
- enables you to offer a variety of products to your customers.

When processing drop shipments for orders, you can:

- optionally receive and electronically process Advanced Shipping Notices (ASN).
- automatically perform logical receipts upon notification of shipment.
- perform Drop Ship for both make and buy items, and automatically default the source type of *External* for order lines which need to be drop shipped.

When processing drop shipments for orders that contain models or kits, you can:

- drop ship individual items within non SMC PTO configurations from different vendors or even ship several components from your own inventory.

When processing drop shipments for orders that contain ATO configurations, you can:

- send a generated attachment file which provides the configuration details to the vendor to manufacture the configurable item. Your vendors can also view this information via the iSupplier portal.
- perform a match and use existing configuration ids. instead of generating new ones during the *Create Config* subprocess. Match is organization/supplier independent.

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**Note:** For changes to drop shipment orders, use the Order Management *Sales Order and Purchase Order Discrepancy Report* to view the differences between sales orders and associated purchase orders so that you can identify where manual changes must be made.

See: Sales Order and Purchase Order Discrepancy Report

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For more information on purchasing, dropshipping ATO items or configurations, and changes to these order types, see: CTO Implementation Manual.

**Item Attributes that affect Drop Ship orders**

All Drop Ship items (and all external ATO or PTO models, it's option class and options) must be defined within the item validation organization specified by the value of the Order Management system parameter *Item Validation Organization*.

The table below displays a listing of the inventory item attributes and the respective value that affect the ability to create drop shipment orders lines for an item.

Item Attribute used within Drop Ship order processing	Setting
Purchased (PO)	Enabled
Purchasable (PO)	Enabled
Transactable (INV)	Enabled

Item Attribute used within Drop Ship order processing	Setting
Stockable (INV)	Optional
Reservable (INV)	Enabled
Customer Ordered (OM)	Enabled
Customer Orders Enabled (OM)	Enabled
Default SO Source type	Optional
Shippable (OM)	Enabled
Transactable (OM)	Enabled
Costing Enabled	enabled for items that are to be costed
Inventory Asset Value	enabled for asset items (non-expense items)

In Oracle Purchasing, a term called *one-time expense item* is used. This term refers to an expense item that is not defined in inventory, nor does an associated record exist in the items database table, MTL\_SYSTEM\_ITEMS. Since a one-time expense item is not defined in inventory, it cannot have the inventory attributes checked and therefore, cannot be drop shipped.

### Defaulting order line attribute *Source Type*

The organizational item attribute, *Default SO Source Type*, (Organization Item window, Order Management Tab) is used within the seeded Order Management defaulting framework to provide a default value for the Source Type field for sales order lines, enabling you to set the value of this attribute by organization.

The initial sequence for defaulting the Source Type field is:

1. The organizational item attribute, *Default SO Source Type*.  
If the value of this attribute is NULL:
2. Order Management will default the value Internal.
- If you do not wish to default a value for the Source Type field for sales order lines, you must disable the seeded defaulting rules for the order line attribute *Source Type*.

- If the value of Source Type for an order line is changed from *External* to *Internal* and you have manually entered the Schedule Ship Date for the line, Order Management will attempt to schedule the order line with the date provided.
- Order Management seeded constraints will not allow you to perform changes to the Source Type value if the branch on source type workflow activity within the *Create Supply - Line* workflow subprocess has completed.

### **Mass Change and order line attribute *Source Type***

You currently cannot perform a Mass Change for the order line attribute Source Type. Although the order line attribute Source Type is available (as a field) within the Shipping Tab of the Mass Change window, the field is for display purposes only; if you enter a value in this field when performing a mass change, the value is ignored.

### **Reservations**

Once an order line has been specified as an External order, Order Management does not allow reservations to be placed against the order line.

### **Entry and Booking**

You can enter orders using standard Order Management functionality, and decide at the time of entry whether a particular line will be drop shipped (order line source type is set to External). Both standard and expense items may be drop shipped, although drop shipments currently support a Destination Type (item attribute) of Expense and Inventory only. As with standard sales orders, you can modify orders or lines that you intend to drop ship after you have entered them, typically up to the point of Booking the order line.

When an order line with a source type of external is booked, the seeded workflow *Line Flow - Generic* will process drop shipment lines. The *Create Supply - Line* subprocess utilizes the function *Branch on Source Type* which detects an item with a Source Type of *External* and moves the line to *Purchase Release - Deferred*. External ATO Models or ATO Items will still follow the appropriate ATO paths. Then within the *Create Supply Order - Line, Manual* subprocess, CTO detects that the item has a Source Type of External and moves the line to Purchase Release - Deferred. When the Workflow Background processor processes the line, the Purchase Release process is initiated to write records to the PO\_REQUISITIONS\_INTERFACE table.

### **Purchase Release and Requisition Import**

The Purchase Release concurrent program processes eligible lines with a source type of *External* and passes information to Oracle Purchasing. Buyer details



transferred to Oracle Purchasing during Purchase Release are dependent upon the value of the Order Management profile option *OM: Population Of Buyer Code For Dropship* or *OM: Employee for Self-Service Orders*.

The Autocreate Drop Ship concurrent program processes eligible ATO item and configuration lines with a source type of External and passes information to Oracle Purchasing. Submit the Oracle Purchasing Requisition Import concurrent program to create purchase requisitions based on this information. When you submit the program, ensure that you set the input parameter Multiple Distributions to No.

See: Profile Option within Order Management and Requisition Import Process, *Oracle Purchasing User's Guide*

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

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### **Confirmation of 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) and an Advance Shipping and Billing Notice (ASBN).

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. Drop shipment orders cannot span multiple orders, or be processed across multiple operating units. For example, if you take an order in one operating unit, you cannot receive the order in a different operating unit.

You must receive drop ship items in a logical organization. If you use Oracle Advanced Planning and Scheduling for planning, to avoid miscounting supply, you may not want to include logical organizations during 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 Invoicing Activity 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.

### **Passive Receipts**

When a vendor sends only an invoice for drop shipments, you will need to perform a passive receipt. Passive receiving must be performed manually.

The receipt quantity should be retrieved from the associated invoice and a logical receipt of the drop shipment should be performed.

### **Service Items**

Purchasable service items can be drop shipped based on the assumption that the service is provided by the seller and the vendor is actually drop shipping the item; service lines for drop shipment are *not* source dropshipped.

For example, you can define a television as a serviceable item. When you place the order, the source type must be set to *External* and then define service lines for the television. However, only the television can be sent to Oracle Purchasing for creating a requisition or purchase order. The vendor is only responsible for the shipping of the television to the customer.

Deferred services for models or kits, the service is defined as an order line in order management.

### **Scheduling**

When performing drop shipments of models or kits or standard items, the scheduled ship date is defaulted from the order line request date, and Oracle Global ATP calculations are ignored (demand for drop ship orders are not visible to Oracle Planning products).

Drop Shipment orders cannot consume forecast demand for standard items, ATO items, and models and their respective components.

### **Returns**

Use standard Order Management 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 your supplier receives the return directly, they must inform you of the event before you can process the return within Order Management.

## **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 workflow 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 workflow 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 submit the Requisition Import concurrent program, the requisition will not be created; the hold must be removed prior to successfully generating a requisition.
- If you place a hold on a line before you submit the Purchase Release concurrent program, the Purchase Order will not be created; the hold must be removed prior to successfully generating the purchase order.

Once a purchase order has been generated for your drop ship order line, you must control holds manually, which you can coordinate with your supplier. The Sales Order and Purchase Order Discrepancy Report displays orders on hold for your review.

## **See Also**

### **See Also**

Drop Shipment Processing

Cancelling Orders on page 2-277

Overview of Holds on page 2-282

Overview of Shipping Tolerances

Copying Orders on page 2-150

See: Oracle Order Management Suite Implementation Manual, Release 11i, Order Overview of Shipping Tolerances.

Using Oracle Workflow in Oracle Order Management Manual, Release 11i

*Release 11i Drop Ship: Tips, Hints and Gotchas* White Paper, available on OracleMetalink, <http://www.oracle.com/support/metalink/>.

For details on the required setup for a purchased item, see: Oracle Purchasing User's Guide, Oracle Inventory User's Guide, and the Oracle Configure To Order Implementation Manual.

# Drop Shipment Processing

## Prerequisites

1. Ensure you have created your Order Management Transaction Types and linked your Transaction Types to order and line workflows that support drop shipments.
2. Ensure the Order Management profile option OM: Included Item Freeze Method is set accordingly. Depending on your installation details, additional application profile options may affect the processing of drop shipment order lines.
3. Ensure the Oracle Workflow Background Engine is running.
4. Ensure all Drop ship locations you will use to perform drop shipments have the Ship To Site and Receiving Site defined.
5. Ensure you have defined the Internal Ship To Locations for your drop shipment customers (Oracle Receivables Standard Customer window, Business Purpose Details Tab).
6. Ensure your standard items have an associated List Price defined within your PO Inventory organization (Oracle Payables Financial Options window, Supplier-Purchasing Tab).

For ATO Models, ensure the model and its option classes and option are purchased and purchaseable, and follow the purchasing setup steps defined in setup chapter of the Oracle Configure To Order Implementation manual.

7. Optionally, ensure that you have enabled the defaulting rule to default the sales order line, Source Type field. The defaulting rule for field Source Type utilizes the item attribute, *Default SO (Sales Order) Source Type* to default the value for the Source Type field for order lines.

## Additional Details for Drop Shipments of Standard Items

### Scheduled Ship Date

When performing drop shipment of standard items, Order Management returns a scheduled ship date after the purchase release workflow activity completes.

## Additional Details for Drop Shipments of Models, Kits and Configurations

### Cascading order line attribute *Source Type*

For ATO models or kits, the *Default SO Source Type* attribute is inherited from the model by all items within the model. For PTO Models, the Default SO Source Type attribute is NOT inherited.

The defaulting and cascading logic for the order line Source Type field is:

#### For order lines belonging to a ATO configuration:

- Default the value for Source Type for top level ATO models based on the defaulting rule.
- When a new option is added to a configuration, Order Management will default the value for Source Type (for the new order line added) from the top level ATO Model line.

If you wish to change the value of Source Type, you will need to change the value on the model line. Order Management cascades a change to the Source Type value for all child lines of a model. Additionally, Order Management does not allow the change of source type at the option /class or configuration item level, and the rules for not allowing a change to the Source Type value after certain checkpoints within order line workflows still remain valid.

#### For non SMC PTO order lines:

- The default source type on the components of a non SMC can come from the defaulting source.
- The rules for not allowing a change to the Source Type value after certain checkpoints within order line workflows still remain valid.

Order Management will not cascade the value of Source Type for non SMC PTO models and associated child lines.

### Sourcing

Individual lines under a PTO model (excluding SMC PTOs), including order lines with *included items* under a model, class or a kit are sourced and drop shipped from individual suppliers based on your the value of the order line Source Type, the Planning item attribute *Make, Buy Type* and the on your sourcing rules for each of these items or models.

You can choose to source a portion of a PTO model internally. If several order lines within a non-ship model complete PTO model are sourced internally and some

externally, Oracle Global ATP is used to schedule the internally sourced lines, but Schedule Ship Date for drop shipped order lines are always defaulted from the drop shipped order line Request Date.

### **Scheduling**

- When performing drop shipments for ATO models, Order Management will return a schedule ship date equal to the Request Date as part of the order line scheduling workflow activity.

Oracle Global ATP is not used to schedule externally sourced lines. If you change the Request Date, the change will not be reflected in the Scheduled Ship Date; you must change the Scheduled Ship Date manually.

- A warehouse is mandatory for ATO models and associated child lines to complete the scheduling function.

### **Change Order Notifications**

The Change Order Notification functionality within Order Management is suppressed for drop shipments of externally sourced ATOs items or models; no notifications are sent for order changes. Use the Sales Order and Purchase Order Discrepancy Report to note differences between the original sales order and its associated purchase order, and take the appropriate action.

If a change order or cancellation is made to order lines that contain a model, kit, or component of a model or kit, then the configuration is delinked. The Sales Order and Purchase Order Discrepancy Report will show a purchase order for a configuration with no associated sales order line.

If you to cancel a drop ship sales order line, you must ensure that no receipts have been created against the line.

If a partial receipt is created it will create a split line for the sales order; the remaining quantity not shipped becomes the quantity for the new, backordered split line. You will not be able to make changes to an externally sourced ATO Model once its configuration has been fully or partially received. However, if you wish to cancel the backorder order line, you can, provided the order line not been received.

### **PTO remnants for drop shipments**

With this release of Order Management, if you have an order with mixed order lines (both internal and external sourced), as soon as any order line for a mixed PTO model has been shipped or received, the model is made a remnant.

In order to process PTO models that contain mixed order lines, you should enable header level invoicing or use fulfillment sets in order to be able to invoice the PTO model when all the lines of the PTO model are shipped. Header Level invoicing does not enable individual order lines for invoicing until all order lines are available for invoicing, and fulfillment sets do not enable an order to be fulfilled until all order lines reach the Awaiting fulfillment workflow subprocess.

### **Requisition Import / Purchase Release**

The Purchase Release order line workflow activity enables the creation of requisitions for ATO items, configured items, and shippable components of non SMC PTOs.

For additional details on how list price is defaulted during Requisition Import and Purchase Release, see Oracle Purchasing User's Guide.

### **Invoicing**

If you currently invoice only complete models and kits, you should use header level invoicing, or manually place all lines of a configuration (model or kit) within a Fulfillment Set. If Fulfillment Set or header level invoicing is not used, Order Management functionality enables non-shippable lines to be invoiced as soon as the first shippable component (line) for an order is shipped, with the remaining order lines to be invoiced as they are shipped.

### **Validations**

- You cannot change the Source Type order line attribute for any options or classes of ATO configuration.
- Order Management validates that the purchasing enabled item attribute is set (check box selected) for all order lines under an external ATO Model.
- Order lines for a SMC Model will not be allowed to be dropshipped.
- You will not be able to make changes to an externally sourced ATO Model once its configuration has been fully or partially received.

### **Workflow**

- If the source type of a model or ATO item is *External*, the branch on source type activity will branch to ATO item and build (for ATO model) branch respectively and will not progress to the dropship branch.
- For configured items and ATO items, the CTO Create Supply - Line subprocess now validates the Source Type item attribute, and if the value is External, the



Order Management Purchase Release workflow activity will autocreate Oracle Purchasing Requisitions.

- If the source type of non-shippable components of a PTO or ATO model is *External*, the Oracle Purchase Release program will not insert records for these items within Oracle Purchasing interface tables. Instead, the line workflow for these items will be progressed to the next workflow additivity by setting the result to *purchasing not applicable*.

## **Sample Drop Ship Order Flows**

### **Prerequisites**

#### **Drop Shipments for standard items**

1. Enter an order for drop ship item
2. Book the order
3. Run Requisition Import
4. Create a purchase order from the requisition
5. Approve the PO
6. Receive against the PO

#### **Forward drop ship flow for ATO model**

1. Enter a sales order for your dropshipped ATO model
2. Select your options
3. Schedule and Book order (Schedule date should default to request date for all lines)
4. Create you configured item by progressing your order ATO Model line or running the Autocreate Configuration batch process.
5. Verify order and line status
6. Create Supply Order (Dropship requisition) by progressing your configuration item line or running the Autocreate Dropship Requisition batch process.
7. Run the Oracle Purchasing Requisition Import to create a Purchase Requisition.
8. Create a Purchase Order for the requisition
9. Approve the Purchase Order

## 10. Receive the Purchase Order

### **Forward drop ship flow for ATO Item**

1. Enter a sales order for your dropshipped ATO item
2. Schedule and Book order (Schedule date should default to request date for all lines)
3. Create Supply Order (Dropship requisition) by progressing your configuration item line or running the Autocreate Dropship Requisition batch process.
4. Run the Oracle Purchasing Requisition Import to create a Purchase Requisition.
5. Create a Purchase Order for the requisition
6. Approve the Purchase Order
7. Receive the Purchase Order

### **Non-SMC PTO model with dropshipped standard options**

1. Enter Sales Order for your PTO model.
2. Select options; Source type on the components will default
3. Schedule and Book the order
4. Run requisition import to create a purchase requisition.
5. Create a purchase order for the requisition
6. Approve the PO
7. Receive the PO

### **See Also**

Drop Shipments Overview

Copying Orders on page 2-150

Order Import on page 4-29

Using Oracle Workflow in Oracle Order Management, Release 11i.

*Release 11i Drop Ship: Tips, Hints and Gotchas* White Paper on OracleMetalink, <http://www.oracle.com/support/metalink/>.

For details on the required setup for a purchased item, see: Oracle Purchasing User's Guide, Oracle Inventory User's Guide, and the Oracle Configure To Order Implementation Manual.

## Viewing Workflow Statuses and Processes

- The Sales Orders window displays the order header status in the Main tab of the Order Information tabbed region. The order line status is displayed in the Main tab of the Line Items tabbed region.
- The Workflow Status option on the Sales Orders window Tools menu launches the workflow status page. The window shows in tabular format all the activities an order header or line has completed and the corresponding results. See the Oracle Workflow User's Guide for more information.

Standard Order Header: OM Order Header, 131048  
Started: 01-07-2000 ( 0 Days )

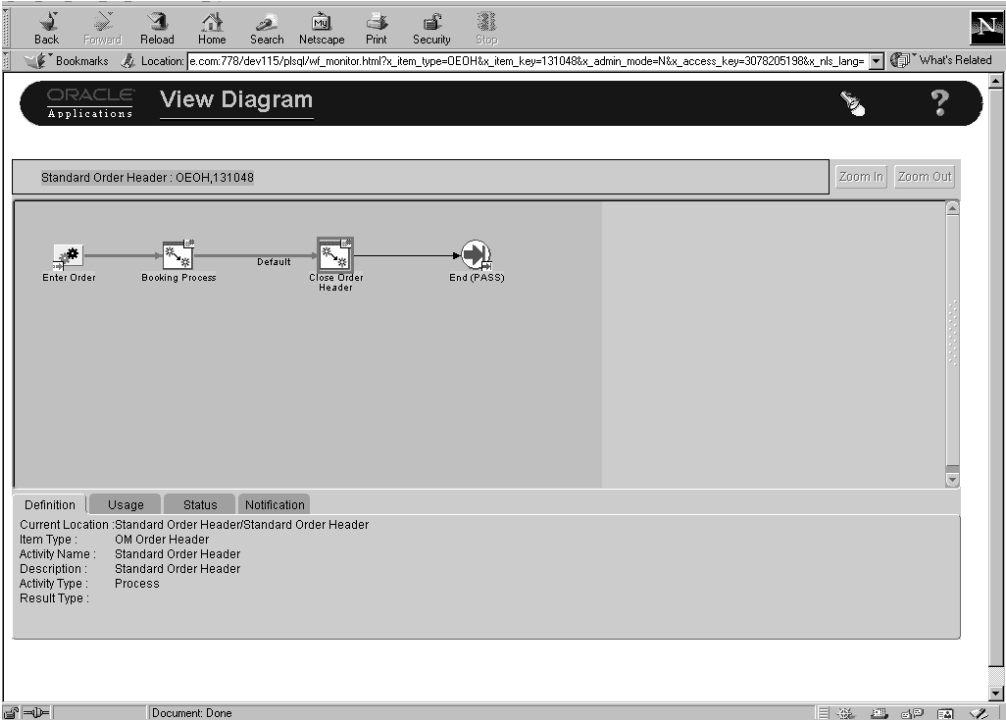
**Activity Status Options**  
☒ Active ☒ Complete ☒ Error ☒ Suspended

**Activity Type**  
☐ Response Notifications ☐ FYI Notifications ☒ Functions ☐ Standard Workflow Items [Filter Activities](#)

Status	Who	Parent Activity	Activity	Started*	Duration	Result
Active	Workflow Engine		<a href="#">Standard Order Header</a>	01-07-2000 17:00:57	22 Minutes 44 Seconds	
Complete	Workflow Engine	<a href="#">Standard Order Header</a>	<a href="#">Enter Order</a>	01-07-2000 17:00:57	0 Seconds	
Complete	Workflow Engine	<a href="#">Standard Order Header</a>	<a href="#">Booking Process</a>	01-07-2000 17:00:57	39 Seconds	Complete
Complete	Workflow Engine	<a href="#">Booking Process</a>	<a href="#">Book Eligible</a>	01-07-2000 17:00:58	37 Seconds	
Complete	Workflow Engine	<a href="#">Booking Process</a>	<a href="#">Book the Order</a>	01-07-2000 17:01:35	0 Seconds	Complete
Complete	Workflow Engine	<a href="#">Booking Process</a>	<a href="#">@Lines Flow Continue after Booking</a>	01-07-2000 17:01:36	0 Seconds	
Active	Workflow Engine	<a href="#">Standard Order Header</a>	<a href="#">Close Order Header</a>	01-07-2000 17:01:36	22 Minutes 5 Seconds	

[View Diagram](#)

- From the status page, you can access the Workflow monitor to see the order or line status in a more graphical format. This is available through the View Diagram button. See the Oracle Workflow User's Guide for more information.



## ATP Within Order Management

### Prerequisites

1. Determine and set the value for the following profile options:

- OM: AutoSchedule
- OM: Schedule Lines on Hold
- OM: Reservation Time Fence
- OM: Auto Push Group Date
- INV: Capable to Promise
- MSC: Enable ATP Summary Mode

### See Also

Profile Options

Oracle APS and Global Order Promising User's Guide.

Oracle Inventory User's Guide.

2. Ensure items and options you wish to perform ATP inquiries against have the following items attributes properly set.

- Check ATP and
- ATP Components

This includes

- ATP flag within a Bills of Materials.

Ensure you have also defined and set your ATP Rules. You can define ATP Rules and assign them as defaults at the organization, subinventory, or item level.

### See Also

Oracle Inventory, Item Attributes and ATP Rules.

Bills of Material, Bill of Material Attributes

3. Define your item Sourcing Rules and any Assignment sets you wish to use. You can define Sourcing Rules within Oracle Supply Chain Planning, Sourcing Rules window. If you do not have Oracle Supply Chain Planning fully installed, you cannot define Sourcing Rules. You may, however, define simple sourcing information at either the item level and the organization levels.

**See Also**

Oracle Supply Chain Planning, Sourcing Rules, Assignment Sets.

4. Define the Organizations and Application Instance Ids you will wish to collect source ATP data entities from. ATP Inquiries are performed against a common data store within an application instance.

The data store contains entities you specify to collect, and is initially created during the first submission of data collection concurrent program routines. The data store can be updated on-demand or as scheduled, and is composed of

- Single or multiple organizations within a single application instance or
- Single or multiple organizations within multiple application instances.

5. Optionally, determine if you wish to enable item substitutions.

**See Also** Oracle APS and Global ATP:

Setting Up

Data Collections

Oracle Global Promising

End Item Substitution and Oracle Global Order Promising

**Overview**

ATP results displayed within Order Management are either based on collected data or planning data. The value of the profile option INV: Capable to Promise determines if ATP results are based upon collected data or planned data.

Additionally, you can choose to improve ATP performance utilizing summarized supply and demand details stored in a summary table. Summarizing supply and demand for ATP is accomplished by (in the following order):

1. Setting the appropriate APS profile options.

See: Profile Options, Oracle Advanced Planning and Scheduling Implementation and User's Guide.

2. Submitting the APS Create ATP Summary Partitions concurrent program. See: Oracle Advanced Planning and Scheduling Implementation and User's Guide.
3. Submitting the ATP Summary Based on Collected Data concurrent program.  
See: Oracle Advanced Planning and Scheduling Implementation and User's Guide.

### ATP Details

- A order line must have an item, order quantity, ordered quantity unit of measure, and a request date for the system to perform an availability check. The system will select a order source for the line if not specified on the line. However, if you specify a warehouse, the system will use that source during the ATP check.

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**Note:** If you do not have Sourcing Rules or simple sourcing at either the item or organization levels, you need to enter or default a warehouse (Shipping Tab) on the order line before you perform ATP.

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You can also perform ATP Inquiry for an entire order. In this case, all order lines will undergo ATP check. If order lines contain a model or lines within a Ship or Arrival set, ATP check will be performed independently on each line of the order.

- Group ATP will be performed on following grouping of lines:
  - \* ATO model
  - \* Ship Set
  - \* Arrival Set
  - \* Ship Model Complete PTO
- If you are performing an ATP inquiry on a scheduling group, such as a Ship Model Complete PTO, Ship Set, or ATO configuration, the ATP date displays the first date that all components are available. The ATP information for each component will be shown when Check ATP is enabled at the model level (Bill of Materials definition).
- If the Kit or Model is a ship model complete, all the included items and Kit or Model will be passed as a set, or else the availability check for each included item and the Kit or Model will be done individually.

**ATP actions for Item or configurations**

The following table describes ATP actions for standard items or configurations.

Item/Entity	ATP Action
Standard Line (line is not within a set)	ATP performed on line.
Standard Line (line is a member of a ship or arrival set)	ATP performed on entire set.
ATO Model	ATP performed on all models, options and classes under it.
ATO Class	ATP performed on entire configuration.
ATO Option	ATP performed on entire configuration.
PTO Model (non-ship model complete)	ATP performed on the model and its children
PTO Class (non-ship model complete)	ATP performed on the class and its included items.
PTO Option (non-ship model complete)	ATP performed only on the option.
PTO Model (ship model complete)	ATP performed on the model and its children
PTO Class (ship model complete)	ATP performed on the model and its children
PTO Option (ship model complete)	ATP performed on the model and its children

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---

**Note:** When performing an ATP inquiry on a Kit or Model, Order Management will explode the included items of the Kit or Model, and then call Oracle APS and Global Order Promising APIs to perform the availability check for all included items and kit or model itself

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For additional details regarding ATP within Oracle Applications, including example calculations and sample ATP results, refer to Oracle APS and Global Order Promising User's Guide and Oracle Inventory User's Guide.

See Also: Performing ATP Checking, ATP Inquiry, and Automatic Item Substitutions within Order Management.



## ATP Inquiries

### Overview

When you perform an Available To Promise (ATP) inquiry within Order Management, you can check available quantities for an item, a group of items, an available substitute for your ordered item (if properly enabled), or an entire order. Oracle Global Order Promising returns to Order Management the availability date and the available quantity based on the request date and displays this information within the Availability window. See: Performing ATP Checking.

---

**Note:** ATP details returned by Global Order Promising are based upon data entities stored within a common data store. The common data store is populated and maintained by the submitting the Data Collections Concurrent Program Request Set. The Oracle Inventory profile option, INV: Capable to Promise, then determines which data store to perform availability checking against.

For additional details regarding ATP within Oracle Applications and Item Substitutions, including example calculations and sample ATP results, refer to

- Oracle APS and Global Order Promising User's Guide
- Oracle Inventory User's Guide
- Oracle Master Scheduling/MRP and Oracle Supply Chain Planning User's Guide

- 
- The available date reflects the first date after the schedule date or request date that the ordered quantity is available.
  - The request date quantity represents the quantity available on the request date.
  - ❑ ATP details such as Warehouse, On hand Quantity, and Quantity Reservable are also displayed.

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**Note:** ATP Inquiry is for informational purposes only and does not place demand or reserve on-hand inventory.

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- ❑ Within Order Management, ATP Inquiry results can be displayed within

- The Availability window for single line ATP inquiry.
- The multi-line ATP Results window, for multiple line ATP inquiries  
Additional ATP details such as pegging and sourcing can be displayed within the ATP Details window
- Global Availability can be displayed within the Global Availability window.

---

**Note:** you can perform only basic ATP, single level Supply Chain ATP, or Demand Class ATP within Order Management for a *shared* install of Advanced Planning and Scheduling and Global Order Promising.

With a full installation of Advanced Planning and Scheduling and Global Order Promising, you can perform

- Basic ATP
- Supply Chain Planning ATP
- Multilevel Supply Chain ATP
- Demand Class ATP
- Allocated ATP

and additional ATP functions.

---

Item Substitution details are displayed within the Availability window, Ordered Item and Substitute Item Tabs, and if you wish to view additional ATP details for substitute items, you can select either ATP details or Global Availability.

See Also: Performing ATP Checking, Automatic Item Substitutions within Order Management.

## Performing ATP Checking

You can determine availability for an order line or availability of a group of lines using the Availability button within the Sales Orders Header or Lines window. If your original ordered item is not available and a substitute is available, you can view availability details for the original ordered item and the substitute item within the Availability window.

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**Note:** The Availability window is automatically displayed when entering the Sales Order window, Line tab if the profile option OM:AutoSchedule is set to Yes.

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- ❑ You can manually display the Availability window from the Sales Order Lines window by
  - selecting an order line and then selecting the Availability button or
  - selecting an order line, and from the Tools menu, selecting the AutoSchedule check box (if unchecked).

The screenshot shows the 'Availability' window with the 'Ordered Item' tab selected. The window displays the following details:

Warehouse	V1
Request Date Qty	12
On Hand Qty	800
Qty Reservable	800
Request Date	01/06/2003 00:00:00
Available Date	01/06/2003 00:00:00
Error Message	ATP not applicable
Substitute Item	

At the bottom of the window, there are two buttons: 'ATP Details' and 'Global Availability'.

Within the Availability window, Ordered Item Tab, Order Management will display the following ATP details if the item or option is ATP *enabled*:

### Ordered Item Tab

- Warehouse
- Request Date Quantity

- On Hand Quantity
- Qty Reserveable
- Request Date
- Available Date
- Error Message
- Substitute Item

If ATP is *disabled* for an item or option, then Order Management displays the same information as if the item were ATP enabled. However, the following will be true for the data displayed:

- Available Quantity = Ordered Quantity
- Available Date = Request Date
- Error Message: ATP not applicable

Additionally, if you have enabled item substitution functionality, and the item entered on the order line is not available, the Substitution Field within the Availability window will display the substitute item recommended by Oracle GOP (if available), as well as activating an additional tab within the Availability window; the Substitute Item Tab.

The screenshot shows the 'Availability' window with the 'Substitute Item' tab selected. The window displays the following information:

Substitute Item	
Warehouse	
Request Date Qty	650
On Hand Qty	800
Qty Reservable	800
Request Date	01/06/2003 00:00:00
Available Date	01/06/2003 00:00:00
Ordered Item	BR-C
Substitute Item	BR-D

At the bottom of the window, there are two buttons: 'ATP Details' and 'Global Availability'.

**Substitute Item Tab**

- Warehouse
- Request Date Quantity
- On Hand Quantity
- Qty Reservable
- Request Date
- Available Date
- Ordered Item
- Substitute Item

**Please Note:**

If you have Oracle Advanced Supply Chain Planning (ASCP) installed, it is important to note the differences pertaining to availability data within the ASCP inquiry screen and the Order Management Availability window.

The ASCP ATP Inquiry window displays the Requested Date Qty and Qty Available on the ship date. Within the Order Management Availability window, only the Requested Date Qty is shown.

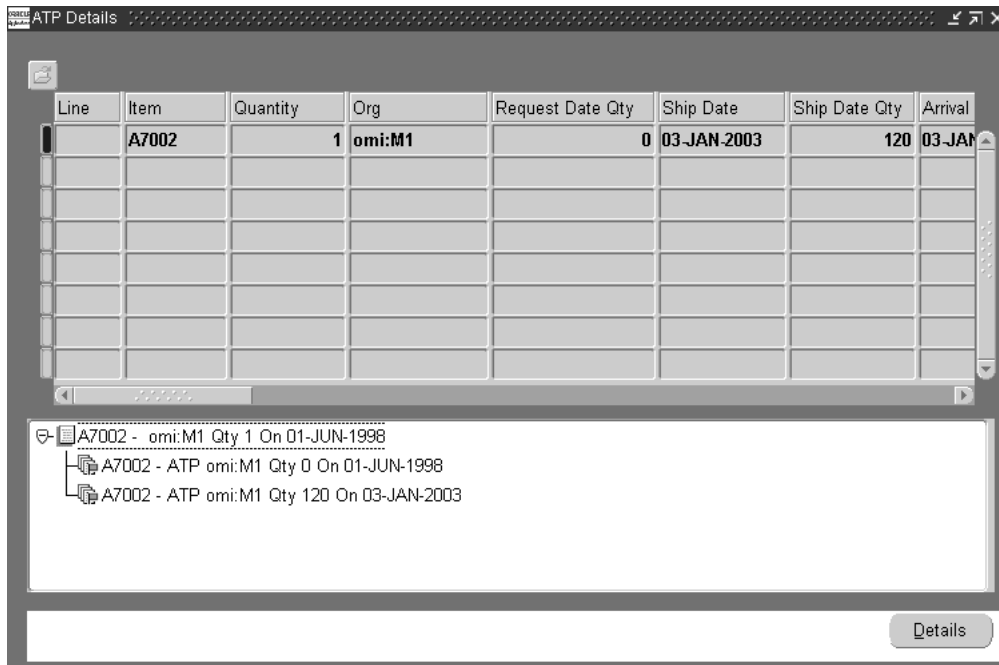
For example, a request for a quantity of 10 was made on Day1 and only a quantity of 5 is available on Day1. The earliest the request can be met is on Day4 when total availability is 25. The data displayed within the ASCP ATP inquiry screen will be:

- Request Date: Day1
- Requested Day Qty: 5
- Ship Date: Day4
- Available Qty (on Day4): 25

The data displayed within the Order Management Availability window will be:

- Request Date: Day1
- Request Date Qty: 5 (on Day1)
- Available Date: Day4

- ❑ You can display ATP details for an single order line by selecting the order line with your mouse cursor, selecting Availability, and then selecting ATP Details.



The ATP details window displays the following ATP details if ATP is *enabled* for an item or option:

- Order Line Number
- Ordered Item
- Quantity
- Org
- Request Date Quantity
- Ship Date
- Ship Date Quantity
- Arrival Date
- Request Date

- Latest Acceptable Date
- Request Date Type
- UOM
- Group Ship Date
- Group Arrival Date
- Ship Set
- Arrival Set
- Ship Method
- Transit Lead Time
- Demand Class
- Customer
- Plan Name
- Ship To
- Status
- Message
- Original Item
- Original Item ATP Date
- Original Item Request Date Quantity

Additionally, you can choose to view horizontal pegging details and supply / demand details. Select a node from the pegging tree, and then select ATP Details. Selecting ATP details will display the Oracle Inventory Supply / Demand Details window.

- ☐ You can display ATP details for multiple order lines within the Multi Line ATP Results window by:
  - The Sales Order Header window (provided multi order lines have been entered and saved) by selecting Availability.
  - The Sales Order Lines window by selecting multiple order lines with your mouse cursor while depressing the SHIFT key on your keyboard, and then selecting Availability.

Set	Line	Substitute	Item	Quantity	Request Date	Available	Warehouse	Available Date
1.1	1.1	<input type="checkbox"/>	AS54888	1	01/28/2002	0	V1	02/28/2002
1.1	1.1	<input checked="" type="checkbox"/>	AS88888	1	01/28/2002	1	V1	01/28/2002
		<input type="checkbox"/>						
		<input type="checkbox"/>						
		<input type="checkbox"/>						
		<input type="checkbox"/>						
		<input type="checkbox"/>						
		<input type="checkbox"/>						
		<input type="checkbox"/>						
		<input type="checkbox"/>						

Group Available Date:

Error Message:

ATP Details Global Availability

The Multi Line ATP Results window displays the following ATP details if ATP is *enabled* for an item or option:

- Set Name
- Order Line Number
- Substitute check box (substitute item check box)
- Item
- Quantity
- Request Date
- Available Quantity
- Warehouse (organization)
- Availability Date
- On Hand Qty
- Qty Reservable

Within either the Availability or Multi Line ATP Results window, you can choose

- to display ATP supply chain and pegging information by selecting the ATP Details button. Results are displayed within the ATP details window.
  - You can additionally choose to display supply and demand details by selecting ATP details. Selecting ATP details will display the Oracle Inventory Supply / Demand Details window.



- to display multiple organization ATP details by selecting the Global Availability button. Results are displayed within the ATP Sources and Group Availability window.

You can display Global Availability for a single order line within the Sales Order Lines window by selecting the order line with your mouse cursor, then selecting the Availability button, and finally selecting Global Availability within the Availability window.

Pick	Org	Supplier	Site	Ship Method	Lead Time
<input checked="" type="checkbox"/>	OMT:D2				0
<input checked="" type="checkbox"/>	OMT:M1				0
<input checked="" type="checkbox"/>	OMT:M2				0
<input checked="" type="checkbox"/>	OMT:M3				0
<input checked="" type="checkbox"/>	OMT:V1				0
<input type="checkbox"/>					

ATP Details

The Global Availability window displays the following ATP details if ATP is enabled for an item or option:

- Pick check box
- Org (instance code:organization 7short code)
- Supplier
- Site
- Ship Method
- Lead Time

Within the Global ATP window, you can choose to display ATP supply chain and pegging information by selecting the ATP Details button. Results are displayed within the ATP details window.

- You can additionally choose to display supply and demand details by selecting ATP details. Selecting ATP details will display the Oracle Inventory Supply / Demand Details window.

See: ATP Inquiry, ATP Within Order Management

### **Performing ATP Check for Oracle Process Manufacturing Items**

When performing ATP check for Oracle Process Manufacturing items, a Process Manufacturing warehouse must be selected within the Ship From field for an order line. Process Manufacturing ATP check is performed against a summary Process Manufacturing table that maintains inventory balances as opposed to standard ATP checking, which is performed against Oracle Inventory tables.

ATP for Process Manufacturing items can be specifically performed for a grade-controlled item if a grade is selected; in this case, on hand available quantity is shown for the grade of the item.

Within the Process Manufacturing summary table:

- On hand Qty is the quantity in stock on the request date, to include the committed quantity.
- Committed Sales Qty is the quantity specifically reserved for the sale order against the requested item.

Available to reserve is then calculated as On hand Qty - Committed Sales Qty.

For additional details, please see Oracle Process Manufacturing User's Guide.

## Availability and Reservations

A reservation is the act of creating a permanent data link between supply and demand. When performing the reservation action directly from the Sales Orders window, reservations can only be created for on-hand inventory supply.

To reserve an order line, the following values are required:

- Item
- Item UOM
- Ordered Quantity
- Request Date
- Ship from location

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**Note:** If the line does not have a ship from location, Oracle Order Management will attempt to schedule the line, since scheduling will return a source for that line. If scheduling is successful, the line can then be reserved.

The line is reserved based on your schedule date. However, only request date is required since scheduling will return the schedule date.

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The Reserved Quantity will be displayed on the Sales Orders window that shows how much of the ordered quantity is reserved.

Reservations are performed automatically when the line is scheduled, and the schedule date is within the reservation time fence.

### Reserving Using the Reservations Window

The Reservations window enables you to make reservations at a more detail level of inventory control. This capability cannot be done from the Sales Orders window. From the Reservations window, you can reserve inventory to the revision, lot, subinventory, and locator level. Before you can the go to the Reservations window the line must be scheduled. You can access the Reservations window by going to the Tools menu.

## Performing Reservations

Reservations can be performed from the Sales Orders window in the following ways:

- Automatically for a standard line if the profile option *OM: AutoSchedule* is set to Yes, and if the schedule date is within the reservation time fence of the request date.
- Automatically when you schedule the line manually, by concurrent program or workflow, and if the schedule date is within the reservation time fence.
- Manually for a single line or a set of lines by using the multi-select capability. Select *Reserve* from the Tools menu or use the right mouse click and select *Reserve* from the Sales Orders window.

## Reservations for Different Items Types

Item /Entity	Reservation Action
Standard Line	Reservation will be performed on that line.
Standard Line (In ship or Arrival set)	Reservation will be performed only on the selected line, but not the entire set.
ATO Model	You cannot reserve an ATO model.
ATO Class	You cannot reserve an ATO class.
ATO Option	You cannot reserve an ATO option.
PTO MODEL	Reservation will be performed on the model and its included items for non-ship-model-complete models.
PTO Class	Reservation will be performed on the class and its included items for non-ship-model-complete.
PTO Option	Reservation will be performed on the PTO option for non-ship-model-complete.

### ■ To unreserve an order:

1. In the Sales Orders window or order organizer, select the orders or lines you want to unschedule.
2. Select Unreserve from the Tools Menu or right mouse click.
3. Save you work.

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**Note:** you cannot perform the Unreserve function for an order line from the sales order lines window once the order line has been interfaced to Oracle Shipping

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# Overview of Sales Order Scheduling

Scheduling is a communications tool that helps balance customer demands with your ability to fulfill that demand.

The following table lists several aspects of Order Scheduling that Order Management provides.

Schedule Aspects	Tool Description
ATP Inquiry	Enables you to make delivery commitments to customers while taking an order, or to verify from where a line can be fulfilled
Schedule	Provides a schedule date and warehouse that will fulfill the customers request. If an item has Check ATP enabled, then the supply will be consumed from the pool of available supply for that item. If an item does not have Check ATP enabled, then the supply will not be consumed.
Reservations	Allocates inventory to a specific order line from a warehouse, subinventory, lot, or revision

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 Management 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 Workbench. Or, if you never schedule but simply enter and release orders, you can set up Order Management to support your business needs.

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. You can use an arrival set to specify that a set of lines must arrive at customers dock at the same time.

From the Sales Orders windows, you can request on-line ATP inquiries and schedule dates for a single order line, a ship set, a configuration, or an entire order. If the quantity you request is not available on the request date, Order Management displays the earliest date (after the request date) that you can ship the quantity you require according to your inventory and planning parameters.

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**Attention:** You must run the Data Collections concurrent program Request Set prior to any scheduling activity if you plan to schedule ATP enabled items. For more information on Data Collections, see Oracle APS User's Guide, Overview of Running Collections.

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You can also schedule models with options, just as you can with regular lines. You can change warehouse and shipping information for each shipment. You can also add, change, or delete model options, which enables you to rearrange your scheduled shipments to support customer or internal requirements.

Order Management can schedule and reserve for orders and order lines. Order Management provides you with the ability to auto schedule your orders as they are entered. Order Management enables you to schedule order, order lines, or scheduling groups through Oracle Planning products scheduling functionality. Scheduling groups include ATO (Assembly-To-Order), Ship Model Complete PTO (Pick-To-Order), ship set and arrival set. Scheduling enables users to check availability of goods, schedule lines for shipment/arrival and make reservation against specific source of supply and sourcing location. Scheduling enables you to perform:

- ATP inquiries
- schedule
- reserve
- unschedule
- unreserve

### **Cascading Attributes from Model Line to Options**

For ATO configurations, if any changes to scheduling attributes such as Ship from Org, Ship To Org, Scheduled Ship Date, Scheduled Arrival Date are made to the model line, they are automatically cascaded to all the option lines.

For Ship Model Complete PTO configurations, changes to Scheduled Ship Date and Ship From Org made on the model line will cascade down to all option lines as well.

Changes to the attributes mentioned above are only allowed for the top model line. Order Management performs automatic cascading of attributes from the model line to the options to ensure that option lines of a configuration have the same values as those on the model line.

- Quantity changes made to the model line or any of the options would automatically be cascaded downwards while maintaining the correct ratio between the parent and child lines.
- Quantity changes not originating from the model line would additionally be tested to ensure that these lie in the correct range. BOM APIs would be called to check for correct range.



## Sales Order Scheduling

Order Management offers a variety of choices when scheduling orders and order lines enables you to schedule an order and order lines using the Sales Orders window, the Schedule Orders Concurrent Program, workflow or Oracle APS Planning workbench.

### System Profile Options to Support Scheduling

Order Management provides the following profile options to support your scheduling needs.

- OM: Schedule Line on Hold
- OM: AutoSchedule
- OM: Reservation Time Fence
- OM: Auto Push Group Date

### Sourcing

Sourcing is performed automatically during scheduling and there is not source on the line. The system uses Oracle Advanced Supply Chain Planning (a component of Oracle APS) sourcing rules to find the source for a line. Sourcing rules let you define where to source the item from. It can also be defined at the customer-item level. For more information on setting up sourcing rules, please refer to the Oracle Advanced Supply Chain Planning User's Guide.

### Automatic Sourcing

When a new line is being scheduled without a warehouse specified, Oracle Order Management will try to determine the source warehouse by checking sourcing rules. If you specify a source via sourcing rules or use defaulting rules for the lines to default the warehouse, Oracle Order Management will source only from that warehouse.

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**Note:** If a line has already been sourced, clearing the warehouse field will allow the line to again have Order Management to review sourcing and defaulting rules.

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Any rescheduling will only be done from the warehouse on the line.

### **Ship and Arrival Dates - Customer Preference**

You can specify the request and promise dates as either the ship date or arrival date. By setting the customer level attribute Request Date Type, you can determine whether the date displayed on the sales order is a ship or arrival date.

### **Requesting**

You can record the date and time that the customer wants the goods shipped or delivered for the entire order, order line, or arbitrary group of lines.

### **Promising**

You can promise a specific date and time in which the goods requested are shipped or delivered for the entire order, an order line, or arbitrary group of lines. You can specify the date and time for the request and promise dates, however the system will still schedule the line base on the date only. Oracle Planning products currently ignores any timestamp associated with a date when performing ATP calculations.

### **Available Date**

If the *item* is not available on the request date, Order Management will use the number of days you have set for the *Latest Schedule Limit* attribute for the customer. As long as the available date is within the schedule limit, the line will automatically be scheduled.

If the *quantity* available is not enough to satisfy required quantity on the request date, you can view the earliest date that the requested quantity is available. The information can be viewed in the Availability window

### **Controlled Scheduling**

You can control which scheduling actions can be performed when you are entering a sales order.

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**Note:** Each order line maintains a `VISIBLE_DEMAND_FLAG`. The value of this flag is updated and maintained by various Order Management programs.

- If this flag is set to Yes, then the line is visible to Oracle Planning products.
- If set to No, then the line is ignored by Oracle Planning products.

Once the order has been scheduled, the order line will be visible to Oracle Planning products.

---

You can control whether to:

- perform a scheduling action on the lines of an order
- perform an availability check on lines for an order
- perform all scheduling-related actions on an order

All orders for a particular order type follow only that level of scheduling.

## Holds

Order Management enables you to control whether scheduling can be performed when a line is on hold. You need to set the *OM: Schedule Line on Hold* profile option to Yes in order to schedule an order line that is on hold.

See: Oracle Order Management Suite Implementation Manual, Release 11i, Order Management Profile Options.

## Scheduling Sets

When new lines are inserted into a ship set, all the lines are scheduled for the same ship date and warehouse. When new lines are inserted into an arrival set, all the lines are scheduled for the same schedule arrival date. Sets schedule when a order line is saved, even if the profile option *OM: Autoschedule* is set to No. At this time, the scheduled date is a required attribute of an Order Management Sets.

When a new line is inserted into an existing set, if for some reason it cannot be scheduled on the same date as the set, the whole set will be rescheduled if the profile option *OM: Auto Push Group Date* is set to Yes. If the set warehouse cannot be used to source the new line, the entire set will be sourced from another warehouse. A message is displayed indicating that the warehouse has been changed.

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**Note:** When *OM: Auto Push Group Date* is set to No and a new line is being inserted into a ship or arrival set, but cannot be scheduled for the set attribute, the order line is added to an arrival set but not to a ship set.

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### Scheduling ATO and Ship Model Complete PTOs

When an ATO model or a ship model complete PTO is scheduled, all the options under the model are scheduled. When a new option is added, it will also be scheduled. While scheduling an ATO model or a ship model complete PTO, all standard mandatory components are also scheduled.

### Schedule Actions

The following actions are performed when a line is scheduled:

- Sourcing rules are applied to the order line to assign a ship-from location if the line does not already have one.
- The schedule ship date is calculated. Oracle Advanced Planning and Scheduling Global Order Promising schedules orders. Global Order Promising uses the transit lead time between the shipping warehouse and the receiving party. For an internal order, the receiving party is an internal warehouse.
- If you specify transit lead time between a shipping warehouse and a region or zone in Oracle Shipping Execution, Global Order Promising uses region level transit lead time instead of the shipping warehouse/receiving party transit lead time.
- Supply is consumed for the item on the order line.
- If the reservation time fence is set and the schedule ship date is within the reservation time fence, the system reserves the line.

The following sales order line attributes are populated when scheduled:

- Schedule Ship Date
- Ship From Location
- Delivery Lead Time, if the shipping network is set up
- Shipping Method, if the shipping network is set up
- Schedule Arrival Date

---

**Note:** If you specify a delivery lead time on the sales order line, the value is ignored and not included when scheduling the order line.

If the shipping network is not set up, Oracle Planning Products will return a delivery lead time of zero. The schedule arrival date and the schedule ship date will be the same. The delivery lead time will be zero and the shipping method will not be populated.

- $\text{Schedule Arrival Date} = \text{Schedule Ship Date} + \text{Delivery Lead Time}$
- 

### Schedule Actions by Item/Entity Type

Item /Entity	Schedule Action
Standard Line (not in any set)	Line is scheduled.
Standard Line (in ship or arrival set)	Whole set is scheduled.
ATO Model	Configuration is scheduled.
ATO Class	Configuration is scheduled.
ATO Option	Configuration is scheduled.
PTO Model	(for non-ship complete models)
Model and included items are scheduled for each line.seperately	PTO Model
(for ship complete models)	Configuration is scheduled.
PTO Class	(for non-ship complete classes
Option class and included items are scheduled.	PTO Option
(for non-ship complete options	Option is scheduled.
Included Item	The included item is not scheduled. Included item can only be scheduled when its parent item is scheduled.

Item /Entity	Schedule Action
Service Line	You cannot schedule service lines.

### **Attribute Changes and Re-scheduling Order Lines**

If any of the following order line attributes are modified after the line has been scheduled, the system may attempt to automatically re-schedule the order line:

- Request date
- Schedule ship date
- schedule arrival date
- Warehouse
- Ordered Quantity
- Ordered Quantity UOM
- Shipping Method
- Delivery Lead Time
- Demand Class
- Customer
- Inventory Item,
- Ship Set
- Arrival Set

### **Scheduling of Included Items**

- When the parent gets scheduled, the included items get scheduled.
- When the parent gets reserved, included items get reserved.
- If the parent is not a ship model complete PTO, then the included items get scheduled independently and will not necessarily come from the same warehouse as the parent.
- A change in order quantity on the model will cascade to all the included items.
- A change in reserved quantity is always independent.

### **Scheduling As A Workflow Activity**

Scheduling is a workflow activity. The workflow activity is a part of the generic line process. If a line is not scheduled and the workflow has started for this line, the scheduling workflow activity can schedule the line automatically when the scheduling activity within the workflow.

### **Schedule Orders Concurrently**

You can specify run time and input parameters with the Schedule Orders concurrent program to automatically schedule order lines for lines which are not currently scheduled and have a current workflow status of *Schedule Eligible*. See Schedule Orders Concurrent program on page 4-79

### **Schedule Orders Workbench**

Oracle APS provides a Schedule Orders Workbench. This workbench enables you to choose orders for scheduling based on certain rules, the ability to prioritize orders, and review work schedules associated with orders.

### **Manual Scheduling functions from the Sales Orders window**

Scheduling, availability checking, and reserving items can be performed for an order or order line from the Sales Orders window manually. You can schedule an entire order, configuration, or a set of lines using mouse right click multi-select functionality. You can keep a line unscheduled at the time of entry and return later to schedule it manually. You can also reserve a line or check availability prior to scheduling.

Order Management provides the following 3 options to manually schedule an order or order line(s):

- Right Mouse Click and select Schedule.
- Scheduling menu from the *Actions* Button
- Selecting Schedule from the Tools menu, and then selecting Schedule.

#### **■ To manually schedule an order:**

1. Navigate to the Sales Orders window.
2. Enter item information.
3. Keep the line unscheduled at the time of entry and come back to the line and schedule it manually from the Tools menu or a right mouse click.

4. Schedule an entire order, configuration or a set of lines using the multi-select capability of the Sales Orders window.
5. Navigate to the Global Availability window to check the availability of an item in different shipping locations.
6. You can reserve a line from the Sales Orders window. Navigate to the Reservation window and reserve the line.
7. Perform any of the following actions manually on the line by selecting Schedule from the *Tools* menu. Select from:
  - Schedule
  - Reserve
  - Unschedule
  - Unreserve
  - Reservation results
  - Scheduling Details
8. Modify a line which is already scheduled. The system will reschedule the line in this case.
9. You can also select the Availability button on the Sales Orders window to check ATP information.

---

**Note:** The availability information is calculated and displayed for the line on which the cursor is placed. If the cursor is on the order header, then the availability information is calculated for all order lines. Select any line that belongs to a group and choose the Availability button to display the group availability.

---

■ **To schedule an order or order lines using the right mouse button:**

1. Navigate to the Sales Orders window and enter the order you want to schedule.
2. Place the cursor at the order header level and choose the Right Mouse button to schedule, check availability, reserve, unreserve, or unschedule all lines on an order.
3. Place the cursor at the line level and choose the Right Mouse button to schedule, check availability, reserve, unreserve, or unschedule a specific order line.



---

**Note:** If the order line is part of a set of order lines and has not been scheduled, the entire set of lines will be scheduled by choosing the Right Mouse button.

---

4. Save your work.

## AutoScheduling

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**Note:** Autoscheduling orders is supported for orders that contain only standard line items, not models or kits.

---

### From the Sales Orders window

Oracle Order Management provides 3 distinct methods for autoscheduling.

- Autoschedule from the *Tools* Menu Auto Schedule Checkbox.
- Autoschedule through profile option value setting
- Autoschedule through use of specific order types entered on the order header

---

**Note:** If you modify a line which had previously been scheduled, then the system will then reschedule the line. For example, update an order line by changing the *Ship To* value.

---

### From the Tools menu Auto Schedule check box

1. Navigate to the Sales Orders window and enter the order header information.
2. Place the cursor at the order header level and select the *Autoschedule* checkbox.

### Autoschedule through profile option value setting

1. Navigate to the Sales Orders window and enter the order.

---

---

**Note:** Ensure that either the *OM: Autoschedule* profile option is set to Yes or you select the Auto Schedule check box from the *Tools* menu for auto scheduling.

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2. Enter your order line item information.
3. The system will display the Availability window after the item, unit of measure and quantity has been entered.
4. Once you complete entering the line and move to a new line, automatic scheduling occurs.

**By specific order type at the order header**

1. Navigate to the Sales Orders window and enter the order.
2. When entering your order header information, select an order type that has been set up to allow autoscheduling.

See: Oracle Order Management Suite Implementation Manual, Release 11i, Defining Order Management Transaction Types.

See: Defining Order Management Transaction Types.

## Unscheduler Sales Orders

Order Management enables you to unschedule orders or lines. If the line is reserved, the reservation is also removed.

**■ To unschedule an order:**

1. In the Sales Order window or Order Organizer, select the orders or lines you want to unschedule.
  - Select Unschedule from the Tools menu.

## Automatic Item Substitution within Order Management

Order Management currently supports automatic item substitutions recommended by Oracle Global Order Promising (GOP) during scheduling, but prior to order booking.

### Prerequisites

1. Oracle Advanced Planning and Scheduling (APS) and Oracle Global Order Promising (GOP) must be fully installed and implemented in order to perform item substitutions. Additionally, you must install the corresponding Oracle APS mini pack which enables item substitutions. Review the documentation surrounding the availability of this functionality within the Oracle Advanced Planning and Scheduling Implementation and User's Guide, User Procedures Overview, Substitution Logic.
2. Ensure the application profile options which affect item substitution are correctly set to enable item substitutions. See: Oracle Advanced Planning and Scheduling Implementation and User's Guide, Profile Options.
3. Set your item attributes to enable substitutions and to control the generation of supplies.

See: Oracle Advanced Planning and Scheduling Implementation and User's Guide, Preference for Generating Planned Orders, Oracle Inventory User's Guide, Item Attributes Listed by Group Name.

4. Define your substitution relationship between items and optionally choose to establish Customer, Customer Sites or generic items substitution relationships within the Oracle Inventory application, *Item Relationships* window. Customer specific substitutions are generally used to model exceptions to standard substitution rules, and it is possible to have customer specific and generic substitution relationship for the same set of items.

Additionally, define your planning substitution details such as substitution time frame within the *Planning Details - Substitute* window.

See: Oracle Inventory User's Guide, Item Relationships, Oracle Advanced Planning and Scheduling Implementation and User's Guide, Define a Substitution Relationship, Substitution Set-Up Examples, Window for Substitution.

5. Specify and collect your transactional data. See: Oracle Advanced Planning and Scheduling Implementation and User's Guide, Overview of Running Collections.

6. Run your APS Plans and analyze system substitution decisions based upon your item substitution setup. See: Oracle Advanced Planning and Scheduling Implementation and User's Guide, Viewing Substitution Display, Simulate Possible Substitutions.

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**Note:** Currently, the Order Management Pricing and Availability window does not support item substitutions when performing a pricing and availability query.

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## Overview

Within many business industries, the need to provide alternate (substitute) items for orders can arise due to product shortages, obsolesce, and in some cases, overstock. Allowing item substitutions when ordering is an acceptable business practice in many industries, and Oracle Order Management supports this practice by enabling automatic item substitutions, at sales order scheduling, for sales order lines that have not yet been booked, only.

Item substitutions are defined within the Oracle Inventory Item Relationships window. Although you currently must select an organization prior to entering Item Relationships window (if you had not previously selected an organization), when substitution relationship are defined, they are defined at the item level, not at the organizational item level. Therefore, item substitution relationships defined are considered applicable to all organizations in which the items are active and enabled.

At a high level, Oracle GOP uses up all the on-hand and the scheduled receipts for the ordered item and its substitutes prior to the request date. Later, it tries to produce any deficit by the request date.

When the demand cannot be met on request date (even for substitution items), then the availability of the ordered item and substitute items are evaluated to determine which item can satisfy the request on the earliest date (ordered or substitute item). Oracle GOP tries to project the availability date by two methods: use-up of scheduled receipts to make up the deficit or, producing the deficit quantity. Finally it provides the earliest date between the two methods. The earliest available item is then used to satisfy the request.

- If both items are available on same date then the item with closest to the demanded item in the substitution chain is used to satisfy the demand.

For example, if your substitution chain is:

- Item A --> Item B --> Item C, where B and C are substitutes of item A

Item A is then demanded. If Item A and Item C are available on the same date then Item A will be used to satisfy the demand. If Item B and Item C are available on the same date, then Item B will be used to satisfy the demand for Item A.

Oracle GOP will compare the Latest acceptable Date with the date of earliest available item to determine if scheduling is successful, and Oracle GOP results will not provide supply-demand/pegging details for the original item if the original item has been substituted.

See Also: Oracle Advanced Planning and Scheduling Implementation and User's Guide, Define a Substitution Relationship, Substitution Set-Up Examples, Window for Substitution, and End Item Substitution Workflow for Oracle Global Order Promising.

### **All or Nothing' Substitution**

Currently, when placing an order, Order Management supports all or nothing item substitutions for standard items only, provided the order has not been booked. All or nothing substitution within Oracle Order Management is to enable only one item substitute for same quantity as the original ordered item and quantity, not multiple item substitutions whose ordered quantities, when added together, equal the original order line quantity.

- Oracle APS currently supports all or nothing and partial order fulfillment (mixed) substitutions. See: Oracle Advanced Planning and Scheduling Implementation and User's Guide, End-Item-Level Substitution.
- Oracle GOP supports only all or nothing substitutions.

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**Note:** For this release, Order Management does not support item substitutions for Internal Orders.

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### **Notification of Substitution**

If a substitution occurs during scheduling, Order Management does not send automatic notifications to the planner or buyer. You can manually send a notification using the notifications functionality currently available in within the Sales Order window (Action button, Notification). See: Order Changes, To Apply Changes to an Order or Return.

Additionally, Oracle GOP will always send a notification to the sales representative or customer contact, provided the APS profile option has been properly set. See: Oracle Advanced Planning and Scheduling Implementation and User's Guide, Profile Options.

**Maintain the original item, including the customer/generic item, after substitution**

If a substitution occurs when ordering, the original inventory item entered is maintained after substitution, even if multiple substitutions occur.

For example, Item A is substituted with Item B and later, Item B is substituted by Item C (Item A is maintained as original inventory item). You can choose to display the original inventory item field within the Sales Order Lines window, Main tab using Oracle Folder Tools, and showing the non-updateable field Original Ordered Item, or you can add this field to a custom folder. Additionally, you can choose to display the following non-updateable hidden fields: Original Internal Item and Original Internal Item.

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**Note:** The original inventory item is used by the planning system for Forecast Consumption.

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For supporting item substitutions for either customer or generic items, the original customer or generic item entered for the order, along with the item identifier, is stored within the database and can be displayed. For order lines where item substitution does not occur, these values will be Null.

For example:

Customer XYZ places an order for 200 Florida navel oranges, item FL007; currently, there are only 120 FL007 available in stock. A substitution for California navel oranges, item CA007, has previously been defined. Prior to booking the order, if scheduling occurs, the system automatically substitutes 200 of item CA007 for item FL007, as there are not enough of item FL007 to fulfill the order. 200 CA007 items are sent to the customer and the system stores both the originally requested item, FL007, as well as the item that was sent to Customer XYZ. Order line attributes for the above example are set to:

- Ordered Item: CA007
- Original Internal Item: FL007
- Original Item Identifier Type: Internal
- Original Ordered Item: FL007

Now, suppose the order had not been booked, picked, or shipped. The original substitution, 200 of item CA007 for item FL007, has been accepted and committed. However, after the buyer reviews the changes, he realizes that Customer XYZ

refuses to accept any substitute items for item FL007, and proceeds to update the order line for the substitute, item CA007, back to the original value, FL007.

Order line attributes for the above changes would be as follows:

- Ordered Item: FL007
- Original Internal Item: NULL
- Original Item Identifier Type: NULL
- Original Ordered Item: NULL

### **Copy Orders and Substitute Items**

If you perform the Copy Order functionality within Order Management for an order that contains order lines with substitute items, order lines will be copied, using the value of the current ordered item on the line; the following fields are not copied:

- Original Internal Item:
- Original Item Identifier Type:
- Original Ordered Item:

### **Scheduling Considerations**

- Only automatic substitutions recommending by Oracle GOP are supported during order line scheduling, only.
- If un-scheduling occurs after you perform an item substitution, the substitute item is still retained on the order line. There currently is no option available to update order lines that contains substitute items with original ordered item details; you must manually update the ordered item.
- If scheduling is invoked during Order Import, GOP is used in the background to determine availability and to provide any optional substitutions. If substitutions are recommended by GOP, Order Management will automatically change the original order line item with the substitute item, and then complete the order line import.

### **Invoicing**

Invoicing of substitute items follow normal invoicing workflow activities for your order line flows. The only exception to this is that if you accept a substitution for a Customer Item, the original customer item information will not be available on the associated invoice.

## **Updated Windows**

Order Management has enhanced the Availability window, available within the Sales Order windows. See: Performing ATP Inquiry.

## **User Procedures**

### **To check for Availability only:**

1. Enter order header information.
2. Enter an order line: item, quantity, request date
3. Select Availability
4. If substitute items are recommended, the substitute item is displayed on the Ordered Item Tab of the Availability window and substitution details will be displayed within the Substitute Item Tab.

### **Automatic Substitution, Manual Scheduling (Autoscheduling Off):**

1. Enter order header information.
2. Enter an order line: item, quantity, request date
3. Enter an additional order line if you require: item, quantity, request date
4. Multi - Select order lines
5. Schedule the order: Tools Menu > Scheduling > Schedule.
6. If substitutions are recommended, the Order Management Process Messages window displays warning messages informing you that substitutions have occurred
7. Select Continue or Cancel to continue.

### **Automatic Substitution (Autoscheduling On):**

1. Enter order header information.
2. Enter an order line: item, quantity, request date
3. Message: ATP not applicable or not enough OH. However, the substitute item is displayed within substitute item field on availability window.
4. Either select the substitution tab, navigate to the next order line, or save your work to complete the recommended automatic substitution.
5. Review message in pop up dialog box that original ordered item has been substituted.



## Choosing Options Using the Oracle Configurator

### Oracle Configurator Overview

The Oracle Configurator application enables guided selling and configuration capabilities for selling complex and custom products and services. Oracle Configurator's interactive configuration engine provides real-time feedback about each selections' impact in the window of prompts and warning messages that guide the buyer to a solution that meets their requirements.

Oracle Configurator is a part of the Order Management product family, and integrates seamlessly with Order Management. Oracle Configurator must be licensed and purchased separately, however this application is not required in order to use the Order Management application.

### See Also

Oracle Configurator Din the Applications On-Line Help System

Oracle Configurator Developer User's Guide

Oracle Configurator Implementation Guide

Oracle Configurator Installation Guide

Oracle Configurator Custom Web Deployment Guide

Oracle Configuration Interface Object (CIO) Developer Guide

Oracle Configurator Release Notes

Oracle Configurator ReadMe on the Oracle Configurator Developer compact disc

## Choosing Configuration Options Using the Options Window

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**Note:** The profile option *OM: Use Configurator* must be set to *No* to enter configuration options using the Options window.

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The Order Management *Options* window enables you quickly to select options for configurations by entering the option and its associated quantity.

**To select options for a model:**

1. Navigate to the Sales Orders window and enter the header information for your order.
2. Select the Line tab, and enter a model in the Item field and a quantity in the Quantity field.
3. Select the *Configurator* button on the Sales Orders window. Selecting the Configurator button accesses the model options for the item on the selected order line in the Sales Order window.

The screenshot shows the 'Options' window with the following details:

- Line: 1, Model Qty: Ea, 11
- Model Item: CN97444, Build Your Own Laptop
- Table with columns: Option Number, Item, UOM, Qty
 

Option Number	Item	UOM	Qty
1	CM54321	Ea	11
2	CM59311	Ea	11
- Description: Software - Spreadsheet
- Buttons: Ok, Cancel

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**Note:** The Option Number field is protected against user update. Values are sequentially defaulted based upon the sort order of the Bill of Materials definition.

---

4. Select the options for your model by selecting the LOV within the *Item* field.

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**Note:** The profile option *OM: Item View Method* determines the display method of data retrieved within the LOV for the *Item* field within the Order Management Options Window.

---

The LOV will display all valid options for your configuration. You may select any number of options for each class depending on validation rules defined in Oracle Bills of Materials.

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**Note:** You cannot choose the exact option or option class more than once when selecting your configuration options. If you do this, Order Management displays an error.

---

5. Save or cancel your configuration options:

- Select the *Done* button to save the configuration and return to the Sales Orders window *or*
- Select the *Cancel* button to discard your configuration options.

---

**Note:** New order lines created as a result of configuration options entered are displayed in the Sales Order window as a line quintuplet:

- Line Number, Shipment Number, Option Number, Component Number, Service Number.
- 

6. Enter remaining order information.

7. Save your work.

### Modifying existing configuration options

Once configuration options are entered using the *Options* window, you can modify existing option quantity, add additional options, or remove existing options by selecting the appropriate model line, and selecting the *Configurator* button. You may also update order line information by simply performing the update from the Sales order window.

- If the ordered quantity of model line is increased or decreased, the ordered quantity of all its associated option lines will increase or decrease accordingly.
- If the ordered quantity of an option line is increased or decreased and the option line has associated children, then the ordered quantity of all associated children will increase or decrease accordingly.
- If the ordered quantity of an option line is set to 0, then the ordered quantity of the parent class will be set to 0, unless additional children reside under the

parent class. If additional children reside under the same parent class, and one option order line has its quantity reduced to 0, the parent class order quantity will remain *unchanged*.

### **Validation of Configuration Options**

Oracle Bills of Material validation routines are used to validate configuration options entered within the Order Management Options window. Specific options validation routines are executed during validation and are dependent upon specific bill of material attributes enabled for each option.

#### **Mutually Exclusive Flag**

Only one option can be chosen within a class of options.

#### **Maximum and Minimum Quantities**

Specify the maximum and minimum quantity for an option that can be chosen within an option class.

#### **Mandatory classes**

Specify a mandatory class where options must be chosen within an option class.

#### **Decimal ratio between class and its options**

The ratio of ordered quantity of parent to that of its children should be an integer value.

Selecting a class without selecting an option under it.

At least one option should be selected per class.

### **Error Handling**

#### **Unexpected Errors**

If you receive an unexpected error when entering your model options, you must correct the error prior to continuing.

#### **Prior to Booking**

Single error messages are displayed in the Sales Order window. If there is more than one error associated with a configuration, then the *Process Messages* window is automatically displayed. If you decide to continue and ignore the errors, select the

*Cancel* button from the *Process Messages* window and Order Management saves the invalid and/or incomplete configuration. If you decide to cancel the configuration options entered for your order, select the *Continue* button from the Process Messages window.

### **At Booking**

If order or Bill of Material validation routines fail during order booking, the order is not booked.

### **Modifications after Booking has occurred**

Single error messages are displayed in the Sales Order window. If there is more than one error associated with a configuration, then the Process Messages window is automatically displayed. If you decide to continue, you can correct the errors and reprocess the order, cancel your changes, or choose to ignore the errors. If you choose to ignore the errors, Order Management saves the configuration, and then places the order on hold.

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**Note:** If a configuration has an existing hold and modifications are made that validate and complete the configuration, the existing hold is released.

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### **See Also**

Oracle Bills Of Material User's Guide

Oracle Order Management Suite Implementation Manual, Release 11i, Order Management Profile Options.

## Order Management Sets

Previous releases of Oracle Order Entry allowed for the creation and usage of Ship Sets based upon common order line attributes. Ship sets ensured that at the time of ship confirm, all lines within the set are picked and shipped together, and not individually. With Oracle Order Management, the concept of creating sets for shipment has been expanded to include new set functionality based upon arrival and fulfillment. In general, grouping order lines within sets can:

- assist in reducing shipping costs.
- enable you to deliver complete order quantities to specified customers on mutually agreed upon dates regardless of the order source.
- specify models and kits can only be shipped complete, not partially.
- enable you to perform functions as a group instead of individually. For example, prevent the billing of goods or services until all lines reach fulfillment by ensuring all lines with a set complete a particular activity before progressing to the next activity within their respective process flows.
- add a Split Shipment (backordered line) line to a new or existing Ship Set.

### Identifying order/line attributes of Sets

Set definitions are created based upon order line attributes. The set definition enables Order Management to maintain set integrity. For additional information regarding set specific identifying order/line attributes, see:

Arrival Sets

Fulfillment Sets

Ship Sets

Order lines can be automatically added to either an Arrival or Ship Set (but not both) if you enable header level defaulting of sets. You enable header level defaulting of order lines to sets (either Arrival or Ship Sets only) automatically by customer site; select the appropriate check box (Arrival Sets or Ship Sets) within the Standard Customer window, *Order Management* tab.

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**Note:** You cannot create a Defaulting Rule using the entity *Order Header* to default a value for set details. This functionality is unavailable.

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## Set Functions

You may define, add, or move order lines to sets by choosing one of the following three methods within the Sales Order Lines window:

- Using the mouse Right click feature, select *Sets*, and then select the appropriate function.
- Either entering, selecting or clearing the data within the appropriate Set name field in the Shipping tab, with the exception of the Fulfillment Set field.

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**Note:** You must use the right mouse click features when defining a Fulfillment set. You cannot define a new Fulfillment set definition by entering a unique value in the Fulfillment Set field.

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If the function you are performing cannot be completed because an appropriate Set definition for the current order is not present, the *New Set* pop up window will display, enabling you to enter a new set.

For example, you wish to move an existing order line from an Arrival Set to a Ship Set, but a Ship set definition is not present for the current order; Order Management display the *New Set* pop up window, and instead perform the *Add* set function. Enter the Set name and select the *OK* button to create and add the order line to the new set, or select the *Cancel* button to cancel the creation of the new set.

## Set Status

Order Management Sets are either *Active* or *Closed*.

- A Set is *Active* until one or all of the lines within the set are shipped.
- A Set is *Closed* when one or all order lines within a set have been either shipped, fulfilled, or based upon the arrival date (dependent upon the set definition).

If one order line within a set is shipped, then all remaining lines within the set are removed from the set definition if they are also not shipped and the set *Closed*.

You cannot add or remove order lines to a closed set.

## Set Function Details

- When you define a new set, Order Management creates a set definition based upon current order line identifying attributes. For additional information regarding set specific identifying order/line attributes, see the following:

### Arrival Sets

### Fulfillment Sets

### Ship Sets

- An order line may be in single or multiple sets and may also overlap partially or completely with a different set type within an order. For example, you may wish to ensure that all order lines for a Ship To location are included in an Arrival Set and that only some lines within the Arrival set are included in a Fulfillment set.
- Sets cannot span multiple orders; sets are limited to the order for which they are created. Sets may, however, span multiple organizations and are either *system* or *user controlled*.
  - System defined sets (inherent sets) are automatically created under certain conditions when order lines are saved. The sets are system controlled, and the set data encompassed by the system defined set may not be updated. System controlled sets are automatically created for order lines that contain ATO configurations and Ship Model complete PTO configurations.
  - User defined Sets are the result of a request by a user to define a new set.
- Set functions are unavailable for non shippable order lines.
- When you perform any set function, order line scheduling *always* occurs for the line selected, and if the line is part of a set, scheduling *always* occurs for all lines within the set.

If successful, order line updates have been committed and are displayed within the Sales Order Lines, Shipping tab window.

If unsuccessful, an appropriate error message is displayed. No updates will occur. For example, suppose you wish to move an order line from arrival set ABC to arrival set CDF. The results of the insert may fail if the scheduled arrival date of the set ABC is earlier than the scheduled arrival date of CDF.

- if the Latest Acceptable Date does not exceed the Infinite Supply Time Fence, then the sales order line will not successfully schedule.
- Whenever you perform any set function, with the exception of defining a new set, Order Management enforces the following two conditions:
  1. The set selected must be *Active*.
  2. The order line you selected to perform a set function against must be able to inherit the identifying attributes of the set selected.



---

**Note:** If you are defining a new set, Order Management will validate order line attributes entered or defaulted against existing set functionality.

For example, if you enter an arrival date and a scheduled ship date for an order line, and then attempt to define a new Arrival set, order line scheduling occurs. If the value entered in the Scheduled Arrival Date cannot be met due to scheduling errors, the request to define a new Arrival set for the order line will fail.

---

- If you move or remove an order line from a set, and the order line is the only line within a set definition, the set definition is not deleted. The definition of the set can be used to add/create order lines within the set definition, until the order is closed.

- **ATTENTION:**

When moving or removing an order line from a set, Order Management will automatically update the Wait workflow activity associated with any order line within the set that may have been awaiting the completion for the line moved/removed from a set.

- The data currently displayed within the Schedule Ship Date and Scheduled Arrival Date fields is not updated when you remove order lines from a set; you must perform the Unschedule function to update the data within these fields.

---

**Note:** You cannot unschedule an order line if it is part of set. If an order line is part of a set, and you wish to unschedule the line, you must remove the line from the set prior to unscheduling the line.

---

- ATO configuration or Ship Model complete PTO model are always included in system defined sets. If either is included within a user defined set, both the model line and all option lines are automatically included in the user defined set definition, provided validation is successful.

If you remove a model or parent item from a set, all option lines are automatically removed from the set. To perform any set operations for a model is on the parent.

- Order Management has validations to restrict functions against a set; once a set is defined, if any line within a set is shipped, the set is considered closed and the set definition cannot be modified.
- If a set attribute changes for one order line within a set, then the attribute is cascaded to all order lines within the set. This results in a set definition update.
- Group scheduling is a unit transaction: either all order lines within the set pass scheduling and are added to a set.

### Line Splits

If a order line is generated as a result of Split Shipment, and the original order line was within a Ship Set, the new order line generated (and also any existing lines in the ship set that are not shipped) will be removed from the ship set.

- If there is a line in a ship set and a portion of the line is shipped, a new line will be created as a result of partial shipment, and the new line will not associated to a ship set.
- If there are two lines in a ship set and one of the lines is shipped completely then the second line is removed and is no longer is a part of the ship set.

### Cascading of Identifying Set Attribute Values

If the set function chosen by a user warrants cascading of data, Order Management will perform cascading of identifying set attributes to all order lines within a set.

- Only set identifying attributes are cascaded when performing set functions. (Ship and Arrival sets only)
- Cascading within set functions occur downward only (Ship and Arrival sets only).
- If a system defined set is also part of a user defined set, all changes made to the user set are cascaded to system defined sets.

### Scheduling and Ship Sets

Within Order Management Ship Sets, scheduling of order lines within the ship set occur after you have committed (saved) order lines.

See: Ship Set Scheduling.

## User Procedures for Order Management Set Functions

- To perform Set functions using the mouse Right click feature:

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**Note:**

Whenever you perform any set functions, the cursor is always returned to the first order line after completing the requested set function.

For example, suppose you multi select order lines 4 through 6 from an order to add to an Arrival Set. Once you have selected the order lines and entered the Arrival Set name, the cursor is returned to order line 1.

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1. From the Sales Order Line window, with your cursor on an existing order line, right click with your mouse, select Sets, then select the appropriate function from the sub menus displayed.
2. Select the appropriate set name from the LOV displayed for the function you are performing.

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**Note:** You can define, move, or remove an Order line from a set by entering, updating, or deleting values within the respective Set name and date fields within the Sales Order Lines, Shipping Tab window.

This is true for all sets fields with the exception of the Fulfillment Set field; this field is not enterable or updateable. You must perform any Fulfillment Set functions using the mouse right click feature.

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For additional information regarding the functionality and usage of Order Management Set types, refer to

Arrival Sets

Fulfillment Sets

Ship Sets

## Arrival Sets

Arrival sets ensure all order lines within the set definition are scheduled to arrive at a customer site on the same date regardless of shipping method and ship to location. Arrival sets can

- span multiple organizations, but are limited to the order for which they were created.
- can ship from different warehouses and ship on different days.

All order lines within a Arrival Set must have the following identical identifying order/line attribute values:

- Order Line Scheduled Arrival Date
- Order Line Ship To Organization

If a new line is added to an existing arrival set, it must meet the conditions above or the request will fail. For example, a request to insert a line into an arrival set results in the schedule arrival date being inherited from existing lines within the set may. You must first update the schedule arrival date on all the existing lines of the set and then you may add the line to the set definition.

If line scheduling or ATP check functions are performed against any order line within an Arrival set, the function will include all order lines within the set.

To perform Arrival Set functions for an order line, see User Procedures for Order Management Set Functions.

# Fulfillment Sets

## Background

Order Management provides the functionality required to recognize fulfillment of an order or order line. One of the key features of fulfillment is to ensure order lines are invoiced together, and not separately.

For additional information on fulfillment, see *Fulfillment in Oracle Order Management*.

## Key Functions

A order or order line can be considered *fulfilled* based upon many different events. Within Order Management fulfillment functionality is controlled by the workflow activity *Fulfill*.

- an order is considered fulfilled when the *Fulfill* workflow activity has successfully completed.

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**Note:** All lines within a fulfillment set must have the Fulfill workflow activity included in its' order line flow.

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There are two activities which are considered fulfillment method activities (workflow item attribute) in the seeded Order Management workflow process. For a standard shippable line, the fulfillment method activity is the Shipping activity. For a return line the fulfillment method activity is the Receiving activity.

- You may define any activity as the fulfillment method activity in a workflow process. The fulfillment activity must be prior to the Fulfill workflow activity in each respective workflow you define.

When a line workflow reaches the fulfillment activity, a call is made to determine the fulfillment method activity (Shipping or Receiving) completed successfully. If so, the fulfilled quantity on the line is updated to either the shipped, ordered, or received quantity, and the fulfilled flag set to Yes. The workflow then checks to see if the line is part of a fulfillment set.

- If the line is not part of a fulfillment set, then it completes the fulfillment activity and continues with the next activity in the workflow process.
- If the line is part of a fulfillment set, it checks to see if the other lines in the fulfillment set are fulfilled.

- If any lines are not fulfilled, the order line waits at the fulfillment activity.
- If all the lines are fulfilled it completes the fulfillment activity for all the lines in the fulfillment set.

For additional information on Fulfillment, see Fulfillment in Order Management.

### Overview

A Fulfillment set is a group of sales order lines with common attributes which must be fulfilled together. Any order line which is part of a fulfillment set can not progress past the Fulfill Activity within it's flow until all lines of the fulfillment set have completed their respective Fulfill activities.

- Order Management utilizes the *Fulfill* workflow activity to ensure order fulfillment.

Seeded Order Management workflow processes and activities can be used to provide baseline functionality for sales order, drop ship and return lines. The functionality is also designed to allow you the flexibility to define other activities as fulfillment methods so that you can model your unique business processes.

### Fulfillment Set Details

- You can remove a line from a fulfillment set. However, a line can not be added to or removed from a fulfillment set if the line is fulfilled.
- A line can not be added to a fulfillment set if any of the existing order lines within the set has been fulfilled.
- If there are two fulfillment sets defined for an order which have some lines common between the sets, none of the lines will progress beyond fulfillment until all the lines are fulfilled. Example If fulfillment set F1 has lines 1, 2, and 3, and fulfillment set F2 has lines 3, 4 and 5. Any of the lines 1,2,3,4 and 5 will not progress beyond fulfillment until all the lines 1, 2, 3, 4 and 5 are fulfilled
- If a line is part of a fulfillment set and you have the Fulfill Activity with an order line's process flow, no lines of the configuration process past the fulfillment activity until all lines within the fulfillment set have been fulfilled.

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**Note:** Partial fulfillment of a fulfillment set is not supported. If partial fulfillment of an order line, which is part of a fulfillment set, takes place, the split line will also be placed in the same fulfillment set with the original line and the fulfillment set will not be fulfilled until the newly created line is fulfilled.

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- You can have multiple fulfillment sets in a single order. If a line is a member of two fulfillment sets then all lines from both fulfillment sets must be fulfilled for any of the lines to complete the fulfillment activity.
- If a order line workflow process with notification is in a fulfillment set and the notification is rejected, then other lines within the set will not progress within their respective flows. Manually delete or cancel the rejected line unless a re-approval process has been incorporated into the order line flow; in this case, either re-approve the notification or delete /cancel the rejected line

To perform Fulfillment Set functions for an order line, see User Procedures for Order Management Set Functions.

## Ship Sets

### Overview

Ship Sets enable you to group order lines within a set for shipment. You can use ship sets:

- to assign a single ship set to all the lines in an order to support your customers that do not allow partial shipments.
- for orders that contain multiple lines with the same item, to ensure that the an order line is not released until the full quantity is available, assign the order line to a ship set.

Ship sets ensure that all order lines within a Ship set do not progress past the *Ship* workflow sub process within respective line flows until all lines within the set have available quantity to ship. Ship sets are limited to order lines that contain the same following identifying order/line attribute values:

- Ship From and Ship To Organization (a null value within either of these fields is not valid)
- Scheduled Ship Date

### Ship Set Details

Since a order line can be assigned to multiple delivery lines but still remain within a ship set, Oracle Shipping Execution limits processing of Ship Sets to enforcing the grouping of order lines associated with a Ship Set definition, not the grouping of delivery lines generated or created for the order lines associated with the Ship Set definition.

Oracle Shipping Execution enables a user to override Ship Set functionality at pick release if you choose to leave the *Enforce Ship Sets and Ship Models* check box unchecked within the Shipping Parameters window, Pick Release Tab.

- If you do not select the Enforce Ship Sets and Ship Models box, delivery lines for ship sets and ship models are not validated during picking (validated at Ship Confirm) even if the ship set is specified on order lines.

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**Note:** Depending on your business needs, you must set up the Enforce Ship Sets and Ship Models parameter for each warehouse.

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- If you select the *Enforce Ship Sets and Ship Models* check box, delivery lines for ship sets and ship models are validated during picking. A warning message will appear if any line within the ship set is unavailable for picking, and a user can choose to override set functionality and process only lines available for shipping or accept the warning message and wait until all lines within the Ship set are available for picking. All order lines in the ship set will then either be released completely or auto-backordered during pick release. If any portion is not available, then all lines in the ship set are backordered.

When you create the order, you must specify if you want to retain (or not retain) the ship set for the back-ordered lines. You can do this in the Sales Order window in Order Management.

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**Note:** Ship sets for non-transactable delivery lines are validated during ship confirm. However, a ship set for non-transactable delivery lines is not validated during pick release because the item(s) are not picked from inventory.

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- If you define an order line for a configured product as a ship set, Order Management waits until all items you ordered in each configuration are available before releasing the line for picking.
- A line that is in a ship set but is not processed during shipping is placed in a derived ship set. Order Management will pass all lines in a ship set together to Oracle Shipping Execution, whether the line is eligible to ship or not. If a line is not eligible, Order Management will also pass a reason why the line is not eligible.
- Lines that are either not processed by Oracle Shipping Execution or lines that need to be split (due to partial processing) at the time of shipping are placed into new ship set.

## Splitting Ship Sets

### Manual Split

If a line that is a part of a ship set is manually split, you will receive a message informing you of the split. When the Ship Confirm process is initiated, the split line is placed in a new Ship Set. The new Ship Set will be automatically created and will have the same set identifying attributes as the Ship Set that the line originally belonged to prior to the split.

### System Split

If a line that is a part of a ship set is split by the system at Ship Confirm, the split line is placed in a new Ship Set. The new Ship Set will be automatically created and will have the same set identifying attributes as the Ship Set that the line originally belonged to prior to the split.

To perform Ship Set functions for an order line, see *Overview of Order Management Sets* on page 2-220.

### Order Line Scheduling and Ship Sets

If you group order lines into Ship Sets automatically or manually and one of the order lines Latest Acceptable Date exceed the Infinite Supply Time Fence for the item, the order line will not schedule, nor will any order lines within the Ship Set be scheduled.

- If the default Order Header value for Sets is not set to *Ship* (determined by the value of Line Sets Check box, *Order Management* tab within the Customer window), and you manually group order lines within sets, Order Management will attempt to schedule all order lines within each set based upon your ATP setup. If any line within a set fails scheduling for any reason (such as an incomplete item setup), Order Management will display an appropriate error messages and not generate a set for all order lines that you attempted to place in the same set as the failed line.
- If the default Order Header value for sets is set to *Ship*, Order Management will automatically determine the earliest Scheduled Ship Date, based upon your setup, and create a common ship set for all order lines. If the automatic set routines fail for any reason (such as an incomplete item setup), a Ship Set is not generated and you will manually need to add order lines to a Ship Set.

Order Management additionally provides a concurrent program which, when submitted, will attempt to reschedule all lines within Ship Sets. Use this concurrent program to reschedule Ship Sets, based upon real-time supply and demand, to ship earlier than the current date scheduled. See: *Ship Sets, Re-Schedule Ship Sets* concurrent program.

Additionally, the following details assist with the control of creating Ship Sets.

- the Latest Acceptable Date must be set to exceed the Infinite Supply Time Fence for the largest lead time item of the order.
- Oracle Shipping Execution Parameters must be set to enforce Ship Sets.
- The Order Management profile option, OM: AutoPush Group Date must be set to *Yes*.

- AutoSchedule is off.

For example, suppose you had the following supply details within Table 1 for order number 123:

**Table 1**

Item	On Hand	Supply Date	Infinite Supply = 6 months	Latest Acceptable Date = 7 months
A	20	7 Nov 2001	120 days	140 days
B	100	7 Nov 2001	120 days	140 days
C	10	WIP order on 20 Nov 2002	120 days	140 days
D	0	No supply scheduled = infinite	120 days	140 days

For order 123:

- No Ship Set is entered manually on the lines at the time of order entry.
- When saving, the system assigns and populates the Ship Set Name.
- The system looks at ATP availability for all order lines when ATP is applicable, and schedules the order lines for the Ship Set to the latest acceptable ATP date.
- If scheduling fails to meet a common date then the order lines are saved, but will not be scheduled or assigned to a Ship Set. (This occurs only if the Latest Acceptable Date does not exceed the Infinite Supply Time Fence)

The scheduling details for order 123, after the initial save was performed are displayed within Table 2.

**Table 2**

Order Line	Item	Qty	Request Date	Schedule Date	Ship Set
1	A	20	7-Nov-2001	7-May-2002	1
2	B	20	7-Nov-2001	7-May-2002	1
3	C	20	7-Nov-2001	7-May-2002	1
4	D	20	7-Nov-2001	7-May-2002	1

Now, if two additional lines are added to the order, the system will assign and populate the Ship Set, once the order is saved.

The system again verifies ATP availability, and will auto push the entire group (order lines), scheduling the lines for the Ship Set to the latest ATP date. If scheduling fails to meet a common date then the two new lines will be saved, are not scheduled, and will not be assigned to a Ship Set (Latest Acceptable Date is greater than the Infinite Time Fence).

Table 3 (below) displays the scheduling results after adding two additional order lines.

**Table 3**

Order Line	Item	Qty	Request Date	Schedule Date	Ship Set
1	A	20	7-Nov-2001	7-May-2002	1
2	B	20	7-Nov-2001	7-May-2002	1
3	C	20	7-Nov-2001	7-May-2002	1
4	D	20	7-Nov-2001	7-May-2002	1
5	D	20	7-Nov-2001	7-May-2002	1
6	D	20	7-Nov-2001	7-May-2002	1

After scheduling, order lines are now within a single Ship Set (1), but the schedule date is significantly pushed out. If item D is available much earlier than 7 May, then the shipment may not have to wait until the scheduled date. Choose to accept the current scheduled date, or to submit the Re-Schedule Ship Sets concurrent program to try to re-schedule the order lines to the earliest finite supply date.

The new concurrent program Reschedule Ship Sets takes the following parameters to derive the criteria to pick lines.

- Ship Set Name
- Sales Order Number Low
- Sales Order Number High
- Number of days from current date (Start)
- Number of days from current date (End)

If the item D is now available for December 10, 2001, the status of order 123 (listed below with Table 4) will be as follows after submitting the Re-Schedule Concurrent

program, assuming the request is run with parameters of Order number low - 123, Order Number High - 132, Schedule Ship date - 7-May-2002, Min. days - 0, Max days - 0 Ship Set Name - 1.

**Table 4**

Order Line	Item	Qty	Request Date	Schedule Date	Ship Set
1	A	20	7-Nov-2001	10-Dec-2001	1
2	B	20	7-Nov-2001	10-Dec-2001	1
3	C	20	7-Nov-2001	10-Dec-2001	1
4	D	20	7-Nov-2001	10-Dec-2001	1
5	D	20	7-Nov-2001	10-Dec-2001	1
6	D	20	7-Nov-2001	10-Dec-2001	1

## Shipment Schedules

If your customers place orders requiring multiple shipments over time, you can split the order line rather than enter separate order lines.

Once you have split a line into multiple shipments, you have access to them through the Line Items tab in the Sales Orders window. You can modify them like you would an order line.

If you split a model line into shipments, Order Management duplicates everything beneath the model to each shipment schedule. With PTO configurations you can change the options for that shipment schedule until the individual shipment schedule has been ship-confirmed. 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 Management automatically manages the release of the shipment schedules. Order Management 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-MAY-2000 and 31-OCT-2000 and you release orders with request dates through 31-MAY-2000, Order Management automatically checks the dates and releases only the first shipment schedule line.

### **See Also**

Split Order Lines on page 3-63

Pricing Special Orders on page 3-76

**■ To define shipping information for a shipment schedule:**

1. Navigate to the Shipping tabbed region.
2. Enter address information for the shipment schedule's final destination.
3. Select the Shipment Priority for the order line.

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**Note:** shipment priority enables 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 Management QuickCodes window.

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4. Select the Freight Carrier.

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**Note:** The freight carrier can be used as a parameter for Pick Release.

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**■ To define project information for a shipment schedule:**

1. Navigate to the Project tabbed 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 tabbed region.

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**Attention:** You must have Oracle Release Management installed to access this region.

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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 Planning Production Sequence number.
8. Navigate to the Industry Information descriptive flexfield.  
The Additional Industry Attributes window appears.
9. Save your work.

## Information Retention Across Shipments when a Line is Split:

### **Attachments**

For User Initiated Splits - Only manual attachments are duplicated when a line is split.

For System Initiated Splits - Both manual and automatic attachments are duplicated.

### **Discounts/Surcharges/Freight Charges**

Surcharges and freight charges are handled in the same manner as adjustments.

### **Holds**

Non- released holds are duplicated when a line is split. Changing attributes on the new split line will result in re-evaluation of hold source application rules.

### **Sales Credits**

Line level sales credits are duplicated when a line is split.

### **Status Information**

Line workflow status information is duplicated when a line is split. The new split line has a flow of its own. The new line will be in the same point in its flow as the original line it split from.

### **Reservations**

These are split when a line is split, provided the scheduling attributes remain the same.

### **Tax**

This is re-evaluated when a line is split.



## Common attributes across shipments originating from a Line Split

Order Management creates a line set when you split a line. All the shipments that originate from the original line belong to the same line set. Line sets are created only for the standard item lines and top-level lines in configurations and kits.

Order Management ensures that the following attributes are common across all shipments in a Line Set:

- Ordered Item
- UOM
- Over and Under Shipment Tolerances

## Overview of Returns

Using the Sales Orders window, you can enter, view, and update return material authorizations (RMAs) for your customers to return goods to you.

You can enter an order with both return material and outbound material or return material only using the Sales Orders window.

Order Management enables you to authorize the return of your sales orders. You can authorize returns for replacement that returns with or without credit. If you require that items be returned for credit, Order Management can prevent customer credits until the items have been inspected, if necessary, and accepted by your organization. You can also apply attachments to provide additional information about your returns.

You can enter information in the Sales Orders window as you receive it. You can also copy existing orders to begin a new return. Order acknowledgements can be sent for return orders and outbound orders.

### Processing Constraints

Order Management processing constraints can be configured to restrict the updating of your RMAs. The following constraints are imposed by default:

- Order type or line type level--Order type and line type are associated with workflow, updating is not enabled after workflow processes have been started. For example, you can no longer update an RMA line once it has been booked.
- Order source level--The order source information is retrieved upon the creation of the RMA and cannot be changed.
- Return quantity level--You cannot cancel quantities already received.

### Credit Order Origination

Credit Orders may originate in many departments, for example:

- Service Department for an incident report.
- Order desk for a customer report.
- Account receivables for a collection query.
- Receiving department for sales orders or returns.

## Credit Order Line Types

You can have several types of credit orders by specifying the order and line type. Each order and line type is associated with a workflow process. You can customize order types and RMA line types to meet your business needs.

Credit order types have an order type category of Return. A Mixed order type category can contain both sales order and return lines, however you cannot enter return lines into an order with a order type category of Regular.

RMA line types have a line type category of Return. The following are examples of the basic line return types:

- return for credit with receipt of goods and approval
- return for credit with receipt of goods
- return for credit only
- return for credit only with approval

The order and line transaction type are associated with the workflow process, and updates are not allowed after the workflow process has started, unless the workflow associated with the transaction type does not change.

See: Oracle Order Management Suite Implementation Manual, Release 11i, Defining Order Management Transaction Types.

## Credit Order Line Information

You can enter a RMA line in the Sales Orders window using the following information:

- **Line Type:** The line type category for RMA line type must be Return.
- **Originating transaction information:** If referencing from an existing transaction, the originating transaction information such as the order number, order line number, option number, component number, and shipment number is required. (A Null value is allowed.)
- **Quantity:** You can enter positive or negative numbers. The quantity returned is displayed as a negative number and highlighted in a different color.
- **Total Price:** The extended price of a return line is displayed as negatively formatted number and highlighted in a different color.

## Material Movements

Order Management enables you to enter lines on an order to receive the returned material and dispatch the reworked or replacement items. For Revision controlled items, you can enter the Revision Number on the RMA line.

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**Note:** The only restriction for entering the Revision number on an order line is if there are multiple revisions for the item, and the items returned need to be assigned to the correct revision number. You will need to create separate RMA lines for each item revision number returned. Order Management does not create separate RMA lines for each revision automatically.

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For a lot and/or serial number controlled item, the Sales Orders window enables you to enter the lot and serial numbers that the customer reports for a return line. An RMA line can be associated with one or multiple lot and/or serial numbers. Actual received lot and/or serial numbers are stored on receipt upon delivery of the items.

Order Management assists you in having order lines and credit lines in the same order. For example, if you have a customer who wants to purchase a new car, however, the customer also wants to trade-in an old vehicle, you can create an RMA order line in the sales order. A combination of the RMA line type and order type will process this RMA line appropriately. You indicate that you are entering a return line by keying a negative quantity, a return line type, and a return reason.

## Related Transaction Information

You can record key originating transaction details for:

- Reference Type
  - Order Number, Line Number, Shipment Number, Option Number, and Component Number
  - Invoice Number and Line Number
  - Customer PO Number and Order Line Number, Shipment Number and Option Number, and Component Number
  - Serial Number and Item Number

You can restrict the items available to be returned to items on the originating transaction. Order Management enables you to have a RMA without the originating

transaction. For RMA lines without originating transactions, the pricing information needs to be available to calculate the credit for the order appropriately.

Order Management also validates that quantity returned *cannot* be more than quantity ordered.

## Creating Credit Orders

You can easily create RMA orders by specifying in the Sales Orders window whether an order line is to be a standard or return item. For an RMA order or order lines creation, Order Management enables you to:

- query the order or return in the Order Organizer window to identify a sales order line to be returned. You can find the appropriate line by using the item number of the item, original sales order number, customer's PO number, or any other criteria available in the Order Organizer window. After you select the sales order or the order line, you can use the copy function by selecting the *Actions* button, then select *Copy* to generate the return order or line(s) after specifying a RMA order/line type and return reason.

or

- specify the sales order number, customer's PO number, invoice number or serial number of the item directly in the Returns tabbed region of the Sales Orders window to find the sales order line to reference. If you change these reference fields, the existing line will get reset with the new referenced line.

or

- manually enter return line information and select the appropriate return line type and return reason for returns without referencing any originally originating sales order lines.

If you reference a return line to an original sales order line or invoice line, you can modify these fields, dependent upon the Order Management profile option. The *OM: Return Item Mismatch Action* profile option is used to enable mismatch value between an item on the RMA line and an item on the referenced order line. For example, you need to enable mismatch when a wrong item is shipped and you want to put the correct item on the RMA line.

See: Oracle Order Management Suite Implementation Manual, Release 11i, Order Management Profile Options.

Order Management checks if the originating lines have been fulfilled. The *OM: Return Fulfilled Line Action* profile option is used to enable un-fulfilled lines to be used as referenced lines.

You can use the *Return Lot and Serial Number* window to capture lot and serial numbers suggested by the customer for the RMA line. The Sales Orders window does not validate the lot and serial numbers against the inventory assigned lot and serial numbers because the lot or serial numbers may have been shipped from a legacy system or may be purged.

## Pricing Credit Orders

Order Management enables you to create and price credit returns from the Sales Order window. Table 2–1 illustrates the methods available for creating and pricing credit return lines.

### Pricing Options

- a. at the current price list value.
- b. at the price list value ruling on the date of the original order.
- c. at the original price paid by customer.

**Table 2–1 Create and Price credit return lines**

Creation Method	Pricing option a	Pricing option b	Pricing option c
Copy order line within the Sales Order window	Yes	Yes	Yes
Reference the existing order line within the Sales Order window	No	No	Yes
Manually reference an RMA without referencing order line within the Sales Order window	Yes	No	No

After a return line is created, users can change pricing options for the line by changing the *Calculate Price* value from the Line Pricing tab. Available options are:

- Calculate Price
- Freeze Price
- Partial Price

### Attachments

You can apply attachments to your RMA orders or order lines.

## Return Material Authorizations and Credit Orders

Order Management 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 enables you to manage customer expectations while controlling inventory receipts and customer credit processing.

### Returns

Order Management enables you to accept returns for credit, no credit, or for whatever reason you authorize. Order processing controls enable you to establish the appropriate activity for your different returned goods channels.

### RMA Workflow Activities

Order Management provides the flexibility of using a workflow activity for RMA's. You define the activity an RMA follows from initial entry through receiving and the issuing of a credit memo. Order Management enables you to define as many different RMA workflows as your business requires.

### Approvals and Holds

You can implement business practices affecting all RMA's in a workflow, such as Management Reviews, by including approvals in a RMA workflow. Manage exceptions to RMA processing at any point in a workflow with holds. See: *Using Oracle Workflow in Oracle Order Management, Release 11i*.

### Return Policies

You control on an item-by-item basis which items are returnable and which items require inspection before being delivered to inventory. See: *Item Setup within the Oracle Inventory or Bills of Material User's Guide*.

### Copy Orders

Order Management provides a convenient copy feature to save you time with data entry. Using the Sales 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.



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**Note:** If you choose to use the *Copy* function, the following attributes are non-updateable within the *Copy* window.

Orders Tab

- Sales Credits: This check box is non updateable if creating a return order; order sales credits are always copied to return orders.

Lines Tab

- Descriptive Flex: This check box is non updateable if creating a return order lines. Descriptive flexfield information is never copied when creating return order lines from existing orders.
  - Sales Credits: This check box is non updateable if creating a return order lines; sales credit order lines are always copied to return order lines.
- 

By utilizing Order Management's copy order functionality, you can create new RMA orders or append RMA lines into existing orders. The copy order feature enables you to

- create a new RMA order.
- create a new order with the RMA order type. You must select the order type manually.
- insert all the selected order lines into the new RMA order created. You can choose the line type for RMA lines to be created, or the default value you defined.
- append lines onto an existing RMA order:
  - Insert all the selected order lines onto an existing RMA order specified in the parameter. You can specify the line type for RMA lines to be created, or the default value will be used.
- copy the pricing information, such as discounts or refundable freight charges from the original order.
- re-calculate your prices based on the given current pricing date.
- copy the sales credit information of the originating order.

- retain key information of the originating order. The copy order function will stamp the copied to the order line with the reference information and original system reference information. Fields include the sales order, document number, version number, line number, shipment number, and option number.

### Return for Credit

Accept returns for credit by applying credits to original invoices or creating on account credits. Through Order Management'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 miscellaneous charges. Returns for credit also adjust sales credits. See: *Using Oracle Workflow in Oracle Order Management, Release 11i*.

### 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 manually process a new order line for the replacement item.

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**Note:** There is *no* seeded Order Management workflow to support Return for Replacement.

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### Un-Invoiced Return

You can receive returned items from consignment without any accounts receivable activity, as with a returned demo or sample item. You return these items to inventory without crediting the customer account or shipping a replacement item.

Order Management has not seeded a workflow for this type of order processing. However, to accomplish return order processing in this fashion, users can create a new workflow that will support an order line type which does not have the *Invoice Interface* subprocess with its flow definition.

### 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, an invoice number or a serial 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 Management 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 *Returns for Reason* report 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 Management 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 Management 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.

### **Return Material Authorization Types**

#### **1. RMA with Credit Only**

- Your company issues a credit without the customer returning the product.

#### **2. RMA with Repair**

- Your customer returns a damaged product. Your company repairs and returns the product to the customer.

#### **3. RMA with Replacement**

- Your customer returns a product and your company sends a replacement product rather than issuing a credit.
4. RMA with Receipt and No Credit
- Your customer returns a product you sent to them on a trial basis or at no charge, therefore they receive no credit.
5. RMA With Receipt and Credit
- Customer returns a product and receives credit.
6. Returned Item Fails Inspection (Exception case)
- Your customer returns product, Company inspects product and rejects it. Company scraps product or sends product back to Customer. In this case, you have the option of performing an RMA transaction of type:  
RMA with Repair, RMA with Replacement, RMA with Receipt and No Credit, or RMA with Receipt and Credit.

## RMA Setup

Below are setup features that have a significant impact on RMA processing.

### Return Order Flows

Order Management provides diversity in RMA processing through order flows. Order flows control some of the steps required to process your returns from entry to completion. All RMA order flows begin with booking and end with closing that is similar to the order flows for sales orders. Optionally, RMA order flows can contain approval or hold steps just like sales order flows.

### Receiving Returned Goods

You receive RMAs in Oracle Purchasing, the same way you receive any other planned receipt. Upon receipt creation, Oracle Purchasing calls an Order Management API to pass the amount received to Order Management as well as invoke continue activity' for the workflow of the RMA line.

Once the receipt has been created, the RMA line cannot be cancelled and its quantity cannot be decreased to below the received quantity.

## Invoicing Activity

If you want to generate credits for returns in Oracle Receivables, your workflow must include the Invoicing Activity. This program provides communication from Order Management to Oracle Receivables regarding returned items, quantities, sales credits, types of credits, and so on. If the order receiving results are *Partially Accepted* or *Completely Accepted*, (prerequisites to the Invoicing Activity in the workflow) 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. Also, you can setup the workflow to issue credit immediately when the material is not expected to be returned.

## 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 enables 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 the OM: Transactable, which is under the Order Management 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 flow 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. The determination of whether inspection is required is from the Item Master attribute, Order Management tab, *Return Inspection Required* check box. If the check box is NULL (unchecked), then the default for inspection is determined from the Receiving Options for organization setup.

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 Order Management item attributes in the following manner:

- **Customer Orderable:** No
- **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.

### Document Sequences

Automatically number your RMA's by using document sequence. A document sequence must be assigned to the order type you use. You can create as many separate document sequences as desired. OM Transaction types can have a unique document sequences or can share sources. Consequently, you can have individual sources for each RMA order type, one source for all your RMA's, or a shared number source between RMA's and sales orders.

Oracle Order Management Suite Implementation Manual, Release 11*i*, Defining Document Sequences for Order Numbering.

### Order Management Transaction Types

Define transaction types to control RMA processing and RMA entry defaults. You assign a number of properties to an order type such as a workflow and document sequence. During RMA entry, you assign a line type to the RMA line so it inherits the properties of the transaction type.

If you create credits from your RMA's, the order type also determines credit methods for credit memos applied to invoices with split terms or multi-period accounting rules

See: Oracle Order Management Suite Implementation Manual, Release 11*i*, Defining Order Management Transaction Types.

### **RMA Default Sources**

Order Management provides for defaulting of return information in the same fashion as for outbound orders.

### **Return Reasons**

Order Management enables you to identify and track reasons for product returns by requiring a return reason on each return line. You can also set up a Defaulting Rule to default the return reason code at the header level if your order type is return only. 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 Management 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.

## **RMA Processing**

### **Authorize a Return**

Order Management offers several options for authorizing returns. The Sales Orders window enables you to authorize a new return.

### **Reference Source**

In the Returns tab of the Sales Order Line Items 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 usually a document currently existing in Order Management that 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. Once you specify a reference document, you must specify which line on the document the customer is returning. Order Management 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.

You can also use serial numbers as reference types.

## Credit Memos

If the return workflow includes the Invoicing Activity, you can create applied credit memos or on account credits from your returns. In this case, if you use a reference source, the *Credit to Invoice* field is automatically populated if there was an invoice on the referenced line and the return creates an applied credit memo.

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**Note:** The *Credit to Invoice* field cannot be updated by a user.

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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 there is an invoice on the referenced line, 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 quantity on the Credit To Invoice line or reference source line if there is no Credit To Invoice. This has significance if your business process supports the creation of multiple invoices for a single order line. Oracle Order Management does not allow the creation or generation of multiple invoices for the *same* order line.

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**Note:** Order Management does however, automatically split an order line into 2 separate lines if a order line has been shipped partially. This eliminates many of the business practices for creating multiple invoices for a single order line.

Please note that internal order lines are never split, either manually or by the system.

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Order Management also provides the option of not using any reference source and entering return line information without defaults. This results in the creation of a single return line and an on-account credit. If your customer returns the full order quantity and receives 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 Management 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.

### **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.

In Order Management, returning configurations is applicable for both ATO and PTO configurations.

- You can create a return if an item is returnable. For example, if you want to return a class because the price is on the class line, then you need to set the class to be returnable.
- You can receive in Oracle Purchasing's receiving module only if the item is returnable, shippable, stockable, and transactable.
- You can receive credit only if return lines are interfaced to AR. Return lines are interfaced to AR only if the item has proper invoicing attributes and the lines flow has invoicing activity in it.

### **Configuration Return with a Reference Source**

Reference Order Line LOV lists the following:

- All of the configuration lines including Model, Class, and Options
- ATO configured items
- PTO included items

Users can select any of those lines above. Order Management explodes the children underneath a referenced line, including the ATO configured item or PTO included items. The Sales Orders window displays the returnable configuration lines. Users can delete lines that they don't want to return.

Only *Returnable* children will be populated automatically. You need to make sure that you set the item attributes correctly.

ATO configured items will be populated only if the reference is to the ATO model line. Referencing an ATO class line or option line does not create any configured item lines.

You can use Copy Order functionality to create RMA lines. Copy Order will behave the same way as the Reference functionality from the Sales Orders window.

**Configuration Return without a Reference Source:**

- Order Management enables users to enter ATO/PTO configuration (model, class, or options as individual lines) without any reference information as long as items are returnable.
- Order Management does not automatically explode any configuration without reference.
- Order Management does not insert the ATO configured item or PTO included item of any configuration without reference.
- Order Management enables users to enter an ATO configured item or PTO included item as long as it is returnable.
- The ATO configured item or PTO included item should be on a price list to be Received and Credited.

**Configuration Workflow Considerations:**

Non-shippable, non-transactable, non-stockable return lines will complete Receiving Activity (Receiving and Inspection) with a Not Eligible result. Oracle Order Management automatically puts all return lines for a configuration in a fulfillment set. This ensures that goods are received before credit is generated for related return lines.

See: Copying Orders on page 2-150.

The table below describes line creation options for processing a RMA for configurations with either an existing reference source or no reference source.

Configuration Type	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.

<b>Configuration Type</b>	<b>Reference Source</b>	<b>No Reference Source</b>
Automatically Return PTO Included Items?	Yes, return lines automatically created for included items.	No, enter included items as individual RMA lines.
Automatically Return ATO Configured Item?	Yes, return lines automatically created for ATO configured item.	No, enter the ATO configured item on an RMA line to add the item back into Oracle Inventory.

### Approve an RMA

You can institute business reviews of returns through approvals, such as legal or management reviews. If your return workflow has order level or line level approvals, use the Workflow Notifications window to approve the return. View approval history using the Workflow Monitor.

### Create a Replacement Order

Create replacement orders for items your customer is returning using the Sales 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 line type used. However, if your RMA generated a credit to the customer, then you probably want the replacement order to use a workflow that includes the Invoicing Activity 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 a workflow that does not include the Invoicing Activity to avoid double-billing your customer. See: Copying Orders on page 2-150.

### Receive Customer Returns

Receive returning items into Inventory using the Purchasing Receipts window. Oracle Purchasing communicates quantities received in this window to Order Management. Entries in this window affect the order lines in Order Management. If any partial amount of the returning quantity is accepted, Order management splits

the lines into one part that is fully received and one part that is not. When the full returning quantity is accepted, the remaining line is then fulfilled.

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**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 workflow depending on the prerequisite, and the next workflow activity would be performed whether the item passed or failed inspection. If the next workflow activity is Invoicing Activity, it would result in creating credits for rejected and accepted items.

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### Return Items to Customer

Use the Return to Customers window in Oracle Purchasing to return items to a customer that you earlier received into a subinventory through the Receive Customer Returns window.

### Generate Credits from Returns

Indicate RMA lines you want to generate credits for by running the Invoicing Activity. Order Management interfaces to Oracle Receivables any returns that include the seeded *Invoicing* activity for the Order Lines workflow. Upon completion of the Invoicing Activity, you submit AutoInvoice from Oracle Receivables to import credit data into Oracle Receivables. See: Invoice Processing on page 4-64.

### Close Returns

Order Management automatically closes returns that have progressed through and successfully completed their order flow if you have the Close Orders activity in your orders flow.

### View Returns

You can see the current status of a return or return lines using the Order Organizer and Sales Orders windows or the Workflow Monitor.

## Report on Returns

Perform cause analysis for your returns based on return reasons entered on RMA lines in the *Return By Reason* Report.

## Managing RMA Exceptions

### Modify an RMA

Before booking an RMA, you can change return information. Once you book an RMA, processing constraints 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: Defining Processing Constraints on page 1-58

### Over-Receive an RMA

Oracle Inventory enables you to over-receive against an RMA based on the over receipt tolerances you have set up. 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 Purchasing, the RMA lines status is set to Received, which enables Order Management either to close the RMA line or to generate a credit, depending upon the workflow. If Order Management generates a credit, the total credit is either for the amount booked or the amount received, depending on the Overship Invoice Basis profile option or customization profile. 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, the system can cancel the remaining amount on the RMA line if you have set up Under-Receipt tolerances.

When a RMA is partially received, the system will split the return line entered:

- one line will be generated completely fulfilled **and**
- an additional line will generated as unfulfilled and awaiting receiving, unless your Under-Receipt tolerances enable the line to be fulfilled.

The fulfilled line will enable Order Management to either close the RMA line or to generate a credit depending upon the workflow. If Order Management generates a credit, the total credit does not exceed the original quantity authorized by the RMA less the cancelled quantity.

### **See Also**

Copying Orders on page 2-150

## Drop Ship Return Flow

### Setup

Define a workflow that includes an approval action, receiving activity, and Invoicing Activity. If your business has no physical contact with returned items that are shipped directly to your supplier, the receiving activity 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 receiving activity in your order flow. Assign the workflow to a transaction type.

### Entry and Booking

Enter, copy, or import a return material authorization using standard functionality. Ensure that the order type you select includes the workflow activities 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 Management.

### 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.

### Receiving (Conditional)

You can use Oracle Purchasing's Receiving window 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 perform receiving or include it in your order flow. Subsequently running the Invoicing Activity 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 Invoicing Activity 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 workflow activities and after you have credited your customer, close the RMA.

### **See Also**

Overview of Returns on page 2-240

Copying Orders on page 2-150

Order Import on page 4-29



## Defining Return Material Authorizations

Order Management enables you to create return material authorizations in the Returns tabbed region of the Sales Orders window.

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**Note:** The right mouse button is enabled in the Sales Orders window to process return material authorizations.

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■ **To create a return for an order or order line using the Copy feature:**

1. Navigate to the Find Orders window and query the sales order you want to apply a return. Ensure you are using a Mixed order type and that your order is Booked.
2. Choose the Actions button and select Copy to generate the return order.
3. In the Quick Copy tabbed region of the Copy window and enable the Create New Order toggle.
4. Select the Change Order Type To field and select the return order type.
5. In the Copy Header tabbed region, select the header information you want to include in the return.
6. Select the Change Line Type To field to select the return line type in the Copy Lines tabbed region.
7. In the Return Reason Code field, select the return reason for the return within the Copy Lines Tab.
8. In the Pricing Options tabbed region, enable the At Original Selling Price toggle to price the return at the original selling price.

Enable the Re-price as of this date toggle to reprice the return as of a specific date.

9. Choose Ok.
10. Navigate to the Line Items, Returns tabbed region in the Sales Orders window to view the return information from the originating sales order.

■ **To create a return for an order or order line by reference:**

1. Navigate to the Find Orders window and query a sales order your want to return. Make sure you are using a Mixed order type.
2. Select the Line Type for the return in the Returns Tab on the Line Items form.

3. Enter the Reference Type (sales orders) for the return. Order, Order Line, Invoice, and Invoice Line fields are used for information purposes only. Each field displays the referenced order number, line number, invoice number and invoice line number information. The fields are populated automatically only when reference source information is entered.

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**Note:**

- The Reference field can be left Null. This is for a non-referenced RMA. When you supply the reference source information, the return line is automatically populated with the data from the referenced order such as items, quantities, and pricing information.
  - If reference type is set to Invoice, the credit invoice is automatically populated with the reference invoice line entered. If you enter a reference type other than Invoice, you must manually enter the Invoice number (value) for credit invoice. If the reference type is NULL, the field is not enabled.
- 

4. Enter the Referenced Order Number and Line Number.
5. Select OK to close the Additional Line Return Information window.
6. Enter the Item Revision Number, if the item is revision controlled. For revision controlled items, you can enter one item revision per return line. If multiple revisions are shipped for a sales order line, and you need to return multiple revisions, then you need to create separate return lines for each item revision. Order Management automatically defaults the revision, lot and serial numbers information of the return lines if all of the following conditions are met:
  - Reference source information exists. Reference type must be Order or Invoice.
  - The inventory transaction history is available.
  - The full amount is returned for serial controlled item or when multiple lot numbers were shipped.
7. Enter a Return Reason.
8. Save your work.

■ **To create a manual return:**

9. Navigate to the Sales Orders window and enter the customer information for the return. Make sure you are using a Return or Mixed order type.
10. Navigate to the Line Items Tab and enter the item and quantity to be returned.
11. In the Returns Tab, enter the Line Type.
12. Enter the Return Reason in the Returns Tab.
13. Save your work.

■ **To create lot and serial number controlled item returns:**

1. Navigate to the Sales Orders window, place your cursor on the return line, and choose the Actions button. Select the Return Lot/Serial Number option.

Return Line Lot/Serial Numbers

Item  Revision

Quantity  UOM

**Lot/Serial Numbers**

Quantity	Lot	From	To	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input data-bbox="992 946 1021 980" type="button" value="+"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input data-bbox="992 998 1021 1032" type="button" value="+"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input data-bbox="992 1050 1021 1085" type="button" value="+"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input data-bbox="992 1102 1021 1137" type="button" value="+"/>

Quantity Entered

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**Note:** The Return Lot/Serial Numbers menu option is disabled if your cursor is not on a return line or if the item being returned is not lot/serial controlled.

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2. Enter the Serial Number range in the From and To fields or the Lot information and quantities in the Lot Number fields.

Order Management validates the entered serial number ranges. If the ranges are not validated, a message displays.

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**Note:** The Quantity Entered field displays the running total of quantity of lot/serial numbers. If you have entered too many lot/serial numbers than the returned quantity, an error message displays. If you have entered fewer lot/serial numbers than the returned quantity, a warning message displays.

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3. Choose OK.

## Entering Sales Credits for Returns

If the order flow for your return includes the Invoicing Activity and if you use a reference source for a return line, you can populate the Credit Invoice field. 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.

### Prerequisites

- Set up your sales credit types.
- Set up your salespersons. See: Oracle Receivables User's Guide

### ■ To apply sales credits for a return:

1. Navigate to the Order Organizer window.
2. Enter header and detail information for a new return, or query an existing return.
3. Select a return line.
4. Choose the Actions button and select Sales Credits.
5. Select the Salesperson.
6. Define the percentage of sales credit for the salesperson.

Order Management maintains a running total of the sales credit percentages in the Revenue Total and Non Revenue Total fields.

7. Choose OK to save your work.

### See Also

Overview of Returns on page 2-240

### Multi-Select

Order Management provides you with the ability to select several order headers and apply common sales credits in one operation.

### ■ To apply Sales credits to multiple Order Headers

1. Navigate to the Order Organizer window and query the order headers for which you want to apply same sales credits.

2. Multi-select the orders by holding down the Ctrl key.
3. Choose the Actions button and select sales credits.
4. Add additional sales credits or replace existing sales credits as necessary.
5. Choose OK.

## Required Fields for Entering Returns

When entering a return order, the required fields are identical to when you create a sales order. Please refer to the section entitled Required Fields for Entering Orders. A table indicates required fields for orders.

You can provide defaulting information for many of these order return fields by:

- defaulting rules you define.
- entering values via the Sales Orders window.
- copying data from an existing return orders
- utilizing Order Import.

### **See Also**

Copying Orders on page 2-150

Overview of Returns on page 2-240

Order Import on page 4-29

Required Fields for Entering Orders on page 2-56

# Sales Order Cancellation

## Overview

Oracle Order Management provides the features you need to cancel sales orders, returns, internal orders, and service orders. Within Release 11, orders might have a cycle status of Cancelled. In Release 11i, however, cycle status is replaced by a workflow. The order cancellation feature of Order Management enables you to specify who has the authority to perform a cancellation request.

You can cancel entire orders or returns, or individual lines. A cancellation within order Management is considered any reduction that occurs to existing order line quantity when an enabled processing constraint is invoked by an Order Management function during order processing. Therefore, any Order Management processing constraints you wish to use to control order quantity decrements should use the CANCEL operation.

If you choose to cancel sales orders or reduce existing order quantities, Order Management will attempt to perform the cancellation based upon existing enabled Order Management processing constraints or user defined processing constraints. For example, you can choose to enable cancellations after booking and prior to an order line being pick confirmed, or you can enable cancellations after pick confirm but prior to ship confirm.

## Processing

Your processing constraints for orders and returns determine whether you can

- cancel orders, returns, and associated lines based on their workflow status.
- reduce existing order line quantity.

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**Note:** Order Management processing constraints exist for reducing order line quantity once a line has been interfaced to Oracle Shipping Execution.

See: Order Changes

See: Oracle Order Management Suite Implementation Manual, Release 11i, Defining Processing Constraints.

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You can cancel:

- An entire line.

- A partial line quantity
- A complete order or return, provided all lines are cancellable (including orders and returns that have existing lines which are already cancelled).
- Internal orders
- Service orders
- Drop shipments

Cancelling Partially:

- Releases reservations.
- Reprices lines.
- Voids iPayment credit card authorizations.

Cancelling Completely:

- Releases reservations.
- Sets line statuses to Cancelled and sets open quantities to zero.
- Releases all holds on the order or line.
- Closes order lines.

You can cancel using:

- The Sales Order and Order Summary windows for on-line cancellations

Cancellations of complete lines can be made via the Sales Order window using the Actions button, or by directly modifying the quantity. You also can use multi-select functionality to cancel multiple orders or order lines. Selecting *Cancel* from the Action button will:

- cancel the entire order line, if selected from the Lines tab.
- cancel the complete order, if selected from the Orders Header tab.
- The Order Import process and the Mass Change window for batch cancellations.
- Custom workflows that you create to cancel orders and lines under specific circumstances

You can require a reason for the cancellations based on the status of the order or line. For example, you may want to capture the reason for the cancellation if the line has been scheduled and may not require a reason if the line is booked. Reasons are defined in Quick Codes.



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 reservations but has not been pick confirmed (reservations are automatically adjusted).

An order or line cancelled will have a status of *Cancelled*, and a workflow status of *Closed*.

### **Processing Constraints**

Use processing constraints against the CANCEL operation to:

- Grant permission to certain people to perform cancellations
- Specify the situations under which individuals can perform cancellations. For example, you can enable cancellations after booking until time of pick release, you can enable cancellations after pick release before shipping, or you can forbid cancellations for lines which are shipped, received, invoiced, or closed.

To place the minimum restrictions on the cancellation process:

- Do not create user constraints: Instruct individuals to reduce unneeded line quantities to zero. They do not need to provide reasons, however, if they do, order processing will record the reasons. For example, to use cancellation:
  - Create a user constraint to require a cancellation reason if a line is booked. Before booking, a quantity decrement to zero is not a cancellation and you are not required to select a reason but order processing records provided reasons. After booking, a quantity decrement to zero is a cancellation and you must select a reason.
  - Create a user constraint to forbid cancellation if a line is picked.

To record history for the cancellation, create processing constraints that require recording of history. The order processing includes the cancelled quantity in the history notation.

In addition to your processing constraints, there are system defined rules (system constraints) which forbid cancellation in certain instances. Oracle Order Management honors processing constraints which are stricter than the system constraints and ignores processing constraints which conflict with the system constraints: The system constraints forbid cancellation if:

- An order or line is closed.

- An order or line is already cancelled.
- A order line is shipped or invoiced.
- A return line quantity is received or credited
- A drop shipment has been received (receipt Generated in Oracle Purchasing) for the order line.

### **Restrictions on canceling orders and lines**

You can define processing constraints for cancellations. Depending on how you set up constraints, the system may or may not have a cancellation concept.

To set up a system without cancellation, define a system constraint that says cancel is not enabled after the line is shipped, and there are no user constraints. Decrementing is not allowed after the line is shipped, and all decrements in quantity before shipping will be treated as decrements, not cancellations. The reason for the change is recorded when provided by the user but it is not required for proper processing.

To use cancellation, you can define a system constraint that says cancel is not enabled after the line is shipped, and a user constraint that says cancellation requires a reason if the line is booked. Then, cancellation is not enabled if this line is picked. In this case:

- cancellation is not enabled after the line is shipped because of a system constraint.
- if quantity is decremented before the line is booked, then it is a decrement of quantity and not a cancellation. This reason is stored if provided, but it is not mandatory.
- if quantity is decremented after the line is in a booked status, the reason is required and the system treats the revised quantity as a cancellation.

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**Caution: You can prevent some responsibilities from cancelling, and you can enable some responsibilities to cancel if a reason is provided. This requires setting up two constraints.**

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Oracle Release Management (RLM) utilizes the processing constraints setup in Order Management (OM). Following two constraints are required for preventing order quantity update on pick released lines.

- UPDATE -- Not Allowed for Pick Released Lines

- **CANCEL -- Not Allowed for Pick Released Lines**

A request for decrease of order quantity on pick released lines will generate an exception message during demand processing. The order quantity will not be decreased. The request for increase in Order Quantity would insert a new order line with the incremental quantity.

If the CANCEL constraint is not setup, a quantity increase would result into insertion of a new delivery line but a quantity decrease would actually reduce the quantity on the pick released line.

The following processes describe enabling and disabling cancellation by responsibility.

- **To enable a responsibility to cancel when a reason is provided:**

1. Navigate to the Processing Constraints window in Oracle Order Management.
2. Select the entity to be constrained.
3. Select the operation to be constrained.
4. Select the action to be taken if this constraint occurs.
5. Enter the constraining conditions.
6. Enter the responsibility constrained from performing this operation.
7. Save the constraint.

- **To prevent a responsibility from cancelling:**

1. Navigate to the Processing Constraints window in Oracle Order Management.
2. Select the entity to be constrained.
3. Select the operation to be constrained.
4. Enter the constraining conditions.
5. Select the responsibilities authorized to perform this operation.
6. Save the constraint.

**See Also**

Cancelling Orders on page 2-277

Oracle Order Management Suite Implementation Manual, Release 11i, Overview of Processing Constraints.

Oracle Order Management Suite Implementation Manual, Release 11i, Defining Processing Constraint, Order Management Processing Constraints Listing Appendix.

## **Special Considerations for the Cancel function**

### **Configurations**

You can cancel:

- Models: Oracle Order Management cancels the option classes, option items, and included items in proportion to the cancelled model quantity.
- Option classes: Oracle Order Management cancels the kit and included items. You can cancel option classes in whole integer proportion to the model quantity only.
- You cannot cancel an order line created for a ATO configuration after booking or scheduling. Most actions against a configuration line are disabled; you should perform the action on the model line.
- Kits: You can cancel kits in proportion to the model quantity. However, a hold will be placed on the option line; select a replacement option if you wish.
- If you have shipped partial quantities of components in a pick-to-order configuration, you can cancel the leftover incomplete configurations.
- If a model (top level) is completely cancelled, configuration validation routines are executed. If you attempt to perform a partial or complete cancellation of an order line that is part of a model or kit, complete configuration validations will be executed to ensure the model configuration is still valid.

You cannot cancel:

- Mandatory option classes or the last option item of a mandatory option class.
- Partial quantities of option lines that would result in incomplete configurations. Proportional quantities for any children of a model must be a whole integer equivalent.
- Included items: You cannot cancel, update, or delete included items.

If you use either Oracle Configurator or the Order Management Options window to create configurations:

- You can use Oracle Order Management to cancel the configuration and its parts.
- Oracle Configurator re-validates and re-configures the configuration after the cancel.

### **Included Item Partial Cancellation**

Included items are automatically cancelled when you cancel the kit or model with which they are associated. If you have shipped some included items before their corresponding kit, class, or model and you attempt to cancel the kit, class, or model, Oracle Order Management 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.

### **Returns**

You cannot cancel the received quantity of a return line. Since return processing splits a partially received line, you can cancel the unreceived quantity portion of a line.

For returns of pick-to-order items, cancelling the model does not cancel the complete configuration because the return configuration is in individual return lines. To cancel a complete configuration, cancel the model line, option class lines, option item lines and included item lines.

### **Internal Sales Orders**

- You can partially or fully cancel the line quantities on internal sales orders.
- You can make the following attribute changes after an internal sales order has been generated:
  - Update Scheduled Shipment Date
  - Decrement order line quantity.

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**Note:** If you cancel an internal sales order, order line, or backordered order line that is linked to an internal requisition, manually cancel the internal requisition. The order cancel processing issues a reminder.

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## **Service Orders**

When cancelling service orders and lines:

- You can partially cancel a serviceable item or an assemble-to-order or pick-to-order model with service attached without cancelling the service itself.
- If you fully cancel a standard item, the service is 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.
- You cannot cancel a service order that was generated through the Oracle Service in Oracle Order Management. You must cancel it using Oracle Service.

## **Drop Shipments**

If you cancel a drop shipment line for which you have not shipped the entire quantity, the order processing splits the line. The first line contains the quantity shipped and the second line contains the non-shipped quantity in backorder. You can cancel the second line.

## **See Also**

Cancelling Orders on page 2-277

Oracle Order Management Suite Implementation Manual, Release 11i, Defining Order Management QuickCodes

## Cancelling Orders

You can cancel sales orders, order lines, returns, and return lines. Order Management automatically adjusts reservations for cancelled lines.

If you want to cancel an entire order, you need to do so before any of the order lines are shipped, or invoiced. If you want to cancel an entire return, you need to do so before you run RMA Interface or Invoicing Activity on any of the return lines.

If you do not have permission to cancel, contact someone who has permission to cancel and notify them of your request.

### Prerequisites

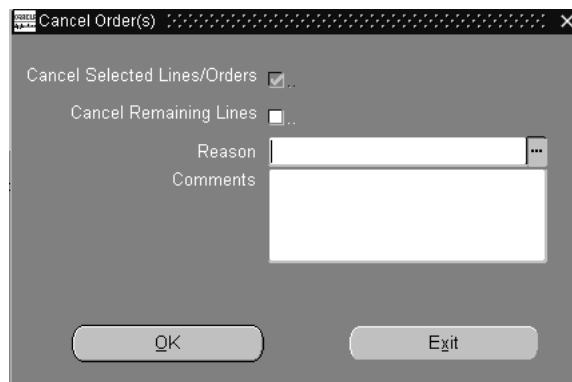
- Set up your Cancellation Reason QuickCodes.
- Set up your processing constraints to determine when you enable cancellation of orders.

### ■ To cancel an entire order or return:

1. Navigate to the Order Organizer window and query the order or return you want to apply the cancellation to.

If you wish to cancel a group of orders or returns, use the multi select features of the mouse or the corresponding keyboard short cut keys to multi select the orders or returns you wish to cancel.

2. Select the Actions button.
3. Select Cancel.



4. Select the reason why you are cancelling the order.  
You must enter a reason if you want to cancel the entire order or return.
5. Optionally, enter any Comments
6. Select OK. Selecting the Ok button performs the order or return cancellation and saves your changes. This step is irreversible.
7. Acknowledge messages.
8. Requery the order to verify the changes.

■ **To cancel an order line or return line:**

1. To cancel the lines on one order, do one of the following:
  - Navigate to the Sales Orders form, query the order, move to the Line Items tabbed region, and select a line or multi-select the lines to cancel
  - Navigate to the Order Organizer, query the order, move to the Lines tabbed region, and select a line or multi-select lines to cancel.

To cancel multiple orders, navigate to the Order Organizer, query the orders, move to the Lines tabbed region, and multi-select the lines to cancel.
2. Choose the Actions button.
3. Select Cancel.

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**Caution:** If you try to cancel a quantity for a line that would violate your processing constraints, you get a message telling you which processing constraint is preventing you from cancelling that line.

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4. Select the Reason why you are cancelling the line.
5. Optionally, enter any Comments.
6. Select OK to cancel the order line or return line.

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**Attention:** Choosing OK performs the cancellation and saves your changes. This step is irreversible.

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**■ To cancel order or return lines by reducing the quantity:**

1. Navigate to the Sales form, query the order, and move to the Line Items tabbed region, and select the line to cancel.
2. In Qty, enter zero.
3. In Reason, select the cancellation reason.
4. Click OK.
5. Acknowledge messages.
6. Requery the orders to verify the changes.

**■ To mass cancel order and return lines:**

1. Navigate to the Order Organizer form, query the lines, and multi-select them.
2. Navigate to the Line Mass Change window
3. In Qty Ordered, enter zero.
4. In Change Reason, select the cancellation reason.
5. Select OK.
6. Acknowledge messages.
7. Requery the orders to verify the changes.

**See Also**

Cancelling Orders on page 2-277

Oracle Order Management Suite Implementation Manual, Release 11i, Defining Order Management QuickCodes

Oracle Order Management Suite Implementation Manual, Release 11i, Defining Processing Constraints.

# Function Security for Orders and Returns

Use function security to control user access to functions in the Order Organizer and Sales Orders window. Your system administrator customizes a responsibility at your site by including or excluding functions and menus in the Responsibilities window.

The form functions listed below are available by default, but may be excluded from menus tied to restricted responsibilities:

- Sales Orders
- Order Organizer
- Order Organizer View

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**Note:** The functions Returns: Enter and Returns: View are available for backward compatibility with older releases of Oracle Order Entry. Do not use these for new installations.

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If you exclude both Sales Orders, Order Organizer, and Order Organizer View from a responsibility, that responsibility's users can neither access the Sales Orders window by selecting from the Navigator menu nor query orders from the Orders Organizer. If you exclude all three functions, you should also remove the Orders, Returns menu item from the Navigator.

- Sales Orders and Order Organizer gives you the right to view, enter or modify orders and returns.
- Order Organizer View only enables you to view the orders in the Sales Orders window from the Order Organizer.

Additionally, utilizing standard form functional security, you can restrict actions that a users can perform in the Sales Order window by adding or removing these functions from the menu associated with a responsibility. The table below lists the following actions can be restricted using this feature.

Apply Holds	Authorize Payment	Book Order
Calculate Tax	Cancel Orders	Charges
Configurations (Link, Delink, Match & Reserve)	Copy Orders	Mass Change
Send Notifications	Price Orders	Progress Order

Release Holds

Sales Credits

Schedule Orders

### **Function Security Example**

Your company employs some individuals whose tasks include viewing orders and returns. They do not enter orders or returns.

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 and Order Organizer as the name of the function.
5. Save your work.
6. Assign users to the responsibility.

### **See Also**

Oracle Applications System Administrator's Guide

## Overview of Holds

Order Management enables you to hold an order, return, order line, or return line from continuing to progress through its workflow by utilizing the holds feature. Holds can be applied manually or automatically based on a set of criteria you define, such as a credit check hold.

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**Note:** During an upgrade to R11i, all the existing orders that have a hold status of *Bill To Site* will be upgraded and stored as *Bill to Site* hold at the ORDER level.

For orders/lines created within Order Management, Release 11i, *Bill to Site* holds will be placed at the order line level only.

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You can define as many different holds as you need to manage your business. You can also multi-select orders, returns, order lines, or return lines from the Order Organizer and apply or release holds.

### Credit Checking

Order Management 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.

### Hold Sources

Hold sources enable 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, order, warehouse or customer site (bill to and ship to locations). For example, you create a hold source to hold an unreleased item. 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 from the Order Organizer window.

- hold only new orders, returns, or their lines that meet your hold criteria.

### **Hold Release**

Order Management automatically releases holds when you supply a hold expiration date. Once the date is reached, the order can proceed along its workflow. Releasing a hold source releases all the orders, returns, and lines to which that hold source applied.

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**Note:** You must set up and run Release Expired Holds concurrent program on a nightly basis to take advantage of the expiration date based release of holds.

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### **Hold Security**

Order Management enables you to control which responsibilities are able to define, apply, and remove holds.

Through the Order Management 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.

### **Activity-Specific Holds**

Order Management enables you to specify the activity that the hold prevents. For example, if your policy is not to commit raw materials to an order that has been placed on credit check hold, you would prevent the scheduling of the order line.

### **On-line Status**

Order Management'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 Organizer and Sales Orders windows to view the hold status and history of a hold for an order or order line.

### **Multiple Holds**

Order Management enables you to apply as many different holds as you need on a single order, return, order line, or return line. If there are two or more holds on an order or order line, order processing will continue only after all holds are removed.

## Tracking and Viewing Holds

Order Management 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.

All holds sources can be viewed in the Order Organizer and Sales Orders window. Use the Additional Order Information window to see the status of your hold sources and how the hold affects the order's workflow. You can see the name of the hold, the level (such as customer, site, or item), the hold-until date, the release date, and who released the hold. If you are viewing a line, you see the holds for the line; if you are viewing an order, you see the holds for the order and for all of the lines.

You can use the Outstanding Holds Report to review all active holds for a particular customer or item and evaluate the effect on customer service and revenue. You can also use the Hold Source Activity Report to review holds placed and removed for a particular hold source during a specified time period.

From the Sales Orders window, select Additional Order Information from the Action button and select Holds.

## 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

If you wish to place a Hold for a specific order line which is part of a non-Ship Model Complete model, you should apply the hold to the specific line, since order line holds that are placed at the top model level do not cascade to the lower levels of the model.

The Pick Release does not release any part of a configuration if any order line within the configuration is on hold, unless the Ship Model Complete item attribute (for an order line item within the configuration) is set to No.

If Oracle Configurator is installed, when you modify a configuration within a booked order, Oracle Configurator validates the new configuration and places the Configurator Validation Hold on invalid configurations to prevent further processing.

## Automatically Apply Order Holds

You can check orders for conformance with certain business metrics and automatically place holds against the order if they are violated. Business metrics include (but are not limited to):

- Credit checking failure
- GSA pricing violation

The credit check failure hold and GSA violation hold are standard holds in Order Management. These holds are automatically applied if the order satisfies certain business rules.

## Automatically Release Order Holds

You can automatically review the business metrics that caused the hold to be applied at activities in the order workflow. The appropriate holds should be released if the order or order line no longer violates the given business metric.

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**Note:** Credit check failure hold and GSA violation hold are automatically released if the order or order line is updated and no longer violates the business rule due to which the hold was applied.

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## Returns

You can apply holds to returns similar to holds for orders. By placing the Check Holds activity in workflow corresponding to return processes, this stops the return processing if there are any holds on that specific return. *Activity-specific* holds can also be defined for activities used in returns workflow.

## Approvals

You can use holds to prevent an approval notification from being sent. The Check Holds activity can be placed before the approval notification in the workflow and until the check holds activity is completed with a result of *No Holds*, the notification will not be sent.

## Combination of Entities

You can apply a hold on a given item from being sold to a specific customer. This feature supports the various export requirements such as *Table of Denial Orders* and export licenses.

### See Also

Oracle Order Management Suite Implementation Manual, Release 11*i*, Defining Holds.

Applying Holds on page 2-286

Choosing Options using the Configurator on page 2-215

## Applying Holds

Oracle Order Management provides you with the ability to apply holds to orders, returns, and lines in the Sales Orders window. In addition, you can apply holds for existing or future single or multiple orders, returns, and lines.

You can apply holds to orders, returns, order lines, return lines, 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 specify hold sources that use a combination of two parameters.

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 Order Organizer window to indicate them individually.

Once you have created a hold source, you can release it from the Sales Orders window or Order Organizer.

### Prerequisites

Define your holds. See: Oracle Order Management Suite Implementation Manual, Release 11*i*, Defining Holds.

#### **To view orders that are on hold source:**

1. Navigate to the Order Organizer window and query the order or return you want to view the hold information.

#### **■ To view hold history:**

1. Navigate to the Sales Orders window and query the order or return you want to view.
2. Choose the Actions button and select Additional Order Information.
3. Select the Holds tabbed region to view hold history information.



The Additional Order Information window displays the hold history information. The window displays all order level and line level holds for the order.

- For an order level hold, the *At* field will display the text *Order*.
- For a line level hold, the *At* field will display order line number.

Additional Order Information

Order Number **46101**

Holds Deliveries Receivables Quantity History

—Hold—

At	Name	Criteria	Value	Criteria	Value	Hold Unit
Order	HA Credit Che	Order	46101			
1	KS-Picking At	Order	46101			

Hold Comment

■ **To define a hold source:**

1. Navigate to the Apply Holds window by selecting Create Hold Sources from the Tools menu.

The screenshot shows the 'Apply Holds' dialog box with the 'Criteria' tab selected. The fields are populated as follows:

- Hold Name:** USPAL-Receiveables Hold
- Hold Type:** Order Administration Hold
- Description:** Testing of a receivables hold
- Hold Criteria:** Customer (dropdown)
- Criteria Value:** 1006 (text field)
- Criteria Value:** Computer Service and Rentals (text field)

At the bottom of the dialog are two buttons: 'Apply Holds' and 'Cancel'.

2. Select the Name of the hold source in the Criteria tabbed region.
3. Enter the Hold Criteria (up to two criteria can be used)
  - Customer--applies holds source to orders specific customers.
  - Customer Site--applies holds to orders or returns specific customer sites.
  - Warehouse--applies holds to orders or returns specific warehouses.
  - Item--applies holds to orders or returns specific to an item.
  - Order--applies holds to orders or returns specific to an order.
4. Select the Criteria Value.
5. Navigate to the Hold Name tabbed region.
6. Enter the Hold Name of the hold source.
7. Optionally, define the Hold Until Date, which is the date when the hold is released automatically.
8. Optionally, enter a Hold Comment.
9. Enable the Hold Future Orders/Lines check box to activate the hold later to new orders and returns that satisfy the hold criteria. Enable the Hold Existing

Orders/Lines check box to activate the hold for existing orders or returns only that satisfy the hold criteria. Enable both options to place holds on future and existing orders and returns.

10. Choose the Apply Holds button to create the hold source.

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**Note:** To apply the same hold source to an order or return previously released, create another hold source with the same hold and apply the hold source to the same order.

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■ **To apply a hold to a single existing order or return:**

1. Navigate to the Sales Orders window and query the order or return you want to apply the hold.
2. Choose the Actions button and select Apply Hold.
3. In the Apply Holds window, select the Hold Name in the Hold Name tabbed region.
4. Optionally, define the Hold Until Date; that is, the date when the hold is released automatically.
5. Optionally, enter a Hold Comment.
6. Choose the Apply Holds button.

■ **To apply a hold to multiple orders or returns:**

1. Navigate to the Order Organizer window and query the order or return you want to apply the hold.
2. Multi-select all orders and returns you want to apply the hold.
3. Choose the Actions button and select Apply Hold.
4. In the Apply Holds window, select the Hold Name in the Hold Name tabbed region.
5. Optionally, define the Hold Until Date; that is, the date when the hold is released automatically.
6. Optionally, enter a Hold Comment.
7. Choose the Apply Holds button.

► **To apply a hold to a specific order line or return line:**

1. Navigate to the Sales Orders window and query the order or return line you want to apply the hold.
2. Navigate to the Line Items tabbed region and select the order or return line you want to apply the hold.
3. Choose the Actions button and select Apply Hold.
4. In the Apply Holds window, select the Hold Name in the Hold Name tabbed region.
5. Optionally, define the Hold Until Date; that is, the date when the hold is released automatically.
6. Optionally, enter a Hold Comment.
7. Choose the Apply Holds button.

► **To apply a hold to multiple order lines or return lines:**

1. Navigate to the Order Organizer window and query the order or return you want to apply the hold.
2. Navigate to the Line tabbed region.
3. Multi-select the lines you want to apply the hold.
4. Choose the Actions button and select Apply Hold.
5. In the Apply Holds window, select the Hold Name in the Hold Name tabbed region.
6. Optionally, define the Hold Until Date; that is, the date when the hold is released automatically.
7. Optionally, enter a Hold Comment.
8. Choose the Apply Holds button.

**See Also**

Oracle Order Management Suite Implementation Manual, Release 11*i*, Defining Holds.

Releasing Holds on page 2-291

## Releasing Holds

Oracle Order Management provides you with the ability to release holds on orders, returns and lines and release hold sources. In addition, you can release holds for existing or future, single or multiple orders, returns, and lines.

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 workflow steps. If you release a hold source, the hold is automatically released for all appropriate orders, returns, or their lines.

Holds can also be automatically released by submitting the Release Expired Hold concurrent program on or after the date that the hold source expires. This date is defined in the Hold Until Date field in the Release Hold Sources window. The Release Expired Hold concurrent program will release *all holds* by comparing the Hold Until Date to the current system date (timestamp is ignored).

Use the Find Orders window to select the orders, returns, lines, or hold sources to release. When you choose the Find button, Order Management 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 Management queries hold sources that were created using the criteria you specify.

### ■ To view or release a hold source:

1. Navigate to the Find Orders window in the Order Organizer.
2. Enter search criteria, including the hold criteria and value or the name of the hold.
3. Choose the Hold Sources button to query the hold sources that meet your search criteria.
4. Multi-select the orders or lines that you want to release.
5. Select the Reason for the release.

**■ To release a single existing order or return:**

1. Navigate to the Sales Orders window and query the order or return you want to release the hold.
2. Choose the Actions button and select Release Holds.
3. Multi-select the holds that you want to release.
4. Select the release Reason for the hold.
5. Optionally, enter a Comment.
6. Choose the Release button.
7. Save your work.

**■ To release a specific order line or return line:**

1. Navigate to the Sales Orders window and query the order or return line you want to release.
2. Navigate to the Line Items tabbed region and select the order or return line you want to release.
3. Choose the Actions button and select Release Holds.
4. Multi-select the holds that you want to release.
5. Enter the Release name.
6. Select the Reason for the release.
7. Optionally, enter a Comment.
8. Choose the Release button.
9. Save your work.

**■ To release multiple orders or returns:**

1. Navigate to the Orders Organizer window and query the order or return you want to release.
2. Multi-select all orders and returns you want to release.
3. Choose the Actions button and select Release Holds.
4. Multi-select the holds that you want to release.
5. Enter the Release name.

6. Select the Reason for the release.
7. Optionally, enter a Comment.
8. Choose the Release button.
9. Save your work.

■ **To release multiple order lines or return lines:**

1. Navigate to the Orders Organizer window and query the order or return you want to apply the hold.
2. Navigate to the Line Items tabbed region.
3. Multi-select the lines you want to release.
4. Choose the Actions button and select Release Holds.
5. Enter the Release name.
6. Select the Reason for the release.
7. Optionally, enter a Comment.
8. Choose the Release button.
9. Save your work.

■ **To release multiple order lines or return lines for Expired Holds:**

1. Navigate to the Concurrent Request window.
2. Enter or select *Release Expired Hold* in the Name field
3. Choose the Submit button.

**See Also**

See: Oracle Order Management Suite Implementation Manual, Release 11*i*, Defining Holds.

Applying Holds on page 2-286

Promotional Limits on page 3-57

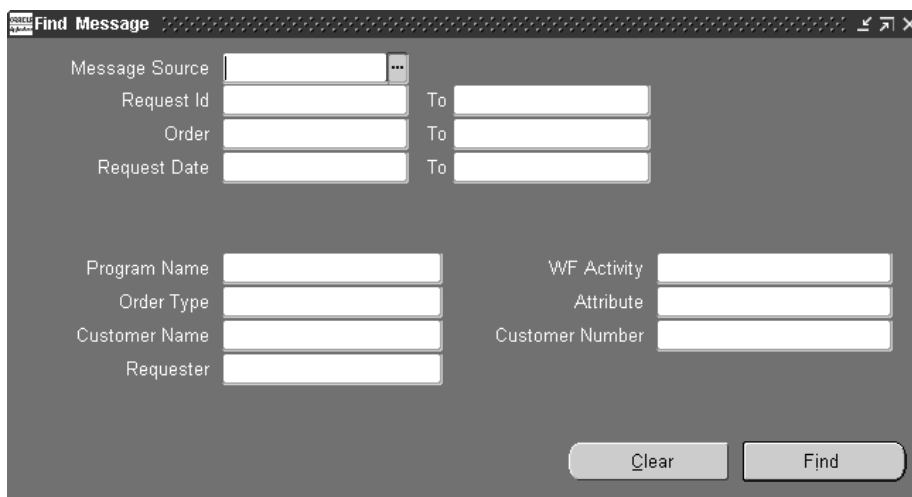
## Process Messages

Order Management provides the ability to view context information for all messages generated by Order Management to indicate which message corresponds to which record or transaction. This feature provides you with further detail of the messages you receive during order entry. The process message feature:

- displays context information for any message generated
- stores messages in the database to view at any time
- provides the ability to query messages based on user-defined criteria
- provides the ability to save messages

### ► To query messages:

1. Navigate to the Find Message window.

The image shows a screenshot of the 'Find Message' window in Oracle Order Management. The window has a title bar with the text 'Find Message' and standard window controls. The main area contains several input fields for searching messages. On the left, there is a 'Message Source' dropdown menu, followed by 'Request Id', 'Order', and 'Request Date' fields. On the right, there are three 'To' fields corresponding to the search criteria on the left. Below these, there are fields for 'Program Name', 'Order Type', 'Customer Name', and 'Requester'. To the right of these are fields for 'WF Activity', 'Attribute', and 'Customer Number'. At the bottom right, there are two buttons: 'Clear' and 'Find'.

2. Select the Message Source.

The message source determines which database the message resides.

3. Enter the Request ID range for the message you want to query.
4. Enter the Order Number range of the message you want to query.
5. Enter the Request Date range of the messages you want to query.
6. Select the Program Name of the message you want to query.



7. Select the Workflow Activity for the message that has a workflow activity specified.

The workflow activity refers to the actual stage of the order.

8. Select the Order Type of the message you want to query.
9. Select the Attribute. The default value is Null.
10. Select the Customer Name or Number.
11. Select the Requester.
12. Choose the Find button.

The screenshot shows the 'Process Messages' window with the following search criteria:

- Request Id: 2302
- Request Date: 08-AUG-2001
- Order Type: Standard
- Order Source: (empty)
- WF Activity: Book
- Request Name: (empty)
- Customer Name: Computer Service and Rentals

The table below shows the results of the query:

Order	Line	Item	Message Text	Notified
16050	1.1	ES15488	Warehouse is required on a booked return line.	<input type="checkbox"/>
16800	1.1	CM94043	A hold is preventing the order line from being closed.	<input type="checkbox"/>
16807	1.1	CM55243	A hold is preventing the order line from being closed.	<input type="checkbox"/>
16964	1.1	CM08830	A hold is preventing the order line from being closed.	<input type="checkbox"/>
16964	1.1	CM08830	A hold is preventing the order line from being closed.	<input type="checkbox"/>
16964	1.1	CM08830	A hold is preventing the order line from being closed.	<input type="checkbox"/>
16964	1.1	CM08830	A hold is preventing the order line from being closed.	<input type="checkbox"/>
16964	1.1	CM08830	A hold is preventing the order line from being closed.	<input type="checkbox"/>

Below the table, there is a text area containing the message: 'Warehouse is required on a booked return line.' At the bottom right, there are two buttons: 'Delete All' and 'Notify'.

13. Choose the Delete All button to delete all queried messages.

---

**Note:** The Request Date shown is the date the order or line was requested, not the Creation Date of the message. The Creation Date of a particular message can only be seen in Sql\*Plus or by using the Examine utility (available from the Toolbar menu: Help, Diagnostics, Examine) within the Block *multi\_message* in Process Messages window.

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## Overview

This chapter describes pricing in Order Management and includes the following topics:

- Overview of Pricing on page 3-2
  - Price Lists on page 3-4
  - Formulas on page 3-18
  - Modifiers on page 3-26
- Overview of Agreements on page 3-41
- price your orders. See: Pricing an Order on page 3-51
- view your pricing adjustments. See: Viewing Pricing Adjustments on page 3-70
- modify your order prices. See: Modifying Order Pricing on page 3-72
- pricing your special orders. See: Pricing Special Orders on page 3-76
- reprice your orders. See: Repricing an Order on page 3-78

## Overview of Pricing

Pricing adds features to Order Management to enable you to be a serious competitor where pricing plays a role. You can offer discounts from a single source rather than working with products from multiple vendors. With Pricing, you can price order lines either on-line as you enter them or in batch mode and you can automatically apply discounts. In addition, you can override prices and discounts in each sales order.

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**Caution:** The features that are described for Advanced Pricing are only available if you have licensed and installed Oracle Advanced Pricing.

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Pricing enables you to:

- Give the following standard discounts:
  - Apply a surcharge.
  - Discounts by percentage.
  - Discount by lump sum or amount
  - Substitute a new price.
- Calculate the price of order lines using list prices specified in price lists and pricing formulas.
- Price a service item at a percentage of the serviceable item.
- Price the entire order.
- Enter negative prices.
- Adjust prices either automatically or manually using discounts.
- Override standard discounts and prices and document the reason.
- Choose the lowest discount.
- Give multiple benefits at both the header and the line levels.
- Apply adjustments within various buckets
- Support GSA Pricing.

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**Note:** Since Order Management passes both the selling price and the currency to Oracle Receivables, invoices and credits have the same currency as their corresponding orders and returns.

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- Freeze the price.
- Apply only certain types of adjustments, for example, freight charges, to a line.
- Calculate freight charges and show it as a separate component in Order Management.
- Apply price modifiers that you define.
- Calculate prices as of a specific date.

Oracle Advance Pricing provides the following benefits resulting from promotions and deals:

- Item Upgrade
- Discount on another item
- Free item
- Favorable payment and shipment terms
- Coupons
- Accruals

**See Also**

Overview of Price Lists

Overview of Formulas

Overview of Modifiers

Overview of Agreements

Pricing an Order

For more information on Advanced Pricing features, see Oracle Advanced Pricing User's Guide, Overview of Oracle Advanced Pricing.

## Overview of Price Lists

### 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, pricing attributes, and secondary price lists. Basic information includes the price list name, effective dates, currency, pricing controls, rounding factor, and defaulting sources such as payment terms, freight terms, and freight carrier.

Price lists can contain item and item category prices. You can define and maintain multiple price lists.

You can define the following types of prices on price lists:

- Unit price--A fixed price.
- Percent Price--A price (only for a service item) which is a percent of the price of another item.

Formula--Multiple pricing entities and constant values related by arithmetic operators. For example, you define the price of an item to be a percentage price of another price list line.

### Effective Dates

Price lists can have starting and ending dates. This enables you to prepare price lists ahead of when they are valid and to ensure they will not be used until their start dates.

### Inactive Price Lists

You can temporarily or permanently inactivate a price list using the Active check box. Once a price list is inactivated, you can still do the following:

- *Query the inactive price list*
- *Update it.*
- *Base a formula on an inactive price list.*

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**Note:** The pricing engine does select inactive price lists when doing a pricing request. Other applications can call an inactive price list and use relevant information.

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## **Adding Inventory Items**

You can add a group of inventory items to a price list easily. You can add groups of items by specifying an item status, such as active or planned, an item category, such as hardware or software; or a range of items. You can request the price to be either zero or the items' costs in a specific inventory organization. Later, you can adjust the prices to your selling price.

The process only adds items that exist in the item validation inventory organization and that are not on the price list, even if they are inactive on the price list.

If you want to add items from an item category, you must first choose which inventory category set you use. When you add items from an item category, the process adds all items of the item category to the price list; it does not add the item category itself.

## **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 use price list line effectivity dates, you can maintain a historical record of your prices.

## **Adjust Price Lists**

You can easily increase or decrease the list price of all or a group of price list lines by an amount or percentage. You can apply the increase or decrease to all lines on the price list, lines that belong to an item category, lines with items of a certain status, lines created on a specified date, or lines having a range of items.

Mass changes do not maintain price history.

## **Rounding Factor**

You can define the number of places to the right or left of the decimal point to which the pricing engine rounds prices from price lists and modifiers from modifier lists. If you enter a negative number, you increase the number of characters to the right of the decimal point. If you enter a positive number, you affect more columns to the left of the decimal point. If you enter zero, nothing, rounding occurs to whole decimals.

Rounding factor -3 indicates rounding to the nearest thousands (for example, 1007 rounds to .101). Rounding factor of +2 indicates rounding to the nearest hundred; for example 107 rounds to 100).

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**Note:** You can limit the rounding factor value by the number of positions you specify in the extended precision format of the price list's currency—profile option *QP: Unit Price Precision Type*.

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## Secondary Price Lists

The pricing engine uses secondary price lists when it cannot determine the price for an item using the price list assigned to an order. Primary and secondary price lists have the same currency.

You can assign the same secondary price list to multiple price lists but you can not assign a secondary price list to a secondary price list. If the item that you are ordering is not in the primary price list, the pricing engine uses the highest-precedence secondary price list (the secondary price list with the lowest value for the precedence field).

Line-level discounts and modifiers that apply to the primary price list do not apply to the secondary price list

If an item appears on both the primary and a secondary price list with the same effective dates, the pricing engine uses the primary price list to price the item. If an item appears on the primary price list but is not active (the effective end date has passed), the pricing engine uses the price on the secondary price list.

## 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.

## Multi Currency Price Lists

Multi Currency Prices lists are a feature of Oracle Advanced Pricing, and is available if you have fully installed Oracle Advanced Pricing and enabled multi currency price lists *only*.

With multi currency price lists enabled, the Oracle Pricing Price List and Agreements windows both enable system generated multi currency conversion windows (one window per currency). For details on multi currency prices lists and agreements, see Oracle Advanced Pricing User's Guide, Multi Currency Price Lists and Agreements.



## Price List Maintenance

Price List Maintenance enables you to:

- manually add lines to a price list.
- copy price list lines from one price list to another.
- add a new group of inventory items to a price list by specifying a range.
- add a new group of inventory items to a price list by specifying an item category.

Price lists can also be active or inactive. If a price list is inactive, you cannot use the price list on an order or order line to select unit price for an item. Inactive price lists may be modified or activated.

## 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 (those with an effective end date later than the current date) can be copied.

You can choose:

- To copy active discounts from the original price list.
- To copy the effective dates from the original price list lines.

## See Also

Creating a Price Lists

Copying a Price List

Adjusting a Price List

Adding Items to a Price List

# Creating a Price List

## ■ To create a price list:

1. Navigate to the Price Lists window.

Price Lists

Price List

Name

Corporate

Mobile Download

☐

Active

☒

Description

Corporate Price List

Currency

USD

Round To

2

Effective Dates

01-JAN-1996

-

Payment Terms

30 Net

Freight Terms

Prepay & Add

Freight Carriers

Comments

List Lines

Secondary Price List

Product Context	Product Attribute	Product Value	Product Description	U
Item	Item Category	MISC.MISC		E
Item	ALL_ITEMS	ALL		E
Item	ALL_ITEMS	ALL		D

Pricing Attributes

2. Enter a price list name in Name field.
3. Enable the Mobile Download check box if you are using an Oracle Mobile application and want to download specific price lists onto a mobile device such as a laptop computer or hand-held scanning device.

The default value is No (disabled).

4. Determine the status of the price list:
  - **Inactive:** Active Check box is blank
  - **Active:** Active Check box is selected (checked)

**Note:** When in initiating query mode functionality within the Price list window, the Active Check box will appear selected (checked) but the underlying value is Null. If you wish to query for price lists that are active, you must first de-select the Active Check box, then reselect it.

- 5.** Enter a description of the price list in Description.

6. Enter the price list currency in Currency.
7. Enter a rounding factor to be applied to the price list in Round To.

A positive number indicates number of places to the left of the decimal point; a negative number indicates number of places to the right of the decimal point. The default is -2.

Oracle Advanced Pricing rounds the base price and all discount amounts before using them in calculations.

The value returned depends on the value that you have set for the profile option *QP: Unit Price Precision Type*:

- Standard--The rounding factor defaults to the currency's precision value. You can override the rounding factor to any value greater than or equal to the currency's precision value.
- Extended--The rounding factor defaults to the currency's extended precision value. You can override the rounding factor to any value greater than or equal to the currency's extended precision value.

8. Enter the starting and ending effectivity dates of this price list in Effective Dates.

The Start Date defaults to the current date.

9. Enter a default payment term in the Payment Terms field.
10. Enter a default freight terms in the Freight Terms field.
11. Enter a default carrier in the Freight Carrier field.
12. Enter a comment in the Comments field.
13. Navigate to the List Lines tabbed region.

Perform the remainder of the steps for each price list line that you want to create.

14. Product Context is always Item.
15. Select Item Number, Item Category, or All-Items in Product Attribute field.
16. Depending on the value of Product Attribute, select an item number or an item category for the Product Value.
17. Select a unit of measure in UOM field
18. Select the Primary UOM check box if this price list line uom is the primary pricing unit of measure for the item.

---

---

**Note:** Oracle Advanced Pricing uses the primary pricing unit of measure and the Oracle Inventory unit of measure conversion information to price an order whose unit of measure does not have a price list line.

For example, a price list has two price list lines for item A11111, one with unit of measure EA; the primary UOM and one for cases (CS). When the pricing engine receives an order in unit of measure CS, it accesses the unit of measure conversion tables to convert CS to EA.

---

---

**19. Select Application Method.**

Use the Unit Price for inventory items and either the Unit Price or Percent Price for service items

**20. Enter Value and Formula as follows:**

- For inventory items, enter the base list price of the item in Value.
- For service items, enter a value in the Value field. If Application Method is Unit Price, enter the base list price of the item. If Application Method is Percent Price, enter a percent of another item's price.
- Enter the name of a previously defined static formula in Static Formula.

If you enter a static formula, you must submit the concurrent program *Update Formula Price's* to calculate the value. The result of the calculation changes the value of Value.

**21. Enter the starting and ending effectivity dates of this price list line in Start Date and End Date.**

The dates should be within the start and end effectivity dates of the price list.

**22. Enter a numeric value in Precedence; this is the product precedence.**

When the pricing engine is trying to locate a price, it uses the lowest precedence numeric value to resolve conflicts when it selects more than one price list line from a price list.

**23. Save your work**

**■ To define pricing attributes:**

1. Select the Pricing Attributes button in the List Lines tabbed region.
2. Enter a pricing context in Pricing Context.

3. Enter a pricing attribute in Pricing Attribute.
4. Select = or BETWEEN for Operator.
5. Enter Value From.
6. If Operator is BETWEEN, enter Value To.
7. Save your work.

---

---

**Note:** The pricing attributes are joined as AND conditions since they apply to one price list line.

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■ **To define secondary price lists:**

1. Navigate to the Secondary Price Lists tabbed region.
2. Select a price list in Secondary Price List.
3. Save your work.

■ **To delete price list information:**

You cannot delete price lists, price list lines, or pricing attributes. To make price list or price list lines ineffective, change the effective dates. To make pricing attributes ineffective, make the price list line ineffective.

**See also**

Copying a Price List

Adjusting a Price List

Adding Items to a Price List

## Copying a Price List

Use this procedure to create a new price list or add items to an existing price list.

---

---

**Note:** This function can be performed on effective price lists only.

---

---

■ **To copy a price list:**

1. Navigate to the Copy Price List window.

**Copy Price List**

**Copy From**

Price List: \$5 DISCOUNT

Currency: USD

Description: QP-\$5 LINE DISCOUNT FOR STQPR04

Items: 124 - 124

Item Category Set: QP Category Set

Item Category:

☒ Include Discounts

☒ Retain Effective Dates

**Copy To**

Price List:

Description:

Effective Dates: -

Request ID:

Submit

2. Navigate to the Copy From tabbed region.

3. Select the price list you want to copy.

Currency and Description display.

Refer to steps 4 through 5 to select the items that you want added to the price list. Skip steps 4 and 5 if you want to copy all price list lines.

4. Optionally, enter a range of items to add.

---

**Note:** You cannot use wild cards when you specify the beginning and ending item numbers.

---

5. Select an item category and item category set to limit the items to add. When you add items from an item category, the process adds all items of the item category to the price list; it does not add the item category itself.

---

**Note:** You must enter both Item Category Set and Item Category for this criteria to be effective.

---

6. Select Include Discounts to instruct the process to copy discounts.

7. Select Retain Effective Dates to instruct the process to copy the effective dates of price list lines.

---

**Note:** The process does not copy the effective dates of the price list header. You specify the effective dates for the new price list.

---

8. Navigate to the Copy To tabbed region.
9. You can copy to a new price list or an existing price list.  
Refer to steps 10 through 12, and 14 for new price lists and steps 13 through 14 for existing price lists.
10. Enter the Name of the new price list.
11. Enter the Description of the new price list.
12. Enter the Effective Dates of the new price list.
13. Select an existing price list.  
The Description and Effective Dates displays.
14. Select the Submit button.

**See Also**

Creating a Price Lists

Adjusting a Price List

Adding Items to a Price List

## Adjusting a Price List

■ **To adjust a price list:**

1. Navigate to the Adjust Price List window.

Adjust Price List

Price List: DA-CORP

Currency: USD

Description: DOUG AGAR CORPORATE COPY

Item Prices to Adjust

Items: 1 - 124

Item Category Set: QP Category Set

Item Category:

Item Status:

Creation Date:

Adjust By: Percent: 10

Request ID: 946762

Submit

2. Select the price list you want to adjust. Currency and Description will default. Refer to steps 3 through 6 to select the items that you want to adjust on a price list.  
Enter a range of items to adjust.

---

---

**Note:** You cannot use wild cards when you specify the beginning and ending item numbers.

---

---

3. Select an item category and item category set to limit the items to adjust. When you select items from an item category, the process adjusts all items of the item category within the price list.

---

---

**Note:** You must enter both Item Category Set and Item Category for this criteria to be effective.

---

---

4. Enter an item status to limit the items to adjust.
5. Enter a creation date to limit the items to adjust. Pricing adjusts only the items added to the price list on that date.
6. Select Percent or Amount for Adjust By, as follows:



- **Percent:** The process increases or decreases value in the Price List by a percentage.

Enter the percentage in the Value field.

- **Amount:** The process increases or decreases value in the Price List by a fixed amount.

Enter the fixed amount in the Value field.

7. Select the Submit button. The request ID is displayed in the Request ID field.

### **See Also**

Creating a Price Lists

Copying a Price List

Adding Items to a Price List

## **Adding Items to a Price List**

### **Prerequisite**

You must first define a price list header.

---

**Note:** Pricing submits a concurrent process when you add inventory items. The concurrent process only adds new items to a price list; it does not replace existing items, even if the existing items are ineffective.

---

### **■ To add items to a price list:**

1. Navigate to the Add Items to Price List window.

The screenshot shows the 'Add Items to Price List' dialog box. The fields are filled as follows:

- Price List: Corporate
- Items: 1 - 15
- Item Category Set: Inv.Items
- Item Category: Consulting Services
- Item Status: Active
- ☒ Set List Price Equal to Cost From
- Inventory Organization: Vision Operations
- Request ID: (empty)
- Submit button

2. Select the price list to add items.

Perform any or all of steps 3-5 below to select the items that you want added to the price list.

3. Enter a range of items to add.

---

---

**Note:** You cannot use wild cards when you specify the beginning and ending item numbers.

---

---

4. Select an item category and item category set to limit the items to add. When you add items from an item category, the process adds all items of the item category to the price list; it does not add the item category itself.

---

---

**Note:** You must enter both Item Category Set and Item Category for this criteria to be effective.

---

---

5. Enter an item status to limit the items to add.
6. Select Set List Price Equal to Cost From check if you have Oracle Inventory installed and you want to set the list price of the inventory item equal to its cost.

---

**Note:** The list price becomes zero if you clear the List Price Equal to Cost From and the Inventory Organization does not use the standard costing method.

---

7. Enter Inventory Organization to indicate which organization to get the cost from if you are setting the price equal to cost.

If you do not specify an organization, the process uses the organization specified in the profile option *QP: Organization ID*.

8. Select the Submit button.

The request ID displays in the Request ID field.

**See Also**

Creating a Price Lists

Copying a Price List

Adjusting a Price List

## Overview of Formulas

Formulas are mathematical expressions that the pricing engine uses to determine the list prices of items and the discounts that apply to those items. You can use them to:

- Create a price from a computation as an alternative to entering prices in a price list.
- Calculate a price adjustment. For example, you can instruct the pricing engine to calculate a discount by attaching a formula to a discount line.

Set up and maintain formulas based on one or more of the following component types:

- Numeric constant--A numeric value.
- Pricing attribute--The absolute value of a pricing attribute (such as thickness or height) of an item.

Pricing attributes are characteristics of products and services that you can specify when the characteristics help to determine the price of a product or service. Distance, age of a related product, customer class, product family group, and level of service are examples of pricing attributes. You can specify one or a combination of pricing attributes and assign them to a product or service.

- Factor list--A list of factors that you can link to multiple pricing attributes or a range of these attributes. The pricing engine evaluates the formula; it chooses one of these factors depending into which range the actual pricing attribute of the item falls.

For example, a step in the formula has a different factor defined for different ranges of glass thickness; a glass with thickness between 0.1 and 0.3 mm has a factor of 3 and a glass with thickness between 0.4 and 0.8 mm has a factor of 5. The pricing engine determines which factor qualifies when it evaluates an order and applies this factor in the formula calculation.

You can also relate multiple factor conditions. For example, if the base pricing attribute for glass thickness is between 0.1 and 0.3 mm AND the length of the glass is between 0.5 and 2 m, apply the factor of 3 OR if the base pricing attribute for glass thickness is between 0.4 and 0.8 mm AND the length of the glass is between 0.5 and 2 m, apply the factor of 5.

- Link them to a price list line or a modifier line.

- Use static formula calculations in price lists. This means that the formula is used by the Update Formula Prices concurrent program to calculate a price based on the formula and store it in the price list line

## Formula Creation

To create a formula, set up:

- The formula expression (*formula*) as the formula header. A formula is a valid mathematical expression that the Oracle database supports.
- The formula lines. Formula lines provide details about each part of the formula.

The formula expression contains any of the following:

- Parentheses, for example (and)
- Mathematical operators, for example +, -, /, and \*
- Built-in functions, for example NVL, SQRT, and MOD
- Operands: Operands are step numbers about which you provide more detail. You can use as many step numbers as you need, up to the limit of the field. You can repeat a step number in a formula, for example, 1+2\*2.

---

**Note:** An operand is not a numeric constant. If you want to use a numeric constant in a formula, you:

- Create a step number in the formula expression
  - Assign the numeric constant to the step number in a formula line
- 

The valid formula  $(1+2*\text{SQRT}(3)) / 4$  contains:

- 1, 2, 3, and 4 as operands
- +, \*, and / as mathematical operators
- SQRT as a built in function
- Parentheses to group the operands and operators

For each step number, create a formula line. In the previous formula example, you create four formula lines since the formula has four step numbers.

When Oracle Pricing calculates a formula, it does not use the face value of the step number. It refers to the formula line and evaluates it to obtain the value of the operand.

You assign one of the following types to each formula line:

- *Numeric constant*: A numeric value.
- **List price**: The price of the item in a specific price list to which you have attached a formula.
- **Price list line**: The price of the item in a specific line number of a specific price list.
- **Pricing attribute**: The absolute value of a pricing attribute (such as thickness or height) of an item.

Pricing attributes are characteristics of products and services that you can specify when the characteristics help to determine the price of a product or service. Distance, age of a related product, customer class, product family group, and level of service are examples of pricing attributes. You can specify one or a combination of pricing attributes and assign them to a product or service. At order entry time, the pricing engine evaluates the attributes you have specified during formula setup to calculate the price.

You can define as many attributes as you need to meet your pricing business needs. For example, you may use the formula  $1*2$  to calculate the price of a glass item. Step 1 is a pricing attribute for thickness and step 2 is the list price to calculate the price of a glass item; if 100 is the base price of the glass item and 0.3 is the value of the thickness attribute of the glass then the pricing engine evaluates the formula as  $0.3*100$  which is 30.

- **Factor list:** A list of factors that you can link to multiple pricing attributes or a range of these attributes. The pricing engine evaluates the formula; it chooses one of these factors depending into which range the actual pricing attribute of the item falls.

For example, a step in the formula has a different factor defined for different ranges of glass thickness; a glass with thickness between 0.1 and 0.3 mm has a factor of 3 and a glass with thickness between 0.4 and 0.8 mm has a factor of 5. The pricing engine determines which factor qualifies when it evaluates an order and applies this factor in the formula calculation.

You can also relate multiple factor conditions. For example, if the base pricing attribute for glass thickness is between 0.1 and 0.3 mm AND the length of the glass is between 0.5 and 2 m, apply the factor of 3 OR if the base pricing attribute for glass thickness is between 0.4 and 0.8 mm AND the length of the glass is between 0.5 and 2 m, apply the factor of 5.

### **Null Values in Formulas**

If a step number could have a null value, arrange to gracefully handle it in the formula. For example, in the formula 1\*2, step 2 is of type Pricing Attribute, pricing attribute context is Physical Attribute, pricing attribute is Volume, and the user supplies the volume at order entry time.

Since the user may not provide a volume, change the formula to 1\* NVL(2,3). In the formula line for step number 3, arrange for a non-null value, for example a numeric constant.

If the expression does not use NVL in the expression, and the step number evaluates to NULL, the entire expression evaluates to NULL, the formula calculation fails, and the calling applications processes the failure.

### **See Also**

Creating a Pricing Formula

Updating Formula Prices

## **Creating a Pricing Formula**

### **■ To create a pricing formula:**

1. Navigate to the Pricing Formulas window.

**Pricing Formulas**

Name:

Description:

Effective Dates:  -

Formula:

**Formula Lines**

Formula Type	Pricing Attribute Context	Pricing Attribute	Component	Step
List Price				1

Factors

2. Enter the name of the new pricing formula in the Name field.
3. Enter a description of the pricing formula in Description.
4. Enter the effective dates of the pricing formula in the Effective Dates field.
5. Enter the formula expression in the Formula field.

The formula is an arithmetic expression made up of step numbers that you enter in the Formula Lines tabbed region. You can repeat step numbers in the formula.

In the Formula Lines tabbed region, refer to steps 6 through 9 for each component of the formula.

6. Select a value for Formula Type.
7. Enter the following information depending on Formula Type:
  - Numeric Constant--Enter the numeric constant in Component.
  - Pricing attribute--Select the pricing context in Pricing Attribute Context. Select the pricing attribute name in Pricing Attribute.



- Factor List--Select or enter the name of a factor list in Component. To use an existing factor list, select it from the list of values. To create a new factor list, enter the name and the form creates it.
8. Enter the step number for the component.
- You cannot repeat step numbers in this region even though you can repeat step numbers in the formula.
9. Save your work.
- If the Formula Type is Factor List, select the *Factors* button to enter factor list details.

- To define factor list details:
1. In the Pricing Formulas window, Formula Lines tabbed region, select the *Factors* button.

Attribute Context	Base Pricing Attribute	Operator	Value From	Value To	Adjustment Factor
Photocopier Pricing Attributes	Option	=	None		1
Photocopier Pricing Attributes	Option	=	Standard		1.5
Photocopier Pricing Attributes	Option	=	Plus		2

Associated Pricing Attribute Context	Associated Pricing Attribute	Operator	Value From	Value To

- In the Base Pricing Attributes region, perform steps 2-8 for each base pricing attribute factor.
2. Select a value for Base Pricing Attribute Context.

If you have multiple entries, you must use the same base context in this region (to create an OR condition); the pricing engine chooses one of the entries. Use the Associate Pricing Attributes region to associate additional contexts with the base context (to create an AND condition).

3. Select a value for Base Pricing Attribute.
4. Select Comparison Operator and enter the Value From and Value To as follows:  
  
If you select Between, you must enter a value for Value From. If you do not enter a value for Value To, it defaults to unlimited.  
  
If you select =, you must enter Value From and you cannot enter Value To.
5. Enter the Adjustment Factor.
6. Perform steps 7 and 8 for each associate pricing attribute.
7. In the Associate Pricing Attributes region, select an Associated Pricing Attribute Context and Associated Pricing Attribute to associate with the base pricing attribute context and base pricing attribute values (to create an AND condition).
8. Select Comparison Operator and enter the Value From and Value To as follows:  
  
If you select Between, you must enter a value for Value From. If you do not enter a value for Value To, it defaults to unlimited.  
  
If you select =, you must enter Value From and you cannot enter Value To
9. Save your work.

**See Also**

Updating Formula Prices

## Updating Formula Prices

**D To update formula prices:**

1. Navigate to the Update Rule Prices window

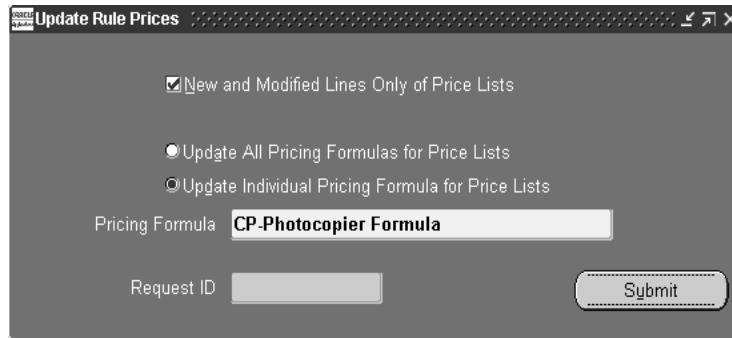
---

---

**Note:** You must submit this concurrent program in order to properly load prices for any price list in which a Static Formulas is defined.

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2. Select **New and Modified Lines Only of Price Lists** to instruct the process to calculate formula-based prices for price list lines whose formulas you have added or changed since the process last executed.

To instruct the process to calculate formula-based prices for all price list lines, clear the **New and Modified Lines Only of Price Lists**.

3. Select **Update All Pricing Formulas for Price Lists** to instruct the process to consider price list lines that have any formula.

To instruct the process to consider price list lines that have a certain formula:

- Select **Update Individual Pricing Formula for Price Lists**
- In **Pricing Formula**, select the pricing formula from the list of values

The process applies this choice after it selects the price list lines according to the criteria for step 2.

4. Select the **Submit** button.

The request ID displays in the **Request ID** field.

### See Also

Creating a Pricing Formula

## Overview of Modifiers

Modifiers enable you to setup price adjustments (for example, discounts and surcharges) and freight and special charges that the pricing engine applies immediately to pricing requests or accrues for later disbursement. Using modifiers, you can:

- Setup a modifier list with multiple modifier lines
- Create eligibility rules for modifiers by assigning list and line level qualifiers

### Modifier Concepts

You use the Define Modifier form to set up price adjustments, freight, and special charges. You can define simple discounts and surcharges.

Modifier lists contain one or more modifiers. Modifiers have list level and line level components. Each list level must have one or more lines associated with it.

By defining qualifiers at the list and line levels, you define a customer's eligibility for the modifier. This enables you to create both modifiers which are product specific and modifiers which apply to all products.

In case of using Modifiers for order amount based discounting, you must define the negative reciprocal modifier as well. For example, if your order amount is \$100 or greater, then you receive 50% off your total order amount. If you do not define the negative reciprocal (-\$100) and 50%, if you return the original item and the reciprocal is not defined, you would end up generating a credit of \$100 instead of \$50.

### Modifier List Types

Using modifier lists, you can create groupings of price adjustments, and freight and special charges that you offer and report together to meet various business needs. At the list level, you define criteria that is common to all of the line level modifiers. You can use the following list types:

- Discount
- Surcharge
- Freight/Special Charges

For each list type that you define, you associate certain line types.

## Modifier Line Types

Use modifier lines to define the type of price adjustments, or freight and special charges that the pricing engine applies to pricing requests. You can associate certain line types with each list type. You can use the following line types:

- Discount: Creates a negative price adjustment.
- Surcharge: Creates a positive price adjustment.
- Freight charge
- Price Break - Applies a variable discount or surcharge price adjustment to a pricing request based meeting the condition of a break type.

The table below describes Modifier List Types and if Discounts, Surcharges, or Freight and Special charges are applicable to the List type. A value of

- Yes: indicates that the entity is available for the Modifier List Type.
- No: indicates that the entity is not available for the Modifier List Type.

Modifier List Types	Discount	Surcharge	Freight & Special
Modifier Line Types	No	No	No
Discount	Yes	No	No
Surcharge	Yes	Yes	No
Freight Charge	No	No	Yes
Price Break Header	Yes	Yes	No

See Also

Creating a Modifier List

Creating List Level Qualifiers

Creating Modifier Lines

Creating Line Level Qualifiers

Attaching Pricing Attributes

# Creating a Modifier List

- To create a modifier list:
  1. Navigate to the Define Modifier window.

The screenshot shows the 'Define Modifier' window with the 'Main' tab selected. The fields are as follows:

Field	Value
Type	Freight and Special charge Li
Number	12
Name	Acme
Version	
Currency	USD
Start Date	
Active	<input checked="" type="checkbox"/>
Automatic	<input checked="" type="checkbox"/>

Below the fields is a 'List Qualifiers' button. The bottom section has tabs for 'Modifiers Summary', 'Discounts/Charges', and 'Price Breaks\*'. The 'Modifiers Summary' tab is active, showing a table with columns: Modifier No, Level, Modifier Type, Start Date, End Date, and Print On Invoice. The table is empty. At the bottom are buttons for 'Pricing Attributes', 'Line Qualifiers', and 'Define Details\*'.

2. In the Main tabbed region, enter the modifier list type in *Type*.
3. Enter the modifier list value in *Number*; the value does not have to be a numeric.
4. Enter the modifier list name in *Name*.
5. Enter a value for version.
6. Select or clear Automatic.

**Note:** If you select Automatic for a list, all the lines for this list default to Automatic.

7. Enter Currency. The pricing engine applies modifiers to sales orders of the same currency.

8. Enter the start and end date that the modifier lines are effective in Start Date.

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**Note:** If you do not enter dates (start/end), the list is effective from the creation date and does not become ineffective.

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9. Enter a description of the modifier list in Description.

**See Also**

Creating List Level Qualifiers

Creating Modifier Lines

Creating Line Level Qualifiers

Attaching Pricing Attributes

## Creating List Level Qualifiers

Modifier list level qualifiers help the pricing engine to determine who is eligible for the modifier lines. If an order is not eligible for a modifier list, it is not eligible for that list's line level modifiers even if the lines have qualifiers for which the order is eligible.

**■ To create list level qualifiers:**

1. Navigate to the Define Modifier window and navigate to the Main tabbed region.
2. Select List Qualifiers.

The Qualifier Header Level Qualifier window displays. You can add, change, and delete qualifiers and change the dates.

3. Accept or update the existing Grouping Number. Qualifiers with the same grouping number generate an AND condition and qualifiers with different grouping numbers generate an OR condition.
4. Enter the Qualifier Context.
5. Enter the Qualifier Attribute.

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**Note:** After you save a qualifier with Qualifier Context of Modifier List and Qualifier Attribute of Coupon Number, you cannot modify or delete it. Since the pricing engine creates coupons (and a qualifier for each coupon) these coupon qualifiers are not subject to manual changes and deletions.

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6. View and, if necessary, adjust the precedence numbers that default from the qualifier definition.

The pricing engine uses the Precedence to resolve incompatibility. If multiple modifiers are eligible within the same phase and incompatibility level, the modifier with the lowest precedence is applied.

7. Enter the Operator, Value From, and Value To.

The Value From Meaning field provides additional details about the selected qualifier. For example, if the qualifier context is CUSTOMER and the attribute is Ship To, Value From displays the customer name and Value From Meaning displays the site use location for the customer. If the context/attribute combination has no additional details, Value From and Value From Meaning are identical.

8. Choose Copy Groups to add qualifiers from other qualifier groups. For more information on Qualifiers, see: Oracle Advanced Pricing User's Guide, Qualifier Groups.
9. Choose OK and save your work.

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**Note:** The start and end dates of the list qualifiers must be within the start and end date of the modifier list.

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### See Also

Creating a Modifier List

Creating Modifier Lines

Creating Line Level Qualifiers

Attaching Pricing Attributes



## Creating Modifier Lines

### ■ To enter basic modifier line information:

1. Navigate to the Define Modifier window.
2. In the Modifiers Summary tabbed region, enter a modifier number as an identifier for the modifier line in Modifier No
3. Enter the Level.
  - Line--The pricing engine determines if the pricing request is eligible for this modifier by validating the request for each line. It applies this modifier at the line level.
  - Order--The pricing engine determines if the pricing request is eligible for this modifier by validating the pricing request header. It applies this modifier at the order level but prorates a percentage value to each line.
4. Enter Modifier Type from the following:
  - Discount
  - Surcharge
  - Freight/Special Charges
  - Price Break
5. Enter the Start Date and End Date of this modifier line.

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**Note:** Start date and end date on the modifier line must be between the start date and end date on the modifier list. The pricing engine uses the modifier line dates to determine if this line is effective.

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6. Print On Invoice is reserved for future use.
7. Select or clear Automatic. If you select it, the pricing engine automatically applies this modifier. If you clear it, someone must manually apply it to an order.

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**Note:** If you select Automatic at the modifier list level, Automatic for each line appears as selected but you can change it. You can allow manual application of discounts, surcharges, and freight and special charges line types.

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8. Select or clear Override.

If you select this check box, you can change application of this modifier for each order.

9. The values of Pricing Phase, Incompatibility Group, and Bucket will be dependent on the modifier level chosen. For example, if you are creating a order level modifier, bucket will be NULL.

10. Proration Type is reserved for future use.

11. Comparison Value is reserved for future use

12. Enter Item Number or Item Category in Product Attribute.

13. Enter the value for the item number or item category in Product Attribute Value.

14. Accept the default value or update value for Precedence.

The following fields should only be entered if you are defining a Price Break Modifier Type.

15. Enter Volume Type.

The volume type instructs Advanced Pricing which attribute of the item to use when qualifying for a modifier.

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**Note:** Valid types are Item Quantity and Item Amount. Period is reserved for future use.

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16. Enter the Break Type. Select from:

- Point
- Range

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**Note:** Oracle Order Management does not enable you to override a modifiers that utilizes a Break Type of Range; for modifier's that utilize a Break Type of Range, Order Management ignores the Override flag on the modifier list line.

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- 17. Enter Equal (=) or Between in the *Operator* field. Enter the appropriate values in the *Value From* or *Value To* fields
- 18. Enter the unit of measure of the item or item category in UOM.
- 19. Enter Value From and Value To. For example, item quantity = 5 or item quantity between 5 and 20.

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**Note:** If Operator is Equal (=), enter Value From. If Operator is Between, you must enter Value From and Value To is optional; if Value To is blank has no upper limit.

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To create greater than and less than conditions, leave the fields *From Value* and/or *To Value* blank. The table provides several examples for using the Operator, *From Value* and *To Value*.

Operator	Value From	Value To	Meaning
Equal (=) or Between	5	NULL	value is equal to or less than 5
Between	NULL	100	value is less than or equal to 100
Between	5	100	value is equal to or greater than 5 and less than or equal to 100

- 20. Save your work.

■ **To enter discount and charge information:**

- 1. In the Discount/Charges tabbed region, select or clear Include on Returns.  
If you select it, the pricing engine includes freight charge on returns. The default is selected.
- 2. Enter the Application Method to instruct Pricing on how to apply this modifier.  
Valid values are:

- Amount--Creates a fixed price adjustment on each unit for the amount specified in the Value.
- Percentage--Creates a percentage price adjustment on each unit for the percentage specified in the Value.
- New price--Overrides the selling price of this item and makes the new price specified in the Value the new selling price. Creates a price adjustment for the difference in list price and the new price.
- Lumpsum--Creates a price adjustment for this lump sum amount on the new price entire line.

The following table displays an example modifiers for a type of Discount:

List Price	Item	Quantity Ordered	Application Method	Value	Price Adjustment	Extended Selling Price
10	Item A	200	Amount	5	5 per unit	1000
10	Item A	200	Percent	5	5%	1900
10	Item A	200	New Price	5	5	1000
10	Item A	200	Lumpsum	5	5 off	1995

3. Enter Value of the application method.
4. Save your work.

#### **D To enter freight charge information:**

1. Enter the following information in the Modifiers Summary tabbed region
  - Level--Use Line or Order
  - Modifier Type--Use Freight/Special Charge
  - Bucket--Use 1
2. In the Discounts/Charges tabbed region, enter charge name in Charge Name.
3. Select or clear Include on Returns. If you select it, the pricing engine includes freight charge on returns. The default is selected.
4. Enter the Application Method to instruct the pricing engine how to apply this modifier. Valid values are:
  - Percent

- Amount
  - Lumpsum
  - New Price
5. Enter Value.
  6. Save your work.

**D To enter price break information:**

Enter the following information in the Modifiers Summary tabbed region:

- Level
  - Modifier Type: Price Break Header
  - Break Type
1. Enter Modifier Type Price Break to determine the method of calculating the price break.

For Point, the pricing engine charges each unit of volume at the price of the break within which the total falls. In the example, the discount is 150 at 10%, and all 150 ordered would receive a 10% discount.
  - Product Attribute
  - Product Attribute Value
  - UOM
  - Volume Type
2. In the Price Breaks tabbed region, enter Adjustment Type. Select from:
    - Discount
    - Surcharge

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**Note:** Rebate Transaction Type and Estimated Accrual Rate are reserved for future use.

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3. Select the Define Discount button.
4. In the Price Break tabbed region, enter Value From and Value To.
5. Enter Application Method. Valid values are:

- Amount
  - Percentage
  - New Price
6. Enter Value of the application method.
  7. Save your work.

**See Also**

Creating a Modifier List

Creating List Level Qualifiers

Creating Line Level Qualifiers

Attaching Pricing Attributes

## Creating Line Level Qualifiers

Modifier line level qualifiers help the pricing engine to determine who is eligible for the modifier lines. If an order is not eligible for a modifier list, it is not eligible for that list's line level modifiers even if the lines have qualifiers for which the order is eligible.

**■ To create line level qualifiers:**

1. Navigate to the Define Modifier window.
2. Navigate to the Modifiers Summary tabbed region and select a modifier.
3. Select Line Qualifiers.

The Qualifiers window displays. You can add, change, and delete qualifiers; change the grouping numbers, and change the dates.

4. Select OK.
5. Save your work.

**See Also**

Creating a Modifier List

Creating List Level Qualifiers

Creating Modifier Lines

## Attaching Pricing Attributes

# Attaching Pricing Attributes

Use this procedure to attach attributes to the items and item categories that you define in modifier lines. When the pricing engine determines eligibility for a modifier, it validates the pricing attributes along with the item number or item category.

### ■ To attach pricing attributes:

1. Navigate to the Define Modifier window.
2. Navigate to the Modifiers Summary tabbed region and select a modifier.
3. Click Pricing Attributes.  
The More Pricing Attributes window displays.
4. Enter a pricing context in Pricing Context.
5. Enter a pricing attribute in Pricing Attribute.
6. Enter Value From and Value To.
7. Select the *OK* button.
8. Save your work.

### See Also

Creating a Modifier List

Creating List Level Qualifiers

Creating Modifier Lines

Creating Line Level Qualifiers

# Creating a GSA Price List

GSA Price List enables you to define a GSA Price List for your GSA customers. The GSA Price List actually uses the modifiers form and uses the new price. You create a discount that adjusts the base price of the item to the GSA price.

You can set up multiple GSA price lists that are effective during the same time period.

- **To create a GSA price list:**
  1. Navigate to the Define Modifier - Define GSA Price window.

Modifier No	Level	Modifier Type	Start Date	End Date	Print On Invoice
12	Line	Discount	28/MAY/2000	30/MAY/2001	<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>

**Note:** GSA Price List actually uses the Define Modifiers window to set up your GSA prices.

2. In the Main tabbed region, enter Discount List in Modifier List Type.
3. Enter the modifier list number in Number.
4. Enter modifier list name in Name.



5. Enter Currency.

Pricing applies modifiers to sales orders of the same currency.

6. Enter the start date and end date during which the GSA price list is effective.

7. Enter a description of the GSA price list in Description.

8. In the Modifiers Summary tabbed region, enter a modifier number as an identifier for the GSA price list.

The Level defaults to Line and the Modifier Type defaults to discount.

9. Enter the start date and end date of this GSA price list line.

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---

**Note:** The Start and End Dates on the discount line must be between the start date and end date of the GSA price list. Pricing uses the discount line dates to determine if this line is effective.

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10. Phase defaults to List Line Adjustment.

11. Incompatibility defaults to Exclusive.

12. Bucket defaults to 1.

13. Enter Item Number in Product Attribute.

14. Enter the item number in Product Attribute Value.

15. Enter Precedence.

16. Enter the item unit of measure.

The Application Method defaults to New price in the Discounts/Charges tabbed region.

17. Enter the item price in Value.

18. Save your work.

■ **To create GSA list qualifiers:**

You can attach multiple GSA customers as qualifiers to a GSA Price List.

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**Note:** You can only attach customers only at the list level. You cannot assign line level qualifiers.

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1. Select List Qualifiers.

Refer to steps 2 through 8 if you want to qualify the GSA price.

2. Enter Grouping Number.

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**Note:** Since Qualifier Context is Customer, make OR conditions by creating each qualifier with a different grouping number.

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3. Qualifier Context defaults to Customer.

4. Qualifier Attribute defaults to Customer Name.

Precedence defaults from the item segment of the descriptive flexfield.

5. Enter Operator.

6. Enter customer name in Value From.

7. Enter start date and end date for the customer.

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---

**Note:** The start and end dates of the list qualifiers must be within the start and end date of the modifier list.

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8. Save your work.

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**Caution:** GSA behavior is affected if the Qualifier flexfield sequence for GSA qualifier is changed in the flexfield setup.

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**See Also**

Overview of Price Lists

## Overview of Agreements

Oracle Order Management enables you to establish agreements with your customers that let you define the prices, payment terms and freight terms that you negotiated in the agreement.

When pricing, the pricing engine will ignore qualifiers attached to a price list associated with an agreement if the agreement is chosen at the time of order entry. The pricing engine, will however, still check for product and pricing attributes in the price list associated with the agreement. With Agreements, you can:

- Define your agreements using customer part numbers and inventory item numbers.
- Make revisions to the original terms and maintain these changes and their reasons under separate revision numbers.
- Attach an already existing price list to the agreement or define new prices.
- Assign optional price breaks by quantity. Such price lists can only be used by Pricing Agreements.
- Set effectivity dates for agreement terms.
- Set payment terms including invoice rule and accounting rule.
- Set freight terms including the freight carrier.
- Apply agreement terms to sales orders by referencing agreements.

---

**Note:** If you have Oracle Advanced Pricing fully installed, and enable multi currency price lists, the Agreement window is multi currency enabled; system generated multi currency conversion windows are available to enter you currency specific details (one window per currency).

Additionally, the rounding factor in the Agreement header for each currency conversion window can then only be updated in the conversion form. See: Oracle Advanced Pricing, Agreements.

---

### See Also

Creating a Price Agreement

## Creating a Price Agreement

### ■ To create a price agreement:

1. Navigate to the Pricing Agreements window.

The screenshot shows the 'Pricing Agreements' window with the 'Agreement' tab selected. The fields are populated as follows:

Agreement Name	1732601	Agreement Number, Revision		1
Revision Date	27-MAR-2002	Revision Reason		
Customer	Computer Service and Rentals	Cust Number	1637	
Agreement Type	Standard Terms And Cond	Contact	Dowel, James	
Effective Dates	27-MAR-2002 09-APR-2002	Sales Person	Barry Lewis	
Purchase Order	1234567	Signature Date	27-MAR-2002 [ ]	

Below the fields is a table with the following data:

Customer Item	Address	Address Category	Product Value	Product Description
			AS54888	Sentinel Standard Desk
			MISC.MISC	
			ALL	
			AS80000	Final Chip Assembly
			AS54888	Sentinel Standard Desk

At the bottom of the window are buttons for 'Price Breaks' and 'Pricing Attributes'.

Additionally, you can choose to define a new Agreement in-line or invoke the Agreement window while within the Sales Order window, Main Tab. See: Defining Sales Order Main and Other Header Information.

2. In the Agreement tabbed region, enter an agreement name in Agreement Name.
3. Enter an agreement number in Agreement Number.
4. Enter a revision number in Revision.
5. Select a revision date in Revision Date. The revision date defaults to the current date.
6. If you want this Agreement to be used only for a particular customer and their related customers, enter the customer name in Customer. The customer number displays in *Cust Number*.

Alternatively, you can enter the Customer number in Cust Number field and the customer's name will default to Customer field.

If you want this agreement to be available for any customer, leave the Customer and Cust Number fields null.

7. Select an agreement type in Agreement Type if you want to classify agreements by type for reporting or control purposes.
8. Enter a contact in Contact.
9. Enter effectivity dates in Effective Dates.
10. Enter a salesperson name in the Sales Person field. This data can be used as a defaulting source when orders are placed using this agreement.
11. Enter the customer's purchase order number in Purchase Order.
12. Enter the purchase order signature date in Signature Date.
13. Select the Pricing tabbed region.

The screenshot shows a software window titled "Pricing Agreements" with three tabs: "Agreement", "Pricing" (which is selected), and "Payment". The "Pricing" tab contains several input fields:

- Price List Type:** A dropdown menu showing "Standard Price List".
- Currency:** A dropdown menu showing "USD".
- Price List:** A dropdown menu showing "Business World".
- Rounding Factor:** A text input field containing the value "2".
- Description:** A text input field containing "Price List for Business World".
- Freight carrier:** An empty text input field.
- Freight Terms:** An empty text input field.
- Comments:** An empty text input field.

14. In the Price List Type field, select the Agreement list type. Once a Pricing Agreement has been saved, you cannot update or change the value for Price List Type. Select from:
  - Standard Price List (*PRL*)
  - Agreement Price List (*AGR*)

---

**Note:** If a sales order has an agreement, the price list used for the order is the price list associated with the agreement. You can however, override the price list associated with the agreement with a price list that is not of Price List Type *AGR* (*Agreement*).

---

### **Standard Agreements (*PLR*)**

- Standard Agreements cannot have *any* agreement Lines
- Standard agreements must be associated with a standard Price List
- Price List and Price List Lines can only be viewed and maintained through Price List Setup window
- A Price List can be used with any number of Standard Agreements or to price orders which are not associated with a specific Agreement
- You cannot create revisions for Price List Lines
- The Agreement Number is not automatically created as a Qualifier for the associated Price List

### **Pricing Agreements (*AGR*)**

- Pricing Agreements must have at least one Agreement Line
- Pricing Agreements can only be viewed and maintained through the Pricing Agreement Setup window
- Pricing Agreements must be associated with an Agreement Price List
- An Agreement Price List can be used with any number of Pricing Agreements but cannot be used to price an order which is not associated with a Pricing Agreement
- Revisions can be created on Pricing Agreement Lines through the Pricing Agreement Setup window
- Price List will always have the Agreement Number as a Qualifier (and hence can only be used when the Pricing Agreement is specified on the Order Line)

---

**Note:** If you select Standard Price List, the price list must be an existing price list, and additional fields within this window will default from the standard price list selected. You can update the defaulted fields in the Agreements form, and the values will be used as defaulting sources for any orders using these agreements.

If you select Agreement Price List, you can create or make changes to price list lines, and you can enter values for:

- description
  - currency
  - rounding factor
  - freight carrier
  - freight terms
  - comments
- 

15. Select a pricing list to associate with the agreement in Price List.

---

**Note:** You cannot associate a qualifier with an agreement because the price list of an agreement is the qualifier for the agreement.

---

16. Select a currency in Currency.
17. Enter a rounding factor in Rounding Factor.
18. Enter a description for the price list in Description.
19. Enter a default freight carrier in Freight carrier.
20. Enter default freight terms in Freight Terms.
21. Enter a comment in Comments.
22. In the Payment tabbed region, select payment terms in Payment Terms.
23. Enter the Bill To name in Invoice To.
24. Enter the Bill To address in Address.
25. Enter the Bill To contact in Invoice Contact.

26. In the Payment tabbed region, Rules region, enter an accounting rule in Accounting Rule.

27. Enter an invoicing rule in Invoicing.

---

---

**Note:** Create the accounting and invoicing rules in Oracle General Ledger.

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28. To enable the accounting rule to be overridden on an order line, in the Override Flag region, select Accounting Rule.

29. To enable the invoicing rule to be overridden an the order line, in the Override Flag region, select Invoicing Rule.

Refer to steps 28 through 40 for each item that you want to add to the price list.

30. In the lowest region of the form, enter a customer item number in Customer Item. Customer item is a pricing attribute.

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**Note:** When you enter a customer item, Pricing creates one pricing attribute and one product attribute for the agreement line for the customer item and its corresponding internal inventory item.

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31. Enter a customer address category in Address Category.

32. Enter an inventory item number in Product Value

---

---

**Note:** You cannot enter an item category in Product Value. If you entered a customer item which is associated with more that one inventory item, you must select the correct inventory item for the agreement line.

---

---

33. Enter a unit of measure in UOM.

34. Select Unit Price for Application Method.

35. Enter base price in Value.

36. Enter the effectivity dates in Start Date and End Date.

37. Select Price List Line in Line Type.



38. Select Primary UOM if this price list line unit of measure is the primary pricing unit of measure for the item.

Order Management uses the primary pricing unit of measure and the Oracle Inventory unit of measure conversion information to price an order whose unit of measure does not have a price list line. For example, a price list has two price list lines for item A11111, one with unit of measure EA—the primary UOM—and one for boxes. When the pricing engine receives an order in unit of measure CS, it accesses the unit of measure conversion tables to convert CS to EA.

39. Enter a comment in Comments.  
40. Enter a revision number in Revision

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**Note:** This revision number is not dependent on the agreement revision number.

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41. Enter a revision reason in Revision Reason. You must create a list of reasons before you use this field.  
42. Enter the revision date in Revision Date.  
43. Save your work.

See Also

Overview of Agreements

■ **To define pricing attributes:**

1. Select the Pricing Attributes button.
2. Enter a product context in Product Context.
3. Enter a product attribute in Product Attribute.
4. Enter a product value in Product Value.
5. Enter a pricing context in Pricing Context.
6. Enter a pricing attribute in Pricing Attribute.
7. Enter values in Value To.

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**Note:** You cannot enter Value To and Operator in the Pricing Attributes window.

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8. Save your work.

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**Note:** The pricing attributes are joined as AND conditions since they apply to one price list line.

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■ **To define price breaks:**

1. Select the Price Breaks button.

The Price Breaks button is enabled only when you select the Price Break Header in Line Type on the agreement line.

Perform the remainder of the steps for each price break that you want to define.

2. Enter the Pricing Context.
3. Enter the Pricing Attribute.
4. Enter the Value From.
5. Enter the Value To.
6. Enter the list price in Price field.
7. Save your work.

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**Note:** Once a Pricing Agreement has been saved, you cannot update or change the value for *Price List Type*.

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■ **To create revisions for an Agreement:**

1. Navigate to the Pricing Agreements window, and Find the Agreement you wish to create a revision for.

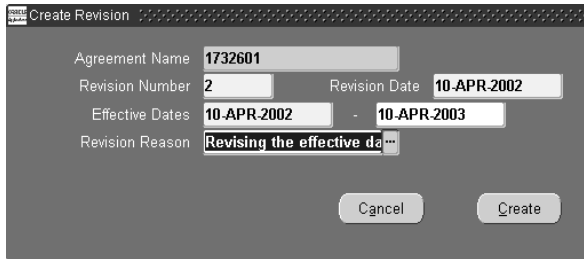
---

**Note:** The original agreement must have an effective End Date value and have been successfully saved before a new revision can be created. The end date can be past, current, or future.

However the effective date ranges for all revisions entered for a single Agreement cannot overlap; only one revision can be in effect for a given range of effective dates.

---

2. Select Create Revision.



The Agreement Name defaults from the original agreement. Although you cannot change the agreement name, you can change the revision number. The Revision Date defaults to the current date.

3. Enter the Revision Number to identify the version of the agreement you are creating. This is helpful in tracking and managing different revisions of the agreement.
4. Enter the effective start and end dates for the agreement. Date ranges cannot overlap, and only one revision can be in effect for a given range of effective dates.
5. Select a Revision Reason that describes why the agreement is being revised.
6. Select the Create button to display the new agreement in the Pricing Agreements window. The new revision number displays in the Revision field.

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**Note:** Revisions to the agreement header do not reflect revisions on agreement lines.

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**See Also**

Overview of Agreements

Oracle Advanced Pricing User's Guide, Agreements.

## Pricing an Order

### ■ To price an order line:

1. Enter order header details.
2. Price List defaults from one of the following sources:
  - An agreement
  - The sold-to organization
  - The ship-to organization
  - The bill-to organization
  - The order type

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---

**Note:**

- If the order has an agreement, the price list is the one associated with the agreement. You can, however, override the price list associated with the agreement with a price list that is not of Price List type *AGR (Agreement)*. If the order does not have an agreement, you may not specify a price list which is associated with an agreement.
  - Multi Currency Prices lists are a feature of Oracle Advanced Pricing, and are available if you have fully installed Oracle Advanced Pricing only. For details on multi currency prices lists, see Oracle Advanced Pricing User's Guide, Multi Currency price Lists.
- 
- 

3. If you enter a price list, the currency of the order becomes the currency of the price list. If you enter a currency on the order, it limits the selection of price lists to those with the same currency.

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**Note:** You do *not* have to enter a price list at the order header or on a order line in order to price. If a price list is not entered at the header or line level, the pricing engine will determine the appropriate price list to use, based upon your pricing setup.

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4. Pricing date instructs the pricing engine to price the order using list prices and benefits that are valid on that day.
5. In the Line Items tabbed region, enter order line information. The order header price list and agreement id may default to each order line, line based on the defaulting rules you have set up.
6. After you have enter ordered Item, UOM, and quantity, you will get a list price. For a service item, list price will only be displayed *after* you have entered the service information.

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**Note:** If any order line for an order has the *Calculate Price Flag* value equal to **Partial Price** or **Freeze Price** new order level adjustments will not be applied or allowed to be overridden.

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7. The Pricing tabbed region displays price list, unit list price, unit selling price, extended price, pricing UOM, and pricing quantity.

The Extended Price is automatically caculated when the Selling Price is updated, and the Pricing date defaults according to your defaulting setup.

The profile option *OM: Discounting Privilege* controls your ability to adjust the unit selling pricing. If you have *Eligible Overridable Manual Adjustments*, you may modify the unit selling price, by editing the current value displayed, or you by select *Eligible Manual Adjustment* from the unit selling price LOV.

The Extended Price is calculated by multiplying the unit selling price by the ordered quantity

8. Set the *Calculate Price* flag.
  - **Calculate Price:** Use the pricing engine to determine price. Calculate price and freight charges at the time of pricing.
  - **Freeze Price:** Never use the pricing engine to determine price. Do not calculate price or freight charges.
  - **Partial Price:** Use the pricing engine to determine price. Calculate only freight charges at the time of pricing.
9. Enter the pricing attributes for the line. You have the option to enter one pricing context directly, or to enter multiple pricing contexts, but not both.

- If you are entering only one pricing context, select the *Pricing Attributes* tab, and enter in your pricing context information.
- To enter multiple pricing contexts and attributes, select the *Pricing* tab, then select the *Actions* button, and then select Promotions/Pricing Attributes tab.

Level	Promotion No	Promotion Name	List Line	Date From	Date To	Override Flag
	Off Invoice-90	Off Invoice-90%-AS7				<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

Cancel Apply

10. After entering all of the order lines, either:

- select the *Actions* button, then select *Price Order*, **or**
- Save your work.

The pricing engine calculates header-level adjustments or discounts.

11. Save your work.

### Special Considerations for Pricing an Order

- Unit List Price will always reside as unrounded value in the database. Unit Price displays within a window as a rounded value based upon the precision defined of the currency for an order.

The unit list price is also displayed on the invoice, rounded to the precision of the currency for the order.

- Two profile options affect the rounding of Unit Selling Price:
  - QP: Selling Price Rounding Options. See: Oracle Advanced Pricing User's Guide.
  - OM: Unit Price Precision Type controls numeric formatting.

If the profile option is set to *Extended*, you see at least five decimal places, for example, 12.123 displays as 12.12300. However, if the rounded unit selling price has more than two decimal places, you see up to 20 decimal places, regardless of the profile option setting.

If the profile option is set to *Standard*, you see at least two decimal places, for example, 12.1 displays as 12.10. However, if the rounded unit selling price has more than five decimal places, you see up to 20 decimal places, regardless of the profile option setting.

- Pricing UOM is the unit of measure in which the pricing engine prices a line.
- Pricing Quantity is order quantity expressed in the pricing unit of measure.

The term *pricing quantity* refers to the quantity ordered that is then converted to the item's primary pricing UOM as defined within the price list considered by the Pricing Engine.

For example:

- Item XYZ has a UOM conversion setting of *Item Specific*.
- Item XYZ on price list *New* has a UOM of Each. Primary UOM is enabled for this price list line. There are no additional price list lines for item XYZ.
- Place an order for 1 Dozen of XYZ.

Since price list *New* does not have a price list line record for the Item/UOM ordered, in this case *XYZ/Dozen*, the Pricing Engine will attempt to use the item-specific UOM conversion between each and dozen for XYZ to calculate a Pricing Quantity of 12 and Pricing UOM of Each.

Invoicing will always show information based on ordered quantity and ordered UOM.

- If there is no entry on the eligible price lists for the item in the unit of measure that you entered, the pricing engine proceeds as follows:
  - It sets the pricing unit of measure to the price list line's primary unit of measure and uses the unit of measure conversion information in Oracle Inventory to calculate a list price.



- It reports an error if the unit of measure conversion rate is not available or if there is no price defined, list in ordered unit of measure or primary unit of measure available.
- Searches for the secondary price list defined for the price list specified on the order line.
- Searches for other eligible price list for that item. If the pricing engine cannot find any other eligible price lists, it reports that it can not find a price list.
- If you specify an agreement on an order line, the pricing engine does not validate the price list for Qualifiers.
- Pricing returns negative prices only if the profile option *OM: Negative Pricing* is set to Yes.

See: Pricing for Service Items, Modifying Order Pricing, Pricing Special Orders, Repricing an Order/Order Line

For more information about the Pricing Engine, see Oracle Advanced Pricing, Pricing Engine.

## Promotions and Coupons

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**Note:** The Promotions and Coupons tabbed regions are only enabled if you have licensed and installed Oracle Advanced Pricing.

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1. From the Order Information tabbed region, select the *Actions* button and select Promotion/Pricing Attributes to enter asked for promotions or coupons that apply to the whole order.

To enter asked for promotions or coupons for a specific order line, select the *Actions* button and select Promotion/Pricing Attributes in the Line Items tabbed region. The Promotions/Pricing Attributes window appears.

2. Enter “asked for” promotions in the Promotions tabbed region.

For order level, the pricing engine applies the promotion to all lines of the order if the customer is eligible for them, unless you select Override Flag. For line level, the promotion is applied just to this line if eligible, unless you select Override Flag.

3. Enter coupon information in the Coupons tabbed region.

For order level, the pricing engine applies coupons to all lines of the order if the customer is eligible for them, unless you select Override Flag.

For line level, the pricing engine applies the coupon to the line if eligible, unless you select Override Flag.

4. Choose Apply.

The promotion or coupon will be applied to your order or line.

The Advanced Pricing engine returns the following to Order Management:

- If a modifier type is promotional goods, new order lines are created for the promotion. The new promotion lines are automatically added or adjusted to accommodate changes and adjustments to the ordered line item. However, if the original order line item is deleted or cancelled, the promotional order line must be manually deleted.
- When modifier type item upgrade, Pricing updates the item number to the new upgraded item number.
- When the modifier type is terms substitution, Pricing updates shipment priority code, payment term or freight term in Order Management.

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**Note:** Ensure you do not violate Order Management processing constraints when defining your modifiers, else modifiers will not be applied. For example, you can not upgrade an item after an order is Booked.

Order lines created as a result of a Promotional Goods modifier have calculate price flag as 'Partial Price', therefore freight charges will be applied on these lines if qualified.

For example, a PRG modifier line is defined within the Modifiers window as: Buy A get B free.

A freight charge modifier line is defined as: Buy B get 10% freight charge.

In Order Management, when a customer buys A, an additional order line will be created with item B, with calculate price flag as Partial Price). The 10% freight charge will be applied.

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- Oracle Pricing does not automatically create promotional goods lines inside a model because it cannot guarantee that the free good is part of the correct model definition. For example, if you set up the promotional goods modifier Buy A get B free and then order model C with option A, the pricing engine returns:
  - 1.1 Item C (Model)
  - 1.1.1 Item A (Option)
  - 2.1 Item B (Promotional good)

If you want B to be part of model C in the same situation, set up an other item discount modifier type, and select B as an option. For example, if you set up the other item discount modifier buy A and B, get 100% off B and then order model C with options A and B, the pricing engine returns:

- 1.1 Item C (Model)
- 1.1.1 Item A (Option)
- 1.1.2 Item B (Option with other item discount)

## Promotional Limits

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**Note:** Promotional Limits functionality is only available if you have licensed and installed Oracle Advanced Pricing.

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### Overview

Promotional Limits is a feature of Oracle Advanced Pricing which allows you to control promotional spending by limiting the usage or monetary benefit any individual customer can obtain from a promotion. This functionality allows you to:

- set limits on promotional spending.
- monitor current and cumulative promotional spending in real time, order by order.
- enforce the promotional limits against particular transactions according to business rules you define.

Using promotional limits, you can set a limit on the amount of a benefit that you are willing to offer. Promotional limits enable you to set an upper limit on the amount of benefit (in the form of free goods, discounted price, etc.) which an individual

customer can derive from that promotion. You can choose to place a limit on a promotion by way of:

- Gross Revenue
- Cumulative Discount Amount
- Accrual Units
- Item Quantity
- Usage

Several examples of promotions with limits include cases where:

- you offer a 10% discount on the first 500 units of an item or a 10% discount on an item until the promotion has cost 100,000 currency units or
- for every \$100 a customer spends they can receive a free CD, with a limit of 3 free CDs per customer or
- the customer gets a 10% discount up to a maximum discount of \$50.

You can set promotional limits at Modifier List level, if at least one Modifier Line for which a limit can be created in on the list. Limits can be set on some modifier line types. The following Modifier line types and parameters will prevent the creation of a line limit:

- If the Modifier line type is Other Item Discount, Promotional Goods, Coupon Issue, Item Upgrade or Term Substitution.
- If the Automatic flag is unchecked. In other words, if the Modifier line is manually applied.
- If the Override flag is checked.

Limits may be set by Customer Hierarchy, by Sales Organization, Product Hierarchy and apply the limit to the current transaction or across all transactions to which a promotion or modifier has been applied.

For more information on entering and viewing promotional limits, see Oracle Advanced Pricing User's Guide, Modifiers.

### **Promotional Limits within Order Management**

When a modifier is created with a promotional limit, the type of limit (either soft or hard) determines how the benefit will be applied. The Hold flag on the modifier indicates whether or not this promotional limit can cause a order or order line to be

placed on hold; how the order or order line is placed on hold is determined within Order Management.

When a pricing request results in a promotion limit being exceeded, the pricing engine performs the following actions:

- Applies the benefit to the order based upon the limit type (hard or soft) and flags the potential need for a promotional hold on the order.
- Messages are generated within the Order Processing Messages table with details of which promotional limit(s) was exceeded. You can then view the messages within the Processing Messages window to locate Promotion Limit Holds and decide whether or not the customer will get the benefit calculated

If the pricing engine identifies that a promotional limit has been exceeded, the Sales Order window displays to the user the following messages:

- Line level message: States that line has exceeded a promotional limit and advises you to view Process Messages for details.
- Order level message: States that the order is on hold due to exceeded promotional limit on lines, and advises you to view Process Messages for details.

If a sales order or order line exceeds a promotional limit, depending on the value of the Order Management profile option *OM: Promotion Limit Violation Action* the order or line may be placed on hold, awaiting user intervention.

The profile option values are:

- Place holds where violated (either at the order line or order header level).
- No holds applied.
- Place order on hold when any violation occurs.

Although the order or its lines may exceed more than one promotional limit and result in multiple messages, the system places only one hold on the order and one hold on each of its lines. The multiple messages for that order can be viewed through Process Messages.

- Order level promotional hold
- Line level promotional hold

**Note:**

Oracle Advanced Pricing and Order Management provide the promotional limits functionality described here. For additional promotional management features,

Oracle Trade Management can be used. The Oracle Trade Management application provides you with the ability to monitor and perform the analysis needed by your Pricing or Promotions Manager to effectively manage promotions and associated promotional budgets. When Trade Management is fully installed, any promotions and promotional limits defined within Trade Management are owned by Trade Management and therefore can only be modified within the Trade Management application. Promotions defined within Trade Management are view only within Advanced Pricing.

### **Promotional Limit Pricing Engine Calls**

As the pricing engine processes sales order pricing requests, it

- Checks each request against the limit to see if it exceeds the limit.
- Records (applies) the amount of the benefit against the limit (consumes or unconsumes the limit).

The remaining amount of the promotional limit (available balance) decreases when a modifier is:

- New to an order
- Repriced higher than its previous value

The remaining amount of the promotional limit (available balance) increases when a modifier is:

- New to a return
- Repriced lower than its previous value
- On an order being cancelled

The following order actions result in a call to the pricing engine to verify limits and consume or un-consume against them:

- Save order line
- Delete order line before booking
- Book order
- Ship order
- Price order action
- Order import
- Copy and reprice

- Cancel order line
- Manually adjust order line quantity to zero
- Cancel order
- System order line split
- User order line split

The following return actions result in a call to the pricing engine to verify limits and consume or un-consume against them:

- Copy return from order and reprice
- Save return line
- System return line split
- User return line split
- Cancel return line
- Manually adjust order line quantity to zero
- Cancel return

**Note** If Oracle Trade Management is fully installed, transaction details relating to promotional limits data can be captured and interfaced from Order Management to Trade Management. Transaction details are used by Trade Management to enable fact-based fund management and to assist with the control of discretionary sales spending and marketing budgets, including the ability to allocate budgets, maintain a budget checkbook and enforce financial controls.

### **Promotional Limits Hold scenarios**

1. A order line is placed on hold due to promotion limit violations at order line level.  
Option = Place holds where violated (line or order)
2. An order is placed on hold due to promotion limit violations where the promotion was at a total order level.  
Option = Place holds where violated (line or order)
3. Even if promotion limit is violated, no holds are placed on the order or line. Messages still viewed through Process Messages screen.  
Option = No holds applied

4. An order is placed on hold due to line level holds being placed on the order. If one or more line level holds are created by the Pricing engine, then a hold may be placed at the order level to prevent shipment of the order until the promotion issue is resolved.

Option = Place order on hold when any violation occurs

### **Possible Promotional Limits Messages**

1. An order level promotion violation hold has been applied. Please use Process Messages to view details of the violation
2. A line level promotion violation hold has been applied. Please use Process Messages to view details of the violation.
3. A Promotion Limit violation occurred while pricing. Please use Process Messages to view details of the violation.

### **■ To release or resolve Promotional Holds:**

To resolving orders which have order level and line level Promotional Holds as a result of exceeding a promotional limit.

1. Determine the orders and order lines with promotional holds.
  - In the Order Organizer Find window, Holds Information tabbed region, search on PROMOTION LIMIT HOLD.
  - To view details of the promotional holds against an order, highlight the order, click Actions, and select Process Messages. See: Process Messages.
2. Determine if there is additional marketing budget available. From the Process Messages form, click Notify and send a Change Approval Notification header workflow notification.
  1. If there is additional marketing budget available:
    - Increase the limit. Limits may only be changed by users of the source system that created the limit.

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**Note:** Once a promotion limit is increased, you must query any orders on Promotional Hold and manually release the Promotion Limit Hold for the order(s).

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2. If there is no additional marketing budget available:



- Inactivate the modifier list or modifier line.
- Release the order level and line level promotional holds.
- Manually reprice the order.
- Decrease the ordered quantity

For additional information, refer to

Oracle Advanced Pricing User's Guide

Oracle Trade Management User's Guide.

## Split Order Lines

Order Management enables you to split order lines to meet your customer's needs. Until the product is shipped, your customer can request to change the shipping quantity or need by date for part of their order. You can meet such requests by splitting the order line into multiple shipments, via the Split Lines window. When an order line is split in this manner, it is considered a manual or user initiated split.

### To manually split an order line:

1. Navigate to the Order Organizer window.
2. Query the order which contains the line you want to split.
3. Select the order line you want to split.
4. Select the Actions button, then select Split Line.

Qty	Qty2	Request Date	Ship To	Warehouse
1		17-APR-2002 08:--	Chattanooga (OPS)	V1

The *Split Line* window displays with one record, with the Request Date, Ship to and Warehouse defaulted from the original line.

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**Attention:** If you split an order line into multiple lines and want to retain the original price on both the original line and new lines, change your Calculate Price Flag to either:

- *Freeze Price* or
- *Partial Price*

before initiating a user split.

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5. Create new records per your split requirement.

- Enter the split quantity for the first order line in the qty field, then enter the remaining quantity for the second split line or choose to create additional split lines.
- The secondary quantity field (Qty2) supports the splitting of a line into multiple shipments using secondary quantity for items that are dual UOM controlled.

---

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**Note:** The Total split quantity entered (shipment quantity) for all split lines entered within the Split Line window must equal the original order line quantity. For example, if the original order line quantity was 40, you can choose to split the quantity evenly between 2 lines (qty. of 20 for each line), 4 lines (qty. 10 for each line), or any combination of lines provided the total split quantity equals the original order line quantity.

For lines generated as a result of a user or system split, resulting line numbers created utilize the same line number and then append the Shipment Number.

For example, if your original order line was 5.1, and you choose to split the line into 3 split lines, the resulting split order lines would appear as 5.1, 5.2, and 5.3, respectively.

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6. Select *Split* to confirm the split.

### Configurations

You can split only at the top-level line in a configuration, i.e. you can split only a model line and not at the option or class level. You can split only a kit line and not at the included item level. When a model or kit line is split, Order Management splits each item beneath the Model proportionately.

When a configuration or kit is shipped out of proportion, the system creates remnant sets. Lines in a remnant sets are treated as stand-alone lines by shipping and fulfillment. Remnant sets can arise only out of system initiated splits.

### **Service**

When a serviceable item line is split, Order Management will split any service item lines beneath it.

### **System Processing Constraints for Split Lines**

System defined constraints are as follows:

- User initiated splits not enabled on return lines.
- User initiated splits not enabled on a line that is purchase released, ship-confirmed, invoice interfaced, fulfilled or closed.
- User initiated splits not enabled on any lines in a configuration once any line in the configuration is ship-confirmed, invoice interfaced, fulfilled, or closed.
- User initiated splits not enabled on any lines in a configuration once a configured item is created.
- User initiated splits are not enabled for internal order lines.

Additionally to meet your specific business needs, you can set up constraints to prevent user initiated splits at earlier points in the line flow. Define the constraints against splits using the Split operation.

### **System Initiated Splits**

Order Management automatically initiates a system split for order and return lines into multiple shipments when they have been partially processed. This is true for all order lines except internal order lines, which are never split by the system.

Such system initiated splits occur as follows:

When Order Lines are partially processed at:

- Ship Confirmation - When your shipping department finds that stock on hand is less than the ordered quantity, you can ship the available quantity and Order Management will split the line so that the customer can be billed for what was shipped.
- Purchase Release Receipt - When a Drop-Ship Line is partially received, Order Management splits the line so that a customer can be invoiced for what was already shipped.

When Return Lines are partially processed at:

- Return Receipt - When your customer returns partial quantity on a return, Oracle Order Management splits the return line so that customers can be issued credit for what was returned.

For both user and system initiated splits, Order Management retains all of the original line information including attachments, discounts, flow status, sales credits, reservations, taxes, and holds.

The Calculate Price Flag on the order line entity controls if pricing/charge calculations should be done on the line:

- If it is set to *Calculate Price*, both pricing and freight charges calculation are done.
- If it is set to *Partial Price*, only freight charges calculation is done.
- If it is set to *Freeze Price*, neither pricing nor freight charges calculation is done.

The following table shows the value of the Calculate Price Flag before and after a user or system initiated split.

Calculate Price Flag	Original Line before split: <i>Calculate Price</i>	Original line before split: <i>Partial Price</i>	Original line before split: <i>Freeze Price</i>
Original line after user initiated split	Calculate Price	Partial Price	Freeze Price
New line after user initiated split	Calculate Price	Partial Price	Freeze Price
Original line after system initiated split	Partial Price	Partial Price	Freeze Price
New line after system initiated split	Freeze Price	Freeze Price	Freeze Price

Pricing for each line during the split will be controlled by the “after split” value of the calculate price flag as shown in the table above.

**If the after split value of the calculate price flag is *Calculate Price*:**

- Automatic Fixed Amount adjustments get re-calculated

- Automatic Percent Based adjustments get re-calculated
- Manual Fixed Amount adjustments get Pro-rated
- Manual Percent based adjustments get duplicated

If the after split value of the calculate price flag is *Partial Price*:

- Automatic Fixed Amount adjustments: charges get re-calculated, price adjustments get Pro-rated
- Automatic Percent Based adjustments: charges get re-calculated, price adjustments get duplicated
- Manual Fixed Amount adjustments get Pro-rated
- Manual Percent based adjustments get duplicated

If the after split' value of the calculate price flag is *Freeze Price*:

- Automatic Fixed Amount adjustments get Pro-rated
- Automatic Percent Based adjustments get duplicated
- Manual Fixed Amount adjustments get Pro-rated
- Manual Percent based adjustments get duplicated

## Pricing for Service Items

Service items are only priced after you have entered service information in the service tab, and then are priced just as any other item processed by the pricing engine. Service item can have a list price or be defined as percent based within a price list. In Oracle Order Management the parent item is the serviceable item, and must be defined.

When pricing a service item, Order Management always passes the service item and the serviceable item to the pricing engine. When the price of the service item is percent based, the pricing engine calculates the price of the service item as a percentage of the list price of the serviceable (parent) item. The pricing engine will attempt to *find* the price of the serviceable item first, and then proceed to calculate the price of the service item.

The table below displays Oracle Pricing APIs that are called based upon a order header or Order Line attributes.

Order Management Attribute	Pricing API	Meaning
Ordered Quantity	P_Line_Tbl.Line_Quantity	The quantity of service being ordered in UOM of parent item
Ordered UOM code	P_Line_Tbl.Line_UOM_Code	The unit of measure (time scale)
Service Duration for Service Period	P_Line_Tbl.UOM_Quantity	The time duration of service being ordered*

For Example:

Ordered Quantity of 1 for a service item *Computer Maintenance* defined with a service duration of 1 year.

P\_Line\_Tbl.UOM\_Quantity is the service duration expressed in P\_Line\_Tbl.Line\_UOM\_Code and P\_Line\_Tbl.Line\_UOM\_Code is the same as Ordered UOM code.

### Pricing Service Line using Unit Price Example

Price list setup for unit price:

- **Product:** Computer Service
- **Application Method:** Unit Price
- **UOM Code:** Month
- **List Price:** \$10.00

Order Management Order Line:

- **Product:** Computer Service
- **Ordered Quantity:** 1
- **Ordered UOM:** Month
- **Service Period:** Year
- **Service Duration:** 1
- **Serviceable Item:** Laptop Computer

Unit list price returned for order line returned by pricing engine: \$120.00

**Pricing Service Line using Percent Price Example**

Price list setup for percent price:

- **Product:** Computer Service
- **Application Method:** Percent Price
- **UOM Code:** Month
- **Percent Price:** 2
  - **Product:** Lap Top Computer
  - **Application Method:** Unit Price
  - **UOM Code:** Each
  - **Percent Price:** \$1000

Order Management Order Line:

- **Product:** Computer Service
- **Ordered Quantity:** 1
- **Ordered UOM:** Month
- **Service Period:** Year
- **Service Duration:** 1
- **Serviceable Item:** Laptop Computer

Unit list price for Computer Service order line returned by pricing engine: \$240

- $2\% \text{ of } 1000 * 12 = 240$

See: Modifying Order Pricing, Pricing Special Orders, Repricing an Order/Order Line

# Viewing Pricing Adjustments

■ **To view pricing adjustments:**

- 1. You can view adjustments at the order or order line level. Order level adjustments are shown for each line to account for the total adjusted amount for an order line, and Line level adjustments are shown for each line that had a incurred an adjustment.

The Adjustments widow currently supports the use of Oracle Folder functionality and both the Reason Code and Reason Text fields are displayed within the Adjustments and Reason Tabs.

- **For Order Level Adjustments:** From the Order Information tabbed region, select the *Actions* button and then select *View Adjustments*
- **For Order Line Level Adjustments:** From the Line Items tabbed region, select an order line, select the *Actions* button and then select *View Adjustments*.

The screenshot shows a software window titled "ADJUSTMENTS - Standard, 20326". At the top, there is a "header" section with "Customer Number" 1006 and "Customer Name" Computer Service and Rentals. Below this is a tabbed interface with three tabs: "Adjustments" (selected), "Reason", and "Accruals". The "Adjustments" tab contains a table with the following columns: Level, Modifier Number, Modifier Type, List Line, Rate, Amount Red, New Price, Lumpsum, and Extra. The first row of the table is highlighted and contains the values: ORDER, Header, Discount, (blank), 10, (blank), (blank), (blank), and (blank). Below the table, there is a "Modifier Description" field with the text "Header 10 perc off ev" and an "Effective Dates" field. At the bottom of the window, there are four buttons: "Cancel", "Attributes", "Related Items", and "Apply".

Level	Modifier Number	Modifier Type	List Line	Rate	Amount Red	New Price	Lumpsum	Extra
ORDER	Header	Discount		10				

- 2. To view, apply or update information regarding the types of adjustments and their values, select the *Adjustments* tab.



The Adjustments window for the line level adjustments displays all order level adjustments, adjustments for this line, and adjustments for a group of lines in which this line participates. For an order level adjustment, Level displays Order; for a line level adjustment, Level displays LINE; and for a group of lines adjustment, Level displays LINEGROUP.

3. To view, apply or update information on the reason for manual updates to benefits given, select the *Reasons* tab. You can create your own reason codes in the Oracle Order Management change code list.
4. To view the pricing attributes that caused the line to be eligible for benefits, select a benefit and then select the *Attributes* button.
5. To view information about the price break levels for a price break adjustment, select the *Related Items* button and then select the *Price Break Lines* tab.

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**Note:**

- To view accrual information, select the *Accruals* tab. The *Accruals* tab is enabled only in Advanced Pricing.
  - To view additional lines that received a benefit, select a benefit, select *Related Items* button, and then select the Related Lines tab. This button is enabled only in Advanced Pricing.
- 
- 

6. Save your work.

## Modifying Order Pricing

Use this process to modify order pricing.

Before changing the selling price, Pricing verifies:

- The profile option *OM: Discounting Privilege*.
- Enforce List Price on the order type.

### ■ To modify an order discount:

1. In the Order Summary region, navigate to the Adjustments window, and select the *Adjustments* tab.
2. In Modifier Name field, select the list of values to view the unapplied manual adjustments for the order.
3. Select an adjustment and select the *Apply* button.

Even if you are viewing line adjustments, you can apply order level and group of lines adjustments. Order level adjustments that you apply from the line level view apply to all lines and group of lines adjustments that you apply from the line level view apply to all lines that participate in the group.

4. Requery the order to see the new selling price.
5. If an adjustment has Override Allowed set, enter either the new adjustment rate, the amount reduced, or a new price, along with a required reason code and select the *Apply* button.

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**Note:** Manual discounts are not subject to incompatibility checking.

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6. To remove an already applied overridable adjustment, delete the adjustment and select the *Apply* button.
7. Select the *Apply* button.

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**Note:** If the profile option OM: Charging Privilege is set to UNLIMITED, then you can update manual non-overridable charges.

However, if you choose to update manual non-overridable charges, the update must be performed manually; manual non-overridable charges are never altered by the system, even if the order undergoes repricing.

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■ **To modify the selling price:**

Perform either steps 1 and 2 or steps 3-5.

1. Navigate to the Sales Orders window, Line Items tab.
2. Enter a new value in Unit Selling Price.

The pricing engine verifies that:

- The user has authority to manually override selling price.
- The order allows manual override of selling price (Enforce List Price is disabled).
- The order line has a qualifier overridable manual line level discount or surcharge modifier. If there is more than one, manual discount, you must select one from a list of values.
- Access the list of values to view the unapplied line and group of lines manual adjustments for the line.

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**Note:** Order level manual adjustments are applied through the View Adjustments window. If the calculate price flag for any line on the order is set to P or N, order level adjustments can not be applied.

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- The calculate\_price\_flag remains Y after manual adjustments are applied to the line. To ensure that no other adjustments are applied to that line, set the calculate\_price\_flag to either P or N.
3. Navigate to the View Adjustments window and review the unapplied manual adjustments for the line.

4. Select an adjustment and save your work. Pricing applies the adjustment to the line.
5. From the *Line Items* tab, navigate to the Adjustments window, Adjustments tabbed region.
6. In Modifier Name field, select the list of values to view the unapplied manual adjustments for the line.
7. Select an adjustment and select the *Apply* button.
8. To remove an already applied overridable adjustment, delete the adjustment and then select the *Apply* button.
9. If an adjustment has Override Allowed set, you can enter either the new adjustment rate, the amount reduced, or a new price.
10. Enter a required Reason Code.

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**Note:** You can enter a negative New Price for a discount if profile option *OM: Negative Price* is Yes.

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11. Save your work. Select the *Apply* button

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**Note:** If you override the Unit selling price, the pricing engine retains all benefits that it applied before the override but only enables you to override the following benefits:

- Discount
- Surcharge

Order Management will not automatically change the Calculate Price Flag in this instance. However, you can manually change the Calculate Price Flag to *Freeze Price* or *Partial Price* to keep future discounts or surcharges from applying on this line.

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12. Requery the order to see the new Unit selling price.

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**Note:** A surcharge modifier can be used as discount and a discount modifier can be used as surcharge. For example, an original Unit Selling Price is 100, and you overtype it to 90. If there is more than one modifier available, the LOV will display all modifiers (regardless if the price is being reduced), such as Discount 1 and Surcharge 1. You can select Surcharge 1 (although 100 to 90 is a discount) to lower the price to 90. Similarly, if you increase the price from 100 to 110, you can select Discount 1 to increase the price.

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See: Pricing for Service Items, Pricing Special Orders, Repricing an Order/Order Line

## Pricing Special Orders

Use this process to price the following special order situations:

- a copied order
- an imported order
- a return

### ■ To price a copied order:

1. Specify if you want the copied order to price:
  - At the selling price of the original order
  - As of the current date or another specific date
2. If you choose the selling price of the original order, Order Management converts header level discounts on the original order to line level discounts on the copied order.

If you choose a specific date, the pricing engine does not copy any list prices and automatic or manual discounts to the copied order and prices it as of the pricing date.

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**Note:** If you copy order lines to an existing order, the process does not copy the header discounts from the original order as header discounts on the copied order, but as line discounts.

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### ■ To price an imported order:

- **Calculate Price:** Instruct the pricing engine to price the order.
- **Freeze Price:** Manually price the order.
- **Partial Price:** Calculate only Freight charges.

### ■ To price a return:

1. On the sales order, choose to set the Calculate Price
  - Calculate Price
  - Freeze Price
  - Partial Price

2. For return charge modifiers, select Include On Returns.
3. If Calculate Price is *Partial Price* or *Freeze Price*, the pricing engine copies discounts, surcharges, and charges from the sales order and adds return charges modifiers.

If Calculate Price is *Calculate Price*, the pricing engine prices the line as a new line.

See Also

Pricing for Service Items

Modifying Order Pricing

Repricing an Order/Order Line

## Repricing an Order/Order Line

When you use Price Line, the pricing engine executes the LINE event. The seeded LINE event contains the phases List Line Base Price and List Line Adjustment. If you change a price list line or a line level modifier, Price Line reevaluates your base price and line level adjustment. However, since the LINE event does not include the phase Header Level Adjustment, Price Line does not reevaluate header level modifiers.

### ■ To reprice an order or an order line:

1. Add or modify any of the following in the Sales Orders window:
  - Customer Item (Line Items tabbed region, Main tabbed region)
  - Ordered Item (Line Items tabbed region, Main tabbed region)
  - Qty (Line Items tabbed region, all tabbed regions)
  - Ordering UOM (Line Items tabbed region, Main tabbed region)
  - Pricing Date (Line Items tabbed region, Pricing tabbed region)
  - Price List (Order Information tabbed region)
2. Save your work.
3. Navigate to the Sales Orders window, Order Information tabbed region.
4. Choose Actions and select Price Order.
5. Navigate to the Sales Orders window, Line Items tabbed region:
  - a. Select an order line.
  - b. Choose Actions.
  - c. Select Price Line.\

Additionally, you can choose when to reprice orders by inserting the Reprice Line workflow subprocess within your order line workflows. See: Using Oracle Workflow in Oracle Order Management, release 11i.

### **See Also:**

Pricing for Service Items

Modifying Order Pricing

Pricing Special Orders



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# Order Management Processes

## Overview

This chapter provides you with an explanation of Order Management processes, including the following:

- Using Item Cross Referencing in Order Management on page 4-3
- Fulfillment in Oracle Order Management on page 4-7
- Overview of the Order Backlog Workbench on page 4-10
- Order Import on page 4-29
- Order Import Statistics Concurrent Program on page 4-41
- Inbound Purchase Order Changes on page 4-42
- Outbound Purchase Order Acknowledgements on page 4-49
- Order Purge on page 4-56
- Purchase Release on page 4-62
- Invoicing Processing on page 4-64
- ATP Collections on page 4-78
- Schedule Orders Concurrent Program on page 4-79
- Release Expired Holds on page 4-81
- Booking on page 4-82
- Defaulting Generator Concurrent Program on page 84
- Inventory Interface - No Ship Order Lines on page 4-86
- Inventory Interface No Ship Concurrent Program on page 4-90

- Credit Check Processor Concurrent Program on page 4-92
- Initialize Credit Summaries Table Concurrent Program on page 4-94
- Credit Exposure Import Concurrent Program on page 4-96
- Purge Imported Credit Exposure Concurrent Program on page 4-100
- Process Pending Payments Concurrent Program on page 4-102
- Message Purge Concurrent Program on page 4-105
- Calculate Party Totals Concurrent Program on page 4-107
- Audit History Consolidator Concurrent Program on page 4-109
- Re-Schedule Ship Sets Concurrent Program on page 4-111
- Reserve Orders Concurrent Program on page 4-112
- International Trade Management on page 4-116
  - Denied Party Screening on page 4-116
  - Export Compliance Workbench on page 4-124
  - Export Compliance Screening Concurrent Program on page 4-128
- Solution Based Modeling on page 4-130
- Diagnostics:
  - Apps Check Concurrent Program on page 4-132
  - OM Debug File Retrieval Concurrent Program on page 4-134
  - OM Order Information Concurrent Program on page 4-135

## Using Item Cross Referencing in Order Management

Item Cross Referencing is a feature of Oracle Inventory. Oracle Order Management allows you to utilize item cross references (item identifiers) and their associated definition when entering, displaying, querying, and reporting against order lines.

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**Note:** For Release 11i, Order Management has introduced new functionality surrounding the Customer Item and Cross Reference windows. This new functionality allows additional order processing by item identifiers. Order Management uses the term item identifier when referring to the types of item cross references available:

- Internal
  - Customer
  - Generic
- 
- 

Item Identifiers can be represented as one of the following:

- **Internal Item:** Internal item numbers are defined using the Master Items window. The internal item number is the primary name of the item, corresponding to the value entered in the *Item* field within the Master Item form.

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**Note:** In most Order Management forms, the Ordered Item is displayed in the standard folder, and to search by alternative item names, you will need to create a folder which shows the Internal Item field.

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For more information on defining items, see Oracle Inventory, Defining Items.

- **Customer Item:** Customer item numbers are defined using the Customer Item and Customer Item Cross Reference forms. Customer Item is an alternate name assigned to an item that is specific to a customer site.

In the customer item cross reference set up, you can assign one customer item to one or more internal item numbers with different item numbers. When you enter an Ordered Item with multiple associated internal items, the profile option *OM: Cust Item Shows Matches* will control whether Order Management will default the associated Internal Item to the highest ranked item number or show a list of all the matched internal items and allow the user to choose one.

For more information on Customer Item Numbers, please see Oracle Inventory, Customer Items

- **Generic Item:** Generic items are defined using the Cross Reference Type and Assign Cross References forms. A generic item identifier is a user defined alternate name assigned to an item that is not specific to a customer. You must first define a cross reference type, then link your internal item to a new generic item; for example, define a cross reference type of Universal Product Code (UPC), then assign internal items to one or more generic items.

For more information on Generic Item Numbers, please see Oracle Inventory, Cross References and Cross Reference Types.

When creating an order line, users may chose to enter an item identifier in the Ordered Item field. The system will then fill in the rest of the item information such as the item identifier type (Internal, Customer or Generic) and the item description. The Item Description shown is the description for the entered item. For example, if the Customer Item Number is entered in the Ordered Item field, then the description shown is for the Customer Item. If there is no Customer Item Description defined in the system, then the description shown will be for the Internal Item.

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**Note:** In the standard folder only the Entered Item and Description are displayed. The item identifier field is hidden.If your company uses the Item Cross References feature for many items, you may want to add the fields Item Identifier Type and “Internal Item” to your company’s default folder for the Sales Order form.

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The alternate item names can also be printed on internal and external reports such as the Sales Order Acknowledgement, Invoice and Pack Slip. The parameter “Item Display” on Oracle Order Management Reports gives users options to print the desired information such as:

- Internal item number only
- Ordered item only
- Internal item description only
- Ordered item description only

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**Note:** In the case of Ordered item description only, item description printed is for Customer Item Number or Generic Item Number if one is defined. Otherwise, the description for the Internal Item Number is printed.

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- Both internal item and internal item description
- Both ordered item and ordered item description

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**Note:** In the case of Both ordered item and ordered item description, item description printed is for Customer Item Number or Generic Item Number if one is defined. Otherwise, the description for the Internal Item Number is printed.)

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Item identifiers can also be associated with defaulting customer information for order lines. You can specify a preferred item identifier type for specific customers, and then use that as a defaulting source when you create order lines for that customer. From the Standard Customer window, Order Management tab, you can enter a item identifier type value that can default for each order line created for this particular customer. The item identifier type can be overridden at the order line level.

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**Note:** Valid values for item identifier type field are:

- INT: Internal Item
  - CUST: Customer item, customer item cross reference
  - <value>: Cross reference types
- 
-

Item identifiers can also be associated with defaulting site specific customer information on order lines. You can specify a preferred item identifier type for specific customer sites, and then use that as a defaulting source when you create order lines. From the Customer Addresses window, after selecting or defining a new business purpose, select the open button, then the Order Management tab, you can enter a item identifier value that will default for each order line created based upon the customer *site* entered for the order. The item identifier can be overridden at the order line level.

For more information on defining customers and customer addresses, please see Oracle Receivables, Defining Customers.

# Fulfillment in Oracle Order Management

## Overview

To fulfill an order line in Oracle Order Management means to satisfy the requirements for completion. Order Management provides the functionality required to recognize fulfillment of an order line, and to cause some order lines to wait until other related order lines have been fulfilled before processing can continue.

Order Management's fulfillment functionality provides a simple way to synchronize line workflows for multiple order lines. It allows you to prevent invoicing of lines within a fulfillment set until all lines are ready for invoicing. Seeded workflow processes and activities can be used to provide baseline functionality for sales order, drop ship and return lines. The functionality is also designed to allow you the flexibility to define other activities as fulfillment methods so that you can model your unique business processes.

Order Management allows you to group lines into a fulfillment set and to establish a *gate* activity in your workflow process. Lines in a fulfillment set will wait until all lines in the set have been fulfilled to proceed through the gate. This *gate* is known as the fulfillment activity. The fulfillment feature is primarily designed to allow the grouping of related lines and to keep any lines in the group from being invoiced until all lines have been fulfilled. You may find additional uses for the fulfillment functionality in your business.

## How it Works

The fulfillment activity is a seeded workflow activity named FULFILL. This activity is the synchronization point between the lines of a fulfillment set.

There are two activities which are considered fulfillment method activities (workflow attribute) in seeded Order Management workflows.

- For a standard shippable line the fulfillment method activity is the shipping activity.
- For a return line the fulfillment method activity is the receiving activity. You may define any activity as the fulfillment method activity in a workflow process.

The fulfillment activity must be between the fulfillment method activity and the invoice interface activity in the respective workflows.

When a line workflow reaches the fulfillment activity, the activity checks to see if the fulfillment method activity (for example, shipping or receiving) completed successfully. If the line completed successfully, the fulfilled quantity for the order line will be updated with the shipped or received quantity, and the order line fulfilled flag is set to Yes. The fulfillment process then performs a check to verify if the line is part of a fulfillment set:

- If the line is not part of a fulfillment set, then the order line completes the Fulfillment activity and continues with the next activity within its order line workflow process.
- If the line is part of a fulfillment set, the fulfillment process performs an additional check to verify if remaining lines within the set have been fulfilled:
  - If any lines within the set are not fulfilled, the order line will wait at the fulfillment activity.
  - If all lines within the set are fulfilled, the order line completes the fulfillment activity for all the lines within the fulfillment set.

## Setup

No setup is required to use the fulfillment functionality with the seeded workflows. If you create your own workflows, include the fulfillment activity before invoicing in each process. This will provide two benefits

- update the fulfilled quantity for the lines and
- allow you to use fulfillment sets.

For each workflow process that you define, you will need to check the attributes of the FULFILL activity. The FULFILLMENT\_ACTIVITY attribute must be your fulfillment method activity, which in the seeded flows is either the shipping activity or the receiving activity. The COMPLETION\_RESULT should be the result with which the fulfillment method activity completes if it is successful. This allows you to designate any activity as a fulfillment method activity.

If you have a workflow process with two separate branches, such as a single workflow process with separate branches for ordered items and returned items, then you should have one fulfillment activity for each branch which relates to the fulfillment method activity for that branch.



## Limitations

- You can have multiple fulfillment sets in a single order. If a line is a member of two fulfillment sets then all lines from both fulfillment sets must be fulfilled for any of the lines to complete the fulfillment activity.
- If a line workflow process with a notification is in a fulfillment set, and the notification is rejected, then the other lines will not progress in their flows. You will have to delete or cancel the rejected line.

## EXAMPLE

**Example** Assume that an organization is in the telecommunications environment and some of their order lines are for local cable service.

Some order lines are fulfilled when a technician makes a connection at a subscriber site. The organization terms making a connection an activity called Provisioning, and they have a custom system for managing this service.

The organization can define a new workflow activity called Provisioning and define it as the fulfillment method activity for the workflow process associated with cable installation lines (order line for install).

The line for installation might be in a fulfillment set with the line for the first monthly fee and the line for a shippable item, the cable box. When the technician reports that the connection is complete, the custom system could update the status of the Provisioning workflow activity. When the line progresses to the fulfillment activity, the quantity fulfilled is updated with the quantity provisioned.

Remaining lines in the fulfillment set should already be waiting completion of the fulfillment activity Provisioning. The completion of the fulfillment activity for the installation would then complete the remaining lines in the fulfillment set, and the installation, first monthly fee and cable box would all proceed to invoice interface at the same time.

## Overview of the Order Backlog Workbench

The Order Backlog Workbench is a powerful graphic tool that enables you to easily manage existing order lines you wish to reschedule. This workbench is especially useful when a significant issue such as item availability occurs within your supply chain, manufacturing line, or distribution chain, and you need to react rapidly to reschedule groups of order lines affected by the item availability.

- Once you have selected orders for scheduling, using system processing constraints and user defined controls, order lines are processed in a simulated scheduling mode and then presented for your review.

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**Note:** You must first select and schedule order lines before you can navigate to the Order Backlog Workbench. For a complete list of the steps required for scheduling order lines with the Order Backlog Workbench, refer to the **Order Backlog Scheduling Process**.

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During the review process, you can:

- Take actions based on upon system exceptions or errors resulting from simulated scheduling
- Update or modify the simulated scheduled dates or source organizations for order lines presented
- Chose to accept or cancel all simulated order line scheduling information
- Chose to firm selected order lines for simulated rescheduling
- Chose to pick (accept) selected order line simulation results
- View ATP Pegging Detail information
- Reschedule order lines information presented in simulated schedule mode again

Once you are satisfied with your scheduling simulation results, save your changes and your new order line scheduling information is updated for order lines selected.

## Order Backlog Scheduling Process

### 1. Define scheduling Sequence Rules.

- Sequence Rules determine the actual processing order for order lines during scheduling.

### 2. Define Filter Criteria

- Filter Criteria enables you to determine order line selection criteria for scheduling within the Order Backlog Workbench.

### 2.1 Simulate Order Scheduling

Chose to:

- Manually sequence, delete, firm, and simulate order line scheduling **or**
- Simulate order line scheduling for all order lines selected by your Filter Criteria.

### 3. Schedule Orders using the Order Backlog Workbench

View simulation scheduling results by:

- Exceptions
- Order Number
- Organization/Item

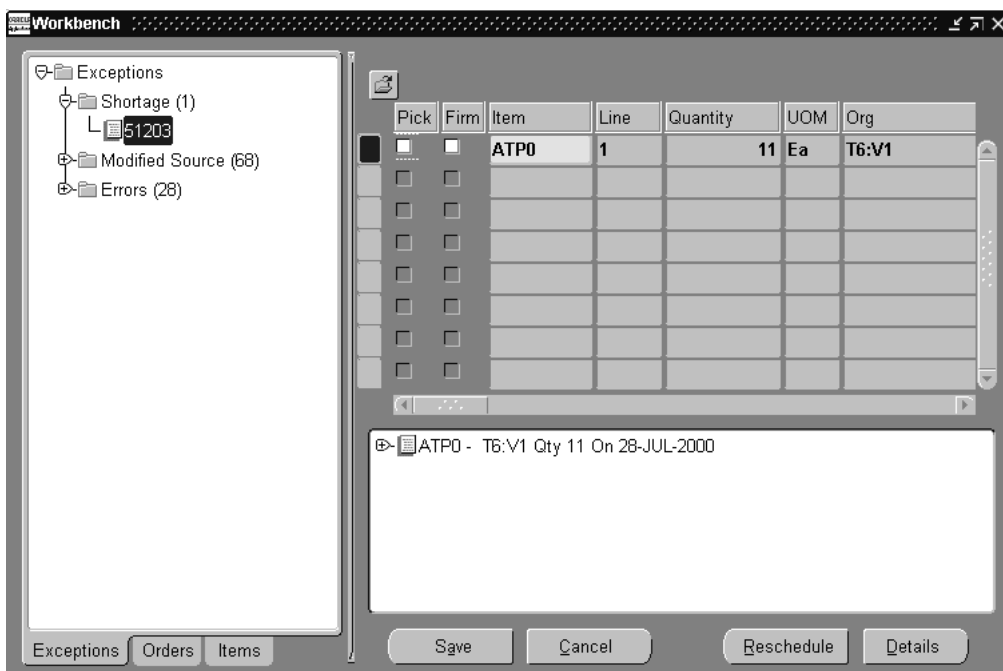
#### 3.1 Choose to:

- a. Modify order line schedule dates or source org's (organizations) fields.
- b. Firm order lines.
- c. Pick order lines.
- d. Save all scheduling simulation results.
- e. Cancel all scheduling simulation results.
- f. Reschedule again, until satisfied.

#### 3.2 Save your work.

The Order Backlog Workbench consists of a 3 panes within a window:

- Navigator Tree
- Reschedule Lines Results
- Order Line Pegging Information



### Navigator Tree

The Navigator tree controls the display of information for the Reschedule Lines Results and Order Line Pegging panes within the Workbench. Drill down to different levels the within Exception, Order, or Items tab to view order line and pegging information in their respective panes.

### Exceptions Tab

The Exceptions tab is the default tab displayed within the Navigation Tree pane upon system display of the Order Backlog Workbench. This tab displays a tree containing order line exceptions that occurred during simulated scheduling.

Exceptions are grouped and displayed by exception type, and a corresponding number is displayed to the right of each exception tree node to denote the number of occurrences for each of the exception types that occurred during simulated scheduling.

**Exception Tree Drill Down Details**

- + Exceptions
  - + Exception Folder Name
  - + Order Number

**Orders Tab**

The Orders tab displays a folder tree of all orders selected for simulated scheduling. Orders within this folder tree are displayed in the ascending order.

**Order Tree Folder Drill Down Details**

- + Sales Orders
  - + Order Number
  - + Independent Lines (order lines)

### Items Tab

The Items tab displays a folder tree of all items contained within order lines that were selected for simulated scheduling. Items are displayed in alpha numeric sort of the organization to which they were scheduled against.

#### Item Tree Folder Drill Down Details

- + Organizations
  - + Organization Name
    - + Product Families
      - + Product Family
  - + Categories
    - + Item Category Sets
      - + Item Category Set code combinations

### Reschedule Lines Results

The Reschedule Lines Results pane is used to display order line information based upon cursor placement within the Navigator pane.

If the *Item* field is highlighted in yellow, simulated scheduling encountered an error during processing, and the order line was not modified in any way. Specific scheduling error messages can be seen in the *Error* column.

The Reschedule Lines Results pan displays the following order line information:

- Pick Check box
- Firm Check box
- Item
- Order line number
- Quantity ordered
- Order line UOM
- Ship from Org (organization)
- Ship Date (Scheduled Date)
- Scheduled Arrival Date
- Available Quantity

- Group Ship Date
- Group Arrival Date
- Request Date Quantity
- Requested Ship Date
- Requested Arrival Date
- Firm Source Org (organization)
- Firm Ship Date
- Firm Arrival Date
- Latest Acceptable Date
- Ship Method
- Lead Time
- Demand Class
- Ship set
- Arrival Set
- Customer
- Location (Customer Site)
- Status (Order line status)
- Error

## Order Line Pegging

The Order Line Pegging Information pane displays pegging Information based upon the cursor location within the Navigator tree.

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**Note:** If there is no information contained within the Pegging Information window based upon the cursor location within Order Backlog Workbench:

- Entity referenced within the Navigator tree is not related to pegging, such as Organization.
  - The item/order line that is referenced is not ATP enabled.
  - The item/order line does not currently reside in ATP collection tables.
- 
- 

Selecting a node element within the Order Line Pegging pane and then selecting the *Details* button will display the ATP Details window.

For more information on the ATP Detail window, see Oracle Advanced Planning and Scheduling Implementation and User's Guide, ATP Details.

## Selection criteria for scheduling with the Order Backlog Workbench

### Prerequisite

You must define at least one Sequencing Rule (priority rule) prior to utilizing the Order Backlog Workbench.

### Priority Rules

Oracle APS utilizes Priority Rules to determine the processing order used when scheduling orders through the scheduler.

- You can choose to define a default scheduling order processing Priority Rule.
- You can choose to disable a Priority Rule.
- You can also choose to define single or multiple criteria within a priority rule to further define the processing order the scheduler will utilize during line scheduling.



Priority Rules are not instance specific, and are defined by selecting specific columns from the Sales Order lines table to use as processing order input to the scheduler.

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**Note:** At least one priority rule must be defined prior to utilizing the Order Backlog Workbench for scheduling.

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### ■ To define Priority Rules:

1. From an APS Responsibility, navigate to the Priority Rules window.

Criteria Name	Criteria Order
Schedule Date	1
Request Date	2

2. Enter the name for the Priority Rule in the *Name* field.
3. Enter a description for the Priority Rule in the *Description* field.
4. Select the *Enabled* check box to enable the priority rule to be utilized by the scheduler.
5. Choose to establish whether the priority rule will be used as the default priority rule used during scheduling execution.

Select the Default check box to use the priority rule as the default rule.

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**Note:** If another priority rule has been defined as the Default Priority Rule, and you select the *Default* check box, you will be presented with a decision box asking if you wish to update the current default priority rule to the rule you are currently modifying. Select Yes to update your default Priority Rule.

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6. Select the Priority Rule criteria name in the *Criteria Name* field. Valid values are:
  - Gross Margin
  - Promise Date
  - Request Date
  - Sales Order and MDS Entities priority
  - Scheduled Date
7. Select the criteria processing order the scheduler will use when scheduling order lines. Enter a numeric value in the *Criteria Priority* field.
8. Save your work.

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**Note:** Once a Priority Rule has been successfully saved, you ***can only*** update the following information:

- Enabled check box
- Default check box

You may however, chose to add additional criteria to the Priority Rule.

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#### ■ To schedule orders using the Order Backlog Workbench:

1. Navigate to the Order Backlog Workbench.

**Schedule Orders**

Filter Criteria  ... Create/Edit

Sequencing Rule  ...

Overwrite source  ▼

Manual Sequence Schedule

**2. Determine your order selection (filter criteria) for scheduling:**

- Select the Filter Criteria Name and proceed to *Step 3 or*
- Select the Filter Criteria Name you wish to modify and select the *Create/Edit* button *or*
- Select the *Create/Edit* button if you wish to enter new filter criteria information.

**MRPFIND**

Display Message Count ☐

Field	Condition	From	To
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Clear

**Create/Edit Filter criteria**

Create your order selection criteria for scheduling. Order selection is determined by current order line status and the Filter Criteria you define.

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**Note:** Order lines that have a current status of *Shipped* or *Cancelled* are not selected for simulated scheduling.

Order lines whose source is *External* (i.e. Drop ship order lines) are also not selected for simulated scheduling.

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The Schedule Orders window utilizes Oracle Applications Folder technology to save Filter Criteria for reuse. Users can choose to create filter criteria and save it to a folder, or query an existing folder and modify the Filter Criteria. However, you are not allowed to enter Filter Criteria for scheduling without first saving the criteria to a folder.

- a. Either edit the *Filter Criteria* for the folder selected, or enter new filter criteria. Select the Field name.

Valid values are:

- Task
- Customer
- Item Name
- Order Number
- Project Number
- Promise Date
- Requested Arrival Date
- Requested Ship Date
- Scheduled Arrival Date
- Scheduled Shipped Date
- Ship from org

- b. Select an operator for your criteria. Valid values are:
  - Equals
  - Is Not (equal)
  - Less Than
  - At most
  - At Least
  - Greater than
  - Between
  - Outside
  - Is empty
  - Is entered
  - Among
- c. Chose to further define your query criteria values by entering limiting values in the *From* and *To* fields. Enter values appropriate to the *Field Name* selected.

For example, if you are interested in displaying order lines that have a scheduled order date two weeks from today, enter the present date in the *From* field, and a date two weeks from the present date in the *To* field.

- d. Save your work to a folder. From the File menu, select *Save As* to save your folder. When you save your folder, there are several options available. Once you have saved your folder, close the MRPFND window

For more information on using folders within Oracle Order Management, see Oracle Order Management User's Guide, Private Folders.

For more information on folder options, see Oracle Applications User's Guide, Folders.

- 3. Select the scheduling Sequencing Rule. For more information on sequencing rules and their usage, please refer to Oracle Advanced Planning and Scheduling Implementation and User's Guide, Priority Rules.

4. Choose whether to overwrite or preserve *all* existing source organizations for current order line sources during scheduling.

Select *No* to use current order line source information. Use existing sourcing rules and priority rules to determine order line schedule date.

Select *Yes* to overwrite current order line source information. Use any source for your order, based upon sourcing and priority rules for scheduling, and use the modified sourcing information during scheduling to determine order line scheduled date.

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**Note:** If there is no order source specified on the order line, order source is determined by your Sourcing Rule ranking. Ensure that your profile option MRP: ATP Assignment Set is properly defined.

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5. Chose to manually sequence the processing order during scheduling for your order lines or allow the system to schedule your order lines based upon the sequencing rule chosen.

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**Note:** If you chose to allow the system to process order lines by the sequencing Rule chosen, proceed to Step e.

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Manually chose the order processing sequence during scheduling by selecting the *Manual Schedule* button. The *Manual Schedule* button enables a user, based upon query criteria, to schedule, sequence, Firm, or delete order lines selected for rescheduling.

- a. Once your select the *Manual Schedule* button, the system will query open sales orders (based upon filter criteria) that contain order lines and then present them for display in based upon the Sequencing Rule selected.

 With Item Field

Firm	Seq	Order Number	Line Number	Option Number	Shipment Number
<input type="checkbox"/>	1	51104	4	4	1
<input type="checkbox"/>	2	51103	1	1	1
<input type="checkbox"/>	3	51103	2	1	1
<input type="checkbox"/>	4	51103	1	1	1
<input type="checkbox"/>	5	51105	1	1	1
<input type="checkbox"/>	6	51107	1	1	1
<input type="checkbox"/>	7	51109	1	1	1
<input type="checkbox"/>	8	51113	1	1	1

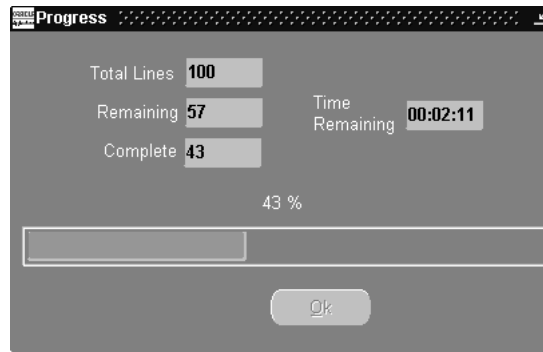
- b. Choose to Firm current order line information: Select the *Firm* check box if you do not want a particular order line processing sequence to be modified when selecting the *Apply* button.

For example, suppose you update sequence 1 to sequence 5, sequence 6 to sequence 8, and select the *Firm* check box for sequence 2. Once the *Apply* button is selected, the order line associated with sequence 2 remains sequence 2.

If the *Firm* check box for sequence 2 had not been selected, then, based upon your user changes, the order line originally associated with sequence 2 could possibly be changed because of your re-sequencing.

- c. Choose to update order processing sequence during reschedule. Select the line you wish to modify, then update the sequence number assigned to the order line.
- d. Select the *Apply* button. This will save your new order line sequence to be used during rescheduling.
- e. Select the *Schedule* button to initiate simulated order line scheduling.

While scheduler is running, the user is presented with the *Progress* window to track the reschedule process.



The Progress Window continually updates a user as to the progress of rescheduling concurrent program. The following information is displayed:

- **Total Lines #:** Total order lines selected for scheduling.
- **Remaining:** Total order lines remaining to be scheduled.
- **Time + Remaining:** Total time remaining to process order lines currently not scheduled.
- **Complete:** Total order lines current completed scheduling.
- **Progress Indicator Bar:** An indicator bar that graphically displays the current order lines scheduled as a percentage of the total order lines selected for scheduling.

Once the indicator bar reaches 100% and the *Remaining* field displays 0, the *Ok* button is enabled. Select the button to display scheduling results.

Results are presented within the Order Backlog Workbench.



## Scheduling Order Lines with the Order Backlog Workbench

Once order lines have been scheduled and processed, users are presented with the Order Backlog Workbench, a graphical user interface that enables a user to review, manage, and process simulated order line scheduling results.

1. Review the following reschedule exceptions generated during rescheduling process:
  - Item Shortage
  - Insufficient Margin
  - Modified Source
  - Later Than Old Schedule Date
  - Later than Promise Date
  - Later than Request Date
2. Choose to modify the schedule date and source org's (organizations) fields for order lines prior to selecting the *Pick* check box.
3. Choose to accept current order line scheduling information. Select the *Pick* check box if you wish to schedule the order line.

You must select the *Pick* check box to accept the simulated scheduling information for *each* order line. Once you select the *Pick* check box, the *Firm* check box is also enabled.

4. Chose to Firm current order line information.

Select the *Firm* check box if you:

- Want to accept current simulation scheduling information for an order line.
- Do not want a particular order line to be modified during any additional simulated rescheduling that may occur within the workbench for the current workbench simulation session. See: Rescheduling Within the Order Backlog Workbench.

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**Note:** If you do not select the *Firm* check box, when you save your changes, the simulated order line scheduling information is discarded. Your current order line scheduling information is not updated.

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5. Choose to view ATP Details. If ATP information is available for an item/order line, the *Details* button will be enabled.

Select the *Details* button to be presented with the ATP details window to review supply/demand and horizontal planning details. For more information on the ATP details window, see Oracle Advanced Planning and Scheduling Implementation and User's Guide, ATP Details.

6. Modify simulated scheduling information.
  - You may modify *only* the Schedule Date and Source Org (organization) fields for an order line.
  - You may chose to Firm an order line or group of order lines, and then process new a new scheduling simulation using the current order line information by selecting the *Reschedule* button. See: Rescheduling Within the Order Backlog Workbench.

7. Accept simulated scheduling recommendations. Select the *Save* button.

Once you select the *Save* button, all simulated scheduling results for order lines that have the *Pick* check box enabled are committed to the database. The Order Backlog Workbench closes, and the user is presented with the Schedule Orders window.

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**Note:**

- For order lines that have a current Exception Type of *Shortage*, the old schedule date is preserved.
  - Simulated scheduling information for order lines without the *Pick* check box enabled are discarded, irrespective of the *Firm* check box setting.
- 
-

8. Reject simulated scheduling recommendations. Select the *Cancel* button.

Simulated scheduling information is discarded, order line information is not updated within the database, the Order Backlog Workbench closes, and the user is presented with the Schedule Orders window.

## Rescheduling Within the Order Backlog Workbench

The Backlog Orders Workbench enables a user to continue to reschedule order lines based upon data contained for the last saved simulation of scheduling.

You may initially select a group of order lines with your Filter Criteria for simulation scheduling, and then, when presented with the results, choose to firm or modify a subset of your original order lines, and then run a new simulation based upon this data. You can repeatedly reschedule the information presented until satisfied.

## Reschedule Order Line Simulation data Process

### 1. Define scheduling Sequence Rules.

- Determine initial order line processing sequence during simulated scheduling.

### 2. Define Filter Criteria.

- Determine Selection criteria for scheduling with the Order Backlog Workbench.

### 2.1 Simulate Order Scheduling

Choose to:

- Manually sequence, delete, firm, and simulate order line scheduling **or**
- Simulate order line scheduling for all order line selected by your Filter Criteria.

### 3. Reschedule Order lines.

Choose to:

- a. Modify order line schedule dates or source org's (organizations) fields.
- b. Firm order lines.
- c. Pick order lines.

**4. Select the Reschedule button.**

**5. Proceed back to Step 3 until satisfied.**

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**Note:** If, at any time during the rescheduling of simulated order line information, you decide your last simulation results were more acceptable than the current order line information displayed, select the *Cancel* button.

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**6. Select the Save button to save your work.**

## Order Import

Prior to this release, Order Management would analyze Order Import interface tables for related records to determine the optimum record processing order; the analysis used to occur each time the Order Import concurrent program was submitted. With this release of Order Management, the analysis of the Order Import interface tables no longer occurs for each submission of the Order Import concurrent program; you must manually submit the Order Import Statistics concurrent program prior to submitting the Order Import concurrent program if you wish to optimize interface record processing. See: Order Import Concurrent Program.

Order Import is an Order Management Open Interface that consists of open interface tables and a set of APIs. Order Import can import new, change, and completed sales orders or returns from other applications such as a legacy system. The orders may come from any source such as EDI transactions that are processed by the Oracle e-Commerce Gateway or internal orders created for internal requisitions developed in Oracle Purchasing or returns.

Order Import features include validation and defaulting, processing constraint checks, applying and releasing of order holds, scheduling of shipments, then ultimately inserting, updating or deleting the orders in the base Order Management tables. Order Management checks all the data during the import process to ensure its validity within Order Management. Valid transactions are then converted into orders with lines, reservations, price adjustments, and sales credits in the base Order Management tables.

You can use the Order Import Correction window to examine the order and optionally correct data if it fails the import process. You can use the Error Message window to determine if your data failed to import.

Each time you run Order Import, Order Management produces a summary log file (concurrent request form) of information letting you know of the total number of orders that Order Import evaluates, and succeeded or failed.

### Prerequisites and Set-Up

Before using this program to import orders, you should:

- Set up every aspect of Order Management that you want to use with imported orders, including customers, pricing, items, and bills.
- Define and enable your Order Import sources using the Order Import Sources window.

- Determine if you should submit the Order Import Statistics concurrent program.

### Order Management System Parameter

The following parameter affects the operation of the Order Import program:

- *OM: Item Validation Organization*--Determines the organization used for validating items and bill of material structures.

### Profile Options

- *OM: Reservation Time Fence*--This profile option controls automatic reservations during scheduling.
- *OM: Apply Automatic Attachments*--This profile option determines whether rule-based attachments are applied without user intervention.

### Defaulting Rules

You can setup your defaulting rules which allow you to default columns in the same way as for orders entered on-line. You can pass the column value Null to Order Import if you want the defaulting rules to populate the column. However, if the column is defined as Not Null or Mandatory column and the defaulting rules fail to default the column, for any reason, Order Import displays an error message without importing the order.

### Internal Sales Orders

Oracle Purchasing uses Order Import to transfer requisitions for internally sourced products to Order Management. Once imported, the internal sales orders are processed similar to regular sales orders.

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**Note:** When importing internal sales orders that contain order line items that require serial numbers, Order Import requires the associated items *serial control attribute* be set to: Dynamic at Sales Order Issue.

You can create requisitions (with same number) in two different operating units.

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### Returns

Returns can be imported like a regular sales order. Once imported, RMAs orders and lines are processed using the Return specific Oracle Workflows.

## Configurations

Order Management provides you with the ability to import ATO and PTO configurations. You must supply a order line for the model and a order line for each option you want selected.

For more information on importing Configurations, see Oracle Manufacturing APIs and Open Interfaces Manual

For EDI orders, you can import valid and invalid configurations, however, you will not be able to book orders with invalid configurations.

## Changes

You can import changes to orders that have been imported by passing all changed data through Order Import or simply make changes in the Order Pad. You can update or delete orders, order lines, price adjustments, and sales credits. You can use change sequence numbers to control the sequence of changes you want to make to orders.

## Line Sets

You can import grouped order lines, called sets, based on certain common attributes for a new or existing orders. You can also add a line to an existing set. You will need to provide the set ID or name in the Order Import tables. If that set already exists, the line will be included in the set.

However, if the set does not already exist, a new set will be created and the line will be added to the set. In addition, if any line attribute, which is also a set attribute, does not match with the set attribute value, the set attribute value will overwrite the line attribute.

## Order Status

You can import new, booked or closed orders. If an order is imported with an entry status of Booked, the order is automatically eligible to progress to the next step in the workflow cycle.

Order Import ensures that all required fields for entry or booking are validated appropriately as the orders are imported. Order Import imports the order in as Entered and attempts to book it. If any of the required fields for a booked order are not supplied, Order Management retains the order in the Entered status and notifies you of the error.

## **Workflows**

You can import an order within any valid order workflow activity. The order must be at the initial activity of Entered, Booked, or Closed. Orders imported using Order Import cannot be in the middle of a workflow activity.

## **Items and Bills**

Order Management uses the same customer, item pricing, and bill attribute validation and logic for imported orders as for orders entered in the Sales Orders window.

You need to define items using Oracle Inventory for items to be orderable via Order Import. 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 Import provides the ability to import an item specified in the following supplier, customer or generic formats:

- Supplier Specific Internal Part number
- Customer Specific Item number
- Generic (depending on what you have set up in Oracle Inventory as cross-references):
  - CLEI (Common Language Equipment Identifier)
  - EAN (European Article Number) code
  - ISBN (International Standard Book Number)
  - JAN (Japanese Article Number) code
  - UPC (Universal Product code) code

## **Processing Constraints**

Order Import checks the processing constraints you have defined in Order Management to assure that any operation such as insert, update, and delete are acceptable by your security standards. Order Import displays an error message if it encounters a processing constraint that has been violated.

### **Corrected Data**

Once the data is corrected, the ERROR\_FLAG for the record is updated to N. You can set the REJECT\_FLAG to Y for headers and line in case your data cannot be corrected by using the Order Import Corrections window.



## Importing from External Systems

You can import orders with any external source defined in the Order Import Sources form. Order Import allows you to capture order information and import data into Oracle Order Management for processing. You can import orders with any entry status. Imported orders can be queried and modified using the Sales Order window in Order Management.


See Oracle Order Management Suite Implementation Manual, Release 11i, Defining Order Import Sources.

## Importing Order Statistics

If you wish to import order statistics, submit the Order Import statistics concurrent program. See: Order Import Statistics Concurrent Program.

### To import Orders or Returns:

1. Navigate to the Import Orders Concurrent Program Parameters window.



2. Order Source: Choose a specific Order Import source that you have defined in the Order Import 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. This field is optional.
3. Order References: You can enter the System Document Reference if you want to run Order Import for a specific order. This field is optional.
4. Validate Only (Yes/No): Choose whether to validate only the data in the interface tables. If Yes, the order will be validated, but not imported into the base orders tables. The default value is No. This field is *required*.
5. Instances: This field is optional.
6. Select Ok, then Submit.

## Processing Results

Each time you run Order Import, Order Management automatically generates an Order Import processing results summary log which identifies the total number of successful and failed imported orders.

## Data Values and Options

### Manual and Automatic Pricing

You can indicate whether you want to manually enter prices for imported orders or allow Order Management to automatically price the order. You can use automatic pricing or manual pricing for your imported orders.

- If you want to use automatic pricing, you should set the column OE\_LINES\_INTERFACE.CALCULATE\_PRICE\_FLAG to *Calculate Price*, and define all your pricing setup including discounts, promotions, surcharges, free goods, etc. in Oracle Pricing and Order Management.
- If you want to use the manual pricing, you should set the column OE\_LINES\_INTERFACE.CALCULATE\_PRICE\_FLAG to *Freeze Price*. In this case, you should define all your discounts as line level, overridable, and not automatic.
- If you want the system to only calculate Freight Charges, set the column OE\_LINES\_INTERFACE.CALCULATE\_PRICE\_FLAG to *Partial Price*.

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**Note:** Order Import does not support the importing of free goods, promotions, and other item discounts for manual pricing.

Additionally, if the value of OE\_LINES\_IFACE\_ALL is null, Order Management will set the value of this column to Y during import processing.

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### Pricing Agreements

You can specify an agreement name if you want to order against a specific customer agreement for an order or order line.

### Scheduling

Order Import allows you to reserve orders as they are imported, using the same rules as on-line order entry. If the scheduling request is unsuccessful on an imported order, the order will still be imported, and the scheduling exceptions can

be viewed in the Error Messages of the Order Import Corrections window. You can use Schedule, Unschedule, Reserve or Unreserve as values for scheduling actions.

## Order Import Validations

OEXOIMPT\_CORRECTIONS

OEXOIMPT\_LINES

### Process Order Interface (API)

The Process Order Interface is the central application process interface (API) provided by Order Management to perform all common operations such as inserting, updating, deleting, and validating an order or order line. The API also performs the scheduling and returns a promise date. This API is called by Order Import.

Order Import passes one order, with all lines and other entities, at a time to the Process Order Interface, along with the operations that need to be completed on the order or line such as, inserting or updating an order or line. Errors at any line or entity level will cause the order to fail the importing of the entire order. In addition, Order Import processes only those orders and lines which are not rejected and do not have the ERROR\_FLAG column set to Y from previous processes.

### Attachments

Order Management applies any automatic attachments to imported orders that meet your automatic note criteria based on the setting of the *OM: Apply Automatic Attachments* profile option.

### Credit Checking

Order Management performs credit checking on all imported orders or changes, according to the credit checking rules you have defined in Order Management.

### Holds and Releases

Order Management automatically applies all holds to imported orders and order lines that meet hold criteria. Order Import allows you to apply holds on imported orders for review, just as you would for orders entered through the Sales Orders window. You can also apply holds or release holds using the actions interface table.

### **Price Comparisons**

Order Import performs a price comparison on your imported orders. For example, if you provide a selling price and also want the system to calculate a price, Order Import warns you of the differences, if any, between the two prices as discrepancies. The warning can be viewed in the Error Message window of the Order Import Corrections window.

If there is a difference between your selling price and the system calculated price, Order Import raises a warning of the difference. Order Import saves your customer-provided value for the selling price in a column on the order line table, so you can have visibility to what your customer sent in.

### **Payment Term Comparison**

Order Import performs payment term comparisons. If there is a difference between your payment terms, Order Import raises a warning of the difference. Order Import saves your customer-provided value for payment terms in a column on the order line table so that you can have visibility to what your customer sent in.

### **Processing Constraints**

Order Import checks the processing constraints you have defined in Order Management to assure that any operation such as insert, update, and delete are acceptable by your security standards. Order Import displays an error message if it encounters a processing constraint that has been violated.

### **Corrected Data**

Once the data is corrected, the ERROR\_FLAG for the record is updated to N. You can set the REJECT\_FLAG to Y for headers and line in case your data cannot be corrected by using the Order Import Corrections window.

### **Validation-Only Mode**

You can run the Order Import process in the validation-only mode. This mode allows the transaction to be validated against all the Order Management rules but not pass valid transactions to the base Order Management tables.

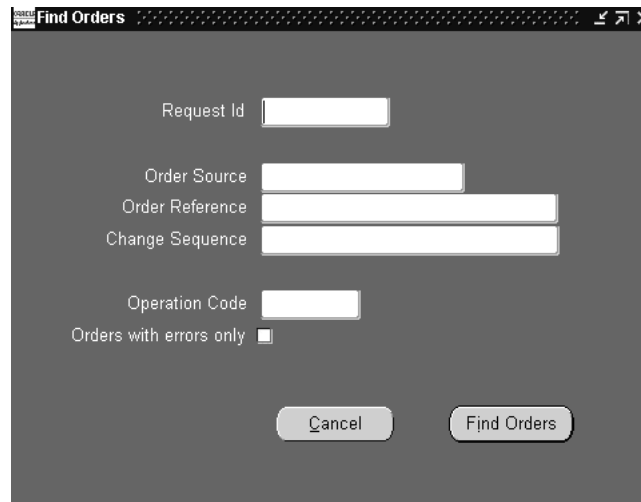
If you choose you can run production transactions in validation-only mode for a preview of exceptions. Make necessary corrections to the transactions in the Order Import window, then choose the Validate button to perform a validation check. The validation-only mode may also facilitate testing of transactions through Order Import even in a production environment to take advantage of all the setup is the production environment.

## Order Import Corrections window

The Order Import window consists of the Find and Summary windows. The Find window allows you to find orders to be imported based on certain attributes such as Request ID, Order Source, Original System, Document Reference, and Change Sequence.

### To view imported orders:

1. Navigate to the Order Import Find window.



The screenshot shows the 'Find Orders' window with the following fields and controls:

- Request Id:
- Order Source:
- Order Reference:
- Change Sequence:
- Operation Code:
- Orders with errors only: ☐
- Buttons: Cancel, Find Orders

2. Determine the parameters to limit the orders you wish to review.
3. Select the Find Orders button.

The Summary window displays order headers, lines, sales credits, price adjustments, lot serials, reservations and action requests information within available tabbed regions. You have the ability to limit fields using Oracle Application Folder functionality.

Order	Orig Sys Docu	Change	Request ID	Sold To Org	Sold To Org ID	Customer Number
1026	41759		1274017		1006	
1026	41760		1274017		1006	
1026	41761		1274018		1006	
1026	41762		1274018		1006	

Buttons: Lines, Discounts, Validate, Import, Actions, Sales Credits, Add Customers, Errors, Pricing Attributes

The Order Import window displays all header level details for orders based on the criteria given in the Find window. Line details for each order can be viewed by selecting the Lines button.

You can:

- view additional details such as discounts and sales credits.
- add a new customer (add customer button),
- import new or updates orders (import button).
- validate changes made within the corrections window to determine if the orders will process successful (validate button).
- modify orders displayed within this window. Orders that contain error conditions and cannot be successfully be imported display in the color Red.
- insert, update, and delete the orders and lines in the interface tables.
- update one or multiple orders or lines at the same time through the Summary window using the multi select function of the mouse or appropriate keyboard commands.
- mark an order or a line to be rejected by setting the REJECTED flag.

- submit a request by selecting Order Import Request and select the appropriate parameter and choose Submit.

### **Buttons**

The following buttons will display either order or line details. Details displayed are dependent upon the entity (order header or order line) currently displayed within the Corrections window. You can only display Line details by selecting the Lines button.

- Sales Credits
- Discounts
- Actions
- Pricing Attributes
- Errors: Displays all the errors encountered while importing. The error messages are stored context sensitive. If you choose the Errors button from the Order Headers region, all the errors for that order are displayed. If you choose the Errors button from the Lines region, all the errors are displayed for that line. If you encountered errors while importing orders, you can also fix these errors in this window and try importing the order information again.

Additionally, the following buttons are available for use:

- Validate: Validates the data but does not import it. Only the selected orders will be validated and performed on-line.
- Import: Imports the orders. The data is validated before being imported. If an error is encountered while importing, the order will be rejected and the error messages can be viewed by choosing the Errors button. Only the selected orders will be imported and the import is performed on-line. If an order is successfully imported, it also gets deleted from the interface tables. If you attempt to re-query the window, you will not be able to view that order in the Order Import Corrections window.
- Add Customers: add new customers to enable values to be selected in the Customer field when performing an update.

### **See Also**

Oracle Order Management Suite Implementation Manual, Release 11i:

Oracle Order Management Recommended Setup.

Defining Order Import Sources.

Order Import.



## Order Import Statistics Concurrent Program

Order Import, like the rest of Oracle Applications 11i, uses the Cost Based Optimizer of the database for optimizing queries. The Cost Based Optimizer uses generated statistical information to optimize queries. The Order Import Statistics concurrent program gathers statistics that will be used by the cost based optimizer. This concurrent program should be run after data is populated into the interface tables.

The Cost Based Optimizer performs a table analysis of all interface tables related to Order Import for determining optimum record processing. You can choose to submit this program (or not) prior to each submission of the Order Import concurrent program. If you normally process a similar number of interface records, you typically do not need to submit this program. There are no parameters for the submission of the Order Import Statistics concurrent program.

### **To schedule orders via concurrent program:**

1. Navigate to the *Run Requests* SRS window, and select Order Import Statistics in the *Request Name* field.
2. Select the *Submit* button.

## Inbound Purchase Order Changes

The inbound purchase order change transaction is an electronic data interchange transaction supported by Order Management and Oracle e-Commerce Gateway.

### Validation

Oracle e-Commerce Gateway reads a transaction interface data file from the translator and writes the data into Order Management's Open Interface tables for processing by the Order Import program. Order Import validates the data and populates the Order Management tables with validated data. The validation is based on the same business rules applied to the data as if entered interactively and then imported into the system.

The following flows are followed to process a change request in Order Management:

- Receive the change requests data from Oracle e-Commerce Gateway into the Order Import interface tables.
- Manually in the Order Import Corrections window, review the changes and set the change request as ready to be processed if appropriate.
- Run Order Import to process the change request.
- The change request will either get processed successfully or fail with errors.
- If failed, resolve the excepting manually and run Order Import again until all the exceptions are resolved.
- If all errors cannot be resolved for some reason, mark the change request as rejected.
- A purchase order change acknowledgement will be created if the required conditions are met.
- Change request will be purged from the Order Import tables after a successful import.

### Change Sequence

You can control the sequence of processing of multiple changes to a line such as, if you have multiple Oracle e-Commerce Gateway headers changing one order line. You control the sequence of processing the Oracle e-Commerce Gateway lines by specifying values in a column called `CHANGE_SEQUENCE`. These lines will be processed in the ascending value of the change sequence numbers.

Once a change is applied, Oracle e-Commerce Gateway updates the sequence number in the base tables against the appropriate order and line number. Any future Oracle e-Commerce Gateway processing compares incoming change sequence numbers against this sequence number to determine the process. The change sequence number in the base tables indicates the last change sequence number that was applied to an order or line.

Similarly, the change sequence number in the base order line table indicates the last change sequence number that was applied to that line of an order.

Different lines may have different change sequence numbers since a change sequence may or may not apply to all the lines of an order. But the change sequence number at the order header level will always be the latest change sequence that was applied to an order or any of its lines. At any point in time, the change sequence at any line of an order cannot be greater than the change sequence at the order header.

If an error is encountered while processing changes for any of the lines in a change sequence, the entire change sequence will not process. Either all the changes under a change sequence are processed or none.

The change sequence numbers must be ascending. You can force processing of out of sequence change request by setting `OE_HEADERS_INTERFACE.FORCE_APPLY_FLAG` to Yes. The default value is No.

For example, if the base order header table has a change sequence number of 5, the last change sequence that was applied to the order was 5. The following table describes how different actions are performed for obtaining different change sequences:

Change Sequence Number	Force Apply Flag	Ready FLag	Action by Oracle e-Commerce Gateway
4	N	Y	Error. The change sequence number 4 is less than the change sequence number in the master table 5.
6	N	Y	Processes
8	N	Y	Error. Waits for transaction with the change sequence number 7.
8	Y	Y	Processes since Force Apply Flag is set to Yes.

## Change Request Types

For header level changes, a full order cancellation can be performed. You can set the CANCELLED\_FLAG to Y in the order headers interface table to cancel the entire order.

For ship-to location changes, you can provide the new ship-to-location code in SHIP\_TO\_ORG\_ID column in the order headers interface table to be applied to an existing order. This defaults the value for any new shipment. You can change this attribute for all outstanding shipments of that order. In the Sales Orders window, if you change this attribute at the header level, all outstanding line shipments will not change automatically.

## Line/Shipment Level Changes

Order Management supports a two-level data where the shipments of a line are treated as a separate lines with the same line number, but a different shipment number. All the operations completed at the line level are completed at the shipment level.

- Adding a new line--New lines can be added to an existing order. Set the OPERATION\_CODE at the line level to Insert.
- Deleting an existing line--Existing lines can be deleted from an existing order. Set the OPERATION\_CODE at the line level to Delete.
- Cancelling an existing line--An existing line in an order can be cancelled by placing zero quantity in each of the shipment records.
- Item change--An item on a line can also be changed if the order is not booked.
- Ship-To location code change--A ship to location code can be changed at the line level of an order by providing the new code in SHIP\_TO\_ORG\_ID column.
- Quantity change--The quantity ordered can also be changed at the line level by providing a new value in the ORDERED\_QUANTITY column.

## Change Acknowledgements

Order Management maintains a different set of tables for acknowledgement data. After a change request is processed, the acknowledgement data is written to the acknowledgement tables.

The following table describes Inbound Order Header level Acknowledgement Codes, associated definitions, and whether or not the Acknowledgement Code enables the Change Request functionality in Oracle Purchasing for a order header linked to a purchase order.

<b>X12</b>		
<b>CODE</b>	<b>DEFINITION</b>	<b>Determine in PO Change Request Process</b>
AC	ACKNOWLEDGE - WITH DETAIL AND CHANGES	NO
AD	ACKNOWLEDGE - WITH DETAIL, NO CHANGES	NO
AE	ACKNOWLEDGE - WITH EXCEPTION DETAIL ONLY	NO
AH	ACKNOWLEDGE - HOLD STATUS	NO
AK	ACKNOWLEDGE - DETAIL OR CHANGE	NO
AP	ACKNOWLEDGE - PRODUCT REPLENISHMENT	NO
AT	ACCEPTED	YES
NA	NO ACKNOWLEDGEMENT NEEDED	NO
RD	REJECT WITH DETAIL	YES
RF	REJECT WITH EXCEPTION DETAIL ONLY	NO
RJ	REJECT, NO DETAIL	YES
RO	REJECTED WITH COUNTER OFFER	NO
ZZ	MUTUALLY DEFINED	NO

The following table describes Order Line level Acknowledgement Codes, associated definitions, and whether or not the Acknowledgement Code enables the Change Request functionality in Oracle Purchasing for sales order lines linked to a purchase order.

<b>X12</b>		
<b>CODE</b>	<b>DEFINITION</b>	<b>Determine in PO Change Request Process</b>
AC	ITEM ACCEPTED AND SHIPPED	NO
AR	ITEM ACCEPTED AND RELEASED FOR SHIPMENT	NO
BP	ITEM ACCEPTED - PARTIAL SHIPMENT, BALANCE	
DR	ITEM ACCEPTED - DATE RESCHEDULED	YES
IA	ITEM ACCEPTED	YES

IB	ITEM BACKORDERED	YES
IC	ITEM ACCEPTED, CHANGES MADE (IF THERE ARE MORE THAN ONE CHANGE	YES
ID	ITEM DELETED	YES
IP	ITEM ACCEPTED, PRICE CHANGED	YES
IQ	ITEM ACCEPTED, QUANTITY CHANGED	YES
IR	ITEM REJECTED	YES
IS	ITEM ACCEPTED, SUBSTITUTION MADE	YES
SP	ITEM ACCPETED, SCHEDULE SHIP DATE PENDING (Oracle Order Management Schedule Ship Date.)	YES

### Purge Change Requests

Once a request is processed successfully, the request is deleted from the Order Import tables. However, if there is an error, you need to resolve the exception then revalidate the transaction or you can delete the request if the error cannot be resolved for any reason. Otherwise, the request remains in the Order Import tables indefinitely.

## Inbound PO Change Data Elements

### Change Request Rejections

The REJECT\_FLAG in the lines interface table specifies any reject lines. If a line is rejected, it will also be acknowledged and then deleted from the Order Import tables.

### Change Request Status

Order Import interprets the statuses in the table in the business needs section the following way:

- Pending--The READY\_FLAG is set to N in the headers interface table and the change request is not ready to be processed. Once the review process is completed, the READY\_FLAG can be set to Y using the Order Import Corrections window and the change request will be processed.
- Deleted--The order or order line is deleted from the interface tables using the Order Import Corrections window.

- **Rejected**--The change request is not processed and no data will be updated. But However, an acknowledgement is necessary and the REJECT\_FLAG is set to Yes using the Order Import Corrections window.

### **Change Request Type Codes**

The CHANGE\_REQUEST\_CODE in the order header and lines interface tables specifies the type of the request. These are reference only codes and are retained in the Order Management tables. These codes assists you in determining the type of change.

### **Customer and Supplier Items/Parts**

Order Management cross references between your customer and supplier part numbers. The customer part number takes priority over the supplier item number when both numbers are provided.

### **Customer Line Number**

The CUSTOMER\_LINE\_NUMBER column in the order lines base table specifies the line number in the customer's purchasing system. This is a display only field and no processing will be based on this attribute. You can enter and update the customer line number on-line. The customer line number is copied to new line records if you split the shipments.

### **Customer Shipment Number**

The CUSTOMER\_SHIPMENT\_NUMBER column specifies the order lines base tables to specify shipment number in your customer's purchasing application. This is a display only field and no processing is based on the attribute. You can enter and update the customer shipment number on-line. If you split the shipment, the customer shipment number will be copied to the new shipment record.

### **Operations Code**

You can set the OE\_HEADERS\_INTERFACE.OPERATION\_CODE to Update or Delete if you are trying to update or delete an order respectively.

### **Original System Data**

**Header Level:** You can identify which order is the change request for by providing the same value in ORIG\_SYS\_DOCUMENT\_REF and ORDER\_SOURCE\_ID columns in the Order Import tables as in the same column in the base order header

table. This is often the customer's purchase order number. If an existing order does not have any value in this column, you will not be able to process change requests against that order.

**Line/Schedule Level:** You can identify which line is the change request coming against by providing the same value in `ORIG_SYS_LINE_REF`, `ORDER_SOURCE_ID`, and `ORIG_SYS_DOCUMENT_REF` columns in the interface tables as exists in the same column in the base order lines table. This is often the customer's purchase order line number concatenated with the shipment number or current customer request date. A complex `ORIG_SYS_LINE_REF` may be the concatenation of the customer line number + current request date + ship to address ID.

If an existing line does not have any value in this column, you will not be able to process change requests against that order.

### **Order Source ID**

You can set the `ORDER_SOURCE_ID` to 6 in the Order Import tables. `ORDER_SOURCE_ID` 6 is the code for the Order Source, EDI.

### **Payment Term**

The `CUSTOMER_PAYMENT_TERM_ID` column contains the payment term derived by data in the transaction. If this is different from the one derived by Order Management, a warning is displayed. You can change the payment term in the Sales Orders window.

### **Price**

The `CUSTOMER_ITEM_NET_PRICE` column in the order lines table contains the price sent by the customer. If this price is different from the price calculated by the system, Order Management provides you with a warning. You can then change the price using the Sales Orders window.



## Outbound Purchase Order Acknowledgements

The outbound Purchase Order Acknowledge process generates data that is used to notify your customers of the latest status of their orders. This includes following information from Order Management:

- Acceptance or rejection of the entire order.
- Acceptance or rejection of the each line items.
- Shipment level detail about quantities, request, and promise dates.

These acknowledgements reflect the status given to the original purchase order, purchase order changes due to your customer's purchase order change request, or your changes. You may need to change shipment quantities or change shipment dates. All purchase order acknowledgements must contain adequate data to allow your customers' process to match the acknowledgement data from Order Management back to the purchase order in their purchasing application.

Three processes are involved in processing and extracting all purchase order acknowledgements from Order Management.

- Process a new or changed order through Order Management using standard procedures.
- Write PO acknowledgements and PO Change acknowledgements data to Acknowledgement tables. This is done automatically based on logic for new and change order in the Order Management. Only customers who are Trading Partners and enabled for the transactions in the Oracle e-Commerce Gateway have acknowledgement data written to these tables.
- Extract PO acknowledgements and PO Change acknowledgements data from the Acknowledgement tables. This is done by the Oracle e-Commerce Gateway.
- Update the Order Management base table with ACK\_CODE and ACK\_DATE.

### Original Purchase Order Acknowledgements

After the new order has been created, booked and scheduled dates are determined, the PO acknowledgement records are flagged that this is the first time that the order is acknowledged. Erroneous new orders that have been marked as rejected are also flagged for the original PO acknowledgement. The original purchase order acknowledgement data with the flag is written to the acknowledgement tables.

### **Purchase Order Change Acknowledgements**

The purchase order change acknowledgement data is written to the acknowledgement tables:

- when the entire order is impacted, such as an order cancellation through Order Import or Sales Orders window.
- after an order is created or all changes have been applied, the order is booked, and the schedule ship date is available for all the lines of the order.
- when any of the attributes such as the quantity, price, schedule ship date or location are changed on any of the lines of an order.

### **Change Request Types**

Order Management accepts the following types of change requests that will initiate a purchase order acknowledgement:

- Header level-- PO number, PO date, change sequence, bill-to location, ship-to location (at the header level only).
- Cancelled purchase orders.
- Line and shipment levels--Customer line number, item (supplier), customer item, quantity ordered, unit of measure, unit price, ship-to location, request date (customer), and promise date (supplier).
- Cancelled and add line items

### **Sales Orders Window**

The Sales Orders window is used to create new sales orders and change existing orders. If you entered or changed a sales order which is not acknowledged, such as, all the lines are not booked or the scheduled dates are not entered, the Process Order API is to create or update the sales order in the OME base tables, which In turn will call Acknowledgement Process to call acknowledgement. As all the lines are not Booked and Scheduled no acknowledgement records will be created in Acknowledgement tables at all.

## Acknowledgement Process

The acknowledgement process determines whether Oracle e-Commerce Gateway is installed and if the Trading Partner sold to site is enabled for the acknowledgement transaction. If the Trading Partner is enabled for the specific transaction, the acknowledgement process verifies if the conditions for the acknowledgement are satisfied such as, if an order is booked or a schedule date is set up.

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**Note:** The Trading Partner site for the acknowledgement is the site identified as the SOLD\_TO customer. Add SOLD\_TO code for the SITE\_USE\_CODE lookup type for the receivables setup (quick code). Add SOLD\_TO usage for the customer and set one primary usage for it

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## Rejected Orders in the Order Import

Rejected changes are included in the acknowledgement process. The acknowledgement API picks up all rejected records from the Order Import interface tables.

When Acknowledgement Process is called from Order Import, all the records of the set are rejected such as, all records of the headers and lines have a REJECT\_FLAG set to Yes. You must reject all the data since the data cannot be corrected. The acknowledgement process creates acknowledgements for all rejected data for the set. A verification for the data change is performed, if the acknowledgement is called from the Process Order API.

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**Note:** The Process Order API calls the acknowledgement process which finds the required data and sends all the data simultaneously.

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If the enabled condition is satisfied, then a new order can be entered using the Sales Orders window. The OE\_Acknowledgement\_PUB API will not create any records in the acknowledgement table until the order has a status of Booked. Unless all the lines of header are Booked and have Schedule Ship Date data, data will not be created in the acknowledgement tables. If the new orders are entered using the Sales Orders window, the API will be called and records will be created in acknowledgement tables.

You can correct the *Lines Forever* record or mark the record as Rejected by using the Order Import Corrections window.

The following table displays combinations of possible conditions, status flags and what updates are made to the action table in respect to the acknowledgement:

Condition	ERROR_FLAG	REJECT_FLAG	Acknowledgement
1	Yes	No	No record created.
2	No	No	Record created.
3	Yes	Yes	Record created.
4	No	Yes	Record created.

Only those lines satisfying Condition 2 are used to call Process Order API in order to create records in the base order table. Once Process Order API successfully creates the records, the OE\_Acknowledgement\_PUB API acknowledges all lines that can be corrected and query interface tables to find records with REJECT\_FLAG set to Yes to acknowledge the lines that cannot be corrected as rejected lines.

If the changes are entered in the Sales Orders window, the Process Order API writes records to the acknowledgement tables. When you save the order, choose the Acknowledge button in the Sales Orders window and Order Management checks for when the Oracle e-Commerce Gateway Enabled Trading Partner, booking and schedule ship date will be performed. Save the new or updated order.

The following table provides several example conditions within the Order Import Interface table, and the associated database updates to both Order Management base tables and Acknowledgement tables based upon the condition.

Order Import Interface Table Condition	Base Table	Acknowledgement Table
O1 - Order changes can be corrected.	O1	O1
O2 - Order changes cannot be corrected.	No record created.	No record created.
O3 - Bad Order (cannot be corrected)	No record created.	O3 - Lines cannot be corrected and are acknowledged.
O4 - Three lines that can be corrected and two lines that cannot be corrected.	O4- Three lines that can be corrected.	O4 - Acknowledgement of three lines that can be corrected and two lines that cannot be corrected.

For additional details, please refer to the Order Management white paper, *Order Management EDI Transactions For Release 11.5*, available from OracleMetaLink, <http://www.oracle.com/support/metalink/index.html>.

## Outbound PO Acknowledgement Data Elements

### Acknowledgement Indicators

Acknowledgement data such as first acknowledgement and last acknowledgement date, and acknowledgement codes are recorded in the Sales Orders master table. Acknowledgement indicators exist at the header and line levels only.

The following table describes Outbound Order Line level Acknowledgement Codes, associated definitions, and whether or not the Acknowledgement Code enables the Change Request functionality in Oracle Purchasing for a order header linked to a purchase order.

<b>X12 Code</b>	<b>Definition</b>	<b>Determine in Po Change Request Process</b>
AC	Item Accepted and Shipped	No
AR	Item Accepted and released for shipment	No
BP	Item Accepted - Partial Shipment, Balance	Yes
DR	Item Accepted - Date Rescheduled	Yes
IA	Item Accepted	Yes
IB	Item Backordered	Yes
IC	Item Accepted, Changes Made (If there are more than 1 change)	Yes
ID	Item Deleted	Yes
IP	Item Accepted, Price Changed	Yes
IQ	Item Accepted, Quantity Changed	Yes
IR	Item Rejected	Yes
IS	Item Accepted, Substitution Made	Yes
SP	Item Accepted, Schedule Ship Date Pending (Oracle Order Management Schedule Ship Date)	

### Line Item Status

Order Management maintains a Line Item Status code to return in the Purchase Order Change Acknowledgement transactions. The following code indicates the status of the Purchase Order Change Request after the request is applied to the sales order.

### Header Level Acknowledgement Code

The process retains a Purchase Order Change Request Status code at the header level in order to return it in the Purchase Order Change Acknowledgement transaction.

The following table describes Outbound Order Header level Acknowledgement Codes, associated definitions, and whether or not the Acknowledgement Code enables the Change Request functionality in Oracle Purchasing for a order header linked to a purchase order

<b>X12 Code</b>	<b>Definition</b>	<b>Determine in Po Change Request Process</b>
AC	Acknowledge - with Details and Changes	No
AD	Acknowledge - with Detail, No Change	No
AE	Acknowledge - with Exception Detail Only	No
AH	Acknowledge - Hold Status	No
AK	Acknowledge - Detail or Change	No
AP	Acknowledge - Product Replenishment	No
AT	Accepted	Yes
NA	No Acknowledgement needed	No
RD	Reject with Detail	Yes
RF	Reject with Exception Detail Only	No
RJ	Reject - No Detail	Yes
RO	Rejected with Counter Offer	No
ZZ	Mutually Defined	No

## Oracle e-Commerce Gateway Transactions

The purchase order and purchase order change acknowledgement process supports data for the following EDI standard transactions. This data can be extracted from Order Management acknowledgement tables and copied to the transaction interface file by the Oracle e-Commerce Gateway.

The following table provides e-Commerce Gateway Transaction Codes, X12 data values, and EDIFACT values for two purchase order transactions.

Transactions	Direction	e-Commerce Gateway Transaction Code	X12	EDIFACT
Original Purchase Orders Acknowledgement	Outbound	POAO	855	ORDRSP
Purchase Order Change Acknowledgement	Outbound	PCAO	865	ORDRSP

The first time that orders are acknowledged they are flagged as the original acknowledgement. These original acknowledgements are extracted by the POAO transaction process in the Oracle e-Commerce Gateway.

All subsequent acknowledgements for the given purchase order are flagged for the purchase order change acknowledgement extract for the PCAO transaction.

The translator maps the data to the chosen EDI standard transaction from the data in the Oracle e-Commerce Gateway transaction files. The translator determines which EDI standard transaction to map the data for the given Trading Partner.

The POAO and PCAO processes set the acknowledgement flag so that next POAO and PCAO extract processes do not retrieve the acknowledged order again. Also the order purge process can delete the data. The POAO and PCAO processes update the dates on the order's and order line's master tables to indicate when the acknowledgement is extracted.

For additional details, see:

Oracle e-Commerce Gateway User's Guide

Oracle e-Commerce Gateway Implementation Manual

Order Management white paper, *Order Management EDI Transactions For Release 11.5*, available from OracleMetaLink, <http://www.oracle.com/support/metalink/index.html>.

## Order Purge / Order Purge Selection Concurrent Programs

The Purge Orders concurrent program enables you to purge selected closed orders and their workflow history. You first determine which orders you wish to purge by creating a Purge Set. Once orders have been selected for purging within a purge set, you can then choose to purge the entire set, a subset of the Purge set, or to cancel the purge.

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 exist for orders, open work orders, open invoices, open returns, and open requisitions.

### Purge Set Creation

A purge set is a set which will contain orders to be purged based upon user specified criteria. Purge set can be created in the two following ways:

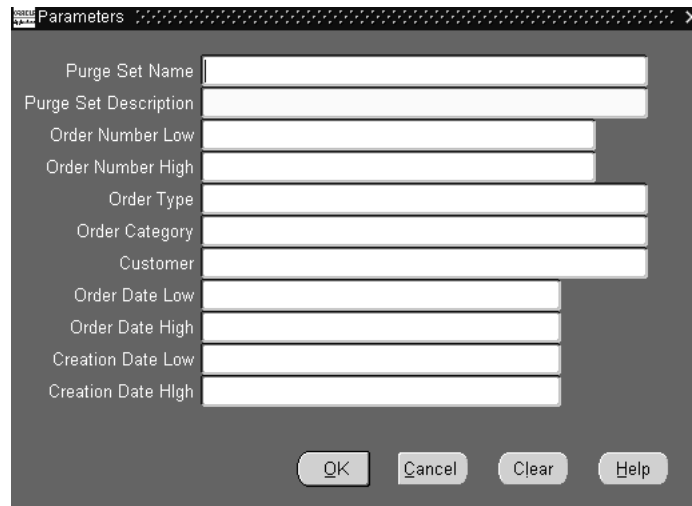
- Purge Set Creation using the Create Purge Set Concurrent Program
- Multi-selection of orders within the Order Organizer window and then invoking the Create Purge Set Concurrent Program from the Tools Menu.

### Purge Set Creation using the Create Purge Set Concurrent Program

#### ■ To create a purge set by specifying the where (selection) condition:

1. Navigate to the Order Purge Selection concurrent Program





The screenshot shows a 'Parameters' dialog box with the following fields and buttons:

- Purge Set Name
- Purge Set Description
- Order Number Low
- Order Number High
- Order Type
- Order Category
- Customer
- Order Date Low
- Order Date High
- Creation Date Low
- Creation Date High
- Buttons: OK, Cancel, Clear, Help

2. Within the Purge Set name field, enter a unique name to identify the purge set.  
This field is *required*.
3. Within the Purge Set Description, enter a description for your purge set.  
This field is *required*.
4. Determine if you wish to purge a single order number or range of order numbers, by entering values for Order Number Low, Order Number High, or both input parameters. All orders created within the range entered will be selected for purging, provided other input parameters also enable purging.  
These fields are *optional*.
5. Determine if you wish to purge orders for a specific Order Type by selecting a value in the Order Type input parameter. All orders created that utilize the Order Type selected will be purged, provided other input parameters also enable purging.  
This field is *optional*.
6. Determine if you wish to purge orders for a specific Order category by selecting a value in the Order Category input parameter. All orders created that utilize the Order Category selected will be purged, provided other input parameters also enable purging.  
This field is *optional*.

7. Determine if you wish to purge orders for a specific Customer Name by selecting a Customer Name in the Customer Name input parameter, provided other input parameters also enable purging.

This field is *optional*.

8. Determine if you wish to purge orders created on a specific date or range of dates by selecting a value for the Creation Date Low, the Creation Date High, or both input parameters. All orders created for the date range specified are selected within the purge set, irrespective of the current order status.

These fields are *optional*.

9. Select the Submit button.

### **Purge Set Creation by multi-selection**

Create a purge set by selecting multi-selecting orders within the Order Organizer, and then, from the menu, selecting Tools, Purge, Purge Set.

1. Enter the Purge Set name and a description for the purge set.
2. Select the Submit button to create a purge set with all the records (orders) you have selected within the Order Organizer.

### **Purge Selection Table**

Orders selected for purging are stored in the OE\_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)

### **Order Tables Purged by Order Purge Concurrent Program**

The following Order Management tables are purged of selected order data, dependent upon the input parameters and a successful submission of the Order Purge concurrent program.

- OE\_HOLD\_RELEASES
- OE\_HOLD\_SOURCES
- OE\_LINE\_SETS
- OE\_LOT\_SERIAL\_NUMBERS
- OE\_ORDER\_HEADERS\_ALL
- OE\_ORDER\_HOLDS
- OE\_ORDER\_LINES\_ALL
- OE\_PRICE\_ADJ\_ATTRIBS
- OE\_PRICE\_ADJ ASSOCS
- OE\_PRICE\_ADJUSTMENTS
- OE\_SETS
- OE\_SALES\_CREDITS

Additionally, Oracle Foundations (FND) tables will be purged of any attachments for orders selected for purging by the Order Purge concurrent program.

### **Viewing Purge Selection Results**

Navigate to the Order Purge window and query by Purge Set name. Purge sets can be submitted for purge, exclude certain orders within the set from being purged, or completely deleted (provided the records have been previously purged).

### **Process Exceptions**

If the selection criteria includes orders that do not meet the purge restrictions (order is not closed, outstanding reservations exist, etc.) or if the purge process encounters an issue, a process error occurs. These errors can be viewed by viewing the purge set within the Order Purge window.

For example, suppose when submitting the Order Purge Selection concurrent program a user specified all orders for customer Business World. When you navigate to the Order Purge window, you may find certain orders were ineligible

for purge, and have been marked as such (within error column, a note would display the order is not closed, and the Purge Eligible check box is not enabled).

**To review purge set details:**

1. Navigate to the Order Purge window.

The screenshot shows the 'Order Purge' window with the following details:

- Purge Set: 1996 Order Purge
- Description: Order Purge for 1996 Orders
- Created By: OMALL
- Created On: 18-JAN-2001 07:10:07
- Set Purged: ☒

The 'Orders Details' tab is selected, displaying a table of orders:

Order Number	Order Type	Customer	Error	Purge Eligible	Purged
21432	Standard	1000		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21334	Standard	1003		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21333	Standard	1003		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21332	Standard	1003		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21237	Standard	1006		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21236	Standard	1006		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21235	Standard	1006		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21234	Standard	1008		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21233	Standard	1006		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
21232	Standard	1008		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

At the bottom, the 'Request Id' is 662084, and there are buttons for 'Submit Purge' and 'Delete Purge Set'.

The Order Purge window displays the following attributes of a Purge Set:

- Purge Set Name
- Purge Set description
- (Purge Set) Created By
- (Purge Set) Created On
- Set Purge check box (selected if Purge Set has been purged)
- Request ID (request id if Order Purge concurrent Program has been submitted)

**Order Details Tab**

- Order Number
- Order Type
- Customer (name)
- Error (error during purging)
- Purge Eligible check box (enabled if order is eligible for purging, and also if order has been purged)
- Purged Check box (enabled if order has been purged)

**Purge Criteria Tab**

- Purge criteria for the Purge Set displayed; based upon the values entered for the Purge Set name when submitting the Order Purge Selection concurrent Program
2. Choose to:
- exclude orders selected within a Purge Set by de-selecting the Purge Eligible check box, and then submit the Purge set for purging by selecting the Submit Purge button.
  - purge the entire set by selecting the Submit Purge button.
  - Delete a Purge Set that has not previously been purged by selecting the Delete Purge Set button.

## 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.

The Purchase Release program is equivalent to the purchase release workflow activity. You need to use the Purchase Release program only if you have designed your workflow to make all the lines eligible for purchase release and then want to pick up the lines. The seeded workflow handles the purchase releasing of the lines as the flow reaches the deferred workflow activity and the workflow engine picks up the lines.

### Holds Effect on Eligible Order Lines

The Purchase Release program does not process orders or order lines with unreleased holds that specify no workflow activity or a workflow activity of Purchase Release. You must remove any such holds on orders or order lines that you want to interface to Oracle Purchasing.

### Workflow Activity Results

The following workflow activity results are possible for Purchase Release:

- Eligible--The order line has booked successfully and has a source type of External.
- Complete--Order line information has interfaced successfully to Oracle Purchasing.
- Incomplete--The order line does not have enough information to release to purchasing.

### 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 flow activity.

**Submission**

In the Purchase Release window, enter Purchase Release in the Name field, or select the Purchase Release, Requisition Import request set.

**Parameters**

When you request Purchase Release, Order Management 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*

Drop-ship Order Flow on page 2-171

See: Using Oracle Workflow in Oracle Order Management, Release 11i.

## Invoice Processing

### Overview

Invoice processing in Order Management is the process by which data from Orders and Returns is interfaced to Oracle Receivables for the creation of invoices and credit memos to recognize revenue and manage sales credits.

Within Oracle Order Management, invoice processing has been implemented as a workflow activity (Invoice Interface). The Invoice Interface activity collects order, return, and freight charges information from Order Management tables and transfers this information to Oracle Receivables Interface tables. Data elements such as item description, ordered quantity, unit list price, total amount, payment methods, warehouse id, and sales credit are transferred via Oracle Receivables Interface tables, and upon completion the Invoice Interface activity, the Oracle Receivables concurrent program *AutoInvoice* must be submitted to import the invoice and credit data into Oracle Receivables.

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**Note:** Return orders without reference information of the sales order or invoice will result in on account credits.

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For additional details on interfacing transactions to Oracle Receivables, please refer to Oracle Financials Open Interface Reference manual.

For more information on Invoicing and Credit Memo creation, please refer to the Oracle Receivables User's Guide and the Order Management Suite Open Interfaces Manual.

### Invoice Level Processing

Oracle Order Management supports invoice processing at 2 levels:

1. Order Header level Invoicing

The Order Level Invoice Interface workflow activity is part of the Order Header workflow process. It will interface data from the entire order or return to Oracle Receivables at the same time.

2. Order Line level Invoicing

The Order Line level Invoice Interface workflow activity is part of the Order Line workflow process. It will interface data from each line or set of lines as to Oracle Receivables as they become eligible for interface.



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**Note:** Grouping of orders or order lines for invoicing or credit memos is dependent upon the mandatory Grouping Rules and optional Grouping Rules you setup in Oracle Receivables. There is no grouping done by the Order Management Invoice Interface Workflow activity.

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### Order Management Invoice Interface Activity

The Oracle Order Management' Invoice Interface workflow activity enables you to:

- Interface Orders, Returns and Charges information to Receivables to create invoices, credit memos and credits on account, recognize revenue and manage sales credits
- Interface an entire order at once or interface a line or set of lines as they become eligible for invoicing.
- Interface return lines as credits on account for the credit-to customer, in addition to creating credit memos from returns with reversed revenue and sales credits.
- Interface discount names and discount amounts. (Discount amount is interfaced and displayed as a negative number).
- Interface ATO or PTO configured items such as Model, Option and Classes lines.
- Interfacing of partial quantity is only supported for Line Level Invoicing. Interfacing fully or partially fulfilled configuration lines is available for Required for Revenue lines *only*.
- Interface order header charges and order line charges as invoice header level charges.
- Interface more than one charge lines associated with one order header or one order line.
- Interface all charge lines associated with one shipment line with the same currency.
- Interface different types of information, such as (but not limited to)
  - Product information: item description or customer item description, ordered quantity, and unit of measure.
  - Tax information: tax code, tax exempt flag, and warehouse id.

- Pricing information: list price, extended amount, and discounts.
- Payment Method information: credit card information and commitment id.
- Shipping information: delivery name.
- Sales Credits information: sales person names and sales credit percentage.
- Currency information: currency code, conversion type and conversion rate.

---

**Note:** Order cost lines are not invoiceable.

---

### Order Management Invoicing of Sales Order Lines

The Order Management Invoice Interface activity interfaces sales order line details to Oracle Receivables. Order lines with any of the following conditions are not eligible for invoice interface:

- a. item with Invoiceable attribute set to *No* or
- b. item with Enabled Invoicing attribute set to *No* or
- c. included item type or
- d. configure item type or
- e. service item where the serviced item is not serviceable or
- f. internal order

For all conditions listed above, the Invoice Interface workflow activity is completed with a status of *Not Eligible*.

Order or return lines will not be interfaced to Oracle Receivables if there is a hold on the line or on the order. When the invoice interface activity encounters a order or return line with a status of On Hold, the Invoice Interface workflow activity will also complete with a status of On Hold. You can perform the manual 'Progress Order' concurrent program to continue with the order processing, or the order or return line will automatically be re-evaluated at a 12 hour interval.

The workflow activity *Fulfillment* must be placed prior to the Invoice Interface activity for Required for Revenue cases. Order Management performs the Invoice Interfacing activity for orders with partial shipped quantity in Required for Revenue cases at the order line level only.

- The quantity information transferred to Oracle Receivables follows the following hierarchy:

- a. Fulfilled quantity
- b. Shipped quantity
- c. Ordered quantity

### Discount information

Invoice Interface activity interfaces price adjustment information to Oracle Receivables. You have an option to print detail discount information.

- You need to set profile option *OM: Show Discount Details on Invoice* to YES to print detail discount information on the invoice. The discount information gets printed on a separate invoice lines from the order information. The product line and the associated discount lines roll into the same revenue account.
- Discount lines in the invoices include:
  - Discount Name – displayed in the description field
  - Discount Amount – displayed in negative quantity.

For example, suppose you had an order line with the following example data and the profile option *OM: Show Discount Details on Invoice* is set to YES.

- Description = Item A
- Quantity = 2
- Unit Price = 100
- DiscountName1 = 10%
- DiscountName2 = 15%

The table below lists example order line details and what will be displayed on a Oracle Receivable invoice for the data listed above.

Line	Description	Quantity	Unit Price	Extended Amount
1	Item A	2	100	200
2	Discount Name 1	2	< 10 >	< 20 >
3	Discount 2	2	< 15 >	< 30 >
Order Total				150

Note that column *Extended Amount* for Line 1 within the table above *does not* include the discount amount on the invoice line.

Now, suppose the profile option *OM: Show Discount Details on Invoice* is set to NO. No detail information relating to discounts will be displayed on the Oracle Receivables invoice, but you will be able to view the Amount Paid per invoice Line. The table below lists example order line details and what will be displayed on a Oracle Receivable invoice for the example data listed above.

Line	Description	Quantity	Unit Price	Extended Amount
1	Item A	2	100	150
Order Total				150

Note that column *Extended Amount* within the table for Line 1 *does* include discount on the invoice line, but no additional details.

### Charges information

The Invoice Interface activity also interfaces order or return charge information to Oracle Receivables. However, Order Management currently *only* interfaces the *charge lines as invoice header level charges*. With Order Management;

- you can create different types of charges, and all charge lines are invoiceable. *Cost* lines are not invoiceable.
- you can have more than one charge lines associated with a single order header or a single order line.
- all charge lines associated with a single shipment lines must have the same currency.
- all charge lines are individually transferred to Oracle Receivables as *invoice header level charges*. Receivables will then consolidate the charges into 1 charge line to be displayed on the invoice.

Order Management passes detail charges information to Receivables, but you will not be able to view individual charges on the invoice itself.

For Example;

An order with the following information is invoiced:

Order #123 consisting of one order line with order Freight Charge of \$5.

For Order #123, Line#1: Item Number = ItemXYZ, Qty = 1, Price = \$100. The order line has a Freight charge \$10, and additional charge (insurance charge) of \$3.

Oracle Order Management will interface 3 charge lines:

- \$5 (order charge)
- \$10 (line charge)
- \$3 (line charge)

The 3 charge lines will be transferred individually to Receivables, and then be consolidated within Receivables as a single order charges. (total of \$18)

Invoice #500 for Order #123:

- Freight charge for the invoice is \$18 (*total of all the charges*)
- The table below describes the invoice line details for the example above. Notice the column Extended Amount does not include any charges.

Line	Description	Quantity	Unit Price	Extended Amount
1	Item XXZ	1	100	100
2	freight charges			18
Order Total				118

### Delivery Based Invoice Numbering

The Invoice Interface activity interfaces invoice number based on delivery name to Oracle Receivables if the profile option *OM: Invoice Numbering Method* is set to *Delivery*.

- All the lines that belong to the same delivery are interfaced to Oracle Receivables at the same time.
- Invoicing based on Delivery Name is only performed for Order Line level invoicing.
- Invoicing based on Delivery Name can not be performed for Order Header Level Invoicing. *For Header Level Invoicing, the whole order is interfaced when it is eligible, and any delivery set information is ignored.*

## Required for Revenue

The Invoice Interface activity interfaces full or partial quantity of a line where there is a Required for Revenue component on the Bill of Material. The activity also prevents the parent item from invoicing until the Required for Revenue component has been shipped.

- If you have a model with a non-optional component and Required for Revenue property set to Yes, then the model can not be invoiced until the non-optional component has shipped. Only the immediate parent line of the Required for Revenue component is affected, with the exception of Classes. If any item below a class in a bill has the Required for Revenue property set to Yes, then that item must be shipped before the parent item and other items in the class are eligible to be interfaced to Oracle Receivables.

For additional details, please refer to the Order Management Suite Open Interfaces Manual.

- The Fulfillment workflow activity must be placed before Invoice Interface activity where there is a Required for Revenue component on the Bill of Material. If you place the Fulfillment workflow activity *after* the Invoice Interface activity, your invoices will be incorrectly generated.
- Invoice Interface activity is completed with workflow status *Partial* if line is only partially interfaced to Receivables. The remaining quantity gets interfaced when the associated Required for Revenue component has been fulfilled.

## Viewing Invoice Information

Invoice data, such as Invoice Number, Batch Source, Invoice Date, Amount and Balance, can be viewed under:

- Additional Line Information -- Receivables tab. This displays invoice information for the active line.
- Additional Order Information -- Receivables tab. This displays invoice information for all of the lines within the order.

Invoiced quantity can be viewed on the order lines.

Click Invoice Details button to view the Oracle Receivables Transactions form.

## Profile Options

The table below lists profile options that will affect the operation of the Order Management Invoice Interface activity.

Profile Option Name	Usage
OM: Invoice Numbering Method	determine whether to use automatic invoice numbering, or to use delivery name numbering.
TAX: Inventory Item for Freight	Invoice Interface activity interfaces this item for freight charges treated as revenue lines.
TAX: Invoice Freight as Revenue	determine that freight charges are treated as revenue lines, and Invoice Interface activity interfaces VAT tax information and sales credits for them as well.
TAX: Allow Override of Tax Code	determine whether or not to interface VAT tax code information.
OM: Credit Salesperson for Freight on Sales	determine whether to pass dummy sales credits or order line/header sales credits for freight lines when freight lines are interfaced as revenue lines.
OM: Show Discount Details on Invoice	determine whether or not to print detail discount information on the invoice.
OM: Invoice Source	Value is interfaced to Receivables if no value is defined at OM Transaction Type.
OM: Non-delivery Invoice Source	Value is transferred to Receivables if OM: Invoice Numbering Method is set to Delivery and line is non-shippable.
OM: Overshipment Invoice Basis	determines whether to interface ordered quantity or shipped quantity for overshipment.
OM: Invoice Transaction Type	Value is transferred to Receivables if no value is defined at OM Transaction Type.

For additional information surrounding the user of the profile options listed above, see Order Management Profile Options.

### Workflow Activity Results

The table below describes the possible completion states that the Invoice Interface Workflow activity can complete with, and also provides a brief description of each status.

Workflow Status	Meaning
Complete	The order or return line has successfully interfaced to Receivables.

Workflow Status	Meaning
Not Eligible	The order or return line is not eligible for invoicing. Information is not interfaced to Receivables. See 'Sales Order Lines' above for possible cause.
Partial	Only a partial quantity of the order line interfaced to Receivables.
On-Hold	There is a hold on the order or order line that prevents invoicing. The line gets re-processed at a 12 hour interval.
Incomplete	An error occurred in the invoice processing. Typically the process errors out due to incomplete or missing data on the order line, data such as batch source name, Receivables transaction type, credit memo transaction type, service start date and end date for service lines, set of books id, line type, description, currency code or conversion type.

### Internal Sales Orders

The Invoice Interface Workflow activity will not interface internal sales order lines, even if the activity is present within a workflow process. Internal order lines are never interfaced to Oracle Receivables.

### Exception Handling

Any errors that occur for during the Invoicing Interface Workflow activity are recorded in the Messages table. Use the Process Message window to view all the messages logged by the Invoice Interface workflow activity.

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**Note:** If invoices are created after the completion of Receivables Autoinvoice concurrent program, examine both the log file and report output resulting from the concurrent job. You can then correct the data and resubmit the Receivables concurrent program AutoInvoice.

If the problem is identified as a application setup issue, correct the setup and resubmit the Receivables AutoInvoice concurrent program.

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### See Also

Order Management Invoicing Setup

Creating Invoices Based on Delivery Name



Creating Invoices with Automatic Numbering

Invoicing of ATO Configurations

Interfacing Shippable and Non-Shippable Lines

## Order Management Invoicing Setup

### Prerequisites

Before using this activity to interface sales orders, return orders, and freight charges to Receivables, you should perform the following product specific steps:

#### Oracle Inventory:

For an order line to be interfaced to Receivables, the following item attributes must be enabled for all items you wish to invoice:

- Invoiceable
- Invoice Enabled.

#### Oracle Receivables

- Define Accounting Rules and Invoicing Rules.
- Define the Credit Method for Accounting and Credit Method for Installment (for return orders or order lines only).
- Define Receivables Transaction Types.
- Define Receivables Invoice Sources, also called Transaction Sources or Batch Sources.

#### Order Management

Define Order Management Transaction Types and update information within the Finance tab of this window. Invoice specific fields are:

- transaction type
- invoice source
- non-delivery invoice source
- invoicing rule id
- accounting rule id
- credit method for invoicing

- credit method for installment

### See Also

Invoice Processing

Creating Invoices Based on Delivery Name

Creating Invoices with Automatic Numbering

Invoicing of ATO Configurations

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 profile option *OM: 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* lines.
- Set the profile option *OM: Invoice Source* profile option to the source you created for the shippable lines.
- Set the profile option *OM: Non-Delivery Invoice Source* profile option to the source you created for non-shippable lines.

It is possible during the shipping process that order lines belonging to different operating units can be combined into a single delivery. However, the order lines will not be successfully processed by during Invoicing.

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**Attention:** If you set the profile option *OM: Invoice Numbering Method* to *Delivery Name*, you must select a *Non-Delivery Invoice Source*; if you do not, the Invoicing Interface activity will complete and exit with an error.

Delivery based invoicing is not supported if order lines within the delivery belong to different operating units.

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### See Also

Invoice Processing  
Order Management Invoicing Setup  
Creating Invoices with Automatic Numbering  
Invoicing of ATO Configurations  
Interfacing Shippable and Non-Shippable Lines

## Creating Invoices with Automatic Numbering

If you want to create invoices for automatic numbering, you must:

- Set the profile option *OM: Invoice Numbering Method* to *Automatic*.
- Define a Transaction Source (in the Transaction Sources window in Oracle Receivables) with Automatic Transaction Number toggled on.
- Set the profile option *OM: Invoice Source* to the source you created above.

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**Attention:** If you set the profile option *OM: Invoice Numbering Method* to *Automatic*, you do not need to set *Non-Delivery Invoice Source*.

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### See Also

Invoice Processing  
Order Management Invoicing Setup  
Creating Invoices Based on Delivery Name  
Invoicing of ATO Configurations

## Interfacing Shippable and Non-Shippable Lines

See: Using Oracle Workflow in Oracle Order Management, Release 11i.

## Invoicing of ATO Configurations

### Invoicing Item and Bill Attributes

For ATO configurations, Order Management considers the base model's item attribute of a configuration to see if it should consider passing invoice information to Receivables, using the Invoicing 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 Management 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 Management does not pass invoicing information to Receivables for any order lines for the components within the configuration, regardless of the item attribute settings.

### See Also

Invoice Processing

Order Management Invoicing Setup

Creating Invoices Based on Delivery Name

Creating Invoices with Automatic Numbering

Interfacing Shippable and Non-Shippable Lines

## 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:

1. Set the OM: Invoice Numbering Method profile option to Delivery Name.
2. 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.
3. 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.

4. Set the *OM: Invoice Source* profile option to the source you created for the shippable lines.
5. Set the *OM: Non-Delivery Invoice Source* profile option to the source you created for non-shippable and RMA lines.

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**Attention:** If you set the *OM: Invoice Numbering Method* profile option to Delivery Name, you must select a Non-Delivery Invoice Source. If you do not, the Invoicing Interface will exit with an error.

---

## Creating Invoices Automatically

If you want to create invoices for all lines automatically:

1. Set the *OM: Invoice Numbering Method* profile option to Automatic.
2. 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.
3. Set the *OM: Invoice Source* profile option to the source you created in the Parameters window for the Invoicing Activity.

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**Attention:** If you set the *OM: Invoice Numbering Method* profile option to Automatic, you do not need to select a Non-Delivery Invoice Source. If you do select a Non-Delivery Invoice Source, the Invoicing Activity will not use it.

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## See Also

Invoice Processing

Order Management Invoicing Setup

Creating Invoices Based on Delivery Name

Creating Invoices with Automatic Numbering

See: Using Oracle Workflow in Oracle Order Management, Release 11i.

## ATP Data Collections

To check availability for items, you must specify the data sources that will be used for supply and demand ATP calculations. Oracle Order Management utilizes Oracle APS data collection routines to segregate and store data used in availability checking. Oracle APS data collection routines offer the flexibility to determine various entities to collect and the scheduling of collections by application instance.

For more information on data entities that can be collected and collection scheduling strategies, please refer to Oracle Advanced Supply Chain Planning and Global ATP Server User's Guide, Collection Strategy and Collection Setup Steps.

■ To perform ATP data collections:

1. Navigate to the Data Collection window. (ATP Data Collection submission window).
2. Enter your input parameters, and select the submit button.

---

**Note:** ATP collections are submitted via a request set. Please ensure you enter parameters for both programs prior to selecting the *Submit* button.

For more information on input parameters to the ATP Data Collections request set, please refer to Oracle Advanced Supply Chain Planning and Global ATP server User's Guide, Collection Setup Steps.

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## Schedule Orders Concurrent Program

You can schedule orders and order lines by running the Schedule Orders concurrent program. The concurrent program:

- Obtains additional scheduling attributes including delivery lead times and shipping methods.
- Obtains a ship from location for order lines.
- Obtains the schedule date for order lines
- Reserves order lines if the lines are within the reservation time period.

If the program fails such as the schedule date for an item could not be found, Order Management returns an error for the line. The lines which fail scheduling can be scheduled in the next run of the program. All lines that are successfully scheduled are placed on demand and the next planning run and pick this line up as demand.

Schedule Orders concurrent program processes order lines you specify by using the parameters listed above, if the line is not already scheduled. The Schedule Orders Concurrent program performs the following:

- Checks for any holds on the order. If a hold exists and the profile option *OM: Schedule Line on Hold* is set to No, the program ignores the order. If the profile option is set to Yes, the order continues to the next step.
- Query the lines of the order and lock the line. If locking fails, it will print a message and skip the order.

For each line of the order, the Schedule Orders Concurrent Program:

- Checks the workflow status to verify that the line is eligible for scheduling
- Checks if the line needs scheduling. Process only if it needs scheduling.
- Check if the line is on hold. If there is a hold and if the profile option *OM: Schedule Line on Hold* is set to No, skip the line.
- Adds the line to the list of lines ready to be scheduled.
- Schedule the line.

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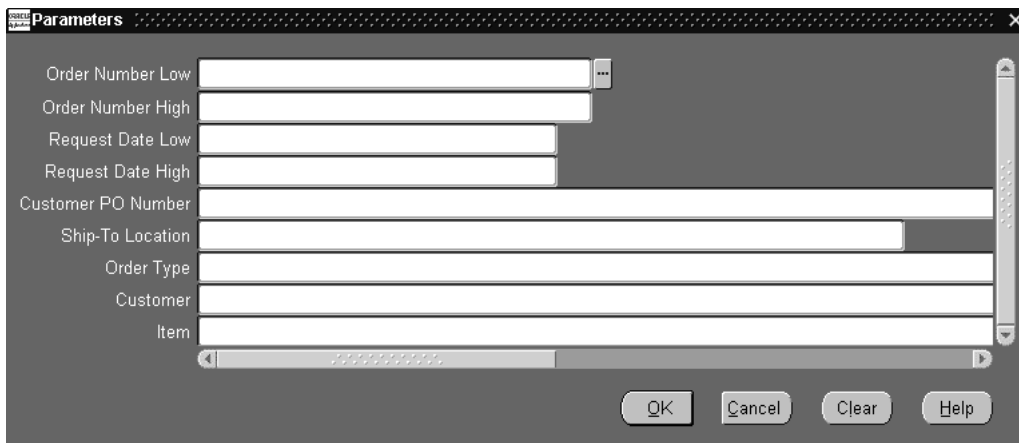
**Note:** If scheduling was successful, it will complete the scheduling workflow activity with the result of Complete so that the line can progress to the next activity. If scheduling was unsuccessful, the workflow activity displays the result of Incomplete.

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► To import order statistics via concurrent program:

1. Navigate to the *Run Requests SRS* window, and select *Schedule Orders* in the *Request Name* field.



The screenshot shows a 'Parameters' dialog box with the following fields and controls:

- Order Number Low: Text input field with a dropdown arrow.
- Order Number High: Text input field.
- Request Date Low: Text input field.
- Request Date High: Text input field.
- Customer PO Number: Text input field.
- Ship-To Location: Text input field.
- Order Type: Text input field.
- Customer: Text input field.
- Item: Text input field.
- Buttons: OK, Cancel, Clear, and Help.

2. Determine the order(s) you wish to schedule.
  - Enter a specific order number or range of order numbers in the Order Number (To/From) fields.
  - Enter a specific Request Date or range of order Request Dates in the Request Date (To/From) fields.
  - Enter a specific Customer PO Number in the Customer PO Number field.
  - Enter a specific Ship To Location in the Ship To Location field.
  - Enter a specific Order Type in the Order Type field.
  - Enter a specific Customer in the Customer field.
  - Enter a specific Item in the Item field.
3. Select Ok, then Submit.



## Release Expired Holds Concurrent Program

Order Management provides the ability to release all expired holds by effectivity date.

There are no enterable input parameters for this program: When the concurrent program is called, all expired holds with an *ending* Effectivity Date less than or equal to the system date will automatically be released.

■ To release Expired Holds:

1. Navigate to the *Run Requests* SRS window, and select Release Expired Holds in the *Request Name* field.
2. Select Ok, then Submit.

## Booking

In Order Management, booking is workflow enabled. The application comes seeded with two types of Booking processes including manual and deferred booking processes.

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**Note:** The Book activity no longer performs Project and Task validation; this has moved to the Enter function.

Additionally, Ship To is no longer a required attribute for return and service orders, and the payment terms attribute is no longer required for return orders.

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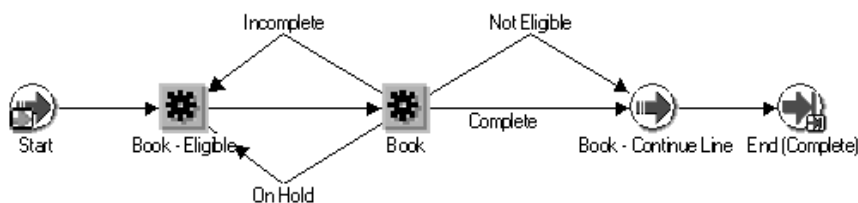
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See: Manual Booking Process, Deferred Booking Process

### Manual Booking Process

#### Book Order - Manual (BOOK\_PROCESS\_ASYNC)

This version allows you to control when the order is booked. You can book the order by completing the Eligible for Booking block by selecting the Book button from the Progress Order list of values in the Sales Orders window. This is the version used with all the seeded order flows and can be used with orders that are created on-line.



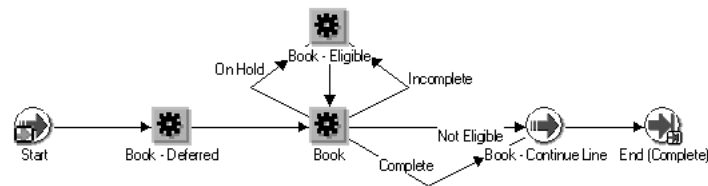
See: Deferred Booking Process

## Deferred Booking Process

**Note:** You can copy the sub-process below and modify it such that the BOOK\_DEFER activity is added before the BOOK\_ORDER activity, this results in Booking being deferred to the Background Engine and thus performed off-line.

### Book Order - Deferred (BOOK\_PROCESS\_DEFER)

This version enables Booking to be deferred once the header is created. This version can be used for orders that are created by batch processes.

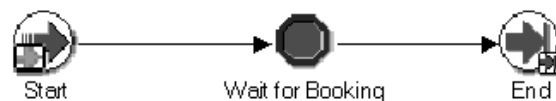


**Note:** You can copy this process and can have a variation where the BOOK\_DEFER activity before BOOK\_ORDER is deleted. This will result in Booking being executed synchronously.

### Ensuring that Lines wait for the order to book

To ensure that Lines on an Order wait for the Booking event before progressing, the following Line level sub-process has to be included as the first activity or process in a line flow.

Enter - Line (ENTER) - This is included in all the seeded line flows:



Instead of the Enter-Line sub-process you can also include just the Wait for Booking (BOOK\_WAIT\_FOR\_H) activity as the first activity in a line flow.



Wait for Booking

See: Manual Booking Process

## Defaulting Generator Concurrent Program

The Defaulting Generator concurrent program enables you to quickly update existing defaulting packages for defaulting rules and conditions. From the Order Management Standard Request Submission window, you can choose to submit the program for

- an Application and Entity
- an Application, Entity, and Attribute
- ☐ Whenever defaulting rules/conditions are updated for an attribute, the Defaulting Generator concurrent program *must* be run to generate new defaulting packages for that attribute. The Defaulting Rules form will display a note reminding users to run this program when updates are saved.
- ☐ Whenever validation rules for a defaulting condition are updated, the Defaulting Generator concurrent program must be submitted for the Entity updated in order for the updates to be processed. Defaulting packages needs to be re-generated for all attributes whenever a defaulting condition's validation rules are updated.

You may execute the Defaulting Generator concurrent program while users are still on the system, although the defaulting package may not generate successfully. This can be due to the package currently being called by other users who are processing orders on the system. Common errors within the output log file for this concurrent program may contain text that a time-out occurred while waiting to lock object.

---

**Note:** If you are running Defaulting Generators for an Entity and do not specify an Attribute, it is recommended that users log off the system to decrease the concurrent processing run time.

If defaulting packages do not generate successfully, you must choose to run the concurrent program at a later time, or have users briefly log off the system while defaulting packages are being regenerated in order for your modifications to take effect.

---

- To submit the Defaulting Generator concurrent program from within the Defaulting Rules widow:

1. Within the Defaulting Rules main window, from the Tools menu, select *Defaulting Generator*.

You can only submit the concurrent program from the Defaulting Rules main window. If you choose to submit the concurrent program from the Defaulting Rules window, input parameters are based upon the current cursor location. The Defaulting Generator is run for whatever attribute is highlighted.

For example, if the field Application has a value of *Oracle Order Management*, the field Entity has a value of *Order Header*, and the cursor was positioned on the row displaying the attribute *Agreement*, the concurrent program will be executed with the above values as input parameters.

---

**Note:** From within the Defaulting Rules window, the Defaulting Generator concurrent program is always submitted with a value for the input parameter *Attribute*, which is based upon the cursor location when the concurrent program is invoked.

---

- To submit the Defaulting Generator concurrent program from the Order Management SRS widow:

1. Navigate to the *Run Requests* SRS window, and select Defaulting Generator in the *Request Name* field.



The screenshot shows a 'Parameters' dialog box with the following fields and values:

Field	Value
Application	Oracle Order Management
Entity	Order Header
Attribute	Customer

Buttons at the bottom: OK, Cancel, Clear, Help.

2. Select a value for the Application. This field is *required*.
3. Select a value for the Entity. This field is *required*.

Running this program with only a value for the input parameter 'Entity' will result in re-generating defaulting packages for every defaultable attribute for the entity value selected.

4. Select a value for the Attribute. This field is *optional*.

Running this program with a value for the input parameter 'Attribute' results in re-generating the defaulting logic for the attribute value selected only. All other attribute rules and conditions of the entity will not be re-generated.

5. Select Ok, then Submit.

## Inventory Interface - No Ship Order Lines

### Overview

In previous releases of Oracle Order Entry, functions such as costing, relieving demand and reservations, and updating inventory balances were performed by generating inventory transactions via Inventory Interface Cycle actions.

Within Order Management this functionality is now performed by either the *Ship or Ship -Deferred* workflow subprocesses within shippable line flows or by including the *Inventory Interface* workflow sub-process within non-shipping line flows.

---

**ATTENTION:**

- Oracle Order Entry orders that utilized the Inventory Interface cycle action within an order cycle which did not include the Ship Confirm cycle action are not supported via upgrade. It is recommended that you progress such order lines in previous releases of Order Entry to Close and then remove the cycle action of Inventory Interface from all cycles prior to upgrade.
  - The *Inventory Interface* sub-process cannot be included within an order or line workflow flow that currently utilizes the Ship, or Ship-Deferred sub processes.
- 

Inventory Interface - Non Ship can:

- Relieve demand and determines the cost of goods sold account for internal, non-ship lines.
- Explodes included items.
- Interfaces configured items. It does not interface ATO models/children and non-shippable PTO models/options.
- Reserve order lines with lot, item revision, and locator information. The Inventory Interface sub-process does not support reservations to serial numbers.

Order Lines must be wait at the Inventory Interface - Eligible activity until the concurrent program completes. When customizing your line process flows, place the Inventory Interface - Eligible block activity before the Inventory Interface subprocess.

Order lines which process with errors become *Inventory Interface - Incomplete*. Correct the error using the Transaction Open Interface form from an Inventory responsibility and then reprocess the transactions.

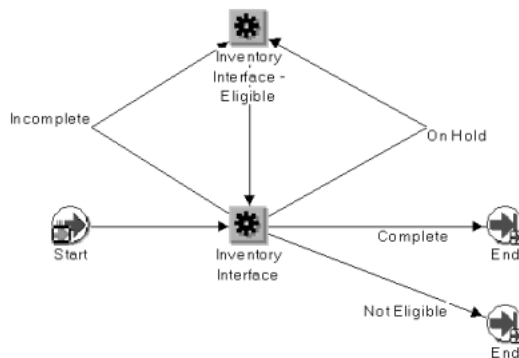
The following affect Inventory Interface - Non Ship processing:

- Order line Shippable Flag: Order lines with Yes are interfaced.
- Order line Source Code: Order lines with Internal are interfaced.
- Shippable Item item attribute: Items with Yes are interfaced.
- Transactable item attribute: Items with Yes are interfaced.

- Cost of Goods Sold Account item attribute; used if the account generator assignment for the account includes the item as a source.
- Profile option OM: Included Item Freeze Method profile option; included items exploded when the value is Pick Release.

## Workflow SubProcesses

**Inventory Interface Non Ship - Line** This subprocess supports Inventory Interface for a non-ship order line workflow. The Ship - Line subprocess performs Inventory Interface so you do not need to include this subprocess in it.

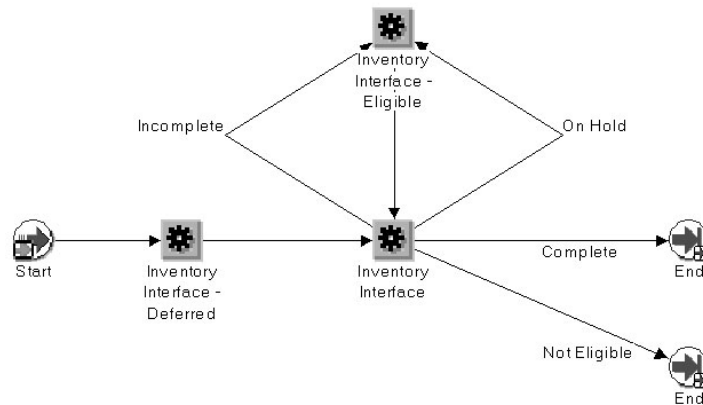


Within the Line Flow Generic, Bill Only workflow below, the Inventory Interface subprocess is invoked after order line booking. This subprocess precedes the Fulfill task because it explodes included items for processing by fulfillment.





**Inventory Interface Non Ship - Line, Deferred** This flow performs the same function as inventory Interface Non Ship - Line but defers the processing to the background workflow process. It executes the concurrent program Inventory Interface - Non Ship. When customizing your line process flows, place the Inventory Interface -Eligible block activity before this subprocess.



## Inventory Interface No Ship Concurrent Program

The Inventory Interface concurrent program processes interfacing orders or lines to inventory if:

- The order or line has failed during a previous execution of the Inventory Transaction worker
- If the current status for the Inventory Interface- Eligible activity within the workflow subprocess for the Inventory Interface has a value of *Wait*.

In order for the Inventory Interface concurrent program to properly function, you must customize order or line workflow processing flows to include the Inventory Interface -Eligible block activity before the Inventory Interface sub process.

The Inventory Interface concurrent program creates a standard Oracle log file containing processing results for the programs execution.

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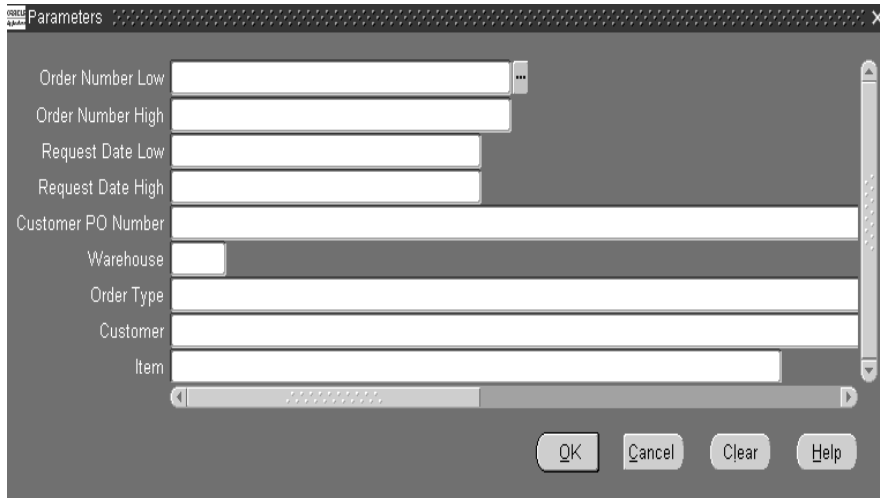
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**Note:**

- The Inventory Interface No Ship concurrent program will process lines that are awaiting completion of the Inventory Interface for Non Ship flows only.
  - Order lines may be in this state (awaiting completion) as a result of certain validation failures that occur when Order Management originally attempted to Inventory Interface said lines.
  - Under normal circumstances, order lines will complete the Inventory Interface No Ship workflow sub process without any errors and therefore not be in an Eligible state.
  - This concurrent program does not process any order lines that have failed Inventory Interface on regular order line Ship flows.
- 
- 

### ■ To process Inventory Interface transactions via concurrent program:

1. Navigate to the *Run Requests* SRS window, and select Inventory Interface in the *Request Name* field.

A screenshot of a software window titled "Parameters". The window has a dark gray background and a standard Windows-style title bar with a close button (X) in the top right corner. Inside the window, there are several input fields arranged vertically. The labels for these fields are: "Order Number Low", "Order Number High", "Request Date Low", "Request Date High", "Customer PO Number", "Warehouse", "Order Type", "Customer", and "Item". Each label is followed by a white rectangular input field. The "Warehouse" field is significantly shorter than the others. At the bottom of the window, there are four buttons: "OK", "Cancel", "Clear", and "Help", each with a small icon to its left. A vertical scrollbar is visible on the right side of the input fields, and a horizontal scrollbar is at the bottom of the "Item" field.

2. In the parameters window, select a value for the following parameters, based upon your processing needs:
  - Order Number Low
  - Order Number High
  - Request Date Low
  - Request Date High
  - Customer PO Number
  - Order Type
  - Customer
  - Item
  - Warehouse
3. Select Ok, then Submit.

## Credit Check Processor Concurrent Program

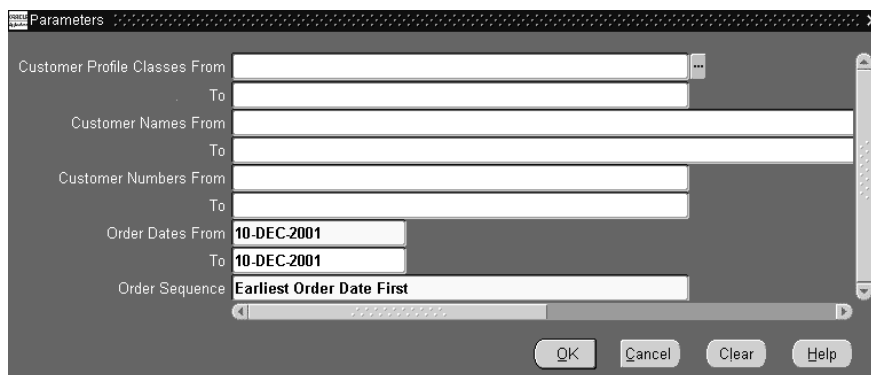
The Credit Check Processor program can be run on demand to re evaluate Booked orders that have not been shipped yet.

Use the Credit Check Processor when you suspect that your customers credit exposure has changed and you want to re evaluate their sales order status (releasing or applying credit check holds accordingly).

Also use Credit check Processor whenever you change your customer or default credit set up and you want this changes to immediately take affect in your booked sales orders.

### To re evaluate booked orders not yet shipped via concurrent program:

1. Navigate to the *Run Requests* SRS window, and select Credit Check Processor in the *Request Name* field.

The screenshot shows a 'Parameters' dialog box for the Credit Check Processor. It contains several input fields for defining the scope of the credit check. The 'Customer Profile Classes' section has 'From' and 'To' fields. The 'Customer Names' section has 'From' and 'To' fields. The 'Customer Numbers' section has 'From' and 'To' fields. The 'Order Dates' section has 'From' and 'To' fields, both containing the date '10-DEC-2001'. The 'Order Sequence' field is set to 'Earliest Order Date First'. At the bottom, there are four buttons: 'OK', 'Cancel', 'Clear', and 'Help'.

2. Determine which customer credit profile classes to include when updating your credit balances. Select either a value for Customer Profile Class From, Customer Profile Class To, or by selecting a value for both fields.
3. Determine which customers to include when updating your credit balances. Select either a value for Customer Names From, Customer Names To, select a value for both fields, or choose to include or exclude customer names within the range selected for Customer Names From/To by selecting additional limiting values for the input parameters Customer Numbers From/To.
4. Determine which customers to include when updating your credit balances. Select either a value for Customer Numbers From, Customer Numbers To, select a value for both fields, or choose to include or exclude customer numbers

within the range selected for Customer Numbers From/To by selecting additional limiting values for the input parameters Customer Names From/To.

5. Determine the order dates to include when updating your credit balances. Select a value for Order Date From, an optional value for Order Date to, or by selecting a value for both fields. Order Date From is required.
6. Determine the processing order when updating credit balances. Select a value for the Order sequence field. This field is required. Possible values are:
  - Earliest Order Date First
  - Earliest Ship Date First
  - Greatest Order Value first
7. Select Ok, then Submit.

## Initialize Credit Summaries Table Concurrent Program

Order Management enables you to periodically rebuild a credit exposure image (orders, invoices and payments) for all customers or customer sites for all possible credit rule definitions. When you submit the The Initialize Credit Summaries Table concurrent program, changes to customer or customer site credit exposure are calculated and updated, based upon your exposure setup for each credit check rule defined. Exposure information is stored in a summary table so that the credit check process can refer to summary credit data as opposed to real time transactional data, reducing the effort needed to evaluate credit standing.

Additionally, if you wish to import exposure details from an external system, you can use the Credit Exposure Import concurrent program. See: Credit Exposure Import Concurrent Program

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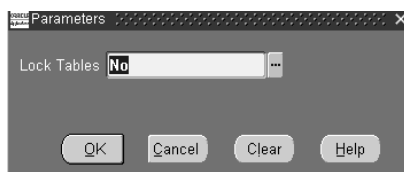
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**Notes:**

- Exposure summary information is used only during the credit checking process if you have selected the *Use Pre-Calculated Exposure* check box within the *Exposure* tab on the Credit Check Rules window.
  - Do not submit the program too frequently, as system resources may be affected. It is recommended that you build credit exposure at least once a day during off business hours.
  - Ensure that you allow enough time for the program to complete before rescheduling it to run again.
  - When you submit this concurrent program, if you have externally imported exposure records within the summary table, they are not overwritten.
- 
- 

**To initialize or update credit exposure via concurrent program:**

1. Navigate to the *Run Requests SRS* window, and select Initialize Credit Summary Table in the *Request Name* field.



2. Determine whether or not you wish to lock database tables when submitting this program. Select from:
  - **Yes:** Lock database tables during execution of this program. When you lock a database table, you are not allowed to modify any aspects of any record within the table that is locked.
  - **No:** Do not lock tables during the submission and execution of this concurrent program.

This parameter is required

3. Select Ok, then Submit.

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**Note:** The Order Management Credit Summaries table stores credit exposure details at a specific point in time, and does not contain exposure details in periods of time. The Order Management Credit Check Rules window currently enforces this restriction if you select Use Pre-Calculated Exposure check box; you cannot select the Include Receivables open balances check box, nor the Include Uninvoiced Orders check box.

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## Credit Exposure Import Concurrent Program

The Credit Exposure Import concurrent program enables you to import external credit exposure details (such as transaction amounts for sales orders created outside of Oracle Applications) into Oracle Order Management, provided you have correctly populated the corresponding Order Management Exposure Interface table.

External exposure details can then be:

- Utilized exclusively for Credit Checking.
- Used in conjunction with existing pre-calculated exposure amounts when performing credit checking.
- Used in conjunction with real time transactional data when performing credit checking.

Order Management will determine whether to include external exposure amounts imported within the overall exposure amount when performing credit checking based upon the credit checking rules you define.

### Program Details

External exposure details imported within Order Management are stored in the same exposure summary table used by the Initialize Credit Summaries Table concurrent program. Successfully imported external exposure records within the summary exposure table can be determined by the value for the field `BALANCE_TYPE`; all externally imported exposure detail records will have the value 18 for the field `BALANCE_TYPE`.

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**Note:** when you submit the Initialize Credit Exposure concurrent program, externally imported exposure records are never overwritten.

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When importing credit exposure details from an external system, Order Management will import all records selected, provided each record successfully passes validation. If a single record fails validation, Order Management will not import any records within the exposure interface tables which were selected for processing. If you encounter exceptions during run time, review the exception details within the concurrent program output and log files, correct the issues, and then resubmit the program.

The Credit Exposure Import concurrent program can be submitted in two different modes, Update and Insert. Interface records are processed based upon the mode,



which is determined by the value of the column OPERATION\_CODE within the exposure interface table.

- **Insert:** All credit exposure amounts previously imported will be overwritten with the given exposure amount within the Order Management Exposure Interface tables.
- **Update:** The credit exposure amount within the Order Management Exposure Summary table will either be added (positive amount) or subtracted (negative amount) to any previously imported amount. If a corresponding exposure amount does not previously exist, a new exposure amount record will be created.

This program will never delete records from the credit exposure summary table.

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**Note:** The current value of the profile option *MO: Operating Unit* is used as a input parameter to this concurrent program. This parameter is hidden by default, and is used to prevent the Credit Exposure Import program from importing exposure records into incorrect operating units.

If you need to input exposure details for multiple operating units, Order Management recommends you set this profile option at the Responsibility level, and then switch to the corresponding Responsibility when importing exposure details.

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### To import credit exposure details from an external system:

1. Navigate to the *Run Requests* SRS window, and select Credit Exposure Import in the *Request Name* field.

2. Select the Exposure Source. Exposure Sources are based upon user defined values for the Order Management Quick Code *ONT: Credit Exposure Import Source*. If you select a value for this parameter, only records which have the same value (case sensitive) within column EXPOSURE\_SOURCE\_CODE within the exposure import interfaces tables will be processed. This field is not required.

3. Enter a numeric value, greater than zero, if you wish to specify a batch number to process a portion of the records with the exposure import interface tables.

You can use a batch number for auditing purposes, or to improve performance when large amounts of exposure records are to be imported (choose to process only a portion of the exposure records within one submission and the remaining records within additional submissions - running the concurrent program in parallel with the initial request).

If you select a value for this parameter, only records which have the same value within column BATCH\_ID within the exposure import interfaces tables will be processed. This field is not required.

4. Validate Only:

- Select Yes to validate records within the credit exposure interface tables only. No records are imported into summary exposure tables during submission.
- Select No to validate and process records within the credit exposure interface tables.

This field is required.

5. Select Ok, then Submit.

**Note:**

When importing exposure details using the Credit Exposure Import, only interface records that belong to a Bill To Site for the current operating unit can be imported. Therefore, ensure your records are grouped accordingly.

For example, if you have multiple Bill To sites within the exposure interface table, ensure that each Bill To Sites has been previously defined for the current operating unit you are currently working within.

Additionally, if you specify either an Exposure Source or a Batch Id as an input parameter, ensure the corresponding records (marked with values for either Exposure Source or Batch ID) within the interface table utilize Bill To Sites defined for the same operating unit you are submitting the program for.

## **Output**

The Credit Exposure Import concurrent program produces a standard Oracle log file, along with a Standard Order Management Report output.

### **Concurrent Program Log File**

- The concurrent program log file contains standard details such as program name and the value of input parameters, as well as the following summary details:

Number of rows to Process: X\_num\_rows\_to\_process

Number of rows to Validate: x\_num\_rows\_validated

Number of rows that failed Validation: x\_num\_rows\_failed

Number of Rows Imported: x\_num\_rows\_imported

### **Concurrent Program Output (report)**

- The concurrent program output (report output), available only by selecting Output within the View Requests window (provided you have previously selected the row with the appropriate request id) displays the following details:

#### **Report Parameters Region**

- Concurrent program input parameters with values entered for submission.

#### **Report Information**

- Concurrent program details such as request id

#### **Report Header Region**

- Concurrent program details such as operating unit and report date.

#### **Report Output**

- Concurrent program details such as Number of credit exposure to process, and Number of credit exposure failed validation.
- Concurrent program exception details (errors).

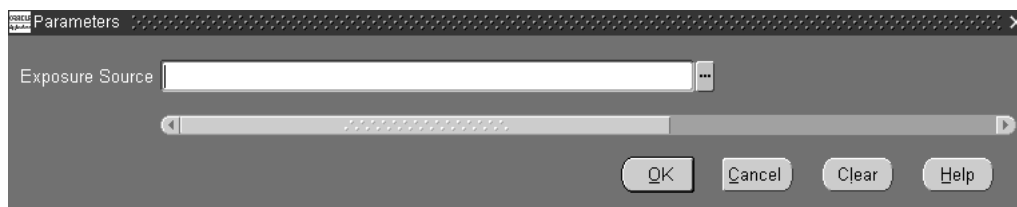
## Purge Imported Credit Exposure Concurrent Program

The Purge Imported Credit Exposure concurrent program enables you to purge imported external credit exposure records by operating unit and exposure source. If you have imported external credit exposure records for multiple operating units, in order to purge all external credit exposure records you will need to submit the concurrent program for each operating unit you have imported external credit exposure records for.

If you need to purge

**To purge credit exposure details which were imported from an external system:**

1. Navigate to the *Run Requests* SRS window, and select Purge Imported Credit Exposure in the *Request Name* field.



2. Select the Exposure Source: Exposure Sources are based upon user defined values for the Order Management Quick Code *ONT: Credit Exposure Import Source*. Prior to selecting a value for this parameter, ensure that external credit exposure records have previously been imported successfully. Otherwise, the program will fail.
3. Select ok, then Submit.

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**Note:** The current value of the profile option *MO: Operating Unit* is used as a input parameter to this concurrent program. This parameter is hidden by default, and is used to prevent the Credit Exposure Import program from importing exposure records into other operating units.

If you need to purge exposure details for multiple operating units, Order Management recommends you set this profile option by responsibility, and then switch to the corresponding responsibility when purging exposure details.

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## Process Pending Payments Concurrent Program

The Process Pending Payments concurrent program enables you to submit credit card orders for payment processing and to additionally process orders on hold (for select hold types only). Orders using both a Payment Term that *enables prepayments* and a Payment Type of *Credit Card*, and orders with the following hold type are processed by this concurrent program:

- ePayment Failure Hold.
- ePayment Server Failure Hold.
- Pending Process Payment (PPP) Hold.

When you submit this concurrent program, orders with the above hold types are first released (provided the validation of removing the hold is successful); the order and order lines are then able to continue within their respective workflows.

This concurrent program produces an output log file and output listing with any error messages generated during processing. The following additional details can be located in the both the log file and concurrent program outputs:

- Total orders processed during runtime (No. of orders found).
- Total number of authorizations successful during runtime (No. of orders successful).
- Total number of credit card holds released during runtime (No. of orders released).
- Total number of orders not processed due to processing failure (No. of orders failed).

Additionally, you can use the Process Messages window to view concurrent program runtime details such as warning or error messages generated.

### **To process pending payments via concurrent program:**

1. Navigate to the Run Requests SRS window, and select Process Pending Payments in the Request Name field.

All input parameters to this concurrent program are *optional*.

2. **PPP Hold:** Select Yes to process orders currently on PPP Hold, or select No to not process orders on PPP Hold. The default value for this parameter is Yes.
3. **ePayment Failure Hold:** Select Yes to process orders currently on ePayment Failure Hold, or select No to not process orders on ePayment Failure Hold. The default value for this parameter is Yes.
4. **ePayment Server Failure Hold:** Select Yes to process orders currently on ePayment Server Failure Hold, or select No to not process orders on ePayment Server Failure Hold. The default value for this parameter is Yes.
5. **Order Type:** Select a specific order type to limit credit card payment processing of orders.
6. **Order Number (Low/High):** Enter a value for Order Number Low, Order Number High, or both to limit credit card payment processing to specific order numbers. If you wish to process a single order, enter the same value in both fields.
7. **Customer Number (Low/High):** Enter a value for Customer Number Low, Customer Number High, or both to limit credit card payment processing to orders for specific Customer numbers. If you wish to process credit card orders for a single customer, enter the same value in both fields.
8. **Customer Class:** Select a specific customer class to process credit card payments.

9. **Credit Card Number:** Enter a specific credit card number to process orders for credit card payment. Only orders with the specific card number entered will be processed.
10. **Credit Card Type:** Select a credit card type to process orders for credit card payment. Only orders with the specific credit card type will be processed.
11. **Bill to Org:** Select a specific Bill To to process credit card payments.
12. **Booked Date Since:** Enter a specific date to process all orders which have a creation date greater than or equal to the date entered for processing credit card payments.
13. **Select Ok, then Submit.**



## Message Purge Concurrent Program

The Message Purge concurrent program purges Order Management messages that are generated during order processing. To keep the Oracle Order Management Message tables at manageable sizes, you should submit the Message Purge concurrent program at periodic intervals. After the concurrent program has successfully completed, you can use the Process Messages window and to verify that the Order Management message tables have been purged as specified by the input selection criteria.

If you leave any of input parameters blank, the concurrent program will process all possible values for the parameter.

### ► To purge Order Management messages via concurrent program:

1. Navigate to the Message Purge menu entry.

The screenshot shows a 'Parameters' dialog box with the following fields and values:

Parameter	Value
Messages per Commit	500
Creation Date Low	
Creation Date High	
Message Source	
Customer Name	
Customer Number	
Order Type	
Order Number Low	
Order Number High	

Buttons at the bottom: OK, Cancel, Clear, Help.

2. Determine the number of messages you wish to purge per database commit by entering a value for the Messages per Commit input parameter.

If you enter a value of 100, 100 messages will be purged (based upon all input parameters) prior to the database actually performing the commit. Once a commit has successfully completed, you are unable to rollback changes that occurred prior to the commit. In the event of a system failure, a rollback will be performed, rolling back any changes that took place immediately after the last successful commit. The default for this field is 500, and the field is *optional*.

3. Determine if you wish to purge messages created on a specific date or range of dates by selecting a value for the Creation Date Low, the Creation Date High, or both input parameters. All messages created for the date range specified are purged, provided other input parameters also enable purging. These fields are *optional*.
4. Determine a Message Source to purge Order Management messages. All messages created with the source specified by the input parameter Message Source will be purged, provided other input parameters also enable purging. Select from:
  - **C:** Concurrent Program
  - **U:** On Line (U/I)
  - **W:** Workflow

This field is *optional*.

5. Determine if you wish to purge messages generated for a specific Customer Name by selecting a Customer Name in the Customer Name input parameter, provided other input parameters also enable purging. This field is *optional*.
6. Determine if you wish to purge messages for a specific Customer Number by selecting a Customer Number in the Customer Number input parameter, provided other input parameters also enable purging. This field is *optional*.
7. Determine if you wish to purge messages for a specific Order Type by selecting a value in the Order Type input parameter. All messages generated for the Order Type selected will be purged, provided other input parameters also enable purging. This field is *optional*.
8. Determine if you wish to purge messages for a single order number or range of order numbers, by entering values for Order Number Low, Order Number High, or both input parameters. All messages created for order numbers entered will be purged, provided other input parameters also enable purging. These fields are *optional*.
9. Select Ok, then Submit.

## Calculate Party Totals Concurrent Program

The Calculate Party Totals concurrent program calculates the total number of orders and the summary order amount of all orders, and determine the last date an order was placed, by customer Party number.

The following order attributes determine eligibility for inclusion within the concurrent program calculations during program execution:

- Orders must be booked.
- Orders can be on Hold.
- Return orders and return order lines are included.
- Cancelled orders and cancelled order lines are *not* included.

The concurrent program does not produce a report output. However, within the standard submission request log file, Party Total amount is listed by Party number, and whether or not the Party totals were successfully updated. The Calculate Party Totals program results are stored within the following columns within table HZ\_PARTIES:

- TOTAL\_NUM\_OF\_ORDERS

The total number of orders for the Sold To customer on an order.

- TOTAL\_ORDERED\_AMOUNT

The value stored within this column is dependent upon the Order Management profile option OM: Party Totals Currency. All orders for a party in a currency other than the currency specified by the profile option are converted to the profile option currency and then summarized.

Order Management currently uses the Order Request Date as the currency conversion date for conversion types, if the Invoice Date is not available at the order level. The currency conversion type (spot, corporate or user) is stored for an order header; if the conversion type is user, both the conversion date and conversion rate are stored.

Total Order Amount does not include the order tax amount but will include the Freight and Special charges.

- **LAST\_ORDERED\_DATE**

The value stored within this column is the Order Date for the last order placed for a given Party number.

The data stored in the within HZ\_PARTIES is intended to be an approximate value indicating the volume of orders and approximate revenue generated by customer Party number. It is not intended to be accurate per accounting standards, and is not maintained real time, unless the request submission parameters are set so the program is continually executed after each successful completion.

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**Note:** The total number of orders and the summary order amount of all orders reflect the number of orders that are currently active within Order Management tables.

If you have submitted the Order Purge concurrent program and successfully purged orders, when you submit the Calculate Party Totals concurrent program, only the orders remaining within Order Management tables are used during concurrent program calculations.

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### **Submission**

Navigate to the Order Management Standard Request submission window, select Calculate Party Totals, and select Submit. There are no parameters to enter for the concurrent program.

## Audit History Consolidator Concurrent Program

The Audit History Consolidator concurrent program, when submitted populates an Order Management table with consolidated audit trail details recorded for orders and lines. Each subsequent submission of the program updates any additional order audit trail details that have been captured since the previous successful submission of the program. For details on capturing order audit trail details, see Order Audit Trail.

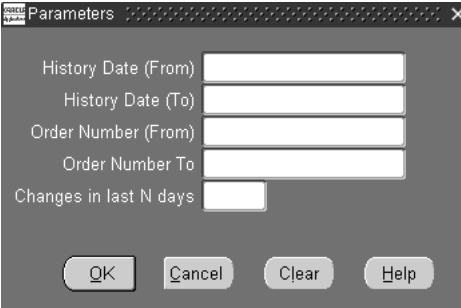
Order Management consolidates the following four order entities within the table:

- Order Header
- Order Line
- Sales Credit
- Price Adjustment

The data within the table is can be viewed within Oracle Applications via the View Audit History window or printed for display via the Order Management Audit History Report.

### ■ To consolidate order audit trail history via concurrent program:

1. Navigate to the *Run Requests* SRS window, and select Audit History Consolidator in the *Request Name* field.

A screenshot of a 'Parameters' dialog box. It contains five input fields: 'History Date (From)', 'History Date (To)', 'Order Number (From)', 'Order Number To', and 'Changes in last N days'. The first four fields are empty text boxes, while the last one is a small spinner box. At the bottom, there are four buttons: 'OK', 'Cancel', 'Clear', and 'Help'.

2. Enter the History Date From. This field is *optional*.
3. Enter the History Date To. This field is *optional*.
4. Enter the Order Number From. This field is *optional*.

5. Enter the Order Number To. This field is *optional*.
6. Enter a numeric value in the *Changes in Last N days* field to capture audit history changes captured over a period of days. For example, if you wish to consolidate order changes captured for audit purposes during the last 7 days, enter the value 7.
7. Select Ok, then Submit.

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**Note:** Order Management recommends your schedule this report based upon your business needs.

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## Re-Schedule Ship Sets Concurrent Program

The Re-Schedule Ship Sets concurrent program is utilized to re-schedule Ship Sets to the earliest finite supply date, for all order lines within the set. The time fenced used in the calculation is the time fence defined for the ATP rule linked to the order line item.

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**Note:** If order lines are scheduled based on the Infinite Supply Time Fence you can submit this program to reschedule order lines to secure a more practical (and the best) Earliest Available Date. This program will process order lines only if the lines are part of the set.

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### ■ To re-schedule Ship sets via concurrent program:

1. Navigate to the Order Management Standard Request Submission window, and select Re-Schedule Ship Sets.

2. Determine the orders you wish to attempt Ship Set rescheduling for. Select a value for the Sales Order Number (low), Sales Order Number (high), or a combination of sales order numbers. These fields are optional.
3. Determine the date or dates you wish to include re-scheduling of Ship Sets from or to. Enter a value for the Relative Start Date (in days), Relative /End Date (in days), or a combination of Relative Start/End Dates (in days). These fields are required.
4. Re-schedule a Ship Set by Set Name. Select a value in the Ship Set Name field. This field is optional.
5. Select OK, then Submit.

## Reserve Orders Concurrent Program

The Reserve Orders concurrent program attempts to reserve items as specified by input parameters. The concurrent program attempts to reserve any order lines (for order line types that support Reservations) that are scheduled, and have quantity for complete fulfillment.

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**Note:** The Reserve Orders concurrent program does not reserve partial ordered line item quantity; order line item quantity must be fully reserveable in order to place a reservation utilizing the Reserve Orders concurrent program.

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**Note:** For input parameters where you can specify a range (Low and High values):

- if you specify a Low value and not a High value, this program will reserve all order lines that meet or exceed the Low value.
  - if you specify a High value and not a Low value, the program will reserve all order lines equal to or less than the High value entered.
- 
- 

### ■ To Reserve Orders via concurrent program:

1. Navigate to the Order Management Standard Request Submission window, and select Reserve Orders.



Parameters

Use Reservation Time Fence

Order Number (Low)

Order Number (High)

Customer

Order Type

Line Type

Warehouse

Item

Line Request Date (Low)

Line Request Date (High)

Schedule Ship Date (Low)

Schedule Ship Date (High)

Schedule Arrival Date (Low)

Schedule Arrival Date (High)

Ordered Date (Low)

Ordered Date (High)

Demand Class

Planning Priority

Order By

OK Cancel Clear Help

## 2. Use Reservation Time Fence: Select from

- Yes: Include the value of the Order Management profile option *OM: Reservation Time Fence* when reserving orders and lines utilizing this concurrent program.
- No: Do not include the value of the Order Management profile option *OM: Reservation Time Fence* when reserving orders and lines utilizing this concurrent program.

If you do not enter a value for this parameter, then Order Management interprets a null value as equivalent to *Yes*.

- If you do not specify a value for this parameter, and the Order Management profile option *OM: Reservation Time Fence* is set to NULL, the order line will not be processed for generating a reservation.
  - If this parameter is set to *Yes*, and Order Management profile option *OM: Reservation Time Fence* set to NULL, the order line will not be processed for generating a reservation.
3. Order Number (High): Select an order number to reserve order lines for. If you do not specify an order number, the system will attempt to reserve all order lines during concurrent program execution.

4. Reserve orders for a specific customer by selecting a value for Customer. All order lines for a customer that are not currently reserved will be processed for reservations during the execution of this concurrent program.
5. Reserve orders for a specific Order Type by selecting a value for Order Type.
6. Reserve order lines for a specific Line Type by selecting a value for Line Type.
7. Reserve orders by warehouse (organization) by selecting a value for Warehouse.
8. Reserve order lines by item by selecting a value for Item.
9. Reserve orders by Line Requested Date by entering a value for Line Request Date Low, Line Request Date High, or a range of line requested dates by entering a value for Line Request Date (Low/High).
10. Reserve orders by Scheduled Ship Date by entering a value for Scheduled Ship Date Low, Scheduled Ship Date High, or a range of Scheduled Ship Dates by entering a value for Scheduled Ship Date (Low/High).
11. Reserve orders by Scheduled Arrival Date by entering a value for Scheduled Arrival Date Low, Scheduled Arrival Date High, or a range of Scheduled Arrival Dates by entering a value for Scheduled Arrival Date (Low/High).
12. Reserve orders by Ordered Date by entering a value for Ordered Date Low, Ordered Date High, or a range of ordered dates by entering a value for Ordered Date (Low/High).
13. Reserve orders by Demand Class. Enter a Demand Class previously defined within the system.
14. Reserve orders by Planning Priority. Enter the Planning priority previously defined within the system
15. Determine the processing order that the concurrent program will utilize during execution within the Order By field. Existing supply will be reserved on the basis of you choice. If you choose a value that utilizes a date, the earliest date available will be the first order processed for reservations, based upon you other input parameters selected.

For example, if you select Date Ordered, then the order with the earliest Order Date (based upon all other input parameter values) will be processed initially. Select from:

- Actual Arrival Date
- Date Ordered
- Date Requested

- Planning Priority.
  - Promised Date,
  - Scheduled Ship Date
- 16.** Select Ok, then Submit.

The log file generated as a result of a submission of the Reserve Orders concurrent program displays all internal order line ids' selected for processing based upon the input parameters entered.

## International Trade Management - Denied Party

### Overview

International trade requires adherence to individual country specific rules, regulations, and duties applicable between countries of trade when processing orders for export. International Trade Management (ITM) utilizes software applications to assist with the facilitation of international trade by providing the latest details surrounding the complex set of rules and guidelines surrounding international trade. Each rule or guideline surrounding international trade ensures that exporters are shipping products in compliance with existing government regulations. By interfacing your order processing routines with ITM vendor software applications, you can:

- produce evidence of due diligence when screening shipments for export.
- halt export shipments for regulation or rule violations.

United States exporters are required by the United States government to perform due diligence when exporting products or services. Oracle Order Management, utilizing the features of the Oracle ITM Adapter and integration to third party ITM vendor software applications, provides you with the necessary application tools to perform Denied Party screening.

See: Denied Party Screening, Export Compliance Workbench

### Denied Party Screening

Denied Party Screening is an optional procedure within an order flow enabling you to determine the eligibility of shipments for adherence to statutory government requirements surrounding the export of products. The United States Bureau of Export Administration and several other countries maintain referenceable Denied Party Listings (DPL) which provide a complete listing of entities that goods cannot be exported.

The DPL currently denies export privileges in whole or in part, to any individual or entity on the DPL. You may not, directly or indirectly, participate in any way, in any transaction, involving any commodity, (software or technology) exported or to be exported from a country to any individual or entity currently on a DPL. Within the United States, the DPL is based upon current US Export Administration Regulations, and is maintained by the United States Bureau of Export Administration.

Denied Party screening enables export compliance prior to shipment, alerting users to possible problems that might halt export shipments due to government regulations. Oracle Order Management automatically enables you to manage your denied party export screening compliance strategies through the use of:

- a workflow subprocess
- workflow alerts
- generic holds
- an interface to the Oracle ITM Adapter for integration with third party (ITM) software applications. The Oracle ITM Adapter enables you to process (screen) orders by way of XML transactions with third party ITM software vendors to manage your Denied Party Screening process.

You can:

- manually or automatically place a Denied Party Screening hold for an order line
- override or remove a Denied Party hold
- provide Alert notifications for sales order lines that have been placed on hold due to a Denied Party screening failure

Within Order Management, Denied Party Screening occurs at the order line level by inserting the *Export Compliance Screening* subprocess after booking but prior to the Create Supply or Ship Line workflow subprocesses for an order line flow. Denied Party Screening validates the order line item by shipment location; sales orders are validated against the DPL based upon the Ship From country for each order line. Order Management will also perform Denied Party screening for parent companies; if the Ship From and Ship To locations for an order are not the same as the order parent Ship From and Ship To, then Order Management will validate denied party screening for all parties related to the Ship To location of the order line.

For example,

- suppose an order placed in the US for shipment from Mexico to another providence within Mexico. Order Management Denied Party Screening would screen for compliance for both the parent company (US) and the Ship From country (Mexico).

### Prerequisites

1. Verify seeded Order Management ITM line workflows meet your business processes for denied party export compliance, or create new line workflows for your ITM screening processing.

2. Create new or update existing Order Management transaction types to enable your ITM order and line workflows.
3. Register users and perform the necessary setup to enable XML communications between the Oracle ITM Adapter and your third party ITM vendor.

See: *Oracle Shipping Execution User's Guide*, International Trade Management, Setup Process

## User Procedures

Once an order with an order type that enables denied party export compliance screening has been Booked and the records received (interfaced) by the Oracle ITM Adapter, Order Management will set the order line status to *Awaiting Export Screening*, and the order line is then set to a status of *Wait* (activity). All records with this status are then processed by the Oracle ITM Adapter and sent electronically to the ITM vendor software application or your choice (determined during your ITM setup). ITM vendor software applications then process the records for compliance.

Once records have been processed for compliance, the results are returned to the Oracle ITM Adapter, which then updates corresponding Oracle Adapter response tables and a call is placed to Order Management to progress order lines past the *Wait* activity. Order and lines will then continue within their respective line flows, dependent upon the return values from your ITM vendor software application. The return values from your ITM vendor software application are interpreted by the Oracle ITM Adapter, which can return one of the following values to the *Export Compliance Screening* workflow subprocess:

- **Data Error.** Data errors can occur:
  - when denied party export compliance data is passed from Order Management to the Oracle ITM Adapter.
  - when denied party export compliance data is passed from the Oracle ITM Adapter to your ITM vendor.
  - if you have submitted data to your ITM vendor for a country that is unsupported by your ITM vendor.
  - for errors from your ITM vendor that you have not defined a corresponding definition (within the Oracle Shipping Execution ITM Error Classification window) for interpretation by the Oracle ITM Adapter.

Data errors halt denied party export compliance screening, and the data error must be corrected before further processing can occur. Order lines will have a

status of *Data Error - Export Screening*, and be waiting at the *Export Compliance Screening Eligible* workflow activity.

Data errors can be viewed within the Process Messages window, and then you can progress the order and lines by submitting the Export Compliance Screening concurrent program using the Order Management SRS window or by selecting *Progress Orders* from the Tools menu.

- **On-Hold:** The Denied Party checks performed by your ITM vendor software application determined that the order or line violates the DPL, and Order Management will place a Denied Party Hold to halt the order line from continuing within its line flow. A notification is sent, and the order lines are halted at the next activity within the line flow.

Denied party export Compliance hold details are viewable from the Additional Line Information Window (Actions button) within the Sales Order or Order Organizer windows. The generic hold will then have to be released (or the order or line cancelled) for the order line to progress further in the flow.

- If the generic hold placed is determined to be False-Positive Hold (hold should not have been placed by your ITM vendor software application), you can remove the hold and the order line can then continue processing within its line flow (line can be Pick Released and Ship Confirmed).
- If the generic hold is determined to be a true Denied Party hold, you must decide whether to cancel the order or cancel the line.
- **Override:** This output status from the Oracle ITM Adapter indicates that this record is to be progressed further regardless of any errors your ITM vendor software application sends back to the Oracle ITM Adapter.

You can choose to submit Oracle Shipping Execution *Skip Screening* concurrent program to progress order lines with a status of *Override*.

See: Oracle Shipping Execution User's Guide, Setup Steps, Skip Screening concurrent program.

- **Success:** The order line successfully passed compliance screening by your ITM vendor software application; the order or line progresses to the next activity within its respective flows
- **System Error:** The Oracle ITM Adapter encountered a system error that did not allow records interfaced from Oracle Order Management to be sent or fully processed by your ITM vendor software application. The order line does not progress any further within its line flow. Order and lines will be waiting at the Export Compliance Screening workflow activity.

System errors can be generated as a result of:

- your ITM vendor software application site is currently down.
- network communication problems.

You can choose to submit Oracle Shipping Execution *Resubmit Errored Requests* concurrent program for order lines with system errors.

See: Oracle Shipping Execution User's Guide, Resubmit Errored Requests concurrent program.

### **Denied Party, Export Compliance Workflow Details**

Denied Party export compliance screening is implemented by utilizing the seeded Order Management Line workflow, *Line Flow - Generic, With Export Compliance* or by inserting the *Export Compliance Screening* subprocess within new or existing line workflows.

The denied party export Compliance Screening subprocess should ideally be placed after the Booking activity but prior to the Create Supply subprocess; if you do not have the Create Supply subprocess within your order lines flows, then you must place the Export Compliance Screening subprocess prior to the Ship Line subprocess; you cannot place the subprocess between the picking and shipping activities.

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**Note:** A line level hold placed prior to Booking an order does not stop an order from being Booked. Therefore, if you place the Export Compliance Screening subprocess within an order line flow prior to the Booking activity, the order will still be Booked, irrespective of the outcome of the denied part screening subprocess.

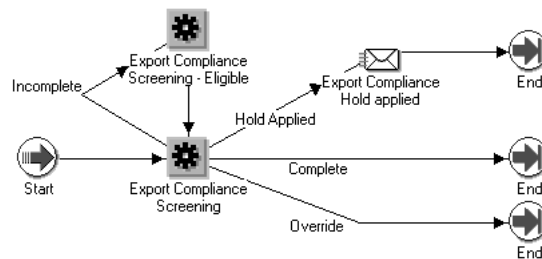
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### **Export Compliance Screening workflow subprocess**

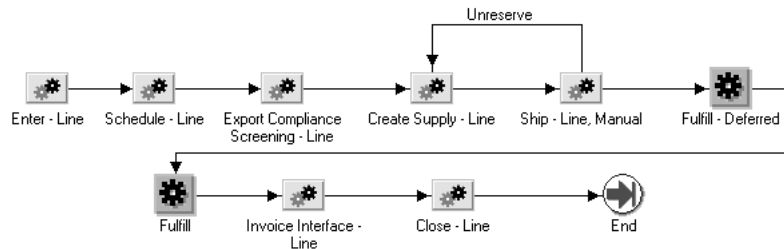
The Export Compliance screening workflow subprocess determines if an order line must undergo denied party screening.





### Line Flow - Generic, With Export Compliance Workflow process

The Line Flow - Generic, With Export Compliance line flow, seeded for Oracle Order Management is shown below.



When the order line flow has progressed to the *Export Compliance Screening* subprocess, the line status is set to *Awaiting Export Screening*. Once the screening process has completed, the line status can be set to:

- **Completed Export Screening** if the order:
  - is placed on Denied Party Hold
  - passes your ITM vendor software application screening procedures.
- **Data Error Export Screening** if data errors are encountered during processing. The denied party export Compliance Screening subprocess completes with an *Incomplete* result, and the order line will be awaiting completion of the Export Compliance Screening Eligible activity.

See: Oracle Shipping Execution User's Guide, Resubmit Errored Requests concurrent program and Export Compliance Screening concurrent program.

### **Notification Activity within *Export Compliance Screening* subprocess**

Within the seeded Export Compliance Screening subprocess, the Notification activity is predefined to always send a notification to user *SYSADMIN* for orders or lines placed on denied party export compliance hold.

If you require the Notification activity to send a notification to another user, you must

- customize the Notification Activity within the *Export Compliance Screening* subprocess (copy and modify)
- or
- replace the Notification activity within the *Export Compliance Screening* subprocess (copy and modify) with the Order Management *Notification Approver* activity. The Order Management *Notification Approver* workflow activity must also be customized to send a notification to a user other than *SYSADMIN*.

### **Validations before Export Compliance processing**

Prior to Order Management populating the Oracle Adapter Interface tables for the Oracle ITM Adapter, the following order validation is enforced:

1. The Ship To organization id (ship\_to\_org\_id) or the Ship From organization id (Ship\_from\_org\_id) cannot be NULL.
2. The Party Name for the Ship To cannot be NULL.

### **Constraints**

Order Management has provided an additional constraint to disable (not allow) user or system splits if an order line has been interfaced to the Oracle ITM Adapter and is awaiting a response from your ITM vendor software application. The constraint is seeded by default, and cannot be disabled or removed by a user.

Additional constraints for an order line have been created to not allow changes to Customer Name, Ship From, Ship To, Sold To, Bill To, and Deliver To values once a line has been interfaced to the Oracle ITM Adapter and is awaiting a response from your ITM vendor software application. These constraints are not seeded by default; they can be disabled or updated.

### **Order Purge**

Orders that have been processed for denied party export Compliance are required to be on file for review by the United States government for a standard period of time (currently seven years). If you currently use the functionality of Order Purge to

removed orders from your system, ensure you do not purge orders that have undergone denied party export Compliance Screening prior to the required time they must be kept on file.

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**Note:** The Order Purge concurrent program contains no logic to determine if an order line has undergone the Denied Party screening process; if a order line has undergone Denied Party Screening, and the input parameters to the Order Purge concurrent program enable the order and lines to be purged, the order and lines will be purged.

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### **See Also**

Export Compliance Workbench

## Export Compliance Workbench

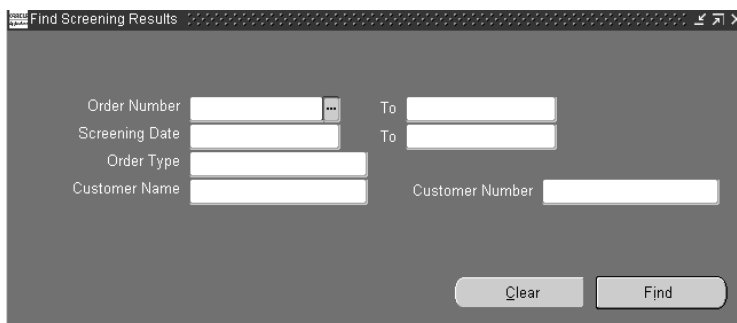
The Export Compliance Screening Workbench enables you to review all orders and lines that have undergone the Order Management denied party export compliance screening process and perform additional order processing. Within the Export Compliance Screening Workbench, you can:

- Release orders lines that have been placed on Denied Party holds.
- Review additional information surrounding Party and order details.
- Submit orders lines for reprocessing in case of system errors.

The Export Compliance Screening Workbench window displays order, line, and screening results in three regions, respectively.

### Find Window

The Export Compliance Workbench is displayed after selecting the Find button while the initial *Find Screening Results* window is displayed.



The screenshot shows a window titled "Find Screening Results". Inside the window, there are several input fields for search criteria: "Order Number" (with a dropdown arrow), "Screening Date", "Order Type", "Customer Name", "To" (for Order Number), "To" (for Screening Date), and "Customer Number". At the bottom right of the window, there are two buttons: "Clear" and "Find".

Choose to limit the data displayed within the workbench by entering or selecting field values for the following fields available within the initial *Find* window:

- Order Number (From/To)
- Screening Date (From/To)
- Order Type
- Customer Name
- Customer Number

Once you have your determined and entered your criteria, select *Find*.

Export Compliance Workbench

Orders

Order Number	Customer Number	Customer Name
44007	2172	Saba Agnese
7	1006	Computer Service and Rem
8	1006	Computer Service and Rem

Lines

Line	Item	Item Description
1.1	AS54888	Sentinel Standard Desktop

Screening Results

Screening Type	Entity Type	Party Name	Country	Response Result	Vendor
Denied Party	SHIP_FROM	Seattle Manufacturing	US	Success	Clearcross
Denied Party	SHIP_TO	Saba Agnese	FR	Denied Party	Clearcross
Denied Party	BILL_TO	Saba Agnese	FR	Denied Party	Clearcross

Denied Party Matches

Retry

Release Holds

Details

Orders Region

Order Management displays order details for denied party export compliance eligible orders. The following order information is provided within the Order region:

- Order Number
- Customer Number
- Customer Name

Lines Region

Order Management displays order line details for denied party export compliance eligible order lines. The following information is displayed within the Line region:

- Line Number
- Item
- Item description

**Screening Results Region**

Order Management displays the screening results for screened denied party export compliance order lines. The following information is displayed within the Screening Results region:

- Screening Type
- Entity Type
- Party Name
- Country
- Response Result
- Vendor
- Response Date
- Error Type
- Error Code
- Error Message

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**Note:** Error messages displayed within field *Error Message* are error messages returned to the Oracle ITM Adapter from your ITM vendor software application.

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Additionally, you can choose to

- navigate to the Sales Order UI to view additional order or line details by selecting the Details button.
- resubmit an order line that has *System Errors* by first selecting the order line (or by selecting multiple order lines use the multi select functionality) and then selecting the Retry button.
- remove Denied Party export compliance holds by selecting the Release Holds button and then entering a reason for releasing the hold in the Release holds window.
- review additional Denied Party Matches detail by selecting the Denied Party button.

The Denied Party Matches window displays additional party details surrounding compliance screening that has occurred.

Denied Party Matches

Party NameSaba AgneseEntity TypeSHIP\_TO

Name	Type	Description	Address
AGNESE, HELENE	DEN		
AGNESE, SABA	DEN		
AMBAYE, SABA	DEN		

Close

See: Denied Party Screening

# Export Compliance Screening Concurrent Program

The Export Compliance Screening concurrent program can be used to progress order lines that are currently waiting at the *Export Compliance Screening Eligible* workflow activity. If an order line has initially failed denied party export compliance screening due to data errors, you can attempt to correct the order data, and submit the Export Compliance Screening concurrent program to progress orders and lines past the *Export Compliance Screening Eligible* workflow activity; export compliance routines are called to perform the compliance screening again.

- If the order or line pass the screening process during resubmission, orders and lines then progress to the next workflow activity within their respective flows.
- If the order or lines do not pass the screening process, they will again be waiting at the *Export Compliance Screening Eligible* workflow activity.

**Note:** You cannot use the Export Compliance Screening concurrent program to initiate export compliance; this program only enables you to progress order lines past the Export Compliance Screening Eligible activity within the *Export Compliance Screening* subprocess.

## ■ To progress waiting at the Export Compliance Screening Eligible activity:

1. Navigate to the Order Management Standard Request Submission window, and select Export Compliance Screening.

The screenshot shows a 'Parameters' dialog box with the following fields:

- Order Number Low
- Order Number High
- Customer
- Customer PO Number
- Order Type
- Warehouse
- Line Ship To Location
- Item
- Line Schedule Date Low
- Line Schedule Date High
- Ordered Date Low
- Ordered Date High

Buttons at the bottom: OK, Cancel, Clear, Help.



2. Progress denied party export compliance order lines by *Order Number*. Enter a value for in the Order Number Low, Order Number High, or range of order numbers to include by entering a value for both fields. Additionally, leave these fields blank to progress all order lines.
3. Progress denied party export compliance order lines by *Customer*. Enter a value in the Customer field.
4. Progress denied party export compliance order lines by *Customer PO*. Enter a value in the Customer PO number that corresponds with the purchase order received from your customer.
5. Progress denied party export compliance order lines by *Order Type*. Select a value for the Order Type field.
6. Progress denied party export compliance order lines by *Warehouse* (organization). Select a value for the Warehouse field.
7. Progress denied party export compliance order lines by *Line Ship To Location*. Select a value for the Line Ship To location.
8. Progress denied party export compliance order lines by *Item*. Select or enter an value in the Item field.
9. Progress denied party export compliance order lines by *Line Scheduled Date*. Select a value for Line Schedule Date Low, an optional value for Line Schedule Date High, or by selecting a value for both fields.
10. Progress denied party export compliance order lines by *Order Date*. Select a value for Order Date From, an optional value for Order Date To, or by selecting a value for both fields. This field is *required*.
11. Select Ok, then Submit.

See: Denied Party Screening, Export Compliance Workbench

## Solution Based Modeling

Solution based Modeling (multiple instantiation) is the ability to create and individually configure multiple occurrences of a Model or Component. Solution Based modeling provides the ability to configure multiple (model type) components of PTO and ATO models more than once, independently, and to keep track of these different configurations individually within the model.

Within Order Management, you access an instance of a configuration model, as well as an instance of each component contained within the Model. You then configure component instances separately by selecting from available options.

For example, a computer system can be represented by a Solution based Model; the computer may contain a number of different servers, printers, and personal computer (PC) workstations. Each PC workstation in the system represents one instance of a configuration model, and each PC workstations can be configured differently. One PC workstation can be configured with a 21 inch flat screen monitor, 10GB of disk space and 512 KB RAM, whereas another PC workstation can be configured with a 17 inch monitor, ergonomic keyboard, 256 KB RAM and 4 GB of disk space. These two workstations are part of the *computer system* Solution based Model.

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**Note:** You cannot copy an order which contains a solution based model for which one or more of the components have been cancelled. This is currently not supported, and you may receive the following error: *Item &ITEM is selected more than once in this Configuration.*

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Solution based Models are imported into the Oracle Configurator application, and the structure of the model is modified using the Oracle Configurator Developer application.

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**Note:** Solution based Modeling within Order Management is available only if you have fully installed the Oracle Configurator application.

Additionally, the ability to instantiate components multiple times within a single runtime of the Oracle Configurator application is available only in a DHTML User Interface. You cannot instantiate components multiple times in a Java applet User Interface.

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For additional details on Solution based Modeling, see Oracle Configurator Developer User's Guide, Multiple Instantiation in Solution-Based Models.

### **Solution Based Modeling and Process Order API**

The public level of the Order Management Process Order API does not support order lines that contain Solution Based Models, and the Order Management Order Import concurrent program does not support importing orders that contain configurations of Solution based Models.

The group level of the Process Order API will support Solution Based Models. The group Process\_Order API call should pass the following mandatory column data (for Solution based Models only) for all order lines records that are part of a configuration to the Oracle Configurator application:

- config\_header\_id,
- config\_rev\_nbr
- configuration\_id

This data is then passed to Oracle Configurator's batch validation API. If the call to the group Process\_Order API does not pass data in any of the columns listed, the order lines will be passed to Oracle Configurator's batch validation API with NULL values, and the validation may or may not enable the Solution based Model details you are passing (dependent on the Configuration rules defined in the Oracle Configurator application).

# Order Management Diagnostics

With this release, Order Management now provides three additional diagnostics tools (concurrent programs) to assist you with reviewing order details, debug information and order processing flows.

The three new concurrent programs have been seeded within the standard Order Management Concurrent Programs Request Group and any user having access to this request group will be able to submit these programs and view the outputs. Order Management recommends that you authorize a limited number of users access to this request group for reviewing these diagnostic outputs.

See:

Diagnostics: Apps Check Concurrent Program

Diagnostics: OM Debug File Retrieval Concurrent Program

Diagnostics: OM Order Information Concurrent Program

## Diagnostics: Apps Check Concurrent Program

This program provides summary output details for Oracle Application schema's. Details such as product installation status, application profile values, invalid objects, package versions, database triggers, and form versions are displayed within the program output based upon the Oracle Applications you select as an input.

You can choose to display an output for a single Oracle Application, up to five Oracle Applications, or all Oracle Applications. Order Management recommends that you submit the program with at least one Application Name for the input parameters defined; each subsequent Application Name selected increases the program run time.

The following table lists the entities, along with the current value, for each Oracle Application selected by the input parameters that will be displayed within the program logfile.

Customer/Business Unit Details	Installed Products	Database Name and Creation Date
Oracle Version(s)	Database Parameter Settings	Patch Set/Release Information
Patches Applied	Profile Option Values	OM System Parameters

Database Triggers	Table Indexes	Packages Versions and Status
Invalid Objects/Errors	Invalid Referenced Objects/Errors from Other Products	Product Tops
Table/View Definition File Versions	LDT File Versions	Forms Tool Version
Product Form Versions	Product Library Versions	Product Report Versions
Executable Versions		

■ **To review Oracle Application details:**

1. Navigate to the Order Management Standard Request Submission window, and select OM Diagnostics: OM Check.

The screenshot shows a 'Parameters' dialog box with a title bar containing a small icon and the text 'Parameters'. Inside the dialog, there are five text input fields stacked vertically, each preceded by a label: 'Application 1', 'Application 2', 'Application 3', 'Application 4', and 'Application 5'. The first field, 'Application 1', contains the text 'Oracle Order Management'. The second field, 'Application 2', has a small downward-pointing arrow on its right side, indicating it is a dropdown menu. The other three fields are empty. At the bottom of the dialog, there are four buttons: 'OK', 'Cancel', 'Clear', and 'Help', each with a small icon to its left.

2. Enter or select a value for the optional input parameters *Application1* through *Application5*.

Oracle Order Management, Oracle Pricing, and Oracle Shipping are automatically defaulted for input parameters *Application1* through *Application 3*, respectively; these values may be changed. If you clear the *Application1* through *Application3* input parameter defaults, the program output will display data for all Oracle Applications.

3. Select Ok, then Submit.

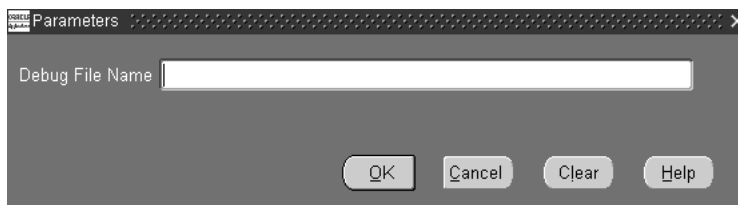
## Diagnostics: OM Debug File Retrieval Concurrent Program

This concurrent program will retrieve Order Management Debug files generated by a user for review on-line. The value of the profile option *OM: Debug Log File Directory* determines the location the concurrent program will search for the log file specified in the input parameter to this program.

You can also submit this concurrent program to validate your setup for generating Order Management Debug files. Results are displayed within the program output and will include possible suggestions on how your Debug setup can be fixed.

### ■ To retrieve an Order Management Debug file for viewing on-line:

1. Navigate to the Order Management Standard Request Submission window, and select OM Debug File Retrieval.



2. Enter the Order Management Debug file name to retrieve (debug file which was displayed to a user when Debug was turned on). This field is optional.

If you leave this parameter blank, the program will attempt to validate your Debug setup and provide results based upon the validations performed.

- If the debug file cannot be located, the program will complete successfully, but an error will be displayed within the report log file.

3. Select Ok, then Submit.
4. Navigate to the View Requests window.

Enter the appropriate criteria in the Find Requests window, select Find, locate your request with your cursor within the Request window, and then select View Output.

## Diagnostics: OM Order Information Concurrent Program

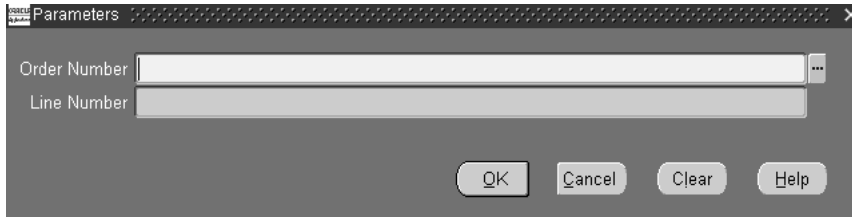
This program selects order related data from various Oracle Application product database tables and provides a detailed output for the order selected. Additionally, you can choose to limit order details to a specific order line by specifying the line number prior to submission.

The following table lists the entities or attributes and their associated current value which will be displayed within the program output for the order or order line selected by the program:

Order/Line Details	Order/Line Workflow Status	Order/Line Workflow Notifications
Order/Line Workflow Errors	Line History	Holds
Price Adjustments	Drop Ship Sources	PO Requisition Interface Details
PO Requisition Details	Requisition Workflow Approval Status	Requisition Workflow Approval Notifications
Requisition Workflow Approval Errors	Receiving Shipment Lines	Receiving Transactions
Receiving Transactions Interface	Material Supply	Item Reservations
WIP Job Schedule Interface	WIP Discrete Jobs	WIP Discrete Job Transactions
WSH Trips	WSH Trip Stops	WSH Delivery Legs
WSH New Deliveries	WSH Delivery Assignments	WSH Delivery Details
WSH Freight Costs	Material Transactions Interface	Material Transactions Temp
Material Transactions	Move Transactions	Receivable Interface Details
Receivable Interface Errors	Invoice Details	Order Cancellation Report

### ► To display detailed order or order and order line information:

1. Navigate to the Order Management Standard Request Submission window, and select OM Order Information.

A screenshot of a 'Parameters' dialog box. It has a title bar with a close button. Inside, there are two text input fields: 'Order Number' and 'Line Number'. The 'Order Number' field has a small menu icon (three dots) to its right. At the bottom right, there are four buttons: 'OK', 'Cancel', 'Clear', and 'Help'.

2. Enter the order number you wish to view details for. This field is required.
3. Optionally, choose to limit the program output to display line number details for a specific order by entering a line number.
4. Select Ok, then Submit.



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## Order Information

This chapter discusses how to use the Order Information functionality of Oracle Order Management. The following topics are addressed:

- Order Information Overview on page 5-2
- Sales Order Information on page 5-3
- Process Item Information for Sales Orders on page 5-12
- Pricing Information on page 5-15
- Delivery Information on page 5-24
- Process Item Information for Delivery Details on page 5-32
- Customer Service on page 5-34
- Submitting a Defect Report on page 5-36
- Submitting a Return Material Authorization (RMA) Request on page 5-38

## Order Information Overview

Order Information is a web-enabled, self-service Oracle application that enables you to view detailed sales order and delivery information online. Order Information also provides a variety of web inquiries, order processing flows, and workflows. The standard order inquiry flows enable you to navigate through web pages to access order related information.

Order Information enables you to view the following:

- Sales Order Information
- Pricing Information
- Invoice Information
- Delivery Information
- Customer Service

Data returned by Order Information inquiries uses Oracle Applications database views. For example, you can view specific ship-to information. Once the appropriate search criteria is entered, you can navigate to Delivery Line Details and view ship-to, additional delivery, and shipping information.

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**Note:** You cannot make changes to an order from within Order Information.

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Order Information can be integrated for use in a business-to-business environment, business-to-customer environment, or a combination of both environments. Responsibility level security can be used to exclude or include user access to order and delivery information.

For more information on establishing access and security for Self-Service applications like Order Information, see the *Oracle Self-Service Web Applications Implementation Manual*.

## Order Information Tabs

Order Information contains of the following four tabs:

- Home
- Order Status
- Delivery

- Customer Service

### Home

When you sign on to Order Information, the Home tab is your default page. This page displays recent orders, recent deliveries, and a What's New section. The Home tab can be customized to include information relevant to your business. For more information about setting up Order Information, refer to the *Oracle Order Management Implementation Suite*.

### Order Status

The Order Status tab enables you to search for sales orders and their details. You can access other order information about quality, pricing, invoicing, and shipping from this tab. Return Requests are initiated from the Order Status tab.

### Delivery

The Delivery tab enables you to search for deliveries and view their details. Delivery details can also be accessed from the sales order information page in the Order Status tab.

### Customer Service

The Customer Service tab contains a Contact Us section that lists contact information for your company. This information is can be customized to meet your business needs. For more information about setting up Order Information, refer to the *Oracle Order Management Implementation Suite*.

## Internal and External Users

Depending on your user responsibility and system setup, you may have access to view all or some search criteria. External users are usually customers and therefore cannot search by customer. Internal users have access to a larger selection of searching tools.

For more information about setting up internal and external users in Order Information, refer to the *Oracle Order Management Implementation Suite*.

## Sales Order Information

Order Information enables you to access information for a sales order using a Simple Search or Advanced Search. Once a search for a sales order is performed,

you can view the status of your order and its details. If a sales order contains Process items, you can view the Process item information.

## Finding a Sales Order

If you are an external user, the last 25 orders are automatically displayed when you select the Order Status tab. You can also find a specific sales order using the following search methods:

- Simple Search
- Advanced Search

### Simple Search

A simple search enables you to search for a sales order using specific search criteria. You can search using the following criteria:

- Customer name (internal users only)
- Customer purchase order
- Sales order number

The following image depicts the Simple Sales Order Search window:

**ORACLE®**  
Order Information

Return to Portal Logout Preferences Help

Home **Order Status** Delivery Customer Service

### Sales Orders

**Search**

Note: You can not perform blank searches

Search By

[Advanced Search](#)

**View Personalizations**

Select one of the search queries from the pulldown list and choose the "Go" button to view the results. To create a new saved search or update an existing one select the "Personalize" button.

View

Previous 1-1 of 1 Next

Sales Order	Customer PO	Order Type	Order Date	Status	Customer Name
778069		AU-STANDARD	23-Apr-2002	Booked	Modern Truck

Home | **Order Status** | Delivery | Customer Service | Return to Portal | Logout | Preferences | Help

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Complete the following steps to run a simple search for a sales order:

1. Select the Order Status tab.
2. Select one of the following search criteria:
  - Customer Name (internal users only)
  - Customer PO

- Sales Order
- 3. Enter a value appropriate to your search. An exact customer name, customer purchase order, sales order number, or order type must be entered.
- 4. Select Go. A Search Results window displays the sales orders that match your search criteria.

### **Advanced Search**

You can use the advanced query option to specify and search using multiple filter criteria.

Complete the following steps to run an advanced search for a sales order:

1. Select the Order Status tab.
2. Select Advanced Search.
3. Enter one or more of the following required search criteria:
  - Sales Order
  - Delivery Number
  - Customer PO
  - Customer Name
  - Ship To
4. Enter one or more of the following optional search criteria:
  - Order Date Between
  - Order Date To
  - Requested Ship Date Between
  - Requested Ship Date To

---

**Note:** You can specify the date range for an order. Order Date represents the date of order creation. If you specify range, orders that fall within the specified date range are retrieved. Select the calendar icon to choose dates.

You can also specify the date range for requested ship date. The requested ship date represents the date on which the order shipped. If you specify the range, the orders that fall within the specified date range are retrieved. Select the calendar icon to choose dates.

---

- Sales Order
- Delivery Name
- Bill To
- Order Status
- Customer PO
- Customer Name
- Ship To
- Item Number

5. Select Go. A Search Results window displays the sales orders that match your search criteria.

---

**Note:** Some column titles in the Search Results window are links. Select the column title to sort delivery summary information in ascending or descending order.

---

The following image depicts the Advanced Search window for sales orders:

**Sales Order - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Real.com Messenger

---

**ORACLE®**  
Order Information

[Return to Portal](#) [Logout](#) [Preferences](#) [Help](#)

[Home](#) **[Order Status](#)** [Delivery](#) [Customer Service](#)

---

### Sales Orders

#### Advanced Search

Please enter at least one of the required search criteria: Sales Order, Delivery Name, Customer PO or Ship To.

Order Date From	<input type="text" value="05-Mar-2002"/>		Requested Ship Date From	<input type="text"/>	
Order Date To	<input type="text" value="10-Jun-2002"/>		Requested Ship Date To	<input type="text"/>	
Customer PO	<input type="text"/>		Sales Order	<input type="text"/>	
Delivery Name	<input type="text"/>		Bill To Location	<input type="text"/>	
Ship To Address	<input type="text" value="Atlanta (OPS)"/>		Item	<input type="text"/>	
Order Status	<input type="text" value="Closed"/>		For Search Based On Items, Please Select Items From Item LOV...		

► [Simple Search](#)

#### View Personalizations

Select one of the search queries from the pulldown list and choose the "Go" button to view the results. To create a new saved search or update an existing one select the "Personalize" button.

View

Previous  Next

Customer PO	Sales Order	Order Type	Order Date	Status	Customer Name
	<a href="#">44268</a>	Standard	25-Mar-2002	Closed	Computer Service and Rentals
	<a href="#">45017</a>	Standard	26-Apr-2002	Closed	Computer Service and Rentals
	<a href="#">51901</a>	Order Only	26-Mar-2002	Closed	Computer Service and Rentals
	<a href="#">52341</a>	Order Only	05-Apr-2002	Closed	Computer Service and Rentals
	<a href="#">52355</a>	Order Only	05-Apr-2002	Closed	Computer Service and Rentals
	<a href="#">51468</a>	Order Only	20-Mar-2002	Closed	Computer Service and Rentals

---

[Home](#) | **[Order Status](#)** | [Delivery](#) | [Customer Service](#) | [Return to Portal](#) | [Logout](#) | [Preferences](#) | [Help](#)

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## Viewing Sales Order Summaries

Based on the specified criteria, a sales order or a list of sales orders is displayed. The Search Results window display sales order information, such as order type, status, and customer purchase order.

Complete the following steps to view an order summary:

1. Select the Order Status tab.
2. Run a Simple Search or Advanced Search. The Search Results window will then display.

Some of the column titles in the Search Results window are links. Select the column title to sort the order summary information in ascending or descending order.

The following are fields in the Search Results window:

- Customer PO: Displays the number that corresponds with the purchase order received from your customer.
- Sales Order: Displays an order number assigned at the time of order creation. Select a sales order to see the detailed order information.
- Order Type: Displays the order type. Order type determines the characteristics of orders such as the order workflow and order level defaults.
- Order Date: Indicates the date the order was entered.
- Status: Displays the status of an order. Valid statuses include: Entered, Booked, Closed, and Cancelled.
- Customer Name: Displays the name of the customer who entered the order.

## Viewing Sales Order Details

The Sales Order details window contains General, Shipping, Billing, and Item Information regions.

The following image depicts a Sales Order detail window:

**Sales Order - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Real.com Messenger

---

**ORACLE®**  
Order Information

Return to Portal Logout Preferences Help

Home **Order Status** Delivery Customer Service

[Order Status](#) > Sales Order

## Sales Order 30150

---

**General**

Customer PO **MEC333**  
Order Date **05-Feb-1998**  
Need By Date **20-Jan-1998**  
Quality Plan [View Quality Plan](#)  
Invoice Information [View Invoice Information](#)

**Shipping**

Freight Terms **Prepay & Add**  
Shipment Priority **Standard Priority**  
Delivery Summary [View Delivery Summary](#)  
Delivery Line Details [View Line Details](#)

**Billing**

Bill To **San Jose (OPS)**  
**San Jose, CA, 95106, US**  
Payment Terms **30 Net**  
Price List **KH-test20000**  
Total **1,040.00 USD**  
Pricing Details [View Pricing Details](#)

---

**Item Information**

Previous 1-2 of 2 Next

Line Number	Item	Item Description	Ordered Quantity	UOM	Fulfilled Quantity	Unit Price	Subtotal Price	Line Type	Status	Delivery/Receipt	Expected Ship Date	Additional Information	Return Request	Line Level Invoice
1.1	CM13139	Hard Drive - 8 GB	2	Ea	2	73.00	146.00	ORDER	Closed	<a href="#">2222</a>	22-Jan-1998			
2.1	CM15140	Monitor - 19"	2	Ea	2	447.00	894.00	ORDER	Closed	<a href="#">2224</a>	22-Jan-1998			

[Printable Page](#)

---

[Home](#) | [Order Status](#) | [Delivery](#) | [Customer Service](#) | [Return to Portal](#) | [Logout](#) | [Preferences](#) | [Help](#)

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## General

The General region contains the following fields:

- Customer PO: Displays the number that corresponds with the purchase order received from your customer.
- Order Date: Indicates the date on which the sales order was created.

- **Need By Date:** Indicates the date on which the sales order is needed.
- **Quality Plan:** Select View Quality Plan to view quality plan details.
- **Invoice Information:** Select View Invoice Information to invoices for this order. This option is only available if Oracle iReceivables is installed.

## Shipping

The Shipping region depicts shipping information for the sales order and contains the following fields:

- **Freight Terms:** Displays the freight term information. Freight terms determine whether the customer is responsible for the freight charges.
- **Shipment Priority:** Displays the shipping priority assigned to the order.
- **Delivery Summary:** Select View Delivery Summary to view a high level summary of one or more deliveries for the sales order.
- **Delivery Line Details:** Select View Line Details to view line detail information about a delivery.

## Billing

The Billing region depicts item information for the sales order and contains the following fields:

- **Bill To:** Displays the billing location of the sales order.
- **Payment Terms:** Displays the payment terms information. The payment terms determine the payment schedule and discount information for customer invoices, debit memos, and commitments.
- **Price List:** Displays the price list used for the order.
- **Total:** Displays the total charge for the sales order.
- **Pricing Details:** Select View Pricing Details to view pricing information for the order.

## Item Information

The Item Information region depicts item information for the sales order and contains the following fields:

- **Line Number:** Displays the line number of the order.
- **Item:** Displays the item number.

- **Item Description:** Displays a brief description of the item.
- **Ordered Quantity:** Displays the total quantity ordered.
- **UOM:** Displays the unit of measure for the ordered quantity.
- **Fulfilled Quantity:** Indicates the order quantity fulfilled.
- **Unit Price:** Displays the unit price for the item.
- **Subtotal Price:** Displays the subtotal of the item.
- **Line Type:** Displays the line type defined to control order line information.
- **Status:** Displays the status of this order line. Some of the valid statuses are Entered, Booked, Closed, or Cancelled.
- **Delivery/Receipt:** Displays the delivery information for the order. A delivery is a set of order lines to ship to a customer's ship to location on a given date. Multiple deliveries can be grouped into a single order.
- **Expected Ship Date:** Indicates the date the shipment is scheduled to ship.
- **Additional Information:** If Oracle Process Manufacturing is installed and a process item is ordered, then the Additional Information icon is enabled. Select this icon to access additional process order information.
- **Return Request:** Select the Return Request icon to submit a Return Material Authorization (RMA) Request. This form is only available if the order is booked or shipped.
- **Line Level Invoices:** Select the Line Level Invoices icon to view the invoices for individual order lines. This option is only available if Order Information is integrated with Oracle iReceivables.

## Process Item Information for Sales Orders

If Oracle Process Manufacturing is installed and a process item is ordered, then the Additional Information icon is enabled in the Sales Order detail window. Select this icon to view process item information for sales orders.

## Finding Process Item Information for Sales Orders

Complete the following steps to access process item information for sales orders:

1. Select the Order Status tab.

2. Run a Simple Search or Advanced Search. The Search Results window will then display.
3. Select a Sales Order number. The Order Details windows displays.
4. Select the Additional Information icon for details on Process item information.

Some of the column titles in the Search Results window are links. Select the column title to sort the order summary information in ascending or descending order.

## Viewing Process Item Information for Sales Orders

The following image depicts an Additional Information window for sales orders:

**ORACLE®**  
Order Information

Return to Portal Logout Preferences Help

Home **Order Status** Delivery Customer Service

Order Status > Sales Order > Additional Information

[Tax Details](#) [Quality Information](#)

---

### Additional Information

Sales Order	<b>778069</b>	Line	<b>1.1</b>
Item	<b>MT200</b>	Gross Line Amount	<b>1,050.00</b>
Price List	<b>KH-test20000</b>	Total Discount	<b>0.00</b>
UOM	<b>Ea</b>	Total Line Charges	<b>0.00</b>
Ordered Quantity	<b>5</b>	Total Line Tax	<b>0.00</b>
Currency	<b>USD</b>	Net Line Amount	<b>1,050.00</b>

[Return to Top](#)

### Tax Details

Previous 1-1 of 1 Next

Tax Code	Rate %	Amount
CST	5	50

[Return to Top](#)

### Quality Information

To view quality plan for this line, click the view quality plan link [View Quality Plan](#)

[Printable Page](#)

Home | **Order Status** | Delivery | Customer Service | Return to Portal | Logout | Preferences | Help

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The following fields are contained in the Additional Information for sales orders window:

- Sales Order: Displays the sales order number.
- Item: Displays the item number.
- Price List: Displays the price list used for the order.

- UOM: Displays the unit of measure.
- Ordered Quantity: Displays the total quantity ordered.
- Currency: Displays the currency used in the transaction.
- Line: Displays the line number of the order.
- Gross Line Amount: Displays the subtotal of the item.
- Total Discount: Displays the total discount applied to the order line.
- Total Line Charges: Displays the total charges applied to the order line.
- Total Line Tax: Displays the total tax applied to the line.
- Net Line Amount: Displays the total price for the order line after tax, charges and discounts are applied.

The Additional Information window for sales orders also contains Tax Details and Quality Information regions.

### **Tax Details**

The Tax Details region provides information about the tax applied to the line, and includes the following fields:

- Tax Code: Displays the tax code.
- Rate: Displays the rate at which the tax is applied to the order line.
- Amount: Displays the total amount of tax applied to the order line.

### **Quality Information**

The Quality Information region provides information about quality for the order line. Select View Quality Plan to view details about the quality plan for the order line.

## **Pricing Information**

Order Information enables you to access pricing details for a sales order using a Simple Search or Advanced Search. Once an order search is performed, you can view the pricing details for your selected order. The pricing details depict how the total price for an order was reached.

## Finding Pricing Information

Complete the following steps to access pricing details in Order Information:

1. Select the Order Status tab.
2. Run a Simple Search or Advanced Search.
3. Select your order.
4. Select View Pricing Details. The Pricing Details window displays.

## Viewing Pricing Details

The following image depicts the Pricing Details window:



**Price Details - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

**ORACLE®**  
Order Information

Return to Portal Logout Preferences Help

Home **Order Status** Delivery Customer Service

Order Status > Sales Order > Price Details

### Pricing Details

Sales Order **56161**  
Price List **ARCORPORATE**  
Currency **USD**

Gross Amount **320.00**  
Total Discount **<90.00>**  
Total Tax **0.00**  
Total Charges **150.00**  
Net Amount **560.00 USD**

### Charge Details

Previous Next 1

Charge Name	Type	Rate%	Amt/Unit	Charged	Auto	Refundable	Reason
Transportation Charge	FTECHARGE			50	Y		

### Price Adjustment Details

Previous 1-1 of 1 Next

Level	Modifier Number	Modifier Name	Modifier Type	Application Method	Rate	Adjusted Amount	Auto	Reason Code	Reason Text
ORDER 908		KH-discountthr	Discount	Percent	5		0 N	MANUAL	Manually applied adjustments

Home | **Order Status** | Delivery | Customer Service | Return to Portal | Logout | Preferences | Help

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The Pricing Details window includes the following fields:

- Sales Order: Displays the selected sales order number.
- Price List: Displays the price list included in the order header.
- Currency: Displays the transaction currency.

- **Gross Amount:** Displays the total before discounts and tax.
- **Total Discount:** Displays any discount amounts applied to the list price.
- **Total Tax:** Displays the tax applied to the order.
- **Total Charges:** Displays the header level charges.
- **Net Amount:** Displays the amount after Tax and Charges are applied to the Subtotal.

The Pricing Details window also contains Charge Details and Price Adjustment Details regions.

### **Charge Details**

The Charge Details regions displays details about individual charges applied to an order and contains the following fields:

- **Charge Name:** Displays the name of additional charges applied to the order.
- **Type:** Displays the type of charge applied to the order.
- **Rate:** Displays the rate at which the charge is applied to the order.
- **Amt/Unit:** Displays the amount or unit applied to the order.
- **Charged:** Displays the total amount charged to the order.
- **Auto:**
- **Refundable:** Displays whether this charge is refundable.
- **Reason:** Displays the reason for the charge to the order.

### **Price Adjustment Details**

The Price Adjustment Details region displays details about price adjustments and contains the following fields:

- **Level:** Displays where the price adjustment (modifier) was applied (order level, line level).
- **Modifier Number:** Displays the modifier number.
- **Modifier Name:** Displays the modifier name.
- **Modifier Type:** Displays the type of modifier applied to the price.
- **Application Method:** Displays the method for which the modifier was applied.
- **Rate:** Displays the rate at which the modifier was applied.

- Adjusted Amount: Displays the total amount by which the price was modified.
- Auto: Displays whether the price was automatically or manually adjusted.
- Reason Code: Displays the reason code for the price adjustment.
- Reason Text: Displays the reason text for the price adjustment.

For more information about modifiers and pricing, refer to **Chapter 3, Pricing**.

## Invoice Information

If Order Information is integrated with Oracle iReceivables, you can access invoice information for your orders. Order information enables you to access invoice information using a Simple Search or Advanced Search. Once an order search is performed, you can view the invoice details for your selected order.

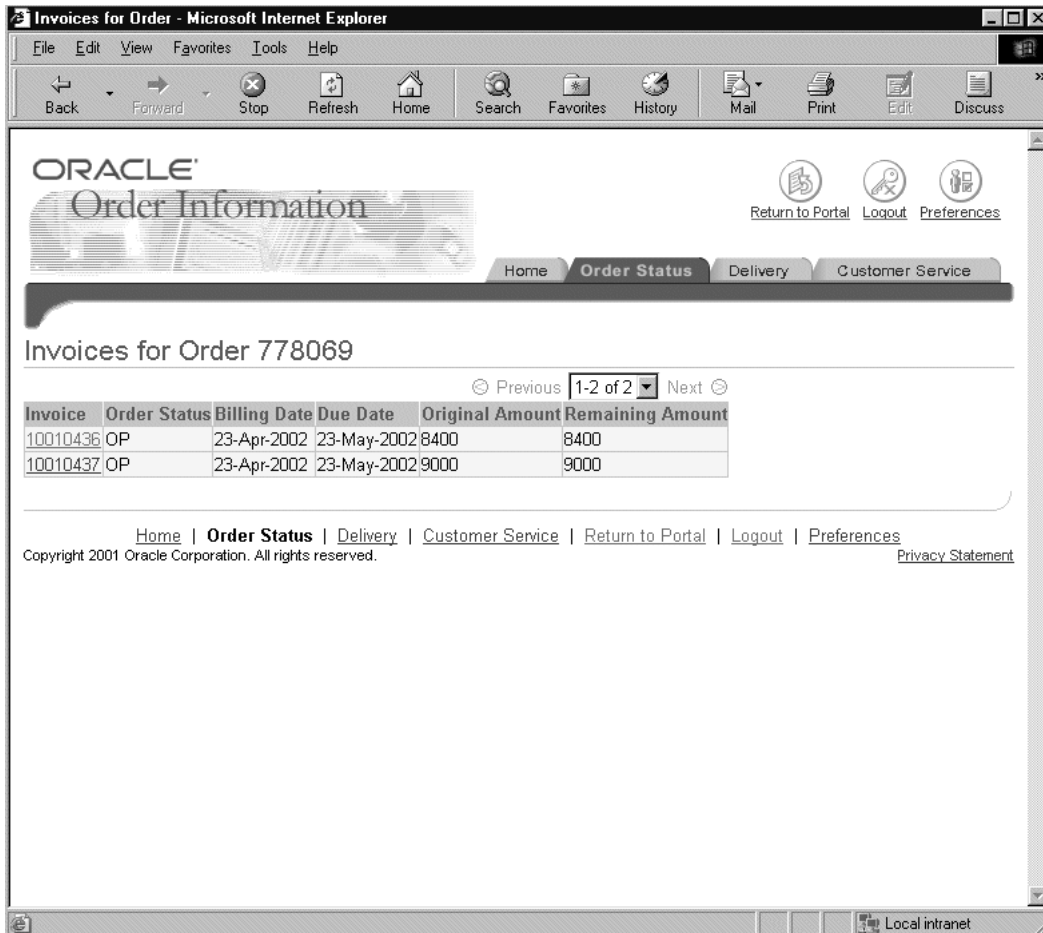
### Finding Invoice Information

Complete the following steps to access invoice information in Order Information:

1. Select the Order Status tab.
2. Run a Simple Search or Advanced Search.
3. Select your order.
4. Select View Invoice Information. This accesses a summary page which displays all the invoices for the order. You can also select the Line Level Invoice icon. This accesses the invoice for the selected line.
5. If you selected View Invoice Information, select the invoice you wish to retrieve.

### Viewing Invoice Summaries

The following image depicts the Invoice summary window in Order Information:



Based on the amount of invoices in the order, a list of invoices is displayed. The Invoices Summary window displays invoice information, such as order status, billing dates, due dates, and purchase amounts.

The Invoice summary window contains the following fields:

- Invoice: Displays the invoice number.
- Order Status: Displays the status or the order.
- Billing Date: Displays the bill date.

- Due Date: Displays the date the bill is due.
- Original Amount: Displays the original invoice amount.
- Remaining Amount: Displays the remaining balance due.

After you select an invoice either from the invoice summary or from the sales order line, an invoice appears.

## Viewing Invoice Information

The following image depicts a sample invoice in Order Information:

**Invoice 10010436**

Bill To:  
**Modern Truck**  
**34 River Street**  
**Cleveland, OH 44105 US**

Ship To:  
**Modern Truck**  
**1 Mack Avenue**  
**Holland, MI 49422 US**

Remit To:  
**PO Box 680978**  
**ATTN: Accounts Receivable**  
**Vision Corporation**  
**New York, NY 10022 US**

Please include the invoice number on all remittances and include remittance copy with postal payments.

Invoice
10010436
Billing Date
23-Apr-2002
Shipping Date
23-Apr-2002
Purchase Order
POMT200_1
Sales Order
778069
Shipping Reference
0
Customer Number
1088
Ship Via
Customer Location
MCLE

Terms	Due Date	Salesperson	Customer Contact	Customer Phone	Customer Fax
30 Net	23-May-2002	Douglas, Ms. Lisa			

Item Num	Description	Quantity Shipped	Tax	Unit Price	Extended Amount
1	Heavy Duty Mount (Mack Avenue)	10	Yes	200.00	2,000.00
2	Heavy Duty Mount (Mack Avenue)	10	Yes	200.00	2,000.00
3	Heavy Duty Mount (Mack Avenue)	5	Yes	200.00	1,000.00
4	Heavy Duty Mount (Mack Avenue)	5	Yes	200.00	1,000.00
5	Heavy Duty Mount (Mack Avenue)	5	Yes	200.00	1,000.00
6	Heavy Duty Mount (Mack Avenue)	5	Yes	200.00	1,000.00

**Special Instructions**

Customizable Comment Field e.g. For questions regarding this invoice, please contact B Johnson

Customizable Comment Field - e.g. 1.5% per month finance charge will be charge d for all past due invoices. All software is licensed in accordance with the terms and conditions of the software license and services agreement or referenced G SA schedule contract

Click Contact Us to e-mail questions about this transaction.

Subtotal	8,000.00
Tax	400.00
Shipping	0.00
Total	8,400.00
Payment and Credits	0.00
Finance Charges	0.00
Outstanding balance as of 10-JUN-2002 in USD	8,400.00

The Invoice window contains the following fields:

- Bill To: Displays the name and address of where the order is billed.
- Ship To: Displays the name and address of where the order is shipped.

- Remit To: Displays the name and address of where the order is remitted.
- Invoice: Displays the invoice number.
- Billing Date: Displays the date of billing for the order.
- Shipping Date: Displays the ship date for the order.
- Purchase Order: Displays the purchase order number.
- Sales Order: Displays the sales order number.
- Shipping Reference: Displays the shipping reference for the order line.
- Ship Via: Displays the shipping vendor name.
- Customer Number: Displays the customer number.
- Customer Location: Displays the location of the customer.
- Terms: Displays the payment terms for the order.
- Due Date: Displays the payment due date for the order.
- Salesperson: Displays the order salesperson.
- Customer Contact: Displays the name of a customer contact for the order.
- Customer Phone: Displays the telephone number of a customer contact for the order.
- Customer Fax: Displays the facsimile number of the customer contact for the order.
- Item Number: Displays the item number(s) for the order items on the invoice.
- Description: Provides a description for the for the items on in the invoice.
- Quantity Shipped: Displays the amount of items shipped.
- Tax: Displays the amount of tax applied to the invoiced item.
- Unit Price: Displays the unit price of the item.
- Extended Amount:
- Special Instructions: Displays any special instructions received with the order.
- Subtotal: Displays the total before tax and special charges are applied.
- Tax: Displays the total amount of tax applied.
- Shipping: Displays the total amount applied for shipping costs.

- **Total:** Displays the total amount due.
- **Payments and Credits:** Displays any payments made or credits for the invoiced total.
- **Finance Charges:** Displays any finance charges applied to the invoiced total.
- **Outstanding Balance:** Displays the outstanding balance due on the invoiced total.

## Delivery Information

Order Information enables you to access delivery information using a Simple Search or Advanced Search. Once a delivery search is performed, you can view the status of your delivery and its details. If a delivery contains Process items, you can view the Process item information. If you received a defective shipment, you can use the Report Defect form to report the defect. Hyperlinks are embedded within each page to enable viewing of additional delivery or line details.

## Finding Deliveries

You can find a delivery by using the following search methods:

- Simple Search
- Advanced Search

### Simple Search

A simple search enables you to search for a delivery using specific search criteria. You can search using the following criteria:

- Delivery number
- Customer purchase order number
- Sales order number

Complete the following steps to conduct a simple search.

1. Select the Delivery tab.
2. Select one of the following search criteria:
  - Delivery Number
  - Customer PO



- Sales Order

3. Enter a value appropriate to your search. An exact delivery number, customer purchase order, or sales order number must be entered.
4. Select Go. A Search Results window displays the delivery information that matches your search criteria.

The following image depicts the Simple Search window for deliveries:

**ORACLE®**  
Order Information

Return to Portal Logout Preferences Help

Home Order Status **Delivery** Customer Service

### Deliveries

**Search**

Note: You can not perform blank searches

Search By

[Advanced Search](#)

**Search Results**

Columns may be sorted by clicking on the table header

**View Personalizations**

Select one of the search queries from the pulldown list and choose the "Go" button to view the results. To create a new saved search or update an existing one select the "Personalize" button.

View

Previous 1-8 of 8 Next

Delivery Number	Customer Name	Ship Date	Freight Carrier	Weight	UOM	Status	Waybill
<a href="#">13291</a>	Modern Truck	23-Apr-2002		0.35	Lbs	Closed	
<a href="#">13292</a>	Modern Truck	23-Apr-2002		0.35	Lbs	Closed	
<a href="#">13293</a>	Modern Truck	23-Apr-2002		0.35	Lbs	Closed	
<a href="#">13313</a>	Modern Truck	23-Apr-2002		0.7	Lbs	Closed	
<a href="#">13314</a>	Modern Truck	23-Apr-2002		0.7	Lbs	Closed	
<a href="#">13315</a>	Modern Truck	23-Apr-2002		0.35	Lbs	Closed	
<a href="#">13472</a>	Modern Truck	23-Apr-2002		1.4	Lbs	Closed	
<a href="#">13473</a>	Modern Truck	23-Apr-2002		2.1	Lbs	Closed	

[Home](#) | [Order Status](#) | [Delivery](#) | [Customer Service](#) | [Return to Portal](#) | [Logout](#) | [Preferences](#) | [Help](#)

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## Advanced Search

You can use the advanced query option to specify and search on multiple filter criteria.

Complete the following steps to locate deliveries using an advanced search:

1. Select the Delivery tab.
2. Select Advanced Search.
3. Enter one or more of the following required search criteria.
  - Sales Order
  - Delivery Number
  - Customer PO
  - Customer Name
  - Ship To
4. Enter any of the following optional search criteria:
  - Actual Ship Date From
  - Actual Ship Date To
  - Scheduled Ship Date From
  - Scheduled Ship Date To

---

**Note:** You can specify the date range for a delivery. The actual ship date represents the date the order shipped. If you specify a range, the deliveries that fall within the specified date range are retrieved. Select the calendar icon to choose dates.

You can also specify the date range for scheduled ship date. The scheduled ship date represents the date on which the order is scheduled to ship. If you specify the range, the deliveries that fall within the specified date range are retrieved. Select the calendar icon to choose dates.

---

- Ship From
  - Status
  - Item
5. Select Go. A Search Results window displays the deliveries that match your search criteria.

The following image depicts the Advanced Search window for deliveries:

Deliveries - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Real.com

ORACLE®

Order Information

Return to Portal Logout Preferences Help

Home Order Status **Delivery** Customer Service

Deliveries

### Advanced Search

Please enter at least one of the required search criterias: Sales Order, Delivery Number, Customer PO, Customer Name or Ship To.

Actual Ship Date From20-Apr-2002
Actual Ship Date To25-Apr-2002
Delivery Number
Customer PO
Ship From
StatusClosed

Scheduled Ship Date From
Scheduled Ship Date To
Sales Order778069
Customer Name
Ship To
Item

For Search Based On Items, Please Select Items From Item LOV...

Go

Simple Search

### Search Results

Columns may be sorted by clicking on the table header

#### View Personalizations

Select one of the search queries from the pulldown list and choose the "Go" button to view the results. To create a new saved search or update an existing one select the "Personalize" button.

View
Go
Personalize

Previous 1-1 of 1 Next

Delivery Number	Customer Name	Ship Date	Freight Carrier	Weight	UOM	Status	Waybill
13291	Modern Truck	23-Apr-2002		0.35	Lbs	Closed	

Home | Order Status | **Delivery** | Customer Service | Return to Portal | Logout | Preferences | Help

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## Viewing Delivery Summaries

Order Information displays a delivery number or a list of delivery numbers based on the specified criteria. The Search Results window displays delivery information such as ship date, status, and waybill.

Complete the following steps in order to view a delivery summary:

1. Select the Delivery tab.
2. Run a Simple Search or Advanced Search.

---

**Note:** Some column titles in the Search Results window are links. Select the column title to sort delivery summary information in ascending or descending order.

---

The Search Results window contains the following fields:

- **Delivery Number:** Displays the delivery number of the items in which the order was shipped. Select a delivery number to access the detailed delivery information.
- **Customer Name:** Displays the name of the customer who entered the order.
- **Ship Date:** Indicates the actual ship date.
- **Freight Carrier:** Displays the shipping carrier code and the name of the commercial company used to send item shipments.
- **Weight:** Displays the weight of a shipment, container, or item.
- **UOM:** Displays the unit of measure for the weight.
- **Status:** Displays the status of a delivery. Valid statuses include Closed and Booked.
- **Waybill:** Displays the waybill (delivery identification) number for the delivery.

## Viewing Delivery Details

You can view detailed delivery information by selecting a delivery number on the Search Results window. The Delivery Details window displays shipping information such as customer name, waybill, and actual ship date; and delivery line details such as customer purchase order number, item description, and quantity.

The following image depicts the Delivery Details window:

The screenshot shows the Oracle Order Management web application in a Microsoft Internet Explorer browser window. The page title is "Delivery Details - Microsoft Internet Explorer". The browser's address bar shows the URL "http://localhost:8080/oracle/ordermanagement/delivery/details.jsp?orderNumber=778069". The page features a navigation bar with tabs: Home, Order Status, **Delivery**, and Customer Service. The "Delivery" tab is selected, and the page displays the "Delivery Details" for "Delivery Number 13291".

**Shipping Information**

Organization Name	<b>Boston Manufacturing</b>	Status	<b>Closed</b>
Waybill		Actual Ship Date	<b>23-Apr-2002</b>
Weight	<b>.35 Lbs</b>	Freight Carrier	

**Delivery Line Details**

**View Personalizations**

Select one of the search queries from the pulldown list and choose the "Go" button to view the results. To create a new saved search or update an existing one select the "Personalize" button.

View

Previous  Next

Item	Item Description	Order Number	Ship From	Ship To	Quantity	UOM	Pick Status	Tracking Number	Additional Information	Report Defect	Line Level Invoices
MT200	Heavy Duty Mount (Mack Avenue)	<a href="#">778069</a>	Boston Manufacturing	Holland, MI, 49422, US	5	Ea	Shipped				

Home | [Order Status](#) | **Delivery** | [Customer Service](#) | [Return to Portal](#) | [Logout](#) | [Preferences](#) | [Help](#)

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Complete the following steps to view delivery details:

1. Select the Delivery tab.
2. Run a simple or advanced search. The Search Results window displays.

3. Select a **Delivery Number**. The Delivery Details window displays.

---

**Notes:** Some of the column titles in the Delivery Line Details window are links. select the column title to sort the sales order detail in ascending or descending order.

---

The Delivery Details window contains Shipping Information and Delivery Line Details regions.

### Shipping Information

- Organization Name: Displays the identification of the organization.
- Waybill: Displays the waybill (delivery identification) number for the delivery. It is a document containing a list of goods and shipping instructions relative to a shipment.
- Weight: Indicates the total weight of the delivery. Displays the weight of a fully loaded vehicle, container, or item.
- Status: Displays the status of the shipped order line. Some of the valid statuses are Entered, Booked, Closed, or Cancelled.
- Actual Ship Date: Indicates the date the delivery was actually shipped.
- Freight Carrier: Displays the code for the carrier that ships the orders. Indicates the name of the commercial company used to send item shipments from one address to another.

### Delivery Line Details

- Item Number: Displays the item number.
- Item Description: Displays the item description.
- Order Number: Displays the order number.
- Ship From: Displays the ship from location address.
- Ship To: Displays the ship to location address.
- Quantity: Displays the total product quantity shipped.
- UOM: Displays the unit of measure for the quantity shipped.
- Pick Status: Displays the status of the delivery line.
- Tracking Number: XXX (where XXX is the tracking number for the order)

- **Additional Information:** If Oracle Process Manufacturing is installed and a process item is ordered, then the Additional Information icon is enabled. Select this icon to access additional process order information.
- **Report Defect:** Select the Report Defect icon to submit a Defect report for your order. You can inform the manufacturer of a defective shipment by completing this form and submitting it. This form is only available if the delivery has shipped.
- **Line Level Invoices:** Select the Line Level Invoices icon to view the invoices for individual order lines. This option is only available if Order Information is integrated with Oracle iReceivables.

## Process Item Information for Delivery Details

If Oracle Process Manufacturing is installed and a process item is ordered, an Additional Information icon is displayed. Selecting this enables you to access additional process order information.

## Finding Process Item Information for Delivery Details

Complete the following steps to view process item information:

1. Select the Delivery tab.
2. Run a Simple Search or Advanced Search. The Search Results window displays.
3. Select a Delivery Number. The Delivery Line Details window displays.
4. Select the Additional Information icon for process item information.

## Viewing Process Item Information for Delivery Details

The following image depicts the Additional Information window for process items:



Additional Information - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

ORACLE®  
Order Information

Return to Portal Logout Preferences Help

Home Order Status **Delivery** Customer Service

Delivery > Additional Information

▼ Tax Details ▼ Quality Information

---

### Additional Information

Sales Order	<b>778069</b>	Line	<b>1.1</b>
Item	<b>MT200</b>	Gross Line Amount	<b>1,050.00</b>
Price List	<b>KH-test20000</b>	Total Discount	<b>0.00</b>
UOM	<b>Ea</b>	Total Line Charges	<b>0.00</b>
Ordered Quantity	<b>5</b>	Total Line Tax	<b>0.00</b>
Currency	<b>USD</b>	Net Line Amount	<b>1,050.00</b>

### Tax Details

Ⓐ Return to Top

⊖ Previous 1-1 of 1 Next ⊕

Tax Code	Rate %	Amount
CST	5	50

### Quality Information

Ⓐ Return to Top

To view quality plan for this line, click the view quality plan link [View Quality Plan](#)

[Printable Page](#)

Home | Order Status | **Delivery** | Customer Service | [Return to Portal](#) | [Logout](#) | [Preferences](#) | [Help](#)

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Local intranet

The following fields are contained in the Additional Information window for delivery details:

- Sales Order: Displays the sales order number.
- Item: Displays the item number.
- Price List: Displays the price list used for the order.
- UOM: Displays the unit of measure.

- **Ordered Quantity:** Displays the total quantity ordered.
- **Currency:** Displays the currency used in the transaction.
- **Line:** Displays the line number of the order.
- **Gross Line Amount:** Displays the subtotal of the item.
- **Total Discount:** Displays the total discount applied to the order line.
- **Total Line Charges:** Displays the total charges applied to the order line.
- **Total Line Tax:** Displays the total tax applied to the line.
- **Net Line Amount:** Displays the total price for the order line after tax, charges and discounts are applied.

The Additional Information window for sales orders also contains Tax Details and Quality Information regions.

### **Tax Details**

The Tax Details region provides information about the tax applied to the line, and includes the following fields:

- **Tax Code:** Displays the tax code.
- **Rate:** Displays the rate at which the tax is applied to the order line.
- **Amount:** Displays the total amount of tax applied to the order line.

### **Quality Information**

The Quality Information region provides information about quality for the order line. Select View Quality Plan to view details about the quality plan for the order line.

## **Customer Service**

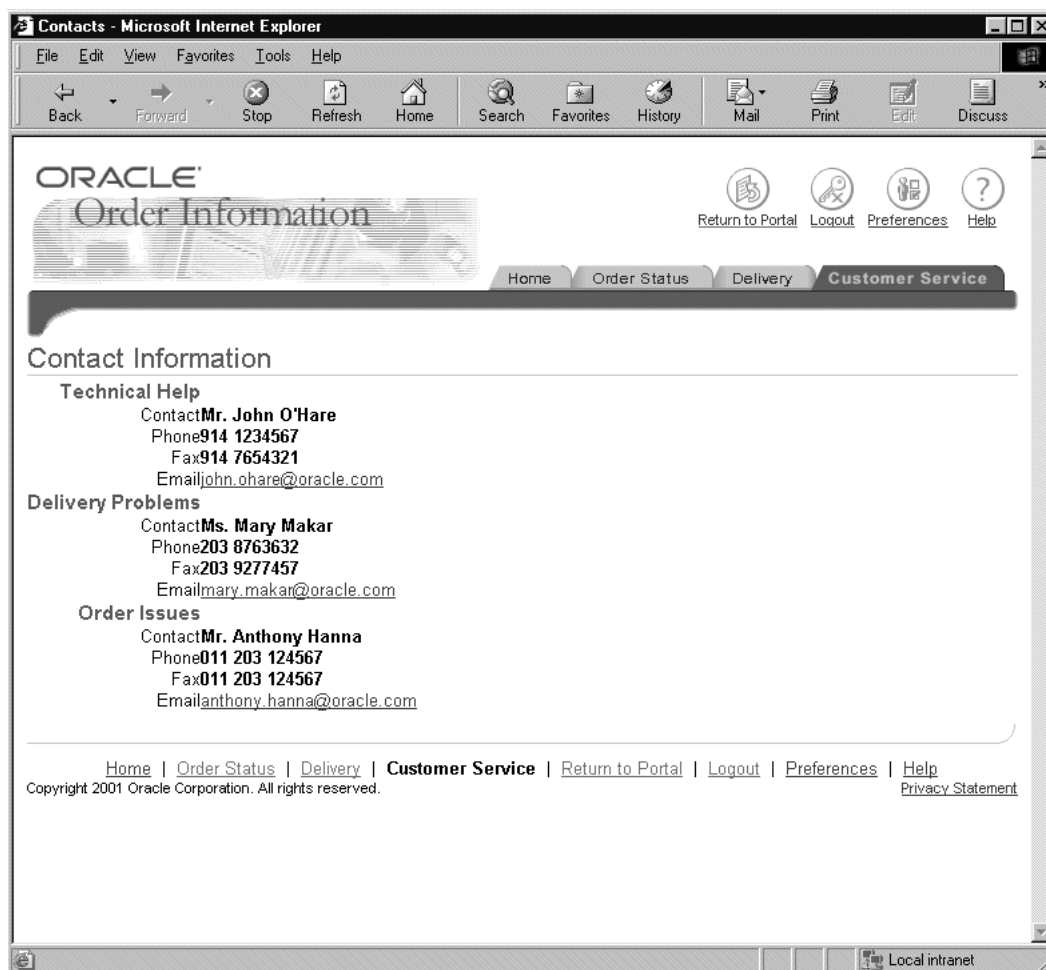
The Customer Service tab enables you to view the list of contact people defined for each of the following functional areas:

- **Technical Help**
- **Delivery Problems**
- **Order Issues.**

A specified contact name and e-mail address are used for communicating the related issues. The contact can either be a representative of the customer site or the manufacturer directly. The contact name and information are defined by the system administrator. For more information on setting up Order Information, refer to the *Oracle Order Management Implementation Suite*.

To view contact information, select the Customer Service tab.

The following image depicts the Customer Service window:



The following fields are contained in the Contact Information window:

- **Contact:** Displays the name of the person responsible for addressing issues in the specified area.
- **Phone:** Displays the phone number of the contact.
- **Fax:** Displays the facsimile number of the contact.
- **E-mail:** Displays the e-mail address of the contact for e-mail notification.

## Submitting a Defect Report

You can inform the manufacturer of a defective shipment using the Report Defect form. This form provides information such as order number, delivery number, item, lot/sublot, and actual delivery date.

The Report Defect information is sent using Oracle Workflow. A specified contact name and e-mail address are used for communicating the shipment defects. The contact can be a representative of the customer site or the manufacturer. The system administrator defines the contact name and information.

Complete the following steps to report a defective shipment:

1. Select the Delivery tab.
2. Run a Simple Search or Advanced Search. The Search Results window displays.
3. Select a Delivery Number. The Delivery Details window displays.
4. Select the Report Defect icon.
5. Complete the Report Defect form.
6. Select Submit to send it to a customer service representative.

The following image depicts the Report Defect form:

The screenshot shows a web browser window titled "Report a Defect - Microsoft Internet Explorer". The browser's address bar and menu bar are visible. The web page has a header with the "ORACLE" logo and "Order Information" text. Navigation links include "Return to Portal", "Logout", "Preferences", and "Help". A secondary navigation bar contains "Home", "Order Status", "Delivery" (which is highlighted), and "Customer Service". The main content area shows a breadcrumb trail: "Delivery > Delivery Details > Report a Defect". Below this is the "Report Defect" heading and a instruction: "Please fill out this form and click Submit". A note indicates that fields with an asterisk are required. The form contains the following fields: "Order Number" (778069), "Delivery Number" (13291), "Item" (Heavy Duty Mount (Mack Avenue)), "Lot/Sublot" (0), "Actual Delivery Date" (2002-04-23 11:58:25.0), "Name" (John Doe), "\* Email" (john.doe@oracle.com), and "Phone" ((858) 555-1212). A large text area for "\* Please Explain the Defect" contains the text "The item is broken.". At the bottom right of the form are "Cancel" and "Submit" buttons. The footer includes a navigation bar with links: "Home", "Order Status", "Delivery", "Customer Service", "Return to Portal", "Logout", "Preferences", and "Help". It also contains the copyright notice "Copyright 2001 Oracle Corporation. All rights reserved." and a link to the "Privacy Statement". The browser's status bar at the bottom shows "Local intranet".

Report a Defect - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

ORACLE®  
Order Information

Return to Portal Logout Preferences Help

Home Order Status **Delivery** Customer Service

Delivery > Delivery Details > Report a Defect

### Report Defect

Please fill out this form and click Submit

\* Required Field

Order Number **778069**

Delivery Number **13291**

Item **Heavy Duty Mount (Mack Avenue)**

Lot/Sublot **0**

Actual Delivery Date **2002-04-23 11:58:25.0**

Name

\* Email

Phone

\* Please Explain the Defect

Cancel Submit

Home | Order Status | **Delivery** | Customer Service | Return to Portal | Logout | Preferences | Help

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Local intranet

The following fields are in the Report Defect window:

- Order Number: Displays the order number of the shipment that has a defect. This is a read-only field.

- **Delivery Number:** Displays the delivery number of the shipment that has a defect. This is a read-only field.
- **Item:** Displays a brief description of the item. This is a read-only field.
- **Lot/Sublot:** Displays the lot and sublot allocated to the batch. This field is entered only if the ingredient is lot or sublot controlled. This is a read-only field.
- **Actual Delivery Date:** Displays the date the order was delivered. This is a read-only field.
- **Name:** Enter the name of the person to contact with questions. If a contact is defined in Trading Community Architecture, then that name is defaulted automatically.
- **E-mail:** Enter an e-mail address for the person to contact if questions arise. If a contact is defined in Trading Community Architecture, then that e-mail address is defaulted automatically. This is a required field.
- **Phone:** Enter a contact phone number. If a contact is defined in Trading Community Architecture, then that phone number is defaulted automatically.
- **Please Explain the Defect:** Enter any comments you want to include about the defective shipment. This is a required field.

## Submitting a Return Material Authorization (RMA) Request

If you have material to return, you can initiate a Return Material Authorization (RMA) request from within Order Information. This information is sent using Oracle Workflow. The contact can either be a representative of the customer site or the manufacturer directly.

Complete the following steps in order to submit a Return Request:

1. Select the Order Status tab.
2. Run a Simple Search or Advanced Search.
3. Select your order.
4. Select the Return Request icon in the Order Information section.
5. Complete the required information.
6. Select Submit.

The following image depicts the Initiate RMA Request window:

The screenshot shows a web browser window titled "Initiate RMA Request - Microsoft Internet Explorer". The browser's address bar and menu bar are visible. The Oracle logo and "Order Information" text are at the top left. Navigation links include "Return to Portal", "Logout", "Preferences", and "Help". A breadcrumb trail shows "Order Status > Sales Order > Initiate RMA Request". The main heading is "Initiate RMA Request", followed by the instruction "Please fill out this form and click Submit". A section for "Required Field" contains the following information:

- Order Number: 44268
- Delivery Number: 10692
- Item: Item 1 for certification
- Quantity: 1
- Name: John Doe
- \* Email: john.doe@anybusiness.com
- Phone: (858) 555-1212

A "Reason for Return" section with an asterisk contains a text area with the text "Ordered too many of same item." At the bottom right are "Cancel" and "Submit" buttons. The footer includes navigation links, a copyright notice for 2001 Oracle Corporation, and a "Privacy Statement" link.

The Initiate RMA Request window contains the following fields:

- Order Number: Displays the selected order number. This field is automatically populated when you select the Return Request icon. This is a read-only field.

- **Delivery Number:** Displays the selected delivery number. This field is automatically populated when you select the Return Request icon. This is a read-only field.
- **Item:** Displays the item description. This field is automatically populated when you select the Return Request icon. This is a read-only field.
- **Quantity:** Displays the quantity to be returned. This field is automatically populated when you select the Return Request icon. This is a read-only field.
- **Name:** Enter the name of the person to contact with questions. If a contact is defined in Trading Community Architecture, then that name is defaulted automatically.
- **E-mail:** Enter an e-mail address for the person to contact if questions arise. If a contact is defined in Trading Community Architecture, then that e-mail address is defaulted automatically. This is a required field.
- **Phone:** Enter a contact phone number. If a contact is defined in Trading Community Architecture, then that phone number is defaulted automatically.
- **Reason for Return:** Enter a reason for the return request. This field is required.



---

## Standard Reports

### Overview

Order Management provides you with a variety of flexible and easy-to-use reports to help you improve productivity and increase control.

**Order-related reports include the following:**

- Comprehensive Order Detail Report on page 6-4
- Order/Invoice Detail Report on page 6-9
- Orders By Item Report on page 6-13
- Workflow Assignments Report on page 6-16
- Sales Order Acknowledgement on page 6-17
- Sales Order Workflow Status Report on page 6-22
- Export Compliance Screening Failure Report on page 6-25
- Export Compliance Report to Government on page 6-27

**Credit Order-related reports include the following:**

- Credit Orders Detail Report on page 6-29
- Credit Order Discrepancy Report on page 6-32
- Credit Orders Summary Report on page 6-34
- Credit Limits Usages Report on page 6-38
- Credit Exposure Report on page 6-42
- Customer Credit Snapshot Report on page 6-45

- Orders on Credit Check Hold Report on page 6-46
- Lines on Credit Hold Report on page 6-48

**Exception reports include the following:**

- Hold Source Activity Report on page 6-51
- Outstanding Holds Report on page 6-53
- Sales Order and Purchase Order Discrepancy Report on page 6-55
- Internal Order and Purchasing Requisition Discrepancy Report on page 6-59
- Order Discount Detail Report on page 6-62
- Order Discount Summary Report on page 6-66
- Unbooked Orders Report on page 6-69
- Unbooked Orders Detail Report on page 6-71
- Cancelled Orders Report on page 6-73
- Returns By Reason Report on page 6-77
- Cancelled Orders Reasons Detail Report on page 6-79

**Administration reports include the following:**

- Agreement Activity Report on page 6-83
- Order Summary Report on page 6-85
- Order/Invoice Summary Report on page 6-88
- Salesperson Order Summary Report on page 6-91
- Audit History Report on page 6-96

**Setup-related reports include the following:**

- Defaulting Rules Listing Report on page 6-98
- Processing Constraints Listing Report on page 6-100
- Transaction Types Listing Report on page 6-103
- OE-OM Order Line Transaction Count Summary/ Comparison Reports on page 6-105

If you have Oracle Process Manufacturing installed, see Oracle Process Manufacturing, Using Oracle Order Management with Process Inventory User's Guide, Reporting for Order Management with Process Inventory for more information on Order Management Reports that have been modified to include Oracle Process Manufacturing data.

## 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, shipping, cancellation and schedule details.

### Submission

In the Order Management Reports window, select Comprehensive Order Detail Report in the Name field.

### Parameters

When you request a Comprehensive Order Detail Report, Order Management 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. In order to obtain a single order, enter the same order number in the Order Number From/To fields.

---

---

**Attention:** 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

Determine the report output sort option. Select from:

- *Agreement:* Order Management sorts this report alphabetically by Agreement name.
- *Customer:* Order Management sorts this report by customer name, order number, return line number
- *Order Date:* Order Management sorts this report by order date, order number, return line number
- *Order Number:* Order Management sorts this report by order number, return line number
- *Order Type:* Order Management sorts this report by order type, order number, line number

- *Sales Representative*: Order Management sorts this report alphabetically by Salesperson.
- *Ship to Country*: Order Management sorts this report alphabetically by Ship To Country.

The default value is *Order Type*. This field is *required*.

**Order Type (From/To)**

Select a specific order type or range of order types on orders that you want printed in this report.

These fields are *optional*.

**Line Type (From/To)**

Select a specific order line type or range of order line types you want print in this report.

These fields are *optional*.

**Order Number (From/To)**

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers.

These fields are *optional*.

**Order Dates (From/To)**

Select a specific order date or range of order dates you want printed in this report.

These fields are *optional*.

**Customer Name (From/To)**

Select a customer name or range of customer names you want printed in this report.

These fields are *optional*.

**Customer Number (From/To)**

Select a specific customer number or range of customer numbers you want printed in this report. Ensure the value entered within the Customer Number To field is greater than the value entered in the Customer Number From field or the report output may complete with errors.

These fields are *optional*.

**Salesperson Name (From/To)**

Select a salesperson or range of salespeople you want printed in this report.

These fields are *optional*.

**Entered By (From/To)**

Select the user id of the order entry clerk or range of user ids whose orders you want printed in this report.

These fields are *optional*.

**Order Category**

Determine the types of orders you wish to print. Select from:

- *All Orders*: Include all orders
- *Credit Orders Only*: Include only orders that have at least one return line.
- *Sales Orders Only*: Include only orders that have at least one sales order line.

The default value is *Sales Orders Only*. This field is *optional*.

**Line category**

Determine the types of order lines you wish to print. Select from:

- *All Lines*: Order Management will display all Sales Order Lines on the report output.
- *Credit Order Lines only*: Order Management will display only Return Orders that have at least one sales order return line on the report output.
- *Sales Order Lines only*: Order Management will display only Sales Orders that have at least one sales order line on the report output.

The default is *All Lines*. This field is *optional*.

**Show Open Orders Only**

Determine whether to print all orders or only open orders.

- *No*: Include both open and closed orders to print
- *Yes*: Include *only* open orders to print.

The default value is *Yes*. This field is *required*.

**Show Sales Credits**

Determine whether you want to print sales credits in this report.

The default value is *Yes*. This field is *optional*.

**Show Price Adjustments**

Determine whether you want to print price adjustments in this report.

The default value is *Yes*. This field is *optional*.

**Show in Functional Currency**

Determine whether to print report output information in the functional currency for the set of books from the operating unit the report is submitted from

- *Yes*: Print currency amounts in the functional currency for your set of book.
- *No*: Print currency amounts in the functional currency for the order.

The default value is *No*. This field is *optional*.

**Item Display**

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the *ordered* item.

The default value is *Description*. This field is *optional*.

## **Report Output**

The Comprehensive Order Detail Report prints comprehensive order details and displays the following 3 report sections sequentially for each order selected.

- Order Header Information
- Order Sales Credit Information
- Order Line Details

Order Header and Order Sales Credit Information is only printed once for order details that span multiple output pages.

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

## **Page Breaks**

Page breaks are provided for each order selected.



## Order/Invoice Detail Report

The Order/Invoice Detail Report reviews detailed invoice information for orders that have invoiced. You can Select 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 Management prints in the report that no invoices exist for that order.

### Submission

In the Order Management Reports window, select Order/Invoice Detail Report in the Name field.

### Parameters

When you request an Order/Invoice Detail Report, Order Management 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. In order to obtain a single order, enter the same order in the From/To fields.

### Sort By

Determine the report output sort option. Select from:

- *Customer*: Order Management sorts this report by customer name, order number, return line number
- *Order Type*: Order Management sorts this report by order type, order number, line number
- *Sales Person*: Order Management sorts this report by alphabetically by Salesperson.

The default value is *Customer Name*. This field is *required*.

### Open Orders Only

Determine whether to print all orders or only open orders.

- *No*: Include both open and closed orders to print
- *Yes*: Include *only* open orders to print.

The default value is *Yes*. This field is *required*.

### **Item Display**

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the *ordered* item.

The default value is *Description*. This field is *required*.

### **Customer Name (From/To)**

Select a specific customer name or range of customer names on orders you want printed in this report.

These fields are *optional*.

### **Sales Person (From/To)**

Select a specific Sales person or range of salespeople on orders you want printed in this report.

These fields are *optional*.

### **Order Type (From/To)**

Select a specific order type or range of order types on orders that you want printed in this report.

These fields are *optional*.

### **Order Number (From/To)**

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers

These fields are *optional*.

**Ship-To Country**

Select the country for the ship to addresses of the orders you want printed in this report.

This field is *optional*.

**Order Category**

Determine the types of orders you want printed on this report. Select from:

- *All Orders*: Include all orders
- *Credit Orders Only*: Include only orders that at least one return line.
- *Sales Orders Only*: Include only orders that at least one sales order line.

The default value is *Sales Orders Only*. This field is *optional*.

**Line category**

Determine the types of order lines you wish to print. Select from:

- *All Lines*: Order Management will display all Sales Order Lines on the report output.
- *Credit Order Lines only*: Order Management will display only Return Orders that have at least one sales order return line on the report output.
- *Sales order Lines only*: Order Management will display only Sales Orders that have at least one sales order line on the report output.

The default is Sales Order Lines only. This field is *optional*.

**Use Functional Currency**

Determine whether to print report output information in the functional currency for the set of books from the operating unit the report is submitted from.

- *Yes*: print currency amounts in the functional currency for your set of book.
- *No*: print currency amounts in the functional currency for the order.

The default value is *No*. This field is *optional*.

## Report Output

This report is automatically sorted by order number, order date, bill-to address, ship-to address, and salesperson. If invoice information is not available for orders selected, Order Management will provide the following information.

- Order Number: Order Management prints the order number for each order selected.
- Order Date: Order Management prints the order date for each order selected.
- Customer Name: Order Management prints the associated Customer Name for each order selected.

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional report summary information is also printed.

## Page Breaks

Page breaks are provided for each currency/customer combination selected by the report input parameters. Additional page breaks occur for each currency selected by the report input parameters.

## 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 Management 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 Management Reports window, select Orders by Item Report in the Name field.

### Parameters

When you request an Orders by Item Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order, enter the same order in the From/To fields.

#### Customer Name (From/To)

Select a specific customer name or range of customer names on orders you want printed in this report.

These fields are *optional*.

#### Order Number (From/To)

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers

These fields are *optional*.

#### Order Dates (From/To)

Select a specific order date or range of order dates you want printed in this report.

These fields are *optional*.

#### Item (From/To)

Select a specific item or range of item that you want printed in this report.

These fields are *optional*.

### **Order Category**

Determine the types of orders you wish to print. Select from:

- *All Orders*: Include all orders
- *Credit Orders Only*: Include only orders that at least one return line.
- *Sales Orders Only*: Include only orders that at least one sales order line.

The default value is *Sales Orders Only*. This field is *optional*.

### **Line category**

Determine the types of order lines you wish to print. Select from:

- *All Lines*: Order Management will display all Sales Order Lines on the report output.
- *Credit Order Lines only*: Order Management will display only Return Orders that have at least one sales order return line on the report output.
- *Sales order Lines only*: Order Management will display only Sales Orders that have at least one sales order line on the report output.

The default is *Sales Order Lines only*. This field is *optional*.

### **Item Display**

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the ordered item.

The default value is *Description*. This field is *required*.

**Show Open Orders Only**

Determine whether to print all orders or only open orders.

- *No*: Include both open and closed orders to print
- *Yes*: Include *only* open orders to print.

The default value is *null*. This field is *optional*.

**Report Output**

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional report summary information is also printed.

## Workflow Assignments Report

The Workflow Assignments Report displays the header and line flow combinations and item types for order workflows. The report includes selected OM Transaction Types and both header and line workflows.

### Submission

In the Order Management Reports window, select the Workflow Assignments Report in the Name field.

### Parameters

When you request a Workflow Assignments Report, Order Management provides you with the following parameter. If you leave any parameter blank, this report includes all workflow assignments that meet your other parameter criteria. In order to obtain a single workflow assignment, enter the same workflow assignment in the From/To fields.

### Order Transaction Type (From/To)

Select a specific order transaction type or range of OM order transaction types to include in this report.

These fields are *optional*.

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**Note:** If you enter a value for the order transaction type parameter, the workflow assignments will be listed for that order transaction type only. If you leave this parameter blank, the workflow assignments for all OM order transaction types will be displayed.

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### Report Output

Order Management displays all report input parameters and respective input values selected on the first page of the report output.



## Sales Order Acknowledgement

The Sales Order Acknowledgement communicates to your customers the items, prices, delivery dates, service, and installation details for orders they place with you. Use this report to provide a printed document that can be mailed or faxed to a customer as a record of the order placed.

When you submit the Sales Order Acknowledgement report, if your Oracle Applications uses the Multiple Language Support (MLS) functionality, the report will be run once for each language supported.

This report is designed for printing on pre-printed forms. Contact your Oracle Consultant for information regarding pre-printed forms.

### Submission

In the Order Management Reports window, select Sales Order Acknowledgement in the Name field.

### Parameters

When you request a Sales Order Acknowledgement, Order Management 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. In order to obtain a single sales order, enter the same sales order number in the in the Oder Number From/To fields.

### Item Display

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.

- **Ordered Item:** Order Management will print only the *ordered* item.

The default value is *Description*. This field is *required*.

**Booked Status**

Select the booked status of the orders you want printed in this report.

This field is *optional*.

**Order Type**

Select the order type you want printed in this report.

This field is *optional*.

**Order Number (From/To)**

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers

These fields are *optional*.

**Order Dates (From/To)**

Select a specific order date or range of order dates you want printed in this report.

These fields are *optional*.

**Invoice To Customer (From/To)**

Select a specific customer or range of invoice to customers to include in this report.

These fields are *optional*.

**Ship-To Customers (From/To)**

Select the name(s) of the ship-to customer(s) you want printed in this report.

These fields are *optional*.

**Schedule Date (From/To)**

Select a specific schedule date or range of schedule dates to include in this report.

These fields are *optional*.

**Request Date (From/To)**

Select a specific request date or range of request dates you want printed in this report.

These fields are *optional*.

**Promise Date (From/To)**

Select a specific promise date or range of promise dates to include in this report.

These fields are *optional*.

**Order Category**

Determine the types of orders you wish to print. Select from:

- *All Orders*: Include all orders
- *Credit Orders Only*: Include only orders that have at least one return line.
- *Sales Orders Only*: Include only orders that have at least one sales order line.

The default value is *Sales Orders Only*. This field is *optional*.

**Line category**

Determine the types of order lines you wish to print. Select from:

- *All Lines*: Order Management will display all Sales Order Lines on the report output.
- *Credit Order Lines only*: Order Management will display only Return Orders that have at least one sales order return line on the report output.
- *Sales Order Lines only*: Order Management will display only Sales Orders that have at least one sales order line on the report output.

The default is *All Lines*. This field is *optional*.

**Salesperson**

Select the salesperson for the orders you want printed in this report.

This field is *optional*.

**Created By**

Select the user id of the sales entry clerk whose orders you want printed in this report.

This field is *optional*.

### **Open Orders Only**

Determine whether to print all orders or only open orders.

- *No*: Include both open and closed orders to print
- *Yes*: Include *only* open orders to print.

The default value is *Yes*. This field is *optional*.

### **Deliver To Customer Name (From/To)**

Select the range of deliver to customer names to include in this report.

These fields are *optional*.

### **Show Header Attachments**

Determine whether to print all order header attachments.

The default value is *No*. This field is *optional*.

### **Show Body Attachments**

Determine whether to print all Body attachments.

The default value is *No*. This field is *optional*.

### **Show Footer Attachments**

Determine whether to print all Footer attachments.

The default value is *No*. This field is *optional*.

## **Report Output**

The Sales Order Acknowledgement Report has a different output display than other Oracle Order Management reports, because it is typically faxed or mailed to customers. Differences include:

- Input parameters are not listed on the first page of the report.
- The title is not listed on each page of the report.
- The page number listed on the report resets with new orders.

The Sales Order Acknowledgement Report is automatically sorted by order number, order date, bill-to address, ship-to address, and salesperson. The report displays the following 2 report sections for each order selected.

- Order Header Information
- Order Line Details

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional report summary information is also printed prior to the next order selected.

### **Page Breaks**

Page breaks are provided for each order selected by the report input parameters.

## Sales Order Workflow Status Report

The Sales Order Workflow Status Report enables Order Management users to locate orders that are not progressing through associated workflows as expected. There could be several reasons why the orders are not progressing. For example:

- Order Lines which are entered but not booked.
- Booked Order Lines which have not been scheduled prior to the request date.
- Order lines which have shipped but not yet closed.
- Order Lines which have been scheduled but not pick released.
- Order Lines which have been pick released but not ship confirmed.
- Order Lines which have been shipped via Oracle Shipping Execution, but awaiting actually shipping in OM.
- Order Lines which have been shipped but not yet closed.
- Order lines which have been shipped but not invoice interfaced.

The Sales Order Workflow Status Report has been updated to improve printing and output formatting.

### Submission

In the Order Management Reports window, select the Sales Order Workflow Status Report in the Name field.

### Parameters

When you request a Sales Order Workflow Status Report, Order Management provides you with the parameters listed below. If you leave any *optional* parameters blank, this report will include all possible values for the parameters and includes all order lines that meet your other parameter criteria. In order to obtain the workflow status for all for a single order, enter the same value in the Order Number (From/To) fields.

### Overdue days

Enter a numeric value for orders that have not progressed through a particular workflow activity for a certain number of days. The workflow activity used to determine report output selection for overdue days is the value selected for the input parameter *Actions*.

The default for this field is NULL, and the field is *required*.

**Actions**

Select an action to limit the report output to display only orders that have not progressed through that activity. The default for this field is NULL, and the field is *required*.

Select from:

- Order lines entered but not booked
- Order lines booked but not scheduled
- Order lines scheduled but not pick released
- Order lines pick released but not ship confirmed
- Order lines shipped in shipping but awaiting shipping in OM
- Order lines ship confirmed but not invoice interfaced
- Order lines shipped but not closed
- Order lines invoice interfaced but not closed

**Order Type**

Select an Order type to limit the report output by order transaction type, and the workflow activity selected in the input parameter *Action*.

The default for this field is NULL, and the field is optional.

**Order Numbers (From/To)**

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers

The default for these fields is NULL, and the fields are optional.

**Line Category**

Determine the types of order lines you wish to print. Select from:

- *All Lines*: Order Management will display all Sales Order Lines on the report output.
- *Credit Order Lines only*: Order Management will display only Return Orders that have at least one sales order return line on the report output.
- *Sales Order Lines only*: Order Management will display only Sales Orders that have at least one sales order line on the report output.

The default for this field is *Null*, and the field is *optional*.

### **Item Display**

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the *ordered* item.

The default value for this field is *Null*, and the field is *optional*.

### **Report Output**

The Sales Order Workflow Status Report displays the following details for each order selected.

- Order Line Details
- Page Summary Details



## Export Compliance Screening Failure Report

The Export Compliance Screening Failure Report provides you with an output of all order and lines that have failed export compliance screening and meet your input criteria.

### Submission

In the Order Management Reports window, select the Export Compliance Screening Failure Report in the Name field.

### Parameters

When you request the Export Compliance Screening Failure Report, Order Management provides you with the parameters listed below. If you leave any *optional* parameters blank, this report will include all possible values for the parameters and includes all failed export compliance order lines that meet your other parameter criteria. In order to obtain export compliance order line failures for a single order, enter the same value in the Order Number (From/To) fields.

### Sort By:

- *Customer Name*: Order Management sorts this report by customer name.  
Order Type: Order Management sorts this report by order type.
- *Order Date*: Order Management sorts this report by the order screening date associated with an order.
- *Order Number*: Order Management sorts this report by order number.

The default value is *Customer Name*, and this field is *required*.

### Order Number (From/To)

Enter a specific order number or range of order numbers to include on this report. These fields accept any integer value, without validation against available order numbers

These fields are *optional*.

### Screening Date (From/To)

Select a specific screening date or range of screening dates for the orders to include on this report. Screening date is the date the order or line was screened for export compliance by your ITM vendor software application.

These fields are *optional*.

**Order Type**

Select a specific order type to include on this report. This field is *optional*.

**Customer Number (From/To)**

Select a specific customer number or range of customer numbers to include on this report. Ensure the value entered within the Customer Number To field is greater than the value entered in the Customer From field or the report output may complete with errors.

These fields are *optional*.

**Screening Type**

Determine the screening type failures to include on this report. Select from:

- Denied Party
- Embargo

This field is optional

**Report Output**

The Export Compliance Screening Failure Report displays the following 3 report sections for each order selected.

- Order Header Information
- Order Line Details
- Screening Details

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

## Export Compliance Report to Government

The Export Compliance Report to Government reports provides you with the ability to quickly produce evidence of due diligence when screening shipments for export compliance. The report output displays order line details for all order lines that have undergone export compliance screening, with the exception of order lines that underwent screening but were cancelled. Order lines screened but cancelled do not appear in the report output.

### Submission

In the Order Management Reports window, select the Export Compliance Report to Government in the Name field.

### Parameters

When you request the Export Compliance Report to Government, Order Management provides you with the parameters listed below. If you leave any *optional* parameters blank, this report will include all possible values for the parameters and includes all order lines that meet your other parameter criteria. In order to obtain export compliance details for a single order, enter the same value in the Order Number (From/To) fields.

### Sort By

- *Customer Name*: Order Management sorts this report by customer name, order number, return line number
- *Screened Date*: Order Management sorts this report by the screening date associated with an order line.
- *Order Number*: Order Management sorts this report by order number, line number.
- *Shipped From*: Order Management sorts this report by order line Ship From.

The default for this field is *Screening Date*, and this field is *required*.

### Screening Date (From/To)

Select a specific screening date or range of screening dates for the orders you want included in this report. Screening date is the date the order or line was screened for export compliance by your ITM vendor software application.

These fields are *optional*.

### **Report Output**

The Export Compliance Report to Government displays the following 3 report sections for each order selected.

- Ship From Order Information
- Order Line Details
- Shipped To Order Information

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

## Credit Order Detail Report

The Credit Orders Detail Report displays returned lines for a specific credit order type, credit order line type, specific item, date range, order number, and salesperson.

### Submission

In the Order Management Reports window, select the Credit Orders Detail Report in the Name field.

### Parameters

When you request a Credit Orders Detail Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all returned lines that meet your other parameter criteria. In order to obtain a single return line, enter the same return line in the From/To fields.

### Sort By

Determine the report output sort. Select from:

- *Customer Name*: Order Management sorts this report by customer name, order number, return line number
- *Return Number*: Order Management sorts this report by return order number, line number
- *Return Type*: Order Management sorts this report by return type, order number, line number

The default is *Customer Name*. This field is *required*.

### Open Credit Orders Only

Determine whether to include open credit orders only.

The default value is *Yes*. This field is *required*.

### Item

Enter the item number or partial item number to include in the report output.

This field is *optional*.

### **Item Display**

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the *ordered* item.

The default value is *Description*. This field is *required*.

### **Salesperson**

Select the salesperson to include in this report.

This field is *optional*.

### **Customer Name (From/To)**

Select a specific customer name or range of customer names on orders you want printed in this report.

These fields are *optional*.

### **Customer Number (From/To)**

Select a specific customer number or range of customer numbers you want printed in this report. Ensure the value entered within the Customer Number To field is greater than the value entered in the Customer From field or the report output may complete with errors.

These fields are *optional*.

### **Credit Order Type**

Select the credit order type to include in this report.

This field is *optional*.

**Credit Order Line Type**

Select the credit order line type to include in this report.

This field is *optional*.

**Line Category**

Determine whether to print all order lines or only credit order lines. Select from:

- *All Lines*: Display all order lines
- *Credit Order Lines Only*: Display only return lines

The default is *Credit Order Lines Only*. This field is *optional*.

**Credit Order Number (From/To)**

Enter a specific credit order number or range of credit order numbers to include in this report. These fields accept any integer value, without validation against available return order numbers.

These fields are *optional*.

**Credit Order Date (From/To)**

Select a specific credit order date or range of credit order dates you want printed in this report.

These fields are *optional*.

**Report Output**

The Credit Orders Detail Report displays the following 2 report sections for each order selected.

- Order Header Information
- Order Line Details

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional report summary information is also printed.

## Credit Order Discrepancy Report

The Credit Order Discrepancy Report is used to review discrepancies between RMA lot and serial numbers returned by the customer and lot and serial numbers on the rma return order.

### Submission

In the Order Management Reports window, select the Credit Order Discrepancy Report in the Name field.

### Parameters

When you request a Credit Order Discrepancy Report, Order Management provides you with the input parameters to limit report output. If you leave any parameters blank, this report includes all returned lines that meet your other parameter criteria.

### Sort By

Determine the report output sort option. Select from:

- *Customer Name*: Order Management sorts this report by customer name, order number, return line number
- *Credit Order type*: Order Management sorts this report by credit order type, line type, customer, order number, line number
- *Credit Order Number*: Order Management sorts this report by credit order number, line number

The default value is *Customer*. This field is *required*.

### Order Numbers (From/To)

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers

These fields are *optional*.

### Order Date (From/To)

Select a specific order date or range of order dates for the returns you want printed in this report.

These fields are *optional*.



**Order Types (From/To)**

Select a specific order type or range of order types to include in this report.

These fields are *optional*.

**Customers (From/To)**

Select a specific customer name or range of customer names to include in this report.

These fields are *optional*.

**Customer Numbers (From/To)**

Select a specific customer number or range of customer numbers to include in this report.

These fields are *optional*.

**Sales Order Items (From/To)**

Select a specific item or range of range of items for the returns you want printed in this report.

These fields are *optional*.

**Receipt Dates (From/To)**

Select a specific receipt date or range or receipt dates for the returns you want printed in this report.

These fields are *optional*.

**Item Display**

Select from either item description or item flexfield.

The default value is *Description*. This field is *optional*.

**Report Output**

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

## Credit Order Summary Report

The Credit Orders Summary Report displays all return lines in an order. This report can be used to provide comprehensive order details for return order lines received from customers. The report output can contain either open or closed orders that have at least one credit line, and also displays summary information by customer order, and currency.

### Submission

In the Order Management Reports window, select Credit Orders Summary Report in the Name field.

### Parameters

When you request a Credit Orders Summary Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all return lines that meet your other parameter criteria. In order to obtain a single return line, enter the same return line in the From/To fields.

### Sort By

Determine the report output sort option. Select from:

- *Credit Order Type*: Order Management sorts this report by order type, order number, line number.
- *Customer Name*: Order Management sorts this report by customer name, order number, line number.
- *Warehouse name*: Order Management sorts this report by warehouse name, order number, line number

The default value is *Customer Name*. This field is *required*.

### Open Credit Orders Only

Determine whether to include open credit orders only.

The default value is *Yes*. This field is *required*.

**Item Display**

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the *ordered* item.

The default value is *Description*. This field is *required*.

**Use Functional Currency**

Determine whether to print credit summary information in the functional currency for the set of books from the operating unit the report is submitted from.

- *Yes*: print currency amounts in the functional currency for your set of book.
- *No*: print currency amounts in the functional currency for the order.

The default value is *No*. This field is *optional*.

**Customer Name (From/To)**

Select a specific customer name or range of customer names on orders you want printed in this report.

These fields are *optional*.

**Customer Number (From/To)**

Select a specific customer number or range of customer numbers you want printed in this report. Ensure the value entered within the Customer Number To field is greater than the value entered in the Customer From field or the report output may complete with errors.

These fields are *optional*.

**Warehouse**

Select the location receiving the return to include in this report.

This field is *optional*.

**Credit Order Type**

Select the credit order type to include in this report.

This field is *optional*.

**Credit Order Line Type**

Select the credit order line type to include in this report.

This field is *optional*.

**Line Category**

Determine whether to print all order lines or only credit order lines. Select from:

- *All Lines*: Display all order lines
- *Credit Order Lines Only*: Display only return lines

The default is Credit Order Lines Only.

This field is *optional*.

**Credit Order Number (From/To)**

Enter a specific credit order number or range of credit order numbers to include in this report. These fields accept any integer value, without validation against available order numbers.

These fields are *optional*.

**Credit Order Date (From/To)**

Select a specific credit order date or range of credit order dates you want printed in this report.

These fields are *optional*.

**Credit Order Day (From/To)**

Enter the range of credit order days to include in this report.

These fields are *optional*.

**Expected Receipt Date (From/To)**

Enter the range of expected receipt dates to include in this report.

These fields are *optional*.

**Receipt Days (From/To)**

Enter the range of days from authorization to receipt to include in this report.

These fields are *optional*.

**Report Output**

The Credit Order Summary Report prints summary order details and displays the following 3 report sections sequentially for each order selected.

- Order Header Information
- Order Line Information
- Order Summary Information

Order Header Information is only printed once for order details that span multiple output pages.

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional report summary information is also printed.

**Page Breaks**

Page breaks are provided for each order Currency selected by the report input parameters.

## Credit Limit Usages Report

The Credit Limit Usages Report enables you to review credit information by credit profile types. The report is available from Oracle Receivables Listing SRS window, providing you with a listing of credit limits, credit usage rules, and currency credit limit usages associated with either:

- **Customer or Customer Site Credit Profiles**  
Review credit limits by customer or customer site (order and overall), and usage rules assigned to a customer or customer site. You can specify a range of customers or list customers assigned to a specific rule set.
- **Customer Class Credit Profile**  
Review credit limits (order and overall), and usage rules by customer class credit profile. You can specify a range of profile classes or list customer class credit profiles assigned to a specific rule set.
- **Operating Unit Credit Profiles**  
Review credit limits (order and overall) and default usage rules by Operating Unit. You can specify effective dates and usage rules.
- **Order Management Item Categories Credit Profiles**  
Review credit limits (order only), effective dates and usage rules by Order Management Item category. You can specify a range of item categories or list categories assigned to a specific rule set.

The Credit Limit Usages Report can also be used to view customers credit limits that do not have any associated credit usages rule sets and currencies included or excluded within a specific rule set

### Submission

From an Accounts Receivables responsibility, *Report Listing* standard report submission window, select the Credit Limit Usages Report in the Name field. If you leave any parameters blank, this report includes all records that meet your other parameter criteria. In order to obtain specific input selection, enter the same value in the *From/To fields*.

### Parameters

When you request a Customer Credit Limits and Usages Report, Order Management provides you with the following input parameters to limit the report output.

**(Operating Unit)**

- Include Operating Unit: Determine whether to display operating unit credit profile information.

The default value is *No*. This field is *optional*.

- Operating Unit: Select a single operating unit to display its associate credit profile information or leave the parameter blank to include all operating units credit profile information for the report output.

This field is *optional*.

- Using Rule Set: Select a specific Credit Usage Rule Set name to further limit operating unit selection criteria for your report output.

For example, if you choose to leave the *Operating Unit* input parameter blank, specify a Credit Usage Rule Set name in this field to display only operating units using the specific Credit Usage Rule Set name selected.

This field is *optional*.

**(Item Category)**

- Include Item Category Information: Determine whether to display Order Entry Item Category Code credit profile information.

The default value is *No*. This field is *optional*.

- Item Categories (From/To): Select a specific Order Management Item Category credit profile or a range of Order Management Item Categories credit profiles for the report output.

These fields are *optional*.

- Using Rule Set: Select a specific Credit Usage Rule Set name to further limit item category selection criteria for your report output.

For example, if you choose to leave the *Item Category From/To* input parameters blank, specify a Credit Usage Rule Set name in this field to display only item categories using the specific Credit Usage Rule Set name selected.

This field is *optional*.

**(Profile Classes)**

- Include Profile Class: Determine whether to display Customer Profile Class credit profile information.

The default value is *No*. This field is *optional*.

- **Profile Classes (From/To):** Select a specific profile class or a range of profile classes for the report output.

These fields are *optional*.

- **Using Rule Set:** Select a specific Credit Usage Rule Set name to further limit item category selection criteria for your report output.

For example, if you choose to leave the *Profile Class From/To* input parameters blank, specify a Credit Usage Rule Set name in this field to display only profile classes using the specific Credit Usage Rule Set name selected.

This field is *optional*.

### **(Customer)**

- **Include Customer Information:** Determine whether to display Customer Credit Profile information.

The default value is *No*. This field is *optional*.

- **Customers (From/To):** Select a specific customer name or range of customer names to include customer credit profile information for the report output.

These fields are *optional*.

- **Using Rule Set:** Select a specific Credit Usage Rule Set name to further limit item category selection criteria for your report output.

For example, if you choose to leave the *Customer Name From/To* input parameters blank, specify a Credit Usage Rule Set name in this field to display only customer names using the specific Credit Usage Rule Set name selected.

This field is *optional*.

### **(Global Rule Set Information)**

- **Include Rule Set Information:** Determine whether to display Credit Usage Rule Set information.

The default value is *No*. This field is *optional*.

- **Credit Usages Rule Sets (From/To):** Select a specific Credit Usage Rule Set Name or a range of Credit Usage Rule Set Names to include in this report.

These fields are *optional*.



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**Note:** The values entered for Global Rule Set Information are independent of all other report input parameter sections that utilize the parameter *Using Rule Sets*.

For example, if you choose a specific *Using Rule Set* name for input parameters under the Operating Unit section, and specified a different usage rule set name in the *Rule Set From/To* fields within the Global Rule Set section, you will still receive output usage rule set information under the operating unit section of the report. You will also receive additional usage rule set information under the Usage Rules output section of the report.

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## Report Output

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

The report output may contain up to 5 headings. Output report heading are available for printing if the appropriate input parameter is set accordingly:

- **Include Operating Unit = Yes:** Print operating unit credit information
- **Include Item Category Information = Yes:** Print Item category credit information
- **Include Customer Information = Yes:** Print Customer credit information
- **Include Profile Class = Yes:** Print Profile Class credit information
- **Include Rule Set Information = Yes:** Print Rule Set Information

If no records exist based upon your input selection criteria, Order Management will display a message informing you no records met your respective criteria.

## Credit Exposure Report

The Credit Exposure report can be used to analyze your customers total credit exposure. The report can be run in either detail or summary mode and is dependent upon the value selected for the *Report Type* input parameter:

- The Credit Exposure Summary Report output details the credit limit, credit exposure and available credit for every customer, based upon the input parameters you choose.
- The Credit Exposure Detail Report shows the credit limit, credit exposure and available credit for every customer, to include all Bill To sites, based upon the input parameters you choose.

The Credit exposure report includes detailed information for:

- overall credit limits per customer and customer site.
- overall credit balances (exposure) per customer and customer site.
- remaining available credit for either customers or customer sites. The remaining balance is converted to the draftily functional currency (set of books currency of the current operating unit). Available credit is calculated by subtracting the total exposure from the overall credit limit.
- remaining available balance currently not attached to a specific customer credit limit as reflected by transactions that have not undergone the credit check process.
- Risks incurred by performing transactions in currencies that are not under credit limit control. These amount are reported in the functional currency and they appear as *Unchecked* balances.

The report output includes both Order Management and Oracle Receivables balances, based on your Credit Check Rule definitions. Selecting a credit check rule for this report enables you to choose combinations of credit balance types to include when determining your customers overall credit exposure. Each credit check rule can enable or disable the following credit balance types:

- exchange rate type
- include open receivables balance
- include payments at risk
- include uninvoiced orders
- include tax

- include freight and miscellaneous charges
- include orders currently on hold.

If you wish to determine a customers existing credit exposure eliminating Order Management credit balances, submit the Oracle Receivables Customer Credit Snapshot report which does not include Order Management credit balances, which affect the current available credit exposure of your customers.

See: Oracle Receivables, Customer Credit Snapshot Report.

### **Submission**

In the Order Management Reports window, select Credit Exposure Report in the Name field.

### **Parameters**

When you request a Credit Exposure Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report output includes all records that meet your other parameter criteria. In order to obtain a single credit exposure for a Customer, enter the same value in the Customer Names (From/To) fields or the Customer Numbers (From/To) fields

#### **Customer Profile Class (From/To)**

These fields are optional.

#### **Customer Names (From/To)**

These fields are optional.

#### **Customer Numbers (From/To)**

These fields are optional.

#### **Credit Check Rule**

This field is required

#### **Report Type**

Select from:

- Summary
- Detail

This field is required.

### **Report Output**

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

If you choose to run the report in detail mode (selecting *Detail* for the input parameter *Report Type*) additional credit usage details by Customer Bill To site are included in the report output.

Additional summary information is also provided.

## Customer Credit Snapshot Report

The Oracle Receivables Customer Credit Snapshot Report has been enhanced to support multi-currency credit checking. This report is only available from Receivables *Collections* SRS window. Please refer to the Oracle Receivables User's Guide for Information on this report.

See: Oracle Receivables, Customer Credit Snapshot Report.

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**Note:** This report does not include Order Management credit balances, which affect the current available credit exposure of your customers.

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## Orders On Credit Check Hold Report

The Orders On Credit Check Hold Report identifies all of the credit holds currently outstanding for a customer within a date range, or identify why a particular order is on hold. Order Management enables you to perform a credit check on customer orders and automatically places orders on hold that violate your credit checking rules.

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 Management Reports window, select Orders On Credit Check Hold Report in the Name field.

### Parameters

When you request an Orders On Credit Check Hold Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all holds that meet your other parameter criteria. In order to obtain a single hold, enter the same hold in the From/To fields.

#### Customer Name

Select the customer name that you want printed in this report.

This field is *optional*.

#### Customer Number

Select the customer number that you want printed in this report.

This field is *optional*.

#### Order Type

Select the order type that you want printed in this report.

This field is *optional*.

#### Order Number

Select the order number that you want printed in this report.

This field is *optional*.

**Hold Applied Date (From/To)**

Select a specific hold applied date or a range of hold applied date on which the holds were applied.

These fields are *optional*.

**Currency Code**

Select the currency code that you want printed in this report.

This field is *optional*.

**Report Output**

The Orders On Credit Check Hold Report prints order information for orders on credit check hold and displays the following 4 report sections sequentially for each order selected.

- Customer Information
- Customer Credit Limit Information
- Customer Orders on Credit Hold Information
- Summary Information

The report is automatically sorted by Customer. Within Customer, the report is further sorted by currency code, credit check rule name, and order number.

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional summary information is also provided.

**Page Breaks**

Page breaks are provided for each Customer selected by the report input parameters. Additional page breaks are provided for each customer/currency combination selected by the report input parameters.

## Lines on Credit Check Hold Report

### **Submission**

In the Order Management Reports window, select the Lines on Credit Check Hold Report in the Name field.

### **Parameters**

When you request a Lines on Credit Check Hold Report, Order Management provides you with the following parameter. If you leave is blank, this report includes all order lines on hold that meet your other parameter criteria.

#### **Customer Name**

Select credit order lines on hold for a specific Customer Name you want printed in this report.

This field is *optional*.

#### **Customer Number**

Select credit order lines on hold for a specific Customer Number you want printed in this report.

This field is *optional*.

#### **Order Type**

Select credit order lines on hold for a specific order type you want printed in this report.

This field is *optional*.

#### **Line Type**

Select credit order lines on hold for a specific order line type you want printed in this report.

This field is *optional*.

#### **Order Number**

Select credit order lines on hold for a specific order number you want printed in this report.

This field is *optional*.



**Item Display**

Determine how you wish to display items on hold for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the *ordered* item.

The default value is *Description*. This field is *optional*.

**Hold Applied Date (From/To)**

Select a specific hold applied date or a range of hold applied dates for credit order lines on hold.

These fields are *optional*.

**Currency Code**

Select credit order lines on hold for a specific currency you want printed in this report.

This field is *optional*.

**Report Output**

The Lines On Credit Check Hold Report prints order information for orders on credit check hold and displays the following 3 report sections sequentially for each order selected.

- Customer Order Information
- Order Line Credit Limit Information
- Summary Information

The report is automatically sorted by Customer. Within Customer, the report is further sorted by currency code, credit check rule name, and order number.

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional summary information is also provided.

### **Page Breaks**

Page breaks are provided for each Customer selected by the report input parameters. Additional page breaks are provided for each customer/currency combination selected by the report input parameters.

## Hold Source Activity Report

The Hold Source Activity Report reviews 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 Management Reports window, select Hold Source Activity Report in the Name field.

### Parameters

When you request a Hold Source Activity Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all holds that meet your other parameter criteria. In order to obtain a single hold, enter the same hold in the From/To fields.

#### Hold Type (From/To)

Select a specific hold source type or a range of hold source types that you want printed in this report.

These fields are *optional*.

#### Hold Name (From/To)

Select a specific hold source name or range of hold source names that you want printed in this report.

These fields are *optional*.

#### Activity Date (From/To)

Select a specific activity date or a range of activity dates that you want printed in this report. These fields are *optional*.

#### Activity Type

Select the range of activity types that you want printed in this report. Select from

- Apply hold
- Release hold.

This field is *optional*.

### **Report Output**

The report output is sorted alphabetically by Hold Name, associated order Order Date.

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

### **Page Breaks**

Page breaks are provided for each Hold Type selected by the report input parameters.

## Outstanding Holds Report

The Outstanding Holds Report reviews order holds for the customer or customers you Select. 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. Hold Comment are listed in the report output, if available. This report lists only orders on hold, not orders that have been released from hold.

### Submission

In the Order Management Reports window, select Outstanding Holds Report in the Name field.

### Parameters

When you request an Outstanding Holds Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all outstanding holds that meet your other parameter criteria. In order to obtain a single outstanding hold, enter the same outstanding hold in the From/To fields.

#### Customer Name (From/To)

Select a specific customer name or range of customer names on orders you want printed in this report.

These fields are *optional*.

#### Hold Name (From/To)

Select a specific hold source name or range or hold source names you want printed in this report.

These fields are *optional*.

#### Item (From/To)

Select a specific item or range of items you want printed in this report.

These fields are *optional*.

#### Item Display

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the *ordered* item.

The default value is *Description*. This field is *required*.

### **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.

Order Management defaults this report parameter from the system profile option *Currency: Mixed Currency Precision*. This field is *required*.

### **Report Output**

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

## Sales Order and Purchase Order Discrepancy Report

The Sales Order and Purchase Order Discrepancy Report displays differences between the sales orders and purchase orders 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 Management Reports window, select Sales Order and Purchase Order Discrepancy Report in the Name field.

### Parameters

When you request a Sales Order and Purchase Order Discrepancy Report, Order Management 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

Determine the output report sort option. Select from:

- *Customer Name*: Order Management sorts this report by the customer name associated with an order.
- *Order Date*: Order Management sorts this report by the order creation date associated with an order.
- *Order Type*: Order Management sorts this report by order type entered for the Sales Order Header.
- Purchase Order Number: Order Management sorts this report by the Purchase Order Number entered for the Sales Order Header.
- Sales Order Number: Order Management sorts this report by the Sales Order Number.

The default value is *Customer Name*. This field is *optional*.

### Open Orders Only

Determine whether to print all orders or only open orders.

- *No*: Include both open and closed orders to print
- *Yes*: Include *only* open orders to print.

The default value is *Yes*. This field is *optional*.

**Order Number (From/To)**

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers

These fields are *optional*.

**Customer Name (From/To)**

Select a specific customer name or range of customer names on orders you want printed in this report.

These fields are *optional*.

**Customer Number (From/To)**

Select a specific customer number or range of customer numbers you want printed in this report. Ensure the value entered within the Customer Number To field is greater than the value entered in the Customer From field or the report output may complete with errors.

These fields are *optional*.

**Order Dates (From/To)**

Select a specific order date or range of order dates you want printed in this report.

These fields are *optional*.

**Order Type**

Select a specific order type that you want printed in this report.

This field is *optional*.

**Order Category**

Determine the types of orders you wish to print. Select from:

- All Orders: Include all orders selected based upon input parameters entered.
- Credit Orders Only: Include only orders that at least one return line.
- Sales Orders Only: Include only orders that at least one sales order line.

This field is *optional*.



**Item**

Select the item to print for the report output.

This field is *optional*.

**Item Display**

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the ordered item.

The default value is *Description*. This field is *optional*.

**Purchase Order Numbers (From/To)**

Select a specific purchase order number or range of purchase order numbers you want printed in this report.

These fields are *optional*.

**Requisition Number (From/To)**

Select a specific requisition number or range of requisition numbers you want to print on this report.

These fields are *optional*.

**Report Output**

The Sales Order and Purchase Order Discrepancy Report prints sales order and purchase order discrepancy details and displays the following 3 report sections sequentially for discrepancy selected.

- Order Header Information
- Order Line Information
- Purchase Order/Requisition Information

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

## Internal Order and Purchasing Requisition Discrepancy Report

The Internal Order and Purchasing Requisition Discrepancy Report displays the differences between the purchasing requisition entered and the actual items ordered in the during order entry. This report includes all open and closed orders, order numbers, order date ranges, order types, requisition numbers, items, ship to information, scheduled dates, and internal requisition and internal sales order hold discrepancies.

### Submission

In the Order Management Reports window, select Internal Order and Purchasing Requisition Discrepancy Report in the Name field.

### Parameters

When you request a Internal Order and Purchasing Requisition Discrepancy Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order, enter the same order in the From/To fields.

### Sort By

Determine the report output sort option. Select from:

- *Order Number*: Order Management sorts this report by the order number.
- *Order Date*: Order Management sorts this report by the order creation date associated with an order.
- *Order Type*: Order Management sorts this report by order type entered for the Sales Order Header.

The default value is *Order Date*. This field is *optional*.

### Open Orders Only

Determine whether to print all orders or only open orders. Select from:

- *No*: Include both open and closed orders to print
- *Yes*: Include *only* open orders to print.

The default value is *Yes*. This field is *optional*.

**(From/To) Order Number**

Select a specific internal order number or range of internal order numbers you want printed in this report.

These fields are *optional*.

**Item Display**

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the *ordered* item.

The default value is *Description*. This field is *optional*.

**(From/To) Order Date**

Select a specific internal order date or range of internal order dates you want printed in this report.

These fields are *optional*.

**(From/To) Order Type**

Select a specific internal order type or range of order types to include in this report.

These fields are *optional*.

**(From/To) Requisition Number**

Select a specific requisition number or range of requisition numbers to include in this report.

These fields are *optional*.

**(From/To) Item**

Select a specific internally order item or range of internally ordered items to include in this report.

These fields are *optional*.

**Report Output**

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

## 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 Management Reports window, select Order Discount Detail Report in the Name field.

### Parameters

When you request a Order Discount Detail Report, Order Management 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. In order to obtain a single order discount, enter the same order discount in the From/To fields.

### Sort By

Determine the report output sort option. Select from:

- *Customer Name*: Order Management sorts this report by customer name, order number, return line number
- *Order Number*: Order Management sorts this report by order number, line number

The default value is *Customer*. This field is *required*.

### Customer Name (From/To)

Select a specific customer name or range of customer names on orders you want printed in this report.

These fields are *optional*.

### Customer Number (From/To)

Select a specific customer number or range of customer numbers you want printed in this report. Ensure the value entered within the Customer Number To field is greater than the value entered in the Customer From field or the report output may complete with errors.

These fields are *optional*.

**Salesperson (From/To)**

Select a specific sales person or range of salespeople that you want printed in this report.

These fields are *optional*.

**Order Dates (From/To)**

Select a specific order date or range of order dates you want printed in this report.

These fields are *optional*.

**Order Type (From/To)**

Select a specific order type or range of order types on orders that you want printed in this report.

These fields are *optional*.

**Line Type (From/To)**

Select a specific order line type or range of order line types you want print in this report.

These fields are *optional*.

**Order Number From/To)**

Enter a specific order number or range of order numbers that you want printed in this report. These fields accept any integer value, without validation against available order numbers.

These fields are *optional*.

**Open Orders Only**

Determine whether to print all orders or only open orders.

- No: Include both open and closed orders to print
- Yes: Include *only* open orders to print.

The default value is *Yes*. This field is *required*.

**Item Display**

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the *ordered* item.

The default value is *Description*. This field is *required*.

### **Order Category**

Determine the types of orders you wish to print. Select from:

- *All Orders*: Include all orders
- *Credit Orders Only*: Include only orders that at least one return line.
- *Sales Orders Only*: Include only orders that at least one sales order line.

The default value is *All Orders*. This field is *optional*.

### **Line category**

Determine the types of order lines you wish to print. Select from:

- *All Lines*: Order Management will display all Sales Order Lines on the report output.
- *Credit Order Lines only*: Order Management will display only Return Orders that have at least one sales order return line on the report output.
- *Sales order Lines only*: Order Management will display only Sales Orders that have at least one sales order line on the report output.

The default is *All Lines*. This field is *optional*.

### **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.

Order Management defaults this report parameter from the system profile option *Currency: Mixed Currency Precision*. This field is *required*.

### **Report Output**

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

### **Page Breaks**

Additional page breaks are provided for each order type selected by the report input parameters.

## 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, select Order Discount Summary Report in the Name field.

### Parameters

When you request a Order Discount Summary Report, Order Management 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. In order to obtain a single order discount, enter the same order discount in the From/To fields.

### Sort By

Determine additional report output sort options. The report output is *always* sorted alphabetically by Currency and within each currency, alphabetically by Order Type. The value selected for this parameter determines additional sorting within the currency/order type combination. Select from:

- *Customer*: Order Management sorts this report by the customer name associated with an order.
- *Order Number*: Order Management sorts this report by order number.

The default value is *Order Number*. This field is *required*.

### Open Orders Only

Determine whether to print all orders or only open orders.

- *No*: Include both open and closed orders to print
- *Yes*: Include *only* open orders to print.

The default value is *Yes*. This field is *required*.

### Customer Name (From/To)

Select a specific customer name or range of customer names on orders you want printed in this report.

These fields are *optional*.

**Customer Number (From/To)**

Select a specific customer number or range of customer numbers you want printed in this report. Ensure the value entered within the Customer Number To field is greater than the value entered in the Customer From field or the report output may complete with errors.

These fields are *optional*.

**Salesperson (From/To)**

Select a specific sales person or range of salespeople that you want printed in this report.

**Agreement**

Select the customer agreement that you want printed in this report.

This field is *optional*.

**Order Type (From/To)**

Select a specific order type or range of order types on orders that you want printed in this report.

These fields are *optional*.

**Order Number (From/To)**

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers.

These fields are *optional*.

**Order Dates (From/To)**

Select a specific order date or range of order dates you want printed in this report.

These fields are *optional*.

**Order Amount (From/To)**

Select a specific order monetary amount or range of order total monetary amounts that you want printed in this report.

These fields are *optional*.

**Order List (From/To)**

Select a specific order list process or range of total order list prices that you want printed in this report.

These fields are *optional*.

**Order Category**

Determine the types of orders you wish to print. Select from:

- *All Orders*: Include all orders
- *Credit Orders Only*: Include only orders that at least one return line.
- *Sales Orders Only*: Include only orders that at least one sales order line.

This field is *optional*.

**Line category**

Determine the types of order lines you wish to print. Select from:

- *All Lines*: Order Management will display all Sales Order Lines on the report output.
- *Credit Order Lines only*: Order Management will display only Return Orders that have at least one sales order return line on the report output.
- *Sales order Lines only*: Order Management will display only Sales Orders that have at least one sales order line on the report output.

This field is *optional*.

**Report Output**

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

## Unbooked Orders Report

The Unbooked Orders Report reviews orders you have entered but not booked.

### Submission

In the Order Management Reports window, select Unbooked Orders Report in the Name field.

### Parameters

When you request a Unbooked Orders Report, Order Management 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

Determine additional report output sort options. The report output is *always* sorted alphabetically by Currency. The value selected for this parameter determines additional sorting within each Currency. Select from:

- *Created By*: Order Management sorts the report by the user id associated with an unbooked order or order line.
- *Order Number*: Order Management sorts this report by order number, line number.

The default value is *Order Number*. This field is *required*.

### Created By From/To

Enter a specific user id or range of user ids whose orders you want to print.

These fields are *optional*.

### Order Date From/To

Enter the order date or range of order dates for the orders you want to print.

These fields are *optional*.

### Order Category

Determine the types of orders you wish to print. Select from:

- *All Orders*: Include all orders selected based upon input parameters entered.

- **Credit Orders Only:** Include only orders that at least one return line.
- **Sales Orders Only:** Include only orders that at least one sales order line.

The default value is *Sales Order Only*. This field is *optional*.

### **Line category**

Determine the types of order lines you wish to print. Select from:

- *All Lines:* Order Management will display all Sales Order Lines on the report output.
- *Credit Order Lines only:* Order Management will display only Return Orders that have at least one sales order return line on the report output.
- *Sales order Lines only:* Order Management will display only Sales Orders that have at least one sales order line on the report output.

The default is *Sales Order Lines only*. This field is *optional*.

### **Item Display**

Determine how you wish to display item information for the report output. Select from:

- *Both:* Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description:* Order Management will print only the Internal Item description.
- *Flexfield:* Order Management will print only the Internal Item name.
- *Item and Description:* Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description:* Order Management will print only the ordered item description.
- *Ordered Item:* Order Management will print only the ordered item.

The default value is *Description*. This field is *optional*.

# Unbooked Orders Detail Report

## Parameters

When you request a Unbooked Orders Detail Report, Order Management 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

Determine additional report output sort options. The report output is *always* sorted alphabetically by Currency. The value selected for this parameter determines additional sorting within each Currency. Select from:

- *Created By*: Order Management sorts the report by the user id associated with an unbooked order or order line.
- *Manager*: Order Management sorts this alphabetically by Manager Name (last name).
- *Order Number*: Order Management sorts this report by order number, line number.

The default value is *Order Number*. This field is *required*.

## Created By From/To

Enter a specific user id or range of user ids whose orders you want to print.

These fields are *optional*.

## Order Date From/To

Enter the order date or range of order dates for the orders you want to print.

These fields are *optional*.

## Order Type (From/To)

Select a specific order type or range of order types on orders that you want printed in this report.

These fields are *optional*.

**Manager (From/To)**

Enter a manager name or range of manager names whose orders you want to print. Management names are derived from associations created in Oracle Human Resources when entering employee information.

These fields are *optional*.

**Use Functional Currency**

Print unbooked order information in functional currency amounts of the set of books entered in for the report parameter.

- *Yes*: print currency amounts in the functional currency for your set of book.
- *No*: print currency amounts in the functional currency for the order.

The default value is *No*. This field is *optional*.

**Report Output**

The Unbooked Orders Report displays summary order information by item for orders current not booked. For orders than contain more than one line, Order Management will display summary order information for each order line.

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional report summary information is also printed prior to the next order selected

**Page Breaks**

Page breaks are provided for each order Currency selected by the report input parameters.



## 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 enable you to evaluate the most common cancellation reasons, review cancellations by salesperson, or review cancellations by customers.

### Submission

In the Order Management Reports window, select Cancelled Orders Report in the Name field.

### Parameters

When you request a Cancelled Orders Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all cancelled orders that meet your other parameter criteria. In order to obtain a single cancelled order, enter the same cancelled order in the From/To fields.

### Sort By

Determine the report output sort option. Select from:

- *Customer*: Order Management sorts this report by the customer name associated with an order.
- *Order Date*: Order Management sorts this report by the order creation date associated with an order.
- *Order Number*: Order Management sorts this report by order number, line number
- *Salesperson*: Order Management sorts this report by salesperson, order number, line number

The default value is *Customer*. This field is *required*.

### Customer Name (From/To)

Select a specific customer name or range of customer names on orders you want printed in this report.

These fields are *optional*.

**Order Number (From/To)**

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers.

These fields are *optional*.

**Salesperson (From/To)**

Select a specific sales person or range of salespeople that you want printed in this report.

**Order Dates (From/To)**

Select a specific order date or range of order dates you want printed in this report.

These fields are *optional*.

**Item**

Select the item that you want printed in this report.

This field is *optional*.

**Item Display**

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the ordered item.

The default value is *Description*. This field is *required*.

**Order Category**

Determine the types of orders you wish to print. Select from:

- *All Orders*: Include all orders selected based upon input parameters entered.
- *Credit Orders Only*: Include only orders that at least one return line.
- *Sales Orders Only*: Include only orders that at least one sales order line.

The default value is *Sales Orders Only*. This field is *optional*.

**Line category**

Determine the types of order lines you wish to print. Select from:

- *All Lines*: Order Management will display all Sales Order Lines on the report output.
- *Credit Order Lines only*: Order Management will display only Return Orders that have at least one sales order return line on the report output.
- *Sales order Lines only*: Order Management will display only Sales Orders that have at least one sales order line on the report output.

The default is Sales order Lines only. This field is *optional*.

**Show in Functional Currency**

Determine whether to print report output information in the functional currency for the set of books from the operating unit the report is submitted from

- *Yes*: print currency amounts in the functional currency for your set of book.
- *No*: print currency amounts in the functional currency for the order.

The default value is *No*. This field is *optional*.

**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.

Order Management defaults this report parameter from the system profile option *Currency: Mixed Currency Precision*. This field is *required*.

## **Report Output**

The Cancelled Orders Report displays the following 2 report sections sequentially for each order selected.

- Order Header Information
- Order Line Details

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional summary information is provided for each order selected.

## Returns by Reason Report

The Returns by Reason Report reviews all return material authorizations for various return reasons. Order Management automatically sorts this report by currency, return reason, and then item.

### Submission

In the Order Management Reports window, select Returns by Reason Report in the Name field.

### Parameters

When you request a Returns by Reason Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all returns that meet your other parameter criteria. In order to obtain a single return, enter the same return in the From/To fields.

### Return Reason

Select the return reason that you want printed in this report.

This field is *optional*.

### Credit Order Date (From/To)

Select a specific order date or range of order dates you want printed in this report.

These fields are *optional*.

### Credit Order Type

Select the credit order type to include in this report.

This field is *optional*.

### Credit Order Line Type

Select the order line types to include in this report.

This field is *optional*.

### Item

Enter the item or a partial item value (with wildcard) you want order return lines printed for in this report.

This field is *optional*.

### Item Display

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the *ordered* item.

The default value is *Description*. This field is *required*.

### 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.

Order Management defaults this report parameter from the system profile option *Currency: Mixed Currency Precision*. This field is *required*.

### Report Output

The report output is sorted alphabetically by *Currency*.

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional report summary information is also printed.

### Page Breaks

Page breaks are provided for each order Currency selected by the report input parameters.

## Cancelled Orders Reasons Detail Report

The Cancelled Orders Reasons Detail Report displays the reasons for the cancelled lines and who entered the cancellation.

### Submission

In the Order Management Reports window, select the Cancelled Orders Reasons Detail Report in the Name field.

### Parameters

When you request a Cancelled Orders Reasons Detail Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all cancelled order details that meet your other parameter criteria. In order to obtain a single cancelled order detail, enter the same cancelled order detail in the From/To fields.

### Sort By

Determine the report output sort. Select from:

- *Order Number*: Order Management sorts this report by the order number.
- *Order Date*: Order Management sorts this report by the order creation date associated with an order.
- *Item*: Order Management sorts this report by the name or description of the credit item, depending on your selection for the Item Display input parameter.
- *Salesperson*: Order Management sorts this report by order salesperson.
- *Customer*: Order Management sorts this report by the customer name.
- *Cancel date*: Order Management sorts this report by the order cancel date.
- *Cancel reason*: Order Management sorts this report by the cancel reason name.
- *Cancelled by*: Order Management sorts this report by the user id of the person who cancelled the order number.

The default value is *Cancel Reason*. This field is *required*.

### Cancel Reason

Select the reason for cancellation.

This field is *optional*.

**Cancel Dates (From/To)**

Select a specific cancel date or range of cancel dates to include in this report.

These fields are *optional*.

**Cancelled by (From/To)**

Select a specific cancelled by user id or range of cancelled by user ids to include in this report.

These fields are *optional*.

**Customer Name (From/To)**

Select a specific customer name or range of customer names on orders you want printed in this report.

These fields are *optional*.

**Order Number (From/To)**

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers.

These fields are *optional*.

**Salesperson (From/To)**

Select a specific sales person or range of salespeople to include in this report. Orders will be summarized by association between SalesPerson and Sales Order Header only.

These fields are *optional*.

**Order Dates (From/To)**

Select a specific order date or range of order dates you want printed in this report.

These fields are *optional*.

**Item**

Enter the item number to include in this report.

This field is *optional*.



**Item Display**

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the *ordered* item.

The default value is *Description*. This field is *required*.

**Order Category**

Determine the types of orders you wish to print. Select from:

- *All Orders*: Include all orders selected based upon input parameters entered.
- *Credit Orders Only*: Include only orders that at least one return line.
- *Sales Orders Only*: Include only orders that at least one sales order line.

The default value is *Sales Orders Only*. This field is *optional*.

**Line category**

Determine the types of order lines you wish to print. Select from:

- *All Lines*: Order Management will display all Sales Order Lines on the report output.
- *Credit Order Lines only*: Order Management will display only Return Orders that have at least one sales order return line on the report output.
- *Sales order Lines only*: Order Management will display only Sales Orders that have at least one sales order line on the report output.

The default is *Sales Order Lines only*. This field is *optional*.

### **Show in Functional Currency**

Determine whether to print report output information in the functional currency for the set of books from the operating unit the report is submitted from

- **Yes:** print currency amounts in the functional currency for your set of book.
- **No:** print currency amounts in the functional currency for the order.

The default value is *No*. This field is *optional*.

### **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.

Order Management defaults this report parameter from the system profile option *Currency: Mixed Currency Precision*. This field is *required*.

### **Report Output**

The Cancelled Orders Reasons Detail Report displays the following 2 report sections sequentially for each order selected.

- Order Header Information
- Order Line Details

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional report summary information is also printed.

## Agreement Activity Report

The Agreement Activity Report reviews order line details that include agreement name defined in Order Management.

### Submission

In the Order Management Reports window, enter Agreement Activity Report in the Request Name field.

### Parameters

When you request an Agreement Activity Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all agreements that meet your other parameter criteria. In order to obtain a single Agreement for the report output, enter the same Agreement Name in the Agreement Low/High fields.

#### Agreement (Low/High)

Choose the agreement(s) that you want printed in this report.

#### Customer Name (Low/High)

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.

### **Order Number (Low/High)**

### **Report Output**

The Agreement Activity Report prints comprehensive Agreement order line details. Order Management displays all report input parameters and respective input values selected on the first page of the report output.

### **Page Breaks**

Page breaks are provided for each currency/customer combination selected by the report input parameters. Additional page breaks occur for each currency selected by the report input parameters.

Page breaks are provided for each unique Agreement Name /Customer name combination selected.

## Orders Summary Report

The Orders Summary Report provides a one-line order summary by currency and order type. The report enables you to quickly summarize orders by entities such as customer or salesperson and can be used to supplement on-line inquiries via the Sales Order Organizer.

### Submission

In the Order Management Reports window, select Orders Summary Report in the Name field.

### Parameters

When you request a Orders Summary Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all orders that meet your other input parameter criteria. In order to obtain a entity, enter the same value in the in the From/To fields.

### Sort By

Determine additional report output sort options. The report output is *always* sorted alphabetically by Currency and within each Currency, alphabetically by Order Type. The value selected for this parameter determines additional sorting within the currency/order type combination. Select from:

- *Agreement Name*: Order Management sorts the report by the agreement name associated with an order.
- *Customer*: Order Management sorts this report by the customer name associated with an order.
- *Order Date*: Order Management sorts this report by the order creation date associated with an order.
- *Purchase Order*: Order Management sorts this report by the purchase order number (if present) associated with an order.
- *Salesperson*: Order Management sorts this report by the salesperson (if present) associated with an order.

The default value is *Order Date*. This field is *required*.

### Customer Name (From/To)

Select a specific customer name or range of customer names whose orders you want to print.

These fields are *optional*.

**Salesperson (From/To)**

Select a specific salesperson (by name) or range of salespeople whose orders you want to print. Orders will be summarized by association between SalesPerson and Sales Order Header only.

These fields are *optional*.

**Order Date (From/To)**

Select a specific order date or range of order dates for orders you want to print.

These fields are *optional*.

**Order Number (From/To)**

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers.

These fields are *optional*.

**Ship-to Country (From/To)**

Select a specific ship-to country or range of ship-to countries whose orders you want to print.

These fields are *optional*.

**Order Type (From/To)**

Select a specific order type or range of order types that you want to print.

These fields are *optional*.

**Customer PO Number (From/To)**

Select a specific customer PO number or range of customer PO numbers that you want to print. Orders will be summarized by association between Customer PO number and Sales Order Header only.

These fields are *optional*.

**Created by (From/To)**

Enter a single created by user id (by name) or range of users ids whose orders you want to print. Orders will be summarized by the user id associated with the Sales Order Header creation date only.

These fields are *optional*.

**Order Source**

Enter an original system document reference for orders you want to print.

This field is *optional*.

**Open Orders Only**

Determine whether to print all orders or only open orders.

- No: Include both open and closed orders to print
- Yes: Include *only* open orders to print.

The default value is Yes. This field is *required*.

**Use Functional Currency**

Print order information in functional currency amounts of the set of books entered in for the report parameter.

- Yes: print currency amounts in the functional currency for your set of book.
- No: print currency amounts in the functional currency for the order.

The default value is No. This field is *optional*.

**Report Output**

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional report summary information is also printed.

**Page Breaks**

Page breaks are provided for each Currency/Order Type combination selected by the report input parameters.

## 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 Management automatically sorts this report by order type and lists all orders that have been invoiced.

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**Attention:** Non-invoiced orders print which display a zero (0) balance due. Non-invoiced orders display the message, *No Invoices Exist For This Order*.

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### Submission

In the Order Management Reports window, select Order/Invoice Summary Report in the Name field.

### Parameters

When you request a Order/Invoice Summary Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order, enter the same order in the From/To fields.

### Sort By

Determine the report output sort option. Select from:

- *Customer*: Order Management sorts this report by the customer name.
- *Order Type*: Order Management sorts this report by order type.
- *Salesperson*: Order Management sorts this report by order salesperson.

The default value is *Customer*. This field is *required*.

### Open Orders Only

Determine whether to print all orders or only open orders.

- *No*: Include both open and closed orders to print
- *Yes*: Include *only* open orders to print.

The default value is *Yes*. This field is *required*.



**Customer Name (From/To)**

Select a specific customer name or range of customer names on orders you want printed in this report.

These fields are *optional*.

**Salesperson (From/To)**

Select a specific sales person or range of salespeople that you want printed in this report.

These fields are *optional*.

**Order Type (From/To)**

Select a specific order type or range of order types on orders that you want printed in this report.

These fields are *optional*.

**Order Number (From/To)**

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers.

These fields are *optional*.

**Ship-To Country**

Select the country for the ship to addresses of the shipments you want printed in this report.

This field is *optional*.

**Use Functional Currency**

Determine whether to print report output information in the functional currency for the set of books from the operating unit the report is submitted from

- *Yes*: print currency amounts in the functional currency for your set of book.
- *No*: print currency amounts in the functional currency for the order.

The default value is *No*. This field is *optional*.

## Report Output

This report is automatically sorted by order number, order date, bill-to address, ship-to address, and salesperson. If invoice information is not available for orders selected, Order Management will provide the following information.

- Order Number: Order Management prints the order number for each order selected.
- Order Date: Order Management prints the order date for each order selected.
- Customer Name: Order Management prints the associated Customer Name for each order selected.
- **Message text:** \*\*\* No invoices exist for this Order \*\*\*

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional report summary information is also printed.

## Page Breaks

Page breaks are provided for each Currency selected by the report input parameters. Additional page breaks are provided for each customer/currency combination selected by the report input parameters.

## Salesperson Order Summary Report

The Salesperson Order Summary Report reviews orders for one or more salespeople. 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.

The report displays all open and closed orders for a salesperson, customer or customer number, agreements, order numbers, order date ranges, order types, line type, and detailed sales credit information for lines in a selected range.

### Submission

In the Order Management Reports window, select Salesperson Order Summary Report in the Name field.

### Parameters

When you request a Salesperson Order Summary Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order, enter the same order in the From/To fields.

### Sort By

Determine additional report output sort options. The report output is *always* sorted alphabetically by Salesperson. The value selected for this parameter determines additional sorting within each Salesperson. Select from:

- *Customer*: Order Management sorts this report by the customer name.
- *Order Number*: Order Management sorts this report by the order number.

The default value is *Order Number*. This field is *required*.

### Order Number (From/To)

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers.

These fields are *optional*.

**Order Dates (From/To)**

Select a specific order date or range of order dates you want printed in this report.

These fields are *optional*.

**Order Type**

Select the order type that you want to print in this report.

This field is *optional*.

**Line Type**

Select the order line type to you want to include in this report.

This field is *optional*.

**Agreement**

Select the customer agreement that you want to print in this report.

This field is *optional*.

**Salesperson (From/To)**

Select a specific sales person or range of salespeople that you want to print in this report.

These fields are *optional*.

**Customer Name (From/To)**

Select a specific customer name or range of customer names on orders you want printed in this report.

These fields are *optional*.

**Customer Number (From/To)**

Select a specific customer number or range of customer numbers you want printed in this report. Ensure the value entered within the Customer Number To field is greater than the value entered in the Customer From field or the report output may complete with errors.

These fields are *optional*.

**Order Category**

Determine the types of orders you wish to print. Select from:

- *All Orders*: Include all orders
- *Credit Orders Only*: Include only orders that at least one return line.
- *Sales Orders Only*: Include only orders that at least one sales order line.

The default value is *Sales Orders Only*. This field is *optional*.

### Line Category

Determine whether to print all order lines or only credit order lines. Select from:

- *All Lines*: Display all order lines
- *Credit Order Lines Only*: Display only return lines
- *Sales Order Lines Only*:

The default is *Credit Order Lines Only*. This field is *optional*.

### Item Display

Determine how you wish to display item information for the report output. Select from:

- *Both*: Order Management will print both the Internal Item name and the internal item description (item as defined within the Master Items window).
- *Description*: Order Management will print only the Internal Item description.
- *Flexfield*: Order Management will print only the Internal Item name.
- *Item and Description*: Order Management will print both the ordered item name and the associated ordered item description.
- *Ordered Description*: Order Management will print only the ordered item description.
- *Ordered Item*: Order Management will print only the *ordered* item.

The default value is *Description*. This field is *required*.

### 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.

Order Management defaults this report parameter from the system profile option *Currency: Mixed Currency Precision*. This field is *required*.

### **Show Open Orders Only**

Determine whether to print all orders or only open orders. Select from:

- *No*: Include both open and closed orders to print
- *Yes*: Include *only* open orders to print.

The default value is *Yes*. This field is *required*.

### **Use Functional Currency**

Determine whether to print report output information in the functional currency for the set of books from the operating unit the report is submitted from

- *Yes*: print currency amounts in the functional currency for your set of book.
- *No*: print currency amounts in the functional currency for the order.

The default value is *No*. This field is *required*.

### **Report Output**

The Salesperson Order Summary Report prints sales order details specific to a salesperson. The report is automatically sorted by Salesperson, then within Salesperson, by the value selected for the input parameter *Sort By*, and displays the following 4 report sections sequentially for each order selected.

- Order Header Information
- Order Sales Credit Information
- Order Line Details

If no information exists for any of the sections above, Order Management will not print the column headings for the sections

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

Additional report summary information is also printed.

### **Page Breaks**

Page breaks are provided for each Salesperson selected by the report input parameters.

## Audit History Report

The Audit History Report displays recorded audit history details captured for updates to orders based upon your current audit history processing constraint definitions.

For more information on capturing audit history details for updates to orders, see Order Audit Trail.

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**Note:** You must successfully submit the Audit History Consolidator program at least once to display Audit History details within Audit History Report output or you will receive the message *No Data Found*.

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### Parameters

When you request the Audit History Report, Order Management provides you with the following parameters. If you leave any of the non-required parameters blank, this report displays the history changes of all attributes.

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**Note:** It is recommended to provide at least Entity and Attribute input parameters for the report to reduce report processing run times.

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### History Date (From/To)

Select a History Date From, a History Date To, or a combination of History Date From and History Date to limit Audit history output details to order updates within a specific time period.

History Date From is *required*, History Date To is optional.

### Entity Name

Select the constrained entity you want to print in this listing.

- Line Price Adjustment
- Line Sales Credit
- Order Header
- Order Line
- Order Price Adjustment



- Order Sales Credit

This field is *optional*.

**Attribute Name**

Select an accompanying level attribute to limit Audit History output details. You must select an entity before choosing a level attribute.

This field is *optional*.

**Order Number (From/To)**

Enter a specific order number or range of order numbers you want printed in this report. These fields accept any integer value, without validation against available order numbers.

These fields are *optional*.

**User Name**

Select a specific user name to limit Audit History output details to all order updates performed by a single user.

This field is *optional*.

**Responsibility Name**

Select a specific responsibility to limit Audit History output details to all order updates performed by users within a responsibility.

**Report Output**

The report output is always sorted by effectivity date changed, order number, entity, and attribute.

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

## Defaulting Rules Listing Report

The Defaulting Rules Listing Report displays the defaulting rules you have defined for various objects and attributes in Order Management. This listing includes objects, conditions, attributes, and seeded data.

Please note that for this Order Management report, the output display layout for report columns is designed so that the columns expand vertically and their horizontal width remains the same.

### Submission

In the Order Management Reports window, select Defaulting Rules Listing in the Name field.

### Parameters

When you request a Defaulting Rules Listing Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all defaulting rules that meet your other parameter criteria. In order to obtain a single defaulting rule, enter the same defaulting rule in the From/To fields.

### Object

Select the object that you want listed in the report output. Select from:

- Header Pricing Attrs
- Header Qualifier Attrs
- Line Price Adjustment
- Line Pricing Attrs
- Line Qualifier Attrs
- Line Sales Credit
- Order Header
- Order Line
- Order Price Adjustment
- Order Sales Credit

This field is *optional*.

**Condition**

Select the condition that you want printed in this report. The LOV for the *Condition* field is based upon the value selected for the input parameter *Object*.

**Attribute**

If you select an value for the Object parameter, you can select an associated attribute to limit the report output listing selected for the *Object*.

This field is *optional*.

**Seeded**

Determine if you wish to display seeded values or non seeded defaulting rules in the report output listing. Select from:

- *Yes*: Displays only seeded defaulting rules in this report.
- *No*: Displays only non-seeded defaulting rules in this report.

This field is *optional*.

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**Note:** If you leave this parameter blank, both seeded and non-seeded values are listed in the report.

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**Report Output**

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

## Processing Constraints Listing

The Processing Constraints Listing report lists all processing constraints and the corresponding constrained entities, constrained attributes, constrained operations, validation entities, record sets, validation templates and responsibility to which this constraint is applicable.

### Submission

In the Order Management Reports window, select Processing Constraints Listing in the Name field.

### Parameters

When you request a Processing Constraints Listing, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all processing constraints that meet your other parameter criteria. In order to obtain a single processing constraint, enter the same processing constraint in the From/To fields.

### Entity

Select the constrained entity you want to print in this listing.

- Line Price Adjustment
- Line Sales Credit
- Order Header
- Order Line
- Order Price Adjustment
- Order Sales Credit

This field is *optional*.

### Attribute

Select the processing attribute that you want to print in this listing. You must select an entity before choosing an attribute.

This field is *optional*.

### Operation

Select the operation that you want to print in this listing. Select from:

- Cancel
- Delete
- Insert
- Split
- Update

This field is *optional*.

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**Note:** This field is only enabled if the Attribute is disabled.

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### Validation Entity

Select the validation entities that are based on the processing constraint conditions to print in this listing.

This field is *optional*.

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**Note:** This field is only enabled if the Object is selected.

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### Record Set

Select the record set parameter to include the processing constraints that have conditions based on the record set to print in this listing.

This field is *optional*.

### Validation Template

Select the validation template parameter to include processing constraints that have conditions using the validation template.

This field is *optional*.

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**Note:** This field is only enabled if the Validation Entity is selected.

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### Seeded

Determine if you wish to display seeded values or non seeded values for this report. Select from:

- Yes: Displays only seeded values in this report.

- *No*: Displays only non-seeded values in this report.

This field is *optional*.

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**Note:** If you leave this parameter blank, both seeded and non-seeded values are printed in this report.

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### Report Output

Order Management displays all report input parameters and respective input values selected on the first page of the report output.

See: Oracle Order Management Suite Implementation Manual, Release 11*i*, Defining Processing Constraints

## Transaction Types Listing Report

The Transaction Types Listing Report report lists displays the OM transaction types of orders and order lines and the attributes and controls for transaction types.

### Submission

In the Order Management Reports window, select Transaction Types Listing Report in the Name field.

### Parameters

When you request a Transaction Types Listing Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all transaction types that meet your other parameter criteria. In order to obtain a single transaction type, enter the same transaction type in the From/To fields.

#### Transaction Type Name (From/To)

Select a specific Order Management transaction type name or range of Order Management transaction type names you want printed in this listing.

These fields are *optional*.

#### Transaction Type Code

Select the transaction type code for an order or order line.

This field is *optional*.

#### Order Category Code

Determine the types of orders you wish to print. Select from:

- *All Orders*: Include all orders
- *Credit Orders Only*: Include only orders that at least one return line.
- *Sales Orders Only*: Include only orders that at least one sales order line.

This field is *optional*.

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**Note:** If the transaction type code is Order, possible values include Order, Return, or Mixed. If the transaction type code is Line, possible values include Order or Return.

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### **Report Output**

The report output is sorted alphabetically by object name, and within each object name alphabetically by attribute name.

Order Management displays all report input parameters and respective input values selected on the first page of the report output.



## **OE-OM Order Line Transaction Count Summary/ Comparison Reports**

The Order Line Transaction Count Summary and Order Line Transaction Count Comparison Reports are not intended for general usage. Both reports are for internal purposes only, and are not supported by Oracle.



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# Windows and Navigator Paths

## Order Management Windows and Navigator Paths

The following table provides a listing of all windows and the associated navigation path to the window accessible via the Order Management Super User Responsibility.

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**Note:**

- Text in bracket symbols ([ ]) indicates a button.
  - Text in italic brackets symbols ({} ) indicates a hyperlink.
  - Please note that if you cannot locate a window based upon the information provided within the table below, inform your System Administrator; you may be using a Menu that has been customized for the responsibility you are currenting connected to.
- 

Window Name	Navigation Path
Accounting Calendar	Setup > Financials > Calendar > Calendar
Accounting Calendar (See <b>GL</b> )	Setup > Financials > Calendar > Calendar
Adapter Startup (See <b>WSH</b> )	ITM Adapter > Administration > Adapter Startup
Adapter Shut Down (See <b>WSH</b> )	ITM Adapter > Administration > Adapter Shut Down
Add Customer	Orders, Returns > Sales Orders > Right Click > Add Customer or Orders, Returns > Sales Orders > [Actions] > Add Customer
Add Items to Price List	Pricing > Lists > Add Items to Price List

Window Name	Navigation Path
Addition Rules	Setup > Orders > Attachments > Documents > [Addition Rules]
Additional Line Information	Orders, Returns > Order Organizer > Lines Tab > [Actions] > Additional Line Information
Adjustments	Orders, Returns > Order Organizer > [New Order] > [Actions] > Promotion/Pricing Attributes > Adjustments or Orders, Returns > Sales Orders > [Actions] > Promotion/Pricing Attributes > Adjustments
Adjust Price List	Pricing > Lists > Adjust Price List
Agreements	Pricing > Pricing Agreements
Application Utilities: DEMAND_CLASS Lookups	Setup > QuickCodes > Manufacturing
Application Utilities: DEMAND_CLASS Lookups (SYS)	Setup > QuickCodes > Manufacturing
Application Utilities: ITEM_TYPE Lookups	Setup > Items > Item Types
Application Utilities: ITEM_TYPE Lookups (INV)	Setup > Items > Item Types
Application Utilities: Order Management	Setup > QuickCodes > Order Management
Application Utilities: Order Management (AR)	Setup > QuickCodes > Order Management
Apply Holds	Orders, Returns > Order Organizer > [Action] > Apply Holds or Orders, Returns > Sales Orders > Tools Menu > Create Hold Sources > Apply Holds or Orders, Returns > Sales Orders > [Action] > Apply Holds
Assign Code Conversion Category (See <b>e-Commerce</b> )	Orders, Returns > Import Orders > E-Commerce Gateway > Setup > Assign Code Conversion Category
Assign Credit Usage Rules	Setup > Credit > Assign Credit Usage Rules
Assign Cross References	Items > Cross Reference > [Assign]
Assign Cross References (See <b>INV</b> )	Items > Cross Reference > [Assign]

Window Name	Navigation Path
Assign Security Rules	Setup > Financials > Flexfields > Key > Security > Define > [Find] > [Assign] or Setup > Financials > Flexfields > Key > Security > Assign > [Find] or Setup > Financials > Flexfields > Descriptive > Security > Define > [Find] > [Assign] or Setup > Financials > Flexfields > Descriptive > Security > Assign > [Find] or Setup > Financials > Flexfields > Validation > Security > Assign > [Find] or Setup > Shipping > Flexfields > Validation > Security > Define > [Find] > [Assign]
Assign Security Rules (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Security > Define > [Find] > [Assign] or Setup > Financials > Flexfields > Key > Security > Assign > [Find] or Setup > Financials > Flexfields > Descriptive > Security > Define > [Find] > [Assign] or Setup > Financials > Flexfields > Descriptive > Security > Assign > [Find] or Setup > Financials > Flexfields > Validation > Security > Assign > [Find] or Setup > Financials > Flexfields > Validation > Security > Define > [Find] > [Assign]
Assign Usage Rules	Setup > Credit > [Find] Assign Usage Rules
ATO Configured Item	Orders, Returns > Sales Orders > Line Items Tab > Configurator
ATP Data Collection (See <b>MSC</b> )	Scheduling> ATP Data Collections
ATP Details	Orders, Returns > Orders Organizer > [New Order] > Lines > [Availability] > [Global Availability] > [ATP Results] > [ATP Detail]

Window Name	Navigation Path
ATP Inquiry	Orders, Returns > Orders Organizer > [New Order] > Lines > [Availability] > ATP Inquiry or Orders, Returns > Sales Orders > Tools Menu > Turn AutoScheduling On or Scheduling > ATP Inquiry
ATP Window	Orders, Returns > Sales Orders > [Availability] > ATP Inquiry
ATP Results	Orders, Returns > Orders Organizer > [New Order] > Lines Tab > [Availability] > [ATP Inquiry] > [ATP Results]
ATP Sources and Group Availability	Orders, Returns > Orders Organizer > [New Order] > Lines Tab > [Availability] > [Global Availability] or Orders, Returns > Sales Orders > Tools Menu > Turn Auto Schedule On> [Global Availability]
Attribute Defaulting Rules	Setup > Rules > Defaulting > [Defaulting Rules]
AutoCreate Configuration Items	Reports, Requests Reports > Run Requests [OK] > AutoCreate Configuration Items
AutoCreate Final Assembly Orders	Reports, Requests Reports > Run Requests [OK] > AutoCreate Final Assembly Orders
Audit History	Orders, Returns > View Audit History
Audit History Consolidator	Reports, Requests Reports > Run Requests [OK] > Audit History Consolidator
Bill Components Comparison	Bills > Comparison > [Compare]
Bill Components Comparison (See <b>BOM</b> )	Bills > Comparison > [Compare]
Bill Detail	Bills > Bills > [Find] > [Open] > [Bill Details]
Bill Detail (See <b>BOM</b> )	Bills > Bills > [Find] > [Open] > [Bill Details]
Bills Summary	Bills > Bills > [Find]
Bills Summary (See <b>BOM</b> )	Bills > Bills > [Find]
Book Order	Orders, Returns > Sales Orders > [Book Order]
Business Purposes	Customers > Standard > (Addresses) > [Open] > (Business Purposes)

Window Name	Navigation Path
Calculate Credit Exposure	Setup > Credit > Calculate Credit Exposure
Calculate Party Totals	Reports, Requests, Run Requests > [OK] > Calculate Party Totals
Business Purposes (See <b>AR</b> )	Customers > Standard > (Addresses) > [Open] > (Business Purposes)
Cancel Orders	Orders, Returns > Orders Organizer > Order Information > [Actions] > Cancel
Cancel Lines	Orders, Returns > Orders Organizer > Lines Tab > [Actions] > Cancel
Catalog Groups	Setup > Items > Catalog Groups
Categories	Setup > Items > Categories > Category Codes > [New] or Setup > Items > Categories > Category Codes > [Find]
Categories (See <b>INV</b> )	Setup > Items > Categories > Category Codes > [New] or Setup > Items > Categories > Category Codes > [Find]
Category Assignments	Setup > Orders > Attachments > Document Categories > [Assignments]
Category Set	Setup > Items > Categories > Category Sets
Category Set (See <b>INV</b> )	Setup > Items > Categories > Category Sets
Change Type Processes	Setup > Bills > Change Types > [Processes]
Change Type Processes (See <b>BOM</b> )	Setup > Bills > Change Types > [Processes]
Change Types	Setup > Bills > Change Types
Change Types (See <b>BOM</b> )	Setup > Bills > Change Types
Child Ranges	Setup > Financials > Flexfields > Key > Values > [Find] > [Define Child Ranges] or Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Define Child Ranges] or Setup > Financials > Flexfields > Validation > Values > [Define Child Ranges > [Child Ranges]

Window Name	Navigation Path
Child Ranges (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Values > [Find] > [Define Child Ranges] or Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Define Child Ranges] or Setup > Financials > Flexfields > Validation > Values > [Define Child Ranges > [Child Ranges]
Component Changes	Bills > Mass Changes > Mass Change Bills> [Changes]
Component Changes (See <b>BOM</b> )	Bills > Mass Changes > Mass Change Bills > [Changes]
Configurator	Orders, Returns > Orders Organizer > [Find] > Sales Orders > Lines tab > [Configurator] Orders, Returns > Sales Orders > Lines Tab> [Configurator]
Configurator (See <b>CFG</b> )	Orders, Returns > Orders Organizer > [Find] > Sales Orders > Lines Tab > [Configurator] or Orders, Returns > Sales Orders > Lines Tab > [Configurator]
Conversion Rate Types (See <b>GL</b> )	Setup > Financials > Currencies > Rates > Conversion Type
Contact Information	Order Information User: Customer Service
Copy Orders	Orders, Returns > Order Organizer > [Actions] > Copy
Copy Price List	Pricing > Lists > Copy Price List
Corrections (Order Import)	Orders, Returns > Import Orders > Corrections
Create ATP Summary Partitions (See <b>MSC</b> )	Scheduling> ATP Scheduling Setup > Run Requests > Create ATP Summary Partitions
Create Internal Sales Orders	Reports, Returns > Run Requests > [OK] > Create Internal Sales Orders
Credit Check Rules	Setup > Rules > Credit or Setup > Credit Define Credit Check Rules
Credit Check Processor	Reports, Requests, Run Requests > [OK] > Credit Check Processor
Credit Profiles	Setup > Credit > Define Credit Profiles



Window Name	Navigation Path
Credit Exposure Import	Reports, Requests, Run Requests > [OK] > Credit Exposure Import
Cross Reference Types	Items > Cross Reference
Cross Reference Types (See <b>INV</b> )	Items > Cross Reference
Cross-Validation Rules	Setup > Financials > Flexfields > Key > Rules
Cross-Validation Rules (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Rules
Currencies	Setup > Financials > Currencies > Currencies
Currencies (See <b>SYS</b> )	Setup > Financials > Currencies > Currencies
Customer Addresses	Customers > Quick Addresses Tab > [New] or Customers > Quick Addresses Tab > [Open]
Customer Addresses (See <b>AR</b> )	Customers > Quick Addresses Tab > [New] or Customers > Quick Addresses Tab > [Open]
Customer Item Commodity Codes	Setup > Items > Customer Item Commodity Codes
Customer Item Commodity Codes (See <b>INV</b> )	Setup > Items > Customer Item Commodity Codes
Customer Item Cross References	Items > Customer Items > Customer Item Cross References > [Find]
Customer Items Summary	Items > Customer Items > Find Customer Items > [Find]
Customer Profile Classes	Setup > Customers > Profile Classes
Customer Profile Classes (See <b>AR</b> )	Setup > Customers > Profile Classes
Customer Summary	Customers > Summary
Customer Summary (See <b>AR</b> )	Customers > Summary
Customers	Customers > Standard or Customers > Quick or Customers > Summary > Find/Enter > [New], or Customers > Summary > Find/Enter > [Open] or Orders, Returns > Orders Organizer > [New Order] > Tools Menu > Quick Customer Entry or Orders, Returns > Orders Organizer > [New Return] > Tools Menu > Quick Customer Entry or Orders, Returns > Sales Orders > Tools Menu > Quick Customer Entry

Window Name	Navigation Path
Customers (See <b>AR</b> )	Customers > Standard or Customers > Quick
Customers Merge	Customers > Merge
Customers Merge (See <b>AR</b> )	Customers > Merge
Define Credit Checking Rules	Setup > Credit > Define Credit Checking Rules
Daily Rates	Setup > Financials > Currencies > Rates > Daily
Daily Rates (See <b>GL</b> )	Setup > Financials > Currencies > Rates > Daily
Default Category Sets	Setup > Items > Categories > Default Category Sets
Default Category Sets (See <b>INV</b> )	Setup > Items > Categories > Default Category Sets
Defaulting Condition Validation Templates	Setup > Rules > Defaulting > [Defaulting Condition Template]
Defaulting Generator	Reports, Requests > Run Requests > [OK] > Defaulting Generator
Defaulting Rules (Attributes)	Setup > Rules > Defaulting > [Defaulting Rules]
Defaulting Setup	Setup > Rules > Defaulting
Define Code Conversion category (See <b>e-Commerce</b> )	Orders, Returns > Import Orders > E-Commerce Gateway > Setup > Code Conversion > Define Code Conversion Category
Define Code Conversion values (See <b>e-Commerce</b> )	Orders, Returns > Import Orders > E-Commerce Gateway > Setup > Code Conversion > Define Code Conversion values
Define Modifiers: Discounts/Charges	Pricing > Discounts > Discounts/Charges Tab
Define Credit Check Rules	Setup > Credit > Define Credit Check Rules or Setup > Rules > Credit
Define Credit Profiles	Setup > Credit > Define Credit Profiles
Define Security Rules	Setup > Financials > Flexfields > Key > Security > Define > [Find] or Setup > Financials > Flexfields > Descriptive > Security > Define > [Find] or Setup > Financials > Flexfields > Validation > Security > Define > [Find]

Window Name	Navigation Path
Define Security Rules (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Security > Define > [Find] or Setup > Financials > Flexfields > Descriptive > Security > Define > [Find] or Setup > Financials > Flexfields > Validation > Security > Define > [Find]
Define Usage Rules	Setup > Credit > Define Usage Rules
Deletion Constraints	Setup > Items > Delete Constraints
Deletion Constraints (See <b>BOM</b> )	Setup > Items > Delete Constraints
Delivery Details	Order Information User: Delivery: Run a Simple or Advanced Search: Click a Delivery Number
Delivery Process Item Information	Order Information User: Delivery: Run a Simple or Advanced Search: Click a Delivery Number: Click the Additional Information icon
Delivery Summary	Order Information User: Delivery
Delivery Summary using Advanced Search	Order Information User: Delivery: Advanced Search
Descriptive Elements	Bills > Bills > [Find] > [Elements]
Descriptive Elements (See <b>BOM</b> )	Bills > Bills > [Find] > [Elements]
Descriptive Flexfield Segments	Setup > Financials > Flexfields > Descriptive > Segments
Descriptive Flexfield Segments (See <b>Flex</b> )	Setup > Financials > Flexfields > Descriptive > Segments
Diagnostics: Apps Check	Reports, Requests > Run Requests > [OK] > Diagnostics: Apps Check
Diagnostics: OM Debug File Retrieval	Reports, Requests > Run Requests > [OK] > Diagnostics: OM Debug File Retrieval
Diagnostics: OM Order Information	Reports, Requests > Run Requests > [OK] > Diagnostics: OM Order Information
Discounts	Setup > Orders > Payment Terms > [Discounts]
Discounts (See <b>AR</b> )	Setup > Orders > Payment Terms > [Discounts]
Documents	Setup > Orders > Attachments > Documents
Document Categories	Setup > Orders > Attachments > Document Categories

Window Name	Navigation Path
Flexfield Qualifiers	Setup > Rules > Security > Flexfields > Segments > Segments > [Flexfield Qualifiers]
Export Compliance Workbench	Orders, Returns > Export Compliance > Export Compliance Workbench
Export Compliance Screening	Reports, Requests > Run Requests > [OK] > Export Compliance Screening
Extract Program (See <b>e-Commerce</b> )	Orders, Returns > Import Orders > E-Commerce Gateway > Process > Extract Program
Finds Bills	Bills > Bills
Find Bills to Compare	Bills > Comparison
Find Bills to Compare (See <b>BOM</b> )	Bills > Comparison
Find Categories	Setup > Items > Categories > Category Codes
Find Categories (See <b>INV</b> )	Setup > Items > Categories > Category Codes
Enable Parameters	Setup > Parameters
Find Holds	Orders, Returns > Order Organizer > [Find Orders] > Order Information Tab > [Find] or Orders, Returns > Order Organizer > Hold Information Tab > [Find]
Find Indented Bills	Bills > Indented Bills
Find Indented Bills (See <b>BOM</b> )	Bills > Indented Bills
Find Item WhereUsed	Bills > Item WhereUsed
Find Item WhereUsed (See <b>BOM</b> )	Bills > Item WhereUsed
Find Items	Items > Item Search > [Find] > Item Search
Find Items (See <b>INV</b> )	Items > Item Search
Find Promotion Hold	Orders, Returns > Orders Organizer > Hold Information Tab > enter Promotional Hold in Hold Name field > [Find]
Find Order and Line Approvals	Orders, Returns > Order Organizer > Tools Menu > Workflow Monitor
Find Orders	Orders, Returns > Orders Organizer

Window Name	Navigation Path
Flexfield Qualifiers	Setup > Financials > Flexfields > Key > Segments > [Segments] > Segments Summary > [Flexfield Qualifiers] or Setup > Financials > Flexfields > Key > Segments > [Segments] > Segments Summary > [Open] > [Flexfield Qualifiers]
Flexfield Qualifiers (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Segments > [Segments] > Segments Summary > [Flexfield Qualifiers] or Setup > Financials > Flexfields > Key > Segments > [Segments] > Segments Summary > [Open] > [Flexfield Qualifiers]
Header Sales Credits	Orders, Returns > Order Organizer > [New Order] > Order Information Tab> Main Tab> [Action] > Sales Credit or Orders, Returns > Sales Order > Order Information Tab > Main Tab> [Action] > Sales Credit
Holds	Setup > Orders > Holds
Holds (Line)	Orders, Returns > Orders Organizer > Lines Tab > Tools Menu> Create Hold Sources> [Apply Holds] or Orders, Returns > Sales Orders > Lines Tab > Tools Menu > Create Hold Sources > [Apply Holds]
Import Program (See <b>e-Commerce</b> )	Orders, Returns > Import Orders > E-Commerce Gateway > Process > Import Program
Indented Bills of Material	Bills > Indented Bills > [Find]
Indented Bills of Material (See <b>BOM</b> )	Bills > Indented Bills > [Find]
Initialize Credit Summaries	Setup > Credit > Initialize Credit Summaries Table
Initiating RMA Request	Order Information User: Order Status > Run a Simple or Advanced Search > {Sales Order Number} > {RMA Request icon}
Inventory Interface	Shipping > Interfaces > Inventory Interface SRS
Inventory Interface - No Ship	Report, Requests > Run Requests > [OK] > Inventory Interface - No Ship
Instances (See <b>MSC</b> )	Scheduling > ATP and Scheduling Setup > Instances
Item Assignment	Setup > Items > Categories > Category Sets > [Assign]
Item Assignment (See <b>INV</b> )	Setup > Items > Categories > Category Sets > [Assign]

Window Name	Navigation Path
Item Attribute Controls	Setup > Items > Attribute Controls
Item Attribute Controls (See <b>INV</b> )	Setup > Items > Attribute Controls
Item Attributes	Items > Item Information > [Attributes]
Item Attributes (See <b>INV</b> )	Items > Item Information > [Attributes]
Item Catalog Groups	Setup > Items > Catalog Groups or Setup > Items > Catalog Groups > [Details]
Item Categories	Items > Item Information > [Categories]
Item Relationships	Items > Item Relationships > Find Item Relationships > [Find] > Item Relationships or Items > Item Relationships > [New]
Item Relationships (See <b>INV</b> )	Items > Item Relationships > [Find] OR Items > Item Relationships > [New]
Item Revision	Bills > Bills > View Bills of Material > [Revisions]
Item Revision (See <b>BOM</b> )	Bills > Bills > View Bills of Material > [Revisions]
Item Revisions	Items > Item Information > [Revisions]
Item Revisions (See <b>INV</b> )	Items > Item Information > [Revisions]
Item Search	Items > Item Search > [Find] or Orders, Returns > Order Organizer > [New Order] > Tools Menu > Item Search or Orders, Returns > Sales Orders > Tools Menu > Item Search
Item Search (See <b>INV</b> )	Items > Item Search > [Find]
Item Search	Orders, Returns > Order Organizer > [New Order] > Tools Menu > Item Search or Orders, Returns > Sales Orders > Tools Menu > Item Search
Item Status	Setup > Item > Status Codes
Item Status (See <b>INV</b> )	Setup > Item > Status Codes

Window Name	Navigation Path
Item Template	Setup > Items > Templates > Item Templates Summary > [New] or Setup > Items > Templates > Item Templates Summary > [Find] > [New] or Setup > Items > Templates > Item Templates Summary > [Find] > [Open]
Item Template (See <b>INV</b> )	Setup > Items > Templates > Item Templates Summary > [New] or Setup > Items > Templates > Item Templates Summary > [Find] > [New] or Setup > Items > Templates > Item Templates Summarys > [Find] > [Open]
Item Templates Summary	Setup > Items > Templates
Item Templates (See <b>INV</b> )	Setup > Items > Templates
Item WhereUsed	Bills > Item WhereUsed > [Find]
Item WhereUsed (See <b>BOM</b> )	Bills > Item WhereUsed > [Find]
ITM Adapter Status Report (See <b>WSH</b> )	ITM Adapter > Administration > ITM Adapter Status Report
ITM Parameters (See <b>WSH</b> )	ITM Adapter > Setup > ITM Parameters
ITM Partners (See <b>WSH</b> )	ITM Adapter > Setup > ITM Partners
ITM Response Error Classification (See <b>WSH</b> )	ITM Adapter > Setup > ITM Response Error Classification
ITM Service Preferences (See <b>WSH</b> )	ITM Adapter > Setup > ITM Service Preferences
ITM Users (See <b>WSH</b> )	ITM Adapter > Setup > ITM Users
Key Flexfield Segments	Setup > Financials > Flexfields > Key > Segments
Key Flexfield Segments (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Segments
Line Information	Orders, Returns > Order Organizer > [Actions] > Line Information Tab

Window Name	Navigation Path
Line Sales Credits	Orders, Returns > Order Organizers> [Find] > Line Items Tab > Main Tab > [Actions] > Sales Credit or Orders, Returns > Sales Orders > Line Items Tab > Main Tab > [Actions] > Sales Credit
Load ATP Summary Based on Collected Data (see <b>MSC</b> )	Scheduling> ATP Scheduling Setup > Run Requests > Load ATP Summary Based on Collected Data
Manufacturer Part Numbers	Items > Manufacturers' Part Numbers > By Manufacturers > [Parts] or Items > Manufacturers' Part Numbers > By Items > Find Manufacturer Part Number > [Find] or Items > Manufacturers' Part Numbers > By Items > [Find] > Find Manufacturer Part Number > [New]
Manufacturer Part Numbers (See <b>INV</b> )	Items > Manufacturers' Part Numbers > By Manufacturers > [Parts] or Items > Manufacturers' Part Numbers > By Items > Find Manufacturer Part Number > [Find] or Items > Manufacturers' Part Numbers > By Items > [Find] > Find Manufacturer Part Number > [New]
Manufacturers	Items > Manufacturers' Part Numbers > By Manufacturers
Manufacturers (See <b>INV</b> )	Items > Manufacturers' Part Numbers > By Manufacturers
Mass Change Bills	Bills > Mass Changes
Mass Change Bills (See <b>BOM</b> )	Bills > Mass Changes
Master Item	Items > Organizations > Master Item
Master Item (See <b>INV</b> )	Items > Master Items
Move Child Ranges	Setup > Financials > Flexfields > Key > Values > [Find] > [Move Child Ranges] or Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Move Child Ranges] or Setup > Financials > Flexfields > Validation > Values > [Move Child Ranges]



Window Name	Navigation Path
Move Child Ranges (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Values > [Find] > [Move Child Ranges] or Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Move Child Ranges] or Setup > Financials > Flexfields > Validation > Values > [Move Child Ranges]
Multiple Header Sales Credit	Orders, Returns > Order Organizer > [Actions] > Sales Credits
Multiple Line ATP Results	Orders, Returns > Sales Orders > [Availability]
New Order	Orders, Returns > Order Organizer > [Actions] > New Order
Note Categories	Setup > Orders > Notes > Note Categories
Note Usages	Setup > Orders > Notes > Note Categories > [Reports]
Notification	Orders, Returns > Order Organizer > [Actions] > Notification
Notifications (Approval)	Workflow Notifications > Worklist
Notifications List	Orders, Returns > Order Organizer > [Find] > Sales Orders > Tools Menu > Workflow Status
General Constraints Validation Package	Setup > Rules > Security > Generate Constraints Package
Order Lines Sorting Criteria	Orders, Returns > Sales Orders > Lines Tab > Folder Menu > Sort Data
Oracle Pricing Lookups	Pricing > Lookups
Oracle Receivables Lookup	Setup > QuickCodes > Receivables
Oracle Receivables Lookup (AR)	Setup > QuickCodes > Receivables
Order Backlog Workbench	Scheduling > Order Backlog Workbench
Order Details	Order Information User: Order Status: Run a Simple or Advanced Search: Click a Sales Order Number
Order Line Sort Criteria	Orders, Returns > Sales Orders > Lines Tab > Folders Menu > Sort Data
Order Management Lookup	Setup > QuickCodes > Order Management
Order Management Reports	Reports, Requests > Run Reports > [OK] > Select a Report
Order Organizer	Orders, Returns > Order Organizer

Window Name	Navigation Path
Order Import Request	Orders, Returns > Import Orders > Order Import Request or Reports, Requests > Run Reports > [OK] > Order Import
Order Import Sources	Setup > Orders > Import Sources
Order Import Statistics	Reports, Requests > Run Requests > [OK] > Order Import Statistics or Orders, Returns > Import Orders > Order Import Statistics
Order Purge	Orders, Returns > Order Purge > Order Purge
Order Purge Selection	Orders, Returns > Order Purge > Order Purge Selection
Organization (See <b>MRP</b> )	Change Org
Parameters ( <b>OM</b> )	Setup > Parameters
Parameters (See <b>BOM</b> )	Setup > Bills > Parameters
Parameters (See <b>PO, Purchase Release</b> )	Orders, Returns > Purchase Release > Parameters
Payment Terms	Setup > Orders > Payment Terms
Payment Terms (See <b>AR</b> )	Setup > Orders > Payment Terms
Period Rates	Setup > Financials > Currencies > Rates > Period
Period Rates (See <b>GL</b> )	Setup > Financials > Currencies > Rates > Period
Period Types	Setup > Financials > Calendar > Period Types
Period Types (See <b>GL</b> )	Setup > Financials > Calendar > Period Types
Personal Profile Values	Setup > Profiles > Find Personal Profile Values
Personal Profile Values (See <b>SYS</b> )	Setup > Profiles > Find Personal Profile Values
Planning Data Collection - Purge Staging Tables	Reports, Requests > Run Requests > [OK] > Planning Data Collection - Purge Staging Tables
Pricing and Availability Query	Pricing and Availability
Pricing Attributes	Pricing > PriceLists > Setup > [Pricing Attributes]
Price Breaks	Pricing > Discounts > [Discount Lines] > [Price Breaks]
Pricing Contracts	Pricing > Agreements
Price Lists	Pricing > Price Lists Setup
Pricing / Availability	Price / Availability

Window Name	Navigation Path
Pricing Formulas	Pricing > Pricing Formulas
Pricing: Qualifiers	Pricing > Price Lists > Setup
Priority Rules (See <b>MSC</b> )	Scheduling > ATP and Scheduling Setup > Priority Rules
Processing Constraints	Setup > Rules > Security > Processing Constraints
Process Messages	Orders, Returns > Process Messages > Find Message
Process Messages	Import Orders > Corrections > [Find] > Orders > Errors
Process Pending Payment	Reports, Requests > Run Requests > [OK] > Process Pending Payment
Purge Imported Credit Exposure	Reports, Requests > Run Requests > [OK] > Purge Imported Credit Exposure
Purge Order	Orders, Returns > Order Purge
Purge Messages	Orders, Returns > Purge Messages
Qualifier-Line Level Qualifier	Pricing > Discounts > Line Qualifiers
Record Sets	Setup > Rules > Security > Record Sets
Reference Designators	Bills > Bills > [Find Bills] > View Bills of Material > [Designators]
Reference Designators (See <b>BOM</b> )	Bills > Bills > [Find Bills] > View Bills of Material > [Designators]
Release Expired Holds	Reports, Requests > Run Requests > [OK] > Release Expired Holds
Release Holds	Orders, Returns > Order Organizer > [Find Orders] > Hold Information Tab > Release Sources > Release Tab Release
Release Sources (Holds)	Orders, Returns > Holds > Release > [Hold Sources]
Report Defect	Order Information User: Delivery: Run a Simple or Advanced Search: Click a Delivery Number: Click a Report Defect icon
Requisition Import	Orders, Returns > Requisition Import or Reports, Returns > Run Requests > [OK] > Requisition Import
Requests	Reports, Requests > Run Requests
Reserve Orders	Reports, Requests > Run Requests > [OK] > Reserve Orders
Review Sales Tax Rates	Setup > Tax > Sales Tax Rates
Review Sales Tax Rates (See <b>AR</b> )	Setup > Tax > Sales Tax Rates
Re-Schedule Ship Sets	Reports, Requests > Requests > [Ok] > Re-Schedule Ship Sets

Window Name	Navigation Path
Rollup Groups	Setup > Financials > Flexfields > Key > Groups > [Find]
Rollup Groups (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Groups > [Find]
Run Reports Run Reports (See <b>e-Commerce</b> )	Reports, Requests > Run Reports or Orders, Returns > Import Orders > E-Commerce Gateway > Process > Reports > Run Reports
Run Requests	Reports, Requests > Run Requests
Sales Credit Types	Setup > Sales > Credit Types
Sales Orders	Orders, Returns > Sales Orders OR Orders, Returns > Orders Organizer > [New Order]
Sales Order Process Item Information	Order Information User: Order Status: Run a Simple or Advanced Search: Click a Sales Order Number: Click the Additional Information icon
Sales Order Summary	Order Information User: Order Status
Sales Orders Summary using Advanced Search	Order Information User: Order Status: Advanced Search
Salespersons	Setup > Sales > Salespersons
Salespersons (See <b>AR</b> )	Setup > Sales > Salespersons
Schedule Orders	Orders, Returns > Sales Orders > Tools Menu > Schedule > Scheduling Actions > [Schedule...] or Orders, Returns > Sales Orders > Lines Tab > Shipping Tab > Scheduled Ship Date or Orders, Returns > Schedule Order
Scheduling Actions	Orders, Returns > Sales Orders > Tools Menu > Scheduling
Seed Data Reconciliation (See <b>e-Commerce</b> )	Orders, Returns > Import Orders > E-Commerce Gateway > Process > Seed Data Reconciliation
Security Rules	Setup > Rules > Security
Security Rules (block)	Setup > Rules > Security > [Block Rules] or Setup > Rules > Security > [Field Rules]

Window Name	Navigation Path
Segment Values	Setup > Financials > Flexfields > Key > Values > [Find] or Setup > Financials > Flexfields > Descriptive > Values > [Find] or Setup > Financials > Flexfields > Validation > Values > [Find]
Segment Values (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Values > [Find] or Setup > Financials > Flexfields > Descriptive > Values > [Find] or Setup > Financials > Flexfields > Validation > Values > [Find]
Segments	Setup > Financials > Flexfields > Key > Segments > [Segments] > [New] or Setup > Financials > Flexfields > Key > Segments > [Segments] > [Open] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [New] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Open]
Segments (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Segments > [Segments] > [New] or Setup > Financials > Flexfields > Key > Segments > [Segments] > [Open] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [New] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Open]
Segments Summary	Setup > Financials > Flexfields > Key > Segments > [Segments] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments]
Segments Summary (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Segments > [Segments] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments]
Sequence Assignments	Setup > Document > Assign
Service Interface	Orders, Returns > Service Interface
Set of Books	Setup > Financials > Books

Window Name	Navigation Path
Set of Books (See <b>GL</b> )	Setup > Financials > Books
Shipping Tolerances	Setup > Shipping Tolerances
Shipping Transactions (See <b>WSH</b> )	Shipping > Transactions
Ship-To and Bill-To Addresses	Orders, Returns > Orders Organizer > [New Order] >Line Items Tab > [Addresses] or Orders, Returns > Orders Organizer > [New Order] >Order Information Tab > Main Tab > [Addresses]
Shorthand Aliases	Setup > Financials > Flexfields > Key > Aliases
Shorthand Aliases (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Aliases
Skip Screening (See <b>WSH</b> )	ITM Adapter > Administration > Skip Screening
Submit Request	Requests > [Submit a New Request...]
Submit Request (See <b>User</b> )	Requests > [Submit a New Request...]
Substitute Components	Bills > Bills > [Find] > View Bills of Material > [Substitutes]
Substitute Components (See <b>BOM</b> )	Bills > Bills > [Find] >View Bills of Material> [Substitutes]
System Options (See <b>AR</b> )	Receivables > Setup > System > System Options
Tax Authorities	Setup > Tax > Authorities
Tax Authorities (See <b>AR</b> )	Receivables > Setup > Tax > Authorities
Tax Codes and Rates	Setup > Tax > Codes
Tax Codes and Rates (See <b>AR</b> )	Receivables > Setup > Tax > Codes
Tax Exemptions (See <b>AR</b> )	Receivables> Setup > Tax > Exemptions
Tax Groups	Setup > Tax > Groups
Tax Groups (See <b>AR</b> )	Setup > Tax > Groups
Tax Locations and Rates	Setup > Tax > Locations > Tax Locations and Rates
Tax Locations and Rates (See <b>AR</b> )	Setup > Tax > Locations > Tax Locations and Rates
Tax Options	Setup > Tax > GL Tax Assignments
Tax Options (See <b>GL</b> )	Setup > Tax > GL Tax Assignments
Tax Rate Exceptions	Setup > Tax > Exceptions
Tax Rate Exceptions (See <b>AR</b> )	Setup > Tax > Exceptions

Window Name	Navigation Path
Territories	Setup > Sales > Territories
Territories (See <b>AR</b> )	Setup > Sales > Territories
Trading Partner Groups (See <b>e-Commerce</b> )	Orders, Returns > Import Orders > E-Commerce Gateway > Process > Setup > Trading Partners
Transaction Types	Setup > Transaction Types > Define
Transaction Types (See <b>AR</b> )	Setup > Transaction Types > Define
Transaction Types	Setup > Financials > Transaction Types
Transaction Types (See <b>AR</b> )	Setup > Financials > Transaction Types
Unit of Measure Classes	Setup > UOM > Classes
Unit of Measure Classes (See <b>INV</b> )	Setup > UOM > Classes
Unit of Measure Conversions	Setup > UOM > Classes > [Conversions] or Setup > UOM > Units > [Conversions]
Unit of Measure Conversions (See <b>INV</b> )	Setup > UOM > Classes > [Conversions] or Setup > UOM > Units > [Conversions]
Units of Measure	Setup > UOM > Units
Units of Measure-Amount	Setup > UOM > Classes > [Units of Measure]
Units of Measure ( <b>INV</b> )	Setup > UOM > Units
Units of Measure-Amount ( <b>INV</b> )	Setup > UOM > Classes > [Units of Measure]
Usage Rules	Setup > Credit > {Find} Assign Usage Rules
Validation Table Information	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Value Set] > [Edit Information] or Setup > Financials > Flexfields > Key > Segments > [Segments] > Segment Summary > [Value Set] > [Edit Information] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > Segment Summary > [Value Set] > [Edit Information] or Setup > Financials > Flexfields > Validation > Sets > Value Sets > [Edit Information]

Window Name	Navigation Path
Validation Table Information (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Value Set] > [Edit Information] or Setup > Financials > Flexfields > Key > Segments > [Segments] > Segment Summary > [Value Set] > [Edit Information] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > Segment Summary > [Value Set] > [Edit Information] or Setup > Financials > Flexfields > Validation > Sets > Value Sets > [Edit Information]
Validation Template	Setup > Rules > Security > Validation Template
Value Hierarchy	Setup > Financials > Flexfields > Key > Values > [Find] > [Value Set] > Segment Values > [View Hierarchies] or Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Value Set] > Segment Values > [View Hierarchies] or Setup > Financials > Flexfields > Validation > Values > Value Set > [Find] > [View Hierarchies]
Value Hierarchy (See <b>Flex</b> )	Setup > Financials > Flexfields > Key > Values > [Find] > [Value Set] > Segment Values > [View Hierarchies] Setup > Financials > Flexfields > Key > Values > [Find] > [Value Set] > Segment Values > [View Hierarchies] or Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Value Set] > Segment Values > [View Hierarchies] or Setup > Financials > Flexfields > Validation > Values > Value Set > [Find] > [View Hierarchies]
Value Sets	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Value Set]



Window Name	Navigation Path
Value Set definitions	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Open] > [Value Set] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Value Set] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [New] > [Value Set] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Open] > [Value Set] or Setup > Financials > Flexfields > Validation > Sets
View Audit History	Orders, Returns > View Audit History
View Collected Data (see <b>MSC</b> )	Scheduling > View Collected Data
View Cycle Status and Approval History	Orders, Returns > Order Organizer or Sales Orders > Query orders > [Actions] > Viewing Cycle Status and Approval History
View Bills of Material	Bills > Bills
View Bills of Material (See <b>BOM</b> )	Bills > Bills
View Hierarchies	Setup > Financials > Validation > Value > [Find] > [View Hierarchies]
View Holds	Orders, Returns > Orders Organizer > [Find Orders] > Holds Tab > [Find] > [View Holds]
View Orders	Orders, Returns > Order Organizer > [Find Orders] > Order Information Tab
View Order Info	Orders, Returns > Order Organizer > [Find Orders] > Order Information Tab
View Requests View Requests (See <b>e-Commerce</b> )	View > Find Requests or Orders, Returns > Import Orders > E-Commerce Gateway > Process > View Requests
View Reports View Reports (See <b>e-Commerce</b> )	Orders, Returns > Import Orders > E-Commerce Gateway > Process > Reports > View Reports

Window Name	Navigation Path
View Shipping Status	Orders, Returns > Order Organizer or Sales Orders > [Actions] > View Shipping Status
View Stages Documents (e-Commerce)	Orders, Returns > Import Orders > E-Commerce Gateway > Process > View Stages Documents
Workbench (ATP)	Orders, Returns > Order Organizer > [Find] > [Open Order] > Lines Tab > [Availability] > [Global Availability] > ATP Sources and Group Availability > [ATP Results}
Workflow Background Process	Reports, Requests > Run Requests > [OK] > Workflow Background Process
WF (Workflow) Notification	WF Notifications

### For windows described in other manuals

The following table describes the corresponding Oracle Application Users Guide where additional information can be obtained for windows that have a product short code listed next to the window name in the table above.

See...	Refer to this manual for a complete window description.
<b>AR</b>	<i>Oracle Receivables User's Guide</i>
<b>BOM</b>	<i>Oracle Bills of Material User's Guide</i>
<b>Flex</b>	<i>Oracle Applications Flexfields Guide</i>
<b>GL</b>	<i>Oracle General Ledger User's Guide</i>
<b>HR</b>	<i>Oracle Human Resources User's Guide</i>
<b>INV</b>	<i>Oracle Inventory User's Guide</i>
<b>MSC</b>	<i>Oracle Advanced Planning and Scheduling Implementation and User's Guide.</i>
<b>MRP</b>	<i>Oracle Master Scheduling/MRP and Oracle Supply Chain Planning User's Guide</i>
<b>QP</b>	<i>Oracle Pricing User's Guide</i>
<b>SRV</b>	<i>Oracle Service User's Guide</i>
<b>SYS</b>	<i>Oracle System Administrator's Guide</i>
<b>User</b>	<i>Oracle Applications User's Guide</i>
<b>WSH</b>	<i>Oracle Shipping Execution User's Guide</i>

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# Glossary

## Glossary Terms

### A

#### **accepted quantity**

The quantity of inventory items received from a customer, based on a return authorization for which you credit the customer. **see 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 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. If you choose a variable accounting rule you need to specify a rule duration to let Oracle Receivables know how many accounting periods to use this accounting rule.

#### **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.

**accrual**

An entry in a Balance Sheet account to represent a liability that is known but not yet invoiced.

**acknowledgement**

An acknowledgement is a document that commits both parties to specific prices and delivery dates for a particular order.

**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 order cycle, cycle action.**

**active schedule**

A schedule currently running on a production line. A schedule can be active past its scheduled completion date or before its scheduled start date.

**activity (item type, name, version)**

An Activity is the definition of a unit of work performed in the course of some business process. All activities are associated with an Item Type, and are identified by name (e.g. item type: 'ORDER', name 'LEGAL\_REVIEW'). Rows in this table represent the re-usable portion of the activity definition. Additional properties are associated with activities per usage in a process. Multiple versions of an activity definition are maintained in this table, which allows the definitions to be updated without disturbing processes that are in progress. Activities must be one of three possible types: function, notification, or process. Function Activities are defined by a PL/SQL function which is executed directly by the workflow engine. Function activities are used to perform fully automated steps in the process. The defining PL/SQL functions accept standard arguments and return a completion result. Functions have a cost which indicates the amount of work the function represents. Notification Activities are completed by some external entity (e.g. human). These activities have a "notification function" which is run to signal the external entity of its need to perform a task. Human notifications are associated with a Message defined in the Notification system. All notification activities may have a "time-out" limit within which the activity must be performed. Process Definitions are also modeled as activities, which can then be referenced by other processes. The network

of activities and transitions that define the process are maintained by in the Process Activities and Activity Transitions tables.

### **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.

### **Activity Attribute Value (process activity, attribute name)**

An Activity Attribute Value is an instance of an Activity Attribute, and is associated with a usage of the activity definition (the usage being a Process Activity). Each row stores the name of the attribute, the associated process activity, and the value set for this usage. For example, the 'THRESHOLD' attribute associated with the 'CHECK\_TOTAL' activity definition might have a value of '1000.00' assigned for the usage of 'CHECK\_TOTAL' in the 'ORDER\_FLOW' process. For that specific usage of the activity, the function would return a result based on a threshold value of 1000.00.

### **adjustments**

see line level adjustments, order level adjustments

### **agreement**

A contract with a customer that serves as the basis for work authorization. An agreement may represent a legally binding contract, such as a purchase order, or a verbal authorization. An agreement sets the terms of payment for invoices generated against the agreement, and affect whether there are limits to the amount of revenue you can accrue or bill against the agreement. An agreement can fund the work of one or more projects.

An arrangement with a customer that sets business terms for sales orders in advance. Oracle Order Management lets you assign pricing, accounting, invoicing and payment terms to an agreement. You can assign discounts to agreements that are automatically applied. 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. **see customer family agreement, generic agreement.**

### **agreement, contract, price list**

The standard transactions can have a reference to a 'contract' number. This code may be used as a key to find a document containing the item's price. The

appropriate Oracle document can be used in the PO change process to determine the source for the item's price. Full use of this document within the PO Change transaction needs to be reviewed.

### **agreement type**

A classification for agreements. Reference agreement types in defining discounts or automatic note rules, classify your agreements to control selection of agreements during order entry, and for reporting purposes.

### **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.

### **allowance**

A reduction in the amount owed a supplier because of damaged goods received or delays encountered.

### **API**

An "Application Programming Interface (API)" is a published interface to accomplish a business or scientific function. An API defines a contract to its users by guaranteeing a published interface but hides its implementation details.

### **approval**

A positive response to a notification.

### **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 configure-to-order.**

**archive**

Data Repository for “Non Live” orders. Historical data that is independent from the “Live” standing and transaction data.

**arrival set**

A set of line shipments that are expected to arrive at the same time to an ultimate location, but possibly from different sourcing organizations.

**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.

**assembly**

An item that has a bill of material. You can purchase or manufacture an assembly item. **see assemble-to-order, bill of material.**

**assigned lines**

A line which is assigned to a delivery.

**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**.

**attachment**

Any document associated with one or more application entities. You can view attachments as you review and maintain an entity. Examples include: operation instructions, purchase order notes, item drawings, or an employee photo.

**Attribute / Domain**

An Attribute, as used here, is a Web Applications Dictionary term used to describe the common properties of fields that have same semantics. For example, Customer name attribute can be reused anytime where the name of a customer need to be represented in the system. Syn. Domain. In some part of this document, the term WAD: Attribute is used instead, to avoid confusion with the generic usage of 'Object. Attribute '

**authorization**

The act of marking a notification as approved or not approved. This would release or confirm the Hold on an Order.

**authorized quantity**

The authorized quantity is how many of an item that can be sent back to the warehouse from the customer. This is the booked quantity.

**AutoAccounting**

A feature used by Oracle Projects to automatically determine the account coding for an accounting transaction based on the project, task, employee, and expenditure information. 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 Modifier**

In Oracle Pricing, a control that allows you to specify that the Pricing Engine apply a modifier automatically to a transaction, assuming that the transactions meets the qualifier eligibility.



**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 one-time note, standard note.**

**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.

**B****backlog**

Any order or order line that is currently booked but has not yet shipped. Order/line status cannot be Shipped or Cancelled, and the order/line cannot be externally sourced.

**backorder**

An unfulfilled customer order or commitment. Oracle Order Management allows you to create backorders automatically or manually from released order lines. **see 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.

**Base Price**

The original price for an item obtained from the Price List; the price before any price adjustments are applied. Also known as List Price.

**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%.

**best price**

The modifier which gives the lowest price or most advantageous price to the customer on the given pricing line will be applied.

**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.

**branch**

A link between a Trading Partner Layer program unit and a Base Layer program unit.

**business object**

An independent item of significance in the business world, such as an order.

**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 Management. Each customer location must serve at least one function.

**buyer**

Person responsible for placing item resupply orders with suppliers and negotiating supplier contracts.

**buyer/customer and supplier/vendor**

The term supplier and Vendor are used synonymously in discussions about EDI transactions. The term buyer and customer are used synonymously in discussion about EDI transactions. The business entities are the trading partners for the PO Change transaction.

**C****call out**

A site-specific customization independent of a Trading Partner.

**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**.

**carrier pro number**

A unique number assigned by the carrier to the shipment.

**carriers code (SCAC)**

The Standard Carrier Alpha Code is required on carrier supplied bills of lading.

**Cascading**

Passing down of information from an ATO model line to all options chosen for the model or from a PTO model line to all options defined for it or from a line to all child shipment schedule lines. For example, Project Id defined for an ATO model line gets passed down and associated with all options chosen for the model.

**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.

**change Sequence Number**

EDI standards provide a data element to count the order of the changes for the given purchase order. The first change should have Change Sequence Number 1, second change have Change Sequence Number 2, etc. This is an alphanumeric field created by the Purchasing application (the customer).

**charge**

An monetary amount that becomes liable from one party to another due to Order Activity.

**closed order**

An order and its order lines that have completed all activities in its process flow and for which the close activity has been completed.

**Code Combination ID(CCID)**

CCID is derived based on cost of sales account of Item, cost of goods sold account of order type, GL Revenue ID of salesrep. CCID is used to derive the COGS account segments from key flex fields. These terms have been used interchangeably in this document.

**COGS Account**

See **Cost of Goods Sold Account**.

**column**

A column, as used here, is a database column associated with database table or database View.

**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 Management allows you to enter order lines against commitments. A journal entry you make to record an anticipated expenditure as indicated by approval of a requisition. Also known as **pre-commitment**, **pre-encumbrance** or **pre-lien**.

**component item**

An item associated with a parent item on a bill of material.

**compound discounts**

Discounts that are applied on top of already discounted prices. **See buckets, pricing.**

**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.

**config item**

An item which represents a unique configuration of model(ATO) and it's classes and options. A customer will enter his choice of classes and options for a given ATO model. This valid configuration of selected items is represented by a config item. A config item goes through the manufacturing process cycle, and is a shippable item.

**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 window 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**

The physical location of inventories that resides on the property of buyers and sellers through a consigned agreement with the manufacturer.

**consigned to (name of consignee)**

Show the exact name of the receiver of the goods, whether an individual person, party, firm or corporation. Note: When tendering a “Collect on Delivery shipment, the letters C.O.D. must be inserted before the name of the consignee.

**contact**

A representative responsible for communication between you and a specific part of your customer’s agency. For example, your customer may have a shipping contact person who handles all questions regarding orders sent to that address. The contact’s responsibility is the **contact role**.

**contact role**

A responsibility you associate to a specific contact. Oracle Automotive provides *Bill To*, *Ship To*, and *Statements*, but you can enter additional responsibilities.

**container****contest field prompt**

A question or prompt to which a user enters a response, called context field value. When Oracle Applications displays a descriptive flexfield pop-up window, it displays your context field prompt after it displays any global segments you have defined. Each descriptive flexfield can have up to one context prompt.

**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. **see foreign currency conversion.**

**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 Management allows dynamic creation of this account number for shipment recordings using the OM: Generator Cost of Goods Sold account item type in Oracle Workflow. **see Account Generator.**

**credit check**

A process that enables you to control the risk incurred when generating orders for your customers. Credit Checking is a feature of Oracle Receivables that enables Order Management to automatically checks a customer order total against predefined order and total order limits. If an order exceeds either limit, Oracle Order Management places the order on hold for review. **See credit profiles, credit profile class, credit usage rules, credit check rule.**

**credit check rule**

A rule that defines the components used to calculate a customer's outstanding credit balance and to prevent an order or order line from progressing through the order cycle. 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 exposure**

The result of calculating a customers outstanding Receivables balance based upon the credit check rule assigned to either the customer, organization, or credit profile.



Listed below are several transactions that may affect customer exposure:

- Payment for invoices
- Invoice Credits
- Releasing outstanding orders currently on a order hold.

**credit memo**

A document that partially or fully reverses an original invoice amount.

**credit memo reasons**

Standard explanations as to why you credit your customers. **see return reason.**

**credit order type**

This is any header level transaction type that allows for return lines. The type is used to specify defaulting values for this credit order and an associated workflow.

**credit profile**

A credit profile is a set of criteria that define an organization's credit policy used for credit control and credit checking. It includes the credit limit and other data needed for credit checking. A credit profile is an agreed credit policy for any part of the individual or combination of an:

- internal organization,
- customer, or
- customer site.

Each profile contains multiple credit profile amounts. There are currently 2 types of credit profiles:

- Item Category - the credit profile that is used for credit control for a specific item category across all customers. This profile type only applies to a single order, and can only have a transaction (order)\_ credit limit defined.

**credit profile class**

A credit profile class is a generic template for creation of credit profiles. A credit profile class includes almost the same information as the credit profile. Credit profile classes standardize credit policies across customers and provide defaults for specifying credit profiles for organizations and customers.

**credit usage**

Credit Usage is an association between a credit limit and a credit usage rule set. This ultimately defines the coverage of any given credit limit. A credit limit's usage may extend to one or more pre-defined credit usage rule sets (and their member credit usage rules).

**credit usage rule**

Credit Usage Rules enable cross currency credit checking. Credit Usage Rules specify which currency transactions can be grouped together to use a single credit limit set up in any other currency. Once these rules are assigned to a credit limit, the credit limit is said to be exposed to all transactions that meet these rules.

**credit usage rule set**

Credit Usage rule set is a named set of credit usage rules.

**CSR**

Customer Service Representative

**cumulative discounts**

Discounts whose percentages are summed up before applying the discount are referred to as Cumulative Discounts.

**current date**

The present system date.

**current on-hand quantity**

Total quantity of the item on-hand before a transaction is processed.

**customer**

A party that the user of Oracle Applications has a business relationship with and can have business transactions with. This party would purchase goods/services from the user of Oracle Applications. The customer can be a single party or a group representing a number of customers.

**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 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 remittance bank**.

**customer business purpose**

See **business purpose**.

**customer class**

A method to classify and group your customers. For example, you could group them 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 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 item number**

Item Number used only by a particular customer, and it represents the item's name used in the customer's organization.

**customer item Vs. supplier item**

In Oracle Order Management, the term 'item' refers to the supplier's item. In Oracle Order Management, the term 'customer item' refers to the item as in the customer's application.

**customer item/order item**

In Oracle Order Management the term 'item' refers to the supplier's item. In Oracle Order Management the term 'customer item' is exactly that.

**customer job number**

The number customers assign to jobs on their production line. These numbers are arbitrarily assigned and not sequential.

**customer line number Vs. supplier line number**

The term 'customer line number' represents the line sequence number as defined in the Purchasing application. Once this number or code is assigned to a line in the *Purchase Order*, it should not be changed. The general term 'supplier line number' or Oracle Order Management's 'order line number' represents the line sequence number as defined in the Order Management application. Once this number or code is assigned to a line in the *sales order*, it should not be changed.

**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 **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 Management uses the order and total order limits when performing credit checking.

### **customer profile class**

These allow for grouping of customers with similar credit worthiness, business volume, and payment cycles. For each profile class you can define information such as credit limits, payment terms, statement cycles, invoicing, and discount information. The customer profile class when assigned to a customer provides the default values for this information.

### **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 Management, 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.

## **D**

### **date**

Attributes are used to communicate date values.

### **decimal precision**

Decimal precision is the number of digits after the decimal point that will be displayed (with rounding).

### **defaulting**

Defaulting refers to the supply of a value for a field that has no value.

**defaulting condition**

Defaulting condition is a Boolean condition built as a composite of defaulting criteria attribute validations, which will determine at run time how an object attribute should be defaulted.

**defaulting criteria attributes**

Defaulting criteria attributes are object attributes, that you can use to build defaulting conditions.

**defaulting rules**

Information Oracle Order Management automatically enters depending on other information you enter.

**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 date**

The date on which the product is to arrive at the Ship-To Location. This date is either specified by the customer on a delivery-based demand transaction, or calculated by applying in-transit lead time to a customer-specified Shipment Date.

**delivery detail**

Contains items to be shipped out of a warehouse. This may be a sales order line, an RMA line, a WIP line or a PO line. They can be referred to as deliverables.

**Delivery Instruction (DELINS)**

The Delivery Instruction Message is sent by a buyer to provide information regarding details for both short term delivery instructions and medium-to-long-term requirements for planning purposes according to conditions set out in a contract or order.

**delivery lead time**

Time (in days) it takes for items to reach the customer once it is shipped. It accounts for any non-working days in between.

**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 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.

**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.

**dependencies**

Dependencies, as used here, means that cached values in the database, identified by table and column, are related to one or more other values, also identified by table and column. The dependency of the latter values to the former causes the latter values to be set to Missing if the former value is changed. Cascading Dependencies result when there are values dependent on one or more of the values changed to Missing, and they in turn are also made to be Missing.

**deposit**

A monetary amount charged to a customer, but returnable to a customer at a later date. For example security deposit on a container, or a deposit awaiting contract signature.

**destination-city**

The city or unincorporated community name is important as freight charges are based on the actual destination of the shipment.

**destination-county**

Some states have more than one city, town, or community with the same name. It is necessary to pinpoint the actual destination in these cases by indicating the county in which the destination is located.

**destination-street**

The destination street name and number are very important. The consignee is extremely difficult to locate without the exact and proper street address to which the shipment is to be delivered. Therefore to avoid additional delivery charges and possible delays, it is imperative that this information be furnished.

**destination-zip**

The zip is required to determine the exact location of the shipping point. Zip codes are the basis for many carriers freight charges, presented to the user as a workbench.

**detail container**

Inner container that is enclosed within the master container. **See master container.**

**discount amount**

This is the difference between the list price and the selling price for the item. If the discount was specified as an “amount” discount, then this value will not change even if the price list changes. For example, if Item A’s list price is \$10, and we have a 20% discount, then the discount amount is \$2. If we then change price lists, and Item A will cost \$20 on the new price list, the discount amount for that same 20% discount now becomes \$4. If however, the discount was not a percentage and was an “amount” discount of \$2, then whether the list price for the associated price list is \$10, \$20, or \$5, the discount amount will always be \$2.

**discount percent**

This is the selling price/list price (multiplied by 100 to make it a percentage). If the discount was specified as a “percent” discount, then this value will not change even if the price list changes. For example, if Item A’s list price is \$10, and we have a 20% discount, then the discount amount is \$2. If we then change price lists, and Item A will cost \$20 on the new price list, the discount amount for that same 20% discount now becomes \$4, but the percentage is still 20%. If however, the discount was not a percentage and was an “amount” discount of \$2, then whether the list price for the



associated price list is \$10, \$20, or \$5, the discount amount will always be \$2. In that case, the percentage would be different for every price list.

**discounts**

Is a Modifier type in Oracle Pricing that creates Pricing Adjustments which allows Pricing Engine to extend a reduced price for an order, specific line item, or group of lines.

**document**

Any document that furnishes information to support a business object or an action on the business object. Examples include: a purchase order document, an invoice document, a word processing file listing receiving instructions, CAD files citing an item's specifications, or video instructions of an assembly operation.

**document category**

Document category is a document attribute that is used to control where a document can be viewed or maintained. Oracle Applications will seed some document categories to correspond with previous functionality. You can maintain document categories and the functions which can use them as necessary

**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.

**dropship item**

An item which is going to be sourced externally from the vendor directly to our customer.

**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.

## **E**

### **EDI**

See **Electronic Data Interchange (EDI)**.

### **effective dates**

Start date and end date that a price, discount, surcharge, deal, promotion, or change is active.

### **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.

### **end item unit number**

End Item Unit Number, sometimes abbreviated as Unit Number, uniquely identifies which bill of material to be used for building a specific Model/Unit Number Effectivity controlled item.

### **entity**

A data object that holds information for an application.

### **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. You can enter and maintain daily exchange rates for Oracle Automotive to use to perform foreign currency conversion. Oracle Automotive multiplies the exchange rate times the foreign currency to calculate **functional currency**.

### **exchange rate type**

A specification of the source of an exchange rate. For example, a user exchange rate or a corporate exchange rate. **see corporate exchange rate, spot exchange rate.**

### **export paper**

A document required by governmental agencies that provides information on goods shipped out of or into a country.

**export licenses**

A government license to supply certain products to certain countries that would otherwise be restricted.

**exposure**

The amount of risk that a seller is exposed to, measured as a sum of selected transactions between the seller and an individual customer.

**extended line amount**

Oracle Order Management prints the extended order line amount for each order line.

**extended price**

The extended price is the cost of the line. This is computed by multiplying the selling price per unit by the number of units ordered on that line. Thus, if two of item A cost \$10.00 each, the extended price is \$20.00 for the line.

**external forecast**

This is the forecast that is created based on the customers transmitted “forecasted” demand for a specific time horizon. The transmission of this forecast is predominantly via EDI. In Release Management any forecast information that is interfaced to MRP by the Demand Processor is considered external forecast.

**external system**

Any application outside of the Oracle environment.

**F****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. When you enter and pay an invoice in a foreign currency, Oracle Automotive automatically converts the foreign currency into your functional currency based on the exchange rate you define. **see exchange rate, functional currency.**

**formula**

A mathematical formula used in Oracle Pricing to define item pricing or modifier adjustments. You create a pricing formula by combining pricing components and assigning a value to the components.

**Freight and Special Charges**

Freight and special charges can be entered with the original order. The functionality of Freight and Special Charges for Order Management is not yet finalized. The layout of this report should eventually include display of the Freight and Special Charges.

**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.

**fulfilled quantity**

In the Order Management schema, the accepted quantity was the number of items received from the customer on a given line that are approved to issue credit for. In Order Management, the accepted quantity is referred to as the fulfilled quantity.

**fulfillment**

Fulfilled sales order lines have successfully completed all Workflow processing activities up to the point of becoming eligible for invoicing.

**Fulfillment activity**

The synchronization point or gate in the workflow process at which lines wait for other lines to be fulfilled.

**Fulfillment method activity**

The activity in the workflow process which indicates that the line has been fulfilled.

**fulfillment method**

Fulfillment method is an activity which will be considered as a prerequisite before a line or a group of lines can be fulfilled. The fulfillment method must be associated with one and only one work flow activity. In this document fulfillment method and fulfillment activity have been used in the same context. If no fulfillment activity has been set in a flow for a line which is not part of any fulfillment set or PTO/KIT, the line will not wait at the fulfillment.

**fulfillment set**

Items in a fulfillment set will be available for scheduling and shipping only when all the items are available and ready to be scheduled/shipped. Fulfillment sets can be complete only, or partially allowed but in proportions. ATO model, and a PTO Ship model Complete will be in a fulfillment set.

<sup>2</sup>Fulfillment set - a group of lines which must all be fulfilled before any of the lines proceed beyond the fulfillment activity in the workflow

**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 function activity.**

**function activity**

An automated Oracle Workflow unit of work that is defined by a PL/SQL stored procedure. **see 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**.

**G****General Services Administration**

See GSA.

**generic agreement**

An agreement without a specified customer, so it is available to all customers. **see agreement, customer family agreement.**

**goods**

The value before tax is calculated. The value on which tax is calculated.

**goods or services.**

This document also lists any tax, freight charges, and payment term.

**GRN (Goods Received Note)**

Goods Received Note. Synonym for receipt or material receipt.

**gross weight**

The weight of the fully loaded vehicle, container, or item, including packed items and packaging material.

**Group API**

An API intended for use by other Oracle Application modules that have been authorized by the owning module. This form of API is less strict in its controls as compared to the Public API.

**group number**

The group no. for conditions that should together evaluate to TRUE (AND conditions).

**GSA (General Services Administration)**

GSA (General Services Administration): a customer classification that indicates the customer is a U.S. government customer. For products on the GSA price list, a fixed price must be used, defined on the GSA contract. The items contained on the GSA price list cannot be sold to commercial customers for the same or less price than the government price. In other terms, the price offered to the government must be the minimum in the market.

**GSA Discounts**

Discounts that can be specifically defined for giving the lowest selling price to some or all of the GSA customers.

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.

**guarantee**

A contractual obligation to purchase a specified amount of goods or services over a predefined period of time.

**H****hold**

A feature that prevents an order or order line from progressing through the order cycle. You can place a hold on any order or order line.

**hold criteria**

A criterion used to place a hold on an order or order line. A hold criteria can include customers, customer sites, orders, and items.

**hold source**

An instruction for Order Management 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 Management gives you the power to release holds for specific orders or order lines, while still maintaining the hold source. Oracle Order Management 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.

**I****Inbound/Outbound Lines**

In the Order Management schema, lines on a header are either ALL outbound; meaning sales order lines, in which material on the header is leaving the warehouse to go to a customer, or they are ALL inbound; meaning return lines, in which material on the header is arriving at the warehouse to be credited back to the customer. In Order Management, headers can be 'RETURN' (all inbound), 'ORDER' (all outbound), or 'MIXED' (both inbound and outbound lines).

**Inbound Purchase Order**

Inbound Purchase Order refers to the action of receiving purchasing information from customers and creating valid sales orders within Oracle Order Management.

**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.

**Installation or Installation**

Detail Information about where your customers install product.

**Installed Base**

A collective noun to describe the sum total of all products that a company has responsibility to provide service for at customer sites.



**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 shippable item.**

**intermediate ship-to**

The delivery point for a shipment prior to an ultimate destination.

**internal item number**

The internal representation of Item's Name within your organization.

**internal order**

A sales order in the Order Management system that is generated from an internal requisition in the Purchasing system and loaded into OM through Order Import.

**internal requisition**

A requisition in the Purchasing system that will directly result in the generation of a sales order in the Order Management system through the Order Import process in Order Management.

**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 Management. Also known as ***internal requisition*** or ***purchase requisition***.

**inventory allocation**

The act of assigning on hand inventory to specific orders.

**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**

A document you create in Oracle Receivables that lists amounts owed for the purchases of goods or services. This document may list any tax and freight charges.

A summarized list of charges, including payment terms, invoice item information, and other information that is sent to a customer for payment.

**invoice amount**

Oracle Order Management prints the invoice amount for each order listed on this report.

**invoice batch**

A group of invoices you enter together to ensure accurate invoice entry. Invoices within the same batch share the same batch source and batch name. Receivables displays any differences between the control and actual counts and amounts. An invoice batch can contain invoices in different currencies.

A Payables feature that allows you to enter multiple invoices together in a group. You enter the batch count, or number of invoices in the batch, and the total batch amount, which is the sum of the invoice amounts in the batch, for each batch of invoices you create. You can also optionally enter batch defaults for each invoice in a batch. When you enable you batch control system option, Multiple Organization in Oracle Applications automatically creates invoice batches for Payables expense reports, prepayments, and recurring invoices, and all standard invoices.

**invoice item**

Oracle Order Management prints the name or/and description of the item on the invoice, depending on your selection for the Item Display parameter.

**invoice set**

A invoice set is a group of order lines, linked by a common number, that you want the full quantity to invoice together. Thus, one invoice will contain amounts owed for the purchase of items put in one invoice set. ATO model, and a PTO Ship model Complete will be in a invoice set. Invoice sets can be complete only, or partially allowed but in proportion.

**invoice to contact**

How will we record or default the name of the person to whom the invoice will be sent. This is the person that the Accounts Receivable clerk will contact in the event of invoicing or collection queries.

**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.

**issue transaction**

A material transaction to issue component items from inventory to work in process.

**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 (item type, key)**

Item identifies a specific process, document, or transaction that is managed by the workflow system. A row in the Items table is simply a proxy for the actual application item that is being workflow managed, it does not redundantly store application data in workflow tables. A workflow item is identified by its item type (e.g. "ORDER") and a "key" which is generated by the application based on a unique key of the real item (e.g. key "1003").

**item activity status**

Item Activity Status stores the runtime status, completion results, etc... for each activity an item encounters as a process is run (e.g. item type: "ORDER" key:"1003", PA#103 ("LEGAL\_REVIEW"), state: "COMPLETE", result: "REJECTED"). Other runtime attributes such as the begin/end time for each activity and the user and notification id for outstanding notifications is also stored here. This table only contains state for active items. State information for closed items is moved to a history table.

**item attribute value (item type, key, attribute name)**

An Item Attribute Value is an instance of an Item Attribute that is associated with a particular workflow item. For example, the 'TOTAL' attribute associate with the 'ORDER' item type would have a value row in this table for the specific instance of item '1003'. Using the Workflow API, Item Attribute Values can be looked up and set by any activity in the process, as well as by the external workflow managed

application. Item attribute values are used to substitute runtime values into Message tokens when notifications are sent from Workflow.

**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 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 type code**

Items can be of different types for example 'STANDARD' or 'MODEL' and Item type code along with the order transaction type determines the line flow for a line transaction type. Items in a fulfillment set will be available for scheduling and shipping only when all the items are available and ready to be scheduled/shipped. Fulfillment sets can be complete only, or partially allowed but in proportions. ATO model, and a PTO Ship model Complete will be in a fulfillment set.

**Item Validation Organization**

The organization that contains your master list of items. You define it by setting the OM: Item Validation Organization parameter. 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. See also organization.

## **K**

### **key indicators**

A report that lists statistical receivables and collections 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 Oracle Automotive 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.

## **L**

### **LIFO costing**

Costing method where it is assumed that items that were received most recently are transacted first.

### **line cancelled quantity**

In the Order Management schema, the cancelled\_quantity on a line represented the sum of all cancellations entered against that original ordered\_quantity for that line. In the Order Management schema, the cancelled\_quantity does not indicate how many of the original ordered quantity has been cancelled. Since a cancellation causes the creation of a new order line, records with different line numbers would need to be summed up to represent the cancelled quantity of a line's original ordered quantity.

### **line level adjustments**

see order level adjustments

### **list price**

In Oracle Pricing, the base selling price per unit of the item, item category or service offered. You define the list price on a price list. All price adjustments are applied against the list price.

### **live**

Term to describe orders that are potentially subject to change.

**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 Shipping Transaction window. **See Shipping.** 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. **See kanban location.**

**Location Codes/ Trading Partner Site Codes**

Typically the customer expects their own location codes in all transactions, e.g., bill to location code, ship to location codes for locations that they own. Supplier expects their own location codes e.g., supplier, warehouse for locations that they own in all transactions. Location codes, such as the ship to location and the supplier location, must be cross referenced in the EDI Gateway or the EDI Translator. so the appropriate codes can be written to the application open interface tables. Sample of these code are on the N1 segment in the ASC X12 860 sample transactions in the Transaction Samples in this document. They will be found in the EDIFACT NAD segment also.

**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**

Attributes are validated by a lookup type. The lookup code is stored in the attribute, but the code's translated meaning will be displayed whenever the attribute value is viewed by an end user.

**lookup code**

The internal name of a value defined in an Oracle Workflow lookup type. **see 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 lookup code.**

**lot**

A specific batch of an item identified by a number.

**M****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.

**manual / overridable Modifier****mass change**

The ability to apply changes consistently to more than one record simultaneously.

**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 window that displays helpful hints, warning message, and basic entry errors. On the same line, ZOOM, PICK, EDIT, and HELP lamps appear, to let you know when Zoom, QuickPick, Edit, and on-line help features are available. **see distribution list.**

**messages (type, name)**

This table defines the messages that may be sent. A message is identified by both its type and name. In the case of workflow messages, type must be the Item Type for the item which the message relates to. The name must be unique within a type. The message definition consists of a Subject and message body. The subject is a line of text which summarizes the content of the message. It is used as the email Subject, and whenever a list of notifications or messages is displayed one per line. The subject may contain substitution tokens of the form: &TOKEN\_NAME. For instance 'Please review bug &BUGNO, priority &PRIORITY' The message body contains text with substitution tokens (as above), tabs (for indentation only), and newlines (which delimit paragraphs). When a message is delivered, the body tokens are substituted, and the resultant text is word-wrapped as appropriate for the width of the output device. This table stores a list of attributes associated with a message. Attributes are either send or respond type for outgoing and incoming information. Attributes have a 'type' which provides some validation for their content.

**missing**

A value is considered Missing if no value has yet been assigned to the table and column for the current row of the table, or if the value has been cleared by a Dependency. As used here, Null is a legitimate value, and is not the same as Missing. The actual value cached as Missing depends on the Data Type Group of the value, which is Character, Number, or Date. Missing values are never stored in the database.

**model**

An item whose bill of material lists options and option classes available when you place an order for the model item.



**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.

**model/unit number effectivity**

A method of controlling which components are used to make an end item based on an assigned end item model/unit number. **model/unit number effectivity**

A method of controlling what components go into making an end-item based on an assigned end item model/unit number. An end item model/unit number field is an alphanumeric field that is usually concatenated with a model prefix and a sequential unit number, e.g. FAN-0001. Unique configurations are specific by defining parent-component relationships for a particular end item model/unit number. Multiple unique configurations can be established for a single end-item part by assigning different model/unit number effectivities.

A Model is a control element that identifies a particular configuration of an end item and associates it with one or more contracts (e.g. Boeing 747). However, this information is embedded as a prefix in naming the unique end item model/unit number identifier, there is no link to ATO/PTO model items. A unit is a specific end item (e.g. a tail number) within the model designation.

Subassemblies or components at levels beyond major assembly can be under date effectivity control if there is no need to identify its configuration by end item unit number. You need to decide how deep in your bill structure that you are planning to use Model/Unit Number Effectivity into the inventory so that you can distinguish your various configuration. Once you identify a part to be under model/unit number effectivity control, all its parent assemblies has to be under model/unit number effectivity control.

Component selection by MPS and MRP is based upon which components are valid for the specific end item model/unit numbers.

**modifier**

Defines the terms of how Oracle Pricing will make adjustments. For example, a modifier can take the form of: discounts, or surcharges. In Oracle Pricing, when you setup modifiers, you define the adjustments your customers may receive. You control the application of modifiers by the pricing engine by also setting up rules that specify qualifiers and attributes governing their use.

**modifier list**

A grouping of modifiers in Oracle Pricing.

**modifier type**

Modifier types define how a modifier can be used. Modifier type include price break header, freight and special charges, promotional goods, term substitutions, other item discounts, coupons, etc..

**N****name of carrier**

It is important that the name of the carrier issuing the bill of lading be shown in this space to identify the second party to the bill of lading provisions. It also identifies the carrier who becomes responsible for the shipment and assumes responsibility.

**Need by Date**

The date in the purchase order system that indicates when the item needs to be received in order for it to be of value to the requestor.

**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 process.**

**non-live**

Term to describe orders that are no longer subject to change.

**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 revenue sales credit.**

**Non-Revenue Sales Credits Sales**

Credit assigned to salespeople that is not associated to invoice lines. This is sales credit given in excess of your revenue sales credit and is not usually applied to a salesperson's quota.

**Not authorized to ship**

Demand that is planned to be ready on the date scheduled but not sent to the customers until some authorizing event occurs like Receipt of funds where prepayment has been requested. Credit approval for credit held orders. Customer Demand signal for Just In Time deliveries.

**Notification**

Activities are completed by some external entity (e.g. human). These activities have a "notification function" which is run to signal the external entity of its need to perform a task. Human notifications are associated with a Message defined in the Notification system. All notification activities may have a "time-out" limit within which the activity must be performed. Process Definitions are also modeled as activities, which can then be referenced by other processes. The network of activities and transitions that define the process are maintained by in the Process Activities and Activity Transitions tables.

**Notification Attributes**

(notification id, attribute name) For every notification, there will be a list of Notification Attributes, which hold the runtime value for each of the message attributes. These values are used to substitute subject and body tokens, and to hold user responses.

**Notifications**

(notification id) Notifications are instances of messages which were actually sent to some role. The row as status flags to record the state of the notification, as well as date fields for when the notification was sent, due, and responded to. A new row is created in the Notifications table each time a message is sent to a role. The row

persists even after the notification has been responded too, until a purge operation moves to closed notifications to an archive.

## **NUMBER**

attributes are used to communicate number values.

## **O**

### **object**

A region in Order Entry such as order, line, or shipment schedule. You can provide Security Rules for objects. **see attribute, defaulting rules, processing constraints.**

### **object / data object**

An object, as used here, is a Web Applications Dictionary term which corresponds to a database view. In some part of this document, the term data object or WAD: Object is used instead, to avoid confusion with the object technology term “Object”.

### **object attribute / data object**

Attribute An object attribute, as used here, is a Web Applications Dictionary term used to describe an attribute that is associated with a data object (view). In simpler terms, it corresponds to a column in a database View. In some part of this document, the term Data Object Attribute is used as a synonym to object attribute, in order to avoid confusion with the object technology term “Object Attribute”.

### **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.

**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.

**option item or Option**

A non-mandatory item component in an option class or model bill of materials.

**optional matching attributes**

Matching Attributes which can vary based on the business needs of specific business entities or schedule type associated with the demand.

**order book**

Collective term for unfulfilled orders.

**order category**

An Order Transaction Type can be for any of the following Order Categories: 'ORDER', 'RETURN' or 'MIXED'. Line Transaction Types can be for any of the categories: 'ORDER' or 'RETURN'. When an Order is created with a particular

Transaction Type, the Order Category code determines which lines are permitted for that order. If the category code is 'ORDER', then the order can have only regular Lines. If the category code is 'RETURN', then the order can have only return lines. If the category code is 'MIXED', then the order can have both kinds of lines.

### **order cycle**

A sequence of actions you or Order Management 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.

### **Order Import**

Order Import is an Oracle Order Management's Open Interface that imports orders from an internal or external source, Oracle or Non-Oracle system, which performs all the validations before importing the order.

### **order level adjustments**

### **Order Processing Cycle**

A sequence of actions you or Order Management perform on an order to complete the order. An order cycle lets you define the activity an order follows from initial entry through closing. Each order line goes through a cycle appropriate to the order type, line type (standard, return or internal) and item type (standard, model, shippable, transactable, etc.) of that line.

### **order scheduling**

See **scheduling**.

### **order type**

Classification of an order. In Order Management, this controls an order's workflow activity, order number sequence, credit check point, and transaction type.

### **organization**

A business unit such as a plant, warehouse, division, department, and so on. Order Management refers to organizations as warehouses on all Order Management windows and reports.

### **organization credit policy**

A credit profile that is used for credit control within an internal operating unit. It can be set at any level of an organization hierarchy (the legal entity or operating

unit) or a grouping of these. An organization credit policy is one type of credit profile. It is used for reporting and for validation of customer and customer site credit profiles setup to ensure that the customer/customer site credit profile do not exceed the credit limit for the operating unit.

### **original system**

The external system from which you are transferring data into Oracle Automotive tables.

### **other item discounts**

## **P**

### **pack slip**

An external shipping document that accompanies a shipment itemizing in detail the contents of that shipment.

### **package level tags**

Package level tags can appear anywhere after a “CREATE OR REPLACE” statement and before any uncommented package contents, including variables, program units, etc. For example,

```
--<TPA_LAYER=layer name>
```

indicates that the package belongs to the specified Trading Partner Layer.

### **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 approval action, order cycle.**

**past due order**

An order that has not been completed on or before the date scheduled. It is also called delinquent order or late order.

**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 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**

The process of withdrawing items from inventory to be shipped to a customer.

**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 rule**

A user-defined set of criteria to define the priorities Order Management uses when picking items out of finished goods inventory to ship to a customer. Picking rules are defined in Oracle Inventory.

## **PO**

See **purchase order**.

### **PO Change Request Vs. Sales Order**

The term 'sales order' refers to the sales order data as stored in the base Oracle Order Entry tables. The term 'PO Change Request' or 'PO Change Request process' refers to the pending sales order data as stored and processed in this new change order process. Accepted PO Change Request result in an updated Sales Order in the base Oracle Order Management tables. There may be more than one pending change order request in the process for a given purchase order.

### **pooled location**

The destination in which several shipments are delivered and then grouped together to form a larger shipment.

### **pooled ship-to**

The delivery point for consolidated shipments, gathered from multiple locations, that will be shipped to an intermediate and/or ultimate ship-to location.

### **Prepayment / Prepaid Receipt**

Receipt automatically created via the Receipt API that has been applied to the receipt application type of 'Prepayment.' This receipt is reserved for subsequent application to the invoice created from the order that initially called the Receipt API.

### **Prepayment Order**

Order requiring the collection of funds in advance of the delivery of a product or service. A prepayment order will be prepaid in its entirety. That is, it may only contain items with the payment term of prepayment.

### **Prepaid Invoices**

Invoices generated from orders that require prepayment. These invoices will necessarily have a prepayment payment term and will be generated from OM.

### **Prepayment Payment Term**

Payment term set up in AR and used by OM to indicate that an item or order requires the securing of funds in advance of the delivery of product or service.

**Prepayment Receipt Application Type**

Application type to which a prepaid receipt is applied. When the prepayment order subsequently invoices, the receipt is unapplied from the 'Prepayment' receipt application type and applied to the invoice.

**precision**

see standard precision, extended precision

**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 breaks**

Discounts for buying large quantities or values of a particular item of a particular UOM, item category or any enabled pricing attribute.

**price list**

A list containing the base selling price per unit for a group of items, item categories or service offered. All prices in a price list are for the same currency.

**pricing attribute**

A basic data element used by Oracle Pricing to control pricing activity. For example, Pricing uses attributes to define the eligibility of a customer order to receive a particular price or modifier. In Oracle Pricing, individual attributes are obtained from data sources that are called contexts. Pricing attributes may also be used as elements of a pricing formula.

**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 contracts**

Used to setup a contract with associated contract lines which specifies the items that customer will purchase. Using the contract lines users will be able to setup items, their price, effective dates and price breaks for that item. Users will be able to have multiple versions of the contract and contract lines with different effective dates.

**pricing date**

In Oracle Pricing, the date according to which selling price will be calculated. Pricing Date can be Order Date, Ship Date or sysdate.

**pricing information**

Information that pricing calculation is based on such as pricing date, price list and unit price.

**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 Management automatically creates list prices based on formulas you define. **See pricing components.**

**primary and secondary locations**

Primary sites are the key locations required by the Oracle application to associate the transaction to the customer site, supplier site, or other business entity that is key to identify the trading partner (owner) of the transaction. All other locations in the transaction are considered to be secondary location sites, such as a bill to location for a purchase order. Some secondary locations are not likely to be found in the transaction from the trading partner.

**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.

**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.

**private API**

An API intended to be used by the owning module only, giving maximum flexibility to other calling APIs. Calling APIs / program units are able to control execution of logic based on type of operation being performed.

**private label**

Where a supplier agrees to supply a customer with product labeled as the customers product. The customer is generally a retailer.

**process**

A set of Oracle Workflow activities that need to be performed to accomplish a business goal. **see Account Generator, process activity, process definition.**

**process activity (diagram icons)**

A Process Activity represents an Activity that is referenced by a process. Each row specifies the usage of an activity as the child of a process (e.g. process: 'ORDER\_FLOW', and child activity: 'LEGAL\_REVIEW'). These instances are marked with machine generated ID's to uniquely identify multiple instances of the same activity in the same process (e.g. AND or OR activities). Rows in this table map directly to icons that appear in a process diagram, thus the rows also store the X/Y coordinates of the icon in the process diagram. Each process has one or more special 'Start' activities that identify activities which may start the process.

**Process Activity Transition**

(diagram arrow) Process Activity Transitions define the relationship between the completion of one process activity and the activation of another. Each row represents a transition ("arrow") from a process activity that completes with a particular result, to another process activity that is now becoming active. (e.g. PA#102 ("LEGAL\_REVIEW") with result "REJECTED" transitions to PA#214 ("TERMINATE")).

**process definition**

An Oracle Workflow process as defined in the Oracle Workflow Builder. **See process.**

**process item type**

Workflow processes can be for different process item Types. A header flow will have a workflow process item type 'OEOL' and a line flow will have a workflow process item type 'OEOL'. Process Item Types enable high level grouping of Workflow Processes.

**Process Manufacturing**

Manufacturing processes that produce products (such as liquids, fibers, powders, or gases) which exhibit process characteristics (such as grade, potency, etc.) typified by the difficulty of planning and controlling yield quantity and quality variances.

**processing constraints**

Constraints to making changes to data on an entity that has effected downstream activities that are difficult or costly to undo. For example, changing options on an ATO order where the Item has already been built.

**Processing Constraints Framework**

A generic facility that will enable you to define processing constraints for application entities and attributes(database objects and columns) and the set of APIs that will enable to you to query the existence of any constraint against the operation you wish to perform on that entity or it's attributes. **See processing constraints.**

**product**

A finished item that you sell. **See 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.

**proforma invoice**

A detailed quotation prepared as to resemble the actual Receivables invoice likely to result if the quotation is successful, which shows the buyer what the seller is willing to do, as well as his or her expectations including (but not limited to): Terms of Payment, Terms of Delivery/Terms of Sale, Price of Goods, Quantity of Goods, Freight and Special Charges. The Proforma Invoice has no accounting and no Open Receivable.

**Program Unit**

Any packaged PL/SQL procedure or function.

**Program Unit Level Tags**

Program unit level tags must appear immediately after keyword 'IS'.

TPS Program Unit: --<TPA\_TPS>

**project**

A unit of work broken down into one or more tasks, for which you specify revenue and billing methods, invoice formats, a managing organization, and project manager and bill rates schedules. You can charge costs to a project, as well as generate and maintain revenue,

**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 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.

**promotional goods**

Asked for promotion

**proof of delivery**

A document that the customers receiving dock signs to show how much they received. It may be used as the basis of billing by a haulage company.

### **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.

### **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 Account Generator.**

### **PTO item**

See **pick-to-order item**.

### **PTO model**

See **pick-to-order model**.

### **Public API**

A tightly controlled API intended for use by all applications. The public API would not assume any pre processing of data and would fully validate all data before performing various operations.

### **Public Program Unit**

Those program units published as customizable by Oracle Development teams. Layers can be built only on those program units that are designated by an Oracle Development team as public. These may also be referred to as “published” or “customizable” program units.

### **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 Order (PO) / Sales Order (SO)**

The term 'purchase order' represents the order as defined in the Purchasing application. The term 'sales order' represents the order data as defined in the Order Management application.

### **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 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 inventory item.**

### **purge**

A technique for deleting data in Oracle Manufacturing that you no longer need to run your business.

## **Q**

### **quantity on hand**

Current quantity of an item in inventory.

### **QuickCodes**

Codes that you define for the activities and terminology you use in your business. For example, you can define QuickCodes for personal titles, (for example, 'Sales Manager') so you can refer to people using these titles. You can define QuickCodes for sales channels so that you can specify the various sales channels used for different kinds of orders. An Oracle Assets feature that allows you to enter standard descriptions for your business. You can enter QuickCode values for your Property Types, Retirement Types, Asset Descriptions, Journal Entries, and Mass Additions Queue Names.

A feature you use to create reference information you use in your business. The reference information appears in QuickPick lists for many of the fields in Payables windows. There are three basic kinds of QuickCodes: supplier, payables, and

employee. With QuickCodes you can create Pay Groups, supplier types, and other references used in Payables.

**quota sales credits**

See revenue sales credit, non-revenue sales credit.

**Quote**

A document that commits the selling party to price and delivery date.

**R**

**receipt**

A shipment from one supplier that can include many items ordered on many purchase orders.

**receipt date**

The date in the order management system that indicates when the receipt for this return is created.

**receipt days**

Receipt days are the number of days since the Credit Order was requested before it is accepted. This is calculated as the accepted date - return request date. (Note accepted = fulfilled).

**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 accepted quantity.**

**receiving**

Ad dock at the receiving facility to receive goods from suppliers or customers. PO owns the receiving software.

**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.

**record set**

A record set is a set of records that are bound by some common attribute values (e.g. invoice set). In processing constraints, when defining a constraint condition, a record set may be specified to be validated for a given condition.

**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 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 reference document type.**

**release criteria**

The criteria specified in the Pick Release window which defines which eligible order lines to pick release.

**Release of Hold**

The action of removing the hold on an order.

**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 advice**

A document that lists the invoices being paid with a particular payment document.

**remittance bank**

The bank in which you deposit your receipts.

**replacement order**

A sales order created to replace goods being returned by a customer.

**repricing****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.

**repricing**

Repricing is the ability to automatically, or through a workflow activity, cause the recalculation of the base price of an order line or for the entire order. Certain attribute changes to an order line can trigger automatic reprice. You can also insert the workflow activity *Reprice Line* within your order line workflow to force a order or line reprice at a particular point in time, according to your business practices.

For example, change of order quantity, pricing date automatically forces a reprice.

**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 Management checks ATR (Available to Reserve) to verify an attempted reservation. Also known as **hard reservation**.

**Reservation Time Fence**

Time (in terms of days) before the schedule date, before which a line should be reserved in inventory.

**reserve**

An action you take in Purchasing to reserve funds for a purchasing document or an action in Order Management to allocate products for a sales order. If the document

passes the submission tests and if you have sufficient authority, Purchasing reserves funds for the document.

**result**

See **action result**.

**result code**

In Oracle Workflow, the internal name of a result value, as defined by the result type. See **result type**, **result value**.

**result type**

In Oracle Workflow, the name of the lookup type that contains an activity's possible result values. See **result code**, **result value**.

**result value**

In Oracle Workflow, the value returned by a completed activity, such as *Approved*. See **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 Management, 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 days**

Return days are the number of days since a return is entered before it is accepted. This is calculated as the accepted date - ordered date (Note accepted = fulfilled).

**Return of Material Goods (RMG)**

See **Return Material Authorization**.

**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 reason**

Justification for a return of a specific product. Many companies have standard reasons that are assigned to returns to be used to analyze the quantity and types of returns. **See 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 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.**

## S

### **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 non-revenue sales credit, revenue sales credit.**

### **sales tax**

A tax collected by a tax authority on the purchase of goods and services based on the destination of the supply of goods or services. You can set up your Sales Tax Location Flexfield structure to determine your sales tax rates and to validate your customer addresses. For example, in the United States, sales tax is usually calculated by adding the tax rates assigned to the shipping state, county, city.

### **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. Oracle Automotive 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.

### **Salesperson**

The salesperson parameter in both reports is based upon a query of the default salesperson stored on the header for each order. Although the header level salesperson may not have actually received credit for any of the lines in the order, due to line level overrides, our parameter is based upon the header information. Further, the Discount Summary report displays this header level salesperson on the report. If a user needs to truly check for salesperson level information, they should run the Salesperson Order Summary Report.

### **Salesperson and Ship to Country**

Order Management prints the salesperson name and the Ship to Country if the line and the header level information differs from each other. If it is the same, than this information is not printed at the line level.

**schedule and shipments**

The EDI Standards refer to dates and quantities to be shipped below the item level to be 'Schedule' data (found on SCH Schedule segments). To Oracle Order Entry this data is 'Shipment' Data.

**schedule arrival date**

The date returned by the system on which your customer can receive the products.

**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 Management, it is considered the date the order line should be ready to ship, the date communicated from Order Management 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.

**scope**

Given a record set and a condition, the Scope (All/Any) defines how the validation should be performed on records of the record set. *All* will require the validation to be TRUE for all the records in the set where are *Any* will require the validation to be TRUE for at least one record in the set, to make the condition TRUE.

**selling price**

The selling price is the unit price for a which you sell a particular item. Thus, if a quantity of two item's are \$10.00 each, the selling price is \$10.00 for each unit.

**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.

**sequenced lines**

A method of sending demand to a supplier that indicates the order in which the customer wants the truck loaded. When the customer unloads the truck, the parts will match the sequence of the customer's production, so they can be taken right to the production line. The order quantity is 1, and it has a unique identifier that can be used to perform Load Sequence in Delivery Based Shipping.



**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.

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.

**service program**

A billable service item. Usually a service that customers purchase in addition to a product's base warranty.

**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 Management, 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 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 Delivery Pattern Code**

Usually applied against a weekly quantity to describe how demand is allotted. This code indicates which days of the week the customer wants the quantity delivered and how the weekly quantity is to be divided between the different ship days.

### **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 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 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 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.

**shipments and schedules**

The EDI standards refer to dates and quantities to be shipped for an item to be 'Schedule' data. To Oracle Order Management, this is 'Shipment' data.

**shipment priority**

A term that indicates the urgency with which an order should be shipped to the customer.

**shipment reference number**

A unique reference number associated with a unique shipment date/time and quantity combination.

**shipment schedule**

An itemized list of when, how, where, and in what quantities to ship an order line.

**shipment set**

A group of items that must ship-together.

**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 intangible item.**

**shippable lines**

Picking line details that have been pick released and are now eligible for Ship Confirm.

**shipped quantity**

Oracle Order Management prints the Total Shipped Quantity for an item for an order.

**shipper bill of lading number**

A number that can be pre-assigned by a carrier in the cases where the shipper's system generates the bill of lading.

**shippers name**

The complete corporate name should be shown in this space. In the event the shipment is being made for someone other than the actual shipper, their name should also appear in this space.

**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.

**shipping schedule**

An EDI document (862/DELJIT/DELINS) used by a customer to convey precise shipping schedule requirements to a supplier, and intended to supplement the planning schedule transaction set (830/DELFOR).

**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.

**sourcing externally**

When a customer orders an item, we ship it from one of our warehouses. This is known as sourced internally. But we ask our vendor to ship to the customer directly, we say the item is sourced externally.

**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. The split amount appears in the Collection Effectiveness Indicators Report.

**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 Management provides a selection of predefined actions, called standard actions. Use these actions, along with those you define yourself, to create your customized order cycles.

**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 one-time note, automatic note.**

**standard precision****standing data**

Data that is generally independent, not subject to frequent changes, consumption or transactions, i.e., customer data, item data, address data.

**status**

See **customer status**.

**stop**

A point along the route a trip makes to its final destination. This point may also have some activity associated with it. The activity might include picking up a new delivery, dropping off a delivery or both. In Pick Release, stop is a release criteria for releasing items that have initial pick-up locations corresponding to the specified stop, or location.

**subinventory**

Subdivision of an organization, representing either a physical area or a logical grouping of items, such as a storeroom or receiving dock.

**sublot**

A subdivision of a lot which may be used when an entire lot is more than would be used or produced at any one time, but grouping of the material into a single lot is still desired. This maintains the integrity of the overall lot, but allows it to be consumed in manageable pieces.

**summary**

Data at master (header) level representing similar information contained in more than sources at the detail level.

**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**.

**T****Table of Denial Orders**

A government restriction on exports of certain products to certain countries and organizations.

**tare weight**

The weight of an item, excluding packaging or included items.

**tax amount**

Tax which will be calculated based upon the extended selling price and freight charges.

**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. You can define a unique tax name for each tax authority. If you have only one tax authority, you can define a unique tax name for each tax rate that it charges. 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 Oracle Automotive tax authority consists of all components of your tax structure. For example: (California.San Mateo.Redwood Shores) for (State.County.City) Oracle Automotive adds together the tax rates for all of these locations to determine a customer's total tax liability order invoice.

**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 condition**

A feature that allows you to define and evaluate one or more conditional lines. After execution, each tax condition may have one or more actions based on how each transaction against the condition validates.

**tax engine**

A collection of programs, user defined system parameters, and hierarchical flows used by Order Entry and Receivables to calculate tax.

**tax exclusive**

Indicates that tax is not included in the line amount for this item.

**tax exempt**

A customer, business purpose, or item free from tax charges.

**tax group**

A tax group that allows you to build a schedule of multiple conditional taxes.

**tax inclusive**

Indicates that the line amount for an item includes the tax for this item.

**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).

**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.

**total credits/adjustments**

Oracle Order Management prints the (Originally Due Amount - Balance Due Remaining) for each order listed on this report.

**trading partner flexfield**

Descriptive flexfields reserved on several base tables for capturing additional attributes applicable to specific trading partners. They are provided for most of the base tables in Oracle Release Management, Shipping and Order Management.

**trailer number**

This number is used to track full truckload shipments.

**transaction**

Type Order and Lines can be grouped together loosely as certain Transaction Types. Accordingly, a transaction type can be used to default attributes/controls for an order or a line. Transaction Type Code determines whether the transaction type is an Order Transaction Type or a Line Transaction Type.

**transaction batch source**

A source you define in Oracle Receivables to identify where your invoicing activity originates. The batch source also controls invoice defaults and invoice numbering.

**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**

A feature that allows you to specify default values for orders and order lines including the customer, the ship-to location, and internal or external orders.

**transaction type code**

Transaction type code determines whether the transaction type is an Order Transaction Type or a Line Transaction Type.

**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 activity, Workflow Engine.**

**trip**

An instance of a specific Freight Carrier departing from a particular location containing deliveries. The carrier may make other stops on its way from the starting point to its final destination. These stops may be for picking up or dropping off deliveries.

**trip stop**

A location at which the trip is due for a pick-up or drop-off.

**U****ultimate ship-to location**

The final destination of a shipment.

**unit number effectivity**

A method of controlling which components are used to make an end item based on an assigned end item unit number. **See model/unit number effectivity.**

**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.

**usage type**

Usage type is a document attribute which specifies how the document will be used. There are three usage types:

**Standard:** Standard documents can only be referenced by an entity, not changed or modified. In order to change a standard document, you must use the Define Document window. If you attempt to modify a standard document that has been referenced, you will be warned that the document is referenced.

**Template:** Template documents act as a starting point from which changes are made. When you first attach a template document to an entity, it is the template document itself that is referenced. However, as soon as you change the document through the Attachment window, a copy is made and it is the copy that is attached to the entity. This method of copying template documents only when necessary allows the template to be modified and take affect as many places as possible. Due to the need to copy document records, Image and OLE Object documents cannot be template documents. Long Text documents can be template documents, however, the text may be truncated at 32K.

**One-Time:** One-Time documents are used to capture data to the specific entity that the document is being linked with. One-time documents can be created on-the-fly in the Attachments window.

**V****validated quantity**

The validated quantity is the quantity of an item that respects all of the following constraints: Atomicity, TUs, decimal precision, inter-class conversion tolerances.

**validation entity**

Entity for which the condition is to be validated.

**validation template**

A validation template names a condition and defines the semantics of how to validate the condition. These are used to specify the constraining conditions for a given constraint.

**value**

Data you enter in a parameter. A value can be a date, a name, or a code, depending on the parameter.

**Value-added Tax (VAT)**

A tax on the supply of goods and services that is paid for by the consumer, but is collected at each stage of the production and distribution chain.

**vehicle**

An exact instance of a vehicle type (for example, truck123). This information is sent to the customer through the Advance Ship Notice.

**vehicle type**

The outermost container, such as a truck or railcar.

**vendor**

See **supplier**.

**view**

As defined in case is “a means of accessing a subset of the database as if it were a table”. In simpler terms, a database view is a stored query.

**W****warehouse**

See **organization**.

**warranty**

A non-billable, zero-monetary service item attached directly to a product at shipment.

**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.

## **Web Applications Dictionary**

Oracle Web Applications Dictionary is a data dictionary that stores specific information about application data including information about views, columns, prompts, language, navigation, security, validation and defaulting.

## **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**

This determines the header flow for an order transaction type or line flows possible for a line transaction type. There can be only one header flow associated with an Order Transaction Type but a line Transaction Type can be coupled with different Order Types and Item Types and there can be different flow couplings for the permitted Transaction Type, Item Type combinations.

## **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 Account Generator, activity, function, item type.**

## **Workflow Process**

This determines the header flow for an order transaction type or line flows possible for a line transaction type. There can be only one header flow associated with an order transaction type but a line transaction type can be coupled with different order types and item types and there can be different flow couplings for the permitted transaction type, item type combinations.

## **Z**

## **zone**

The area within a concentric ring from a warehouse. A zone is used as a charging mechanism for deliveries.



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