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Primary Author: David Reitan

Contributing Authors: Jennifer Covert Mosinski

Contributors: Joshua T. Gould, Sumeet Rijhsinghani, Kannan Tarakad, Swaminathan Sukumaran, John Young, Hemalatha Raman, Ginger Conroy, Nancy Lynn Klokke, Monica Loomis, Dianne Culver, Linda Henry, Carol Knight, Charlene Chandonia, Sandy Rota, Nitin Hase, Maria Viglione Matheny, Lendell Bowman, Vivian Lee, Timothy Conroy, Valerie Dubois, Evelyn Tran, Rajeev Bellamkonda, Manish Chavan, Shashi Dhar, Sasi Erla, Sagar Boyapati, Jayarama Holla, Renganathan Sreenivasan, Zeeshan Butt, Nithya Lakshmanan, Subhra Datta, Gayatri Pendse, Aswin Kurella, Samuel Wong, Matilde Jareno, Vijay Pillarisetti, Francesca Amezquita, Srinivas Pagadala, Vishwajit Bhawe, Boon Tea, Amy Cui, Linda Xu, Alok Singh, Sanjay Rastogi, Hany Saleeb and Manish Gupta, Lisa Chen, Sunil Ramesh Kamat, Jyothi More, Jolin Salazar-Kish, Esha Sen, Jyothi Narayan, Venkatesh Malapati, Kevin L. Hamant, Raju Krishnmoorthy, Tarun Bharti, Ram Iyer, Steven J. Mosura, Brinda Ramesh, Anitha Krishna Rao, Navneet Kumar Ritolia, Richard Sears, Kalyani Subramanyan. and Swaminathan Govindarajan, Thomas Myers, John Salvini, Leena Sampemane, and Tahir Ahmad

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Glossary

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Send Us Your Comments

Oracle Order Management User's Guide, Volumes 1 and 2, Release 11i

Part No. A88765-04

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

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 xxxvi 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.

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.

- 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/>.

Accessibility of Code Examples in Documentation

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

This documentation may contain links to Web sites of other companies or organizations that Oracle Corporation does not own or control. Oracle Corporation neither evaluates nor makes any representations regarding the accessibility of these Web sites.

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 11/ 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 *e*Technical Reference Manual (*e*TRM) 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 *e*TRM 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.

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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 covered in this chapter include the following:

- [Blanket Sales Agreements](#) on page 1-3
- [Call Supply to Order Workbench to Display Supply Information](#) on page 1-3
- [Enhanced Basic Search for Finding Customers](#) on page 1-3
- [Enhanced Freight Rating and Ship Method Selection through Oracle Transportation](#) on page 1-4
- [Gross Margin Display on Sales Orders and Lines](#) on page 1-4
- [High Volume Order Import](#) on page 1-4
- [Late Demand Penalty](#) on page 1-5
- [Override ATP](#) on page 1-5
- [Override Item Description on the Sales Order](#) on page 1-5
- [Quick Sales Orders](#) on page 1-6
- [Related Items and Manual Substitutions](#) on page 1-6
- [Scheduling Across Orders](#) on page 1-6

- [TeleSales eBusiness Center to Sales Order Window](#) on page 1-7
- [Variable Duration Accounting Rule](#) on page 1-7
- [Add Customer Through EDI](#) on page 1-7
- [Automatic Account Creation \(TeleSales Integration\)](#) on page 1-7
- [Electronic Messaging - XML Transactions](#) on page 1-8
- [Honor Holds in Repricing at Shipment](#) on page 1-12
- [Inactive Demand Scheduling Levels](#) on page 1-12

New Features in this Release

Blanket Sales Agreements

Order Management offers Blanket Sales Agreement functionality. Blanket Sales Agreements model similar functionality as the Blanket Purchase Order in Oracle Purchasing. A Blanket Sales Agreement is for a customer that has specific characteristics related to a purchasing agreement between a customer and a vendor. These characteristics may include the date range of the agreement, the items included, the price of the items, the quantity of each item that the parties committed to, as well as other attributes, like freight or payment terms. Once a Blanket Sales Agreement is entered for a customer, multiple releases (shipments) against the Blanket Sales Agreement are processed over a period of time within Order Management. The order is fulfilled and billed according to the terms of the Blanket Sales Agreement. Tracking information will also be accumulated for Blanket Sales Agreements, such as, quantity fulfilled, and dollar value fulfilled of released lines. This information will be used to view status of orders executed against a Blanket Sales Agreement.

See: [Overview of Blanket Sales Agreements](#) on page 2-78

Call Supply to Order Workbench to Display Supply Information

Order Management provides a link to a workbench where you will be able to see the supply details and status for documents that are reserved or referenced to the ATO sales order line. This will enable customer service representatives to give customers an order status without having to navigate to the Purchase Order, Work in Process, or Flow Manufacturing forms. The Supply To Order workbench also shows all levels of configuration ids that were created for each top model, enabling customers in a multi-level configuration environment a view of the entire bill structure.

See: [Call CTO Workbench](#) on page 2-9

Enhanced Basic Search for Finding Customers

You can search for a customer or an address by using various attributes of the customer like: Address, Customer Name, Customer Email, or Phone Number. You can enter additional information about the address like Postal code or City to narrow the search. Once the customer is found and selected, the information is populated on the Sales Orders window. Another way you can search for a

Customer is by Customer Contact Name or Email. To search for a contact, contact last name or email is mandatory.

See: [Overview of Find Customer Information](#) on page 2-111

Enhanced Freight Rating and Ship Method Selection through Oracle Transportation

Order Management integrates with Oracle Transportation to:

- Obtain the Ship Method recommended by Transportation routing guides for either the Shipper or the Customer
- Provide Freight Rating capability when the shipping method is known

If Oracle Transportation is installed and enabled, users can perform an action to get the Ship Method recommended by the routing guides for all the lines on the order. This functionality is enabled on the Order Management Parameters form.

Order Management can use Oracle Transportation to calculate freight costs based on carrier rates that have been set up. Then the cost-to-charge conversion is executed to create freight charges based upon those costs. This takes place at the time of order entry when the order level pricing event is executed. Users can also call Freight Rating on request by using a new order level action.

See: [Integration with Transportation for Freight Rating](#) on page 2-140

Gross Margin Display on Sales Orders and Lines

Order Management's Sales Orders form displays line and order Gross Margin. There are three new fields at the order line level - Cost, Margin Amount, and Margin Percent. They are seeded as hidden fields in the Sales Order Line folder and are secured using function security. When a line is priced, the cost is also obtained from Oracle Costing, and it is stored on the order line. The user can also display margin percent and amount for the order overall. They can specify a minimum margin percent for each order type, and orders violating that minimum margin will be put on hold so they can be reviewed. Users can also view Gross Margin information on the Price and Availability form.

See: [Gross Margin Display](#) on page 2-154

High Volume Order Import

High Volume Order Import improves the performance of order import for high volume users who require basic processing. It is not intended to support all of Order Management's functionality, but to provide an option for those who can

accept reduced feature support in return for improved high volume order import performance.

High volume order import supports standard items and kits, but not models and configurations. Basic and advanced pricing are supported but not optimized. Defaulting sources for Order Header are Agreement, Invoice To, Ship To, and Order Type. Defaulting Sources for Order Line are Item, Ship To, and Order Header. Orders created with the Book Action request will be created as Booked. Auto Scheduling is supported. There is support for Item and Customer-Item cross references. Credit Checking is not supported at this time. Constraints are not checked at time of import. Holds are evaluated and honored after the order is created.

See: [Overview of High Volume Order Processing](#) on page 4-42

Late Demand Penalty

Order Management now supports Late Demand on the order line. This field is used by APS to calculate the Penalty Cost used in Planning Optimization.

See: [Penalty Factor For Late Demand](#) on page 2-330

Override ATP

The ATP override functionality allows authorized users to schedule a line, even if there is no supply. Authorized users can override ATP schedule date from the Sales Orders form by checking the Override ATP check box on the sales order line. If this flag is set, APS will accept the Schedule Ship Date specified by the user. The Override ATP value remains on the line until the user decides to un-override or unschedule the line. Users who override ATP take the responsibility of finding supply for the line - by increasing supply, or taking supply from another order.

See: [Overview of Override ATP](#) on page 2-314

Override Item Description on the Sales Order

Order Management allows users to enter a User Item Description for order lines via the Sales Orders window or Order Import. Users can view this information on the order and see it printed on the Sales Order Acknowledgment and the invoice as well as certain Order Management reports. If these items are being drop-shipped, then the user item description is passed to Oracle Purchasing if the item attribute Change Item Description is checked.

See: [Override Item Description](#) on page 2-122

Quick Sales Orders

A new user interface has been designed to facilitate orders to be entered with minimal data entry and time lag, and provides the following features and functions:

- Configurable user interface using the folder function to display /hide Tabs as well as columns at both Header and line
- The ability to configure how actions are executed
- Header and Lines appear in a single full screen
- A new icon can be activated to display on the single screen
 - Related Items/ Upsell /Cross sell opportunities for user selection
 - Price Adjustments for user selection
 - Display price and availability
 - Configuration of Model Options
- Provides the ability to choose whether the Pricing engine is called during the entry process or upon command of the user

See: [Overview of Quick Sales Orders](#) on page 2-51

Related Items and Manual Substitutions

The term Related Items covers a number of different relationships that can be defined between items. These item relationships are defined within Oracle Inventory. A new Related Items window has been added to order entry showing the user these other items and their relationships to the ordered item. This new feature in Order Management allows the user to perform functions such as:

- Up-selling
- Manual Substitutions
- Supersession
- Cross-selling

See: [Related Items and Manual Substitutions](#) on page 2-126

Scheduling Across Orders

A new Scheduling tab in the Find window of the Order Organizer enables users to query lines across orders and display the results in the new Scheduling Organizer

window. On the Scheduling Organizer window, users can perform any scheduling action: Reserve, Unreserve, Schedule, Unschedule, and Perform ATP. Authorized users will be able to override ATP.

See: [Scheduling Across Orders](#) on page 2-340

TeleSales eBusiness Center to Sales Order Window

Order Management makes the transition from TeleSales eBusiness Center to the Sales Order window seamless. TeleSales has added a separate Order tab to view order history and create new orders. The New button on the Order tab launches the Sales Order window. The Party, Account, Address, and Contact information entered in the eBusiness Center are carried over and populated in the Sales Orders window. Order Management will automatically create an account, if an account does not yet exist for the Party provided in TeleSales. The user can then enter the other details and process the Order.

See: [Launch Sales Orders from TeleSales](#) on page 2-175

Variable Duration Accounting Rule

Order Management allows users to choose Accounting Rules defined with a duration consisting of a variable number of accounting periods. If users choose a variable duration Accounting Rule at the order header or order line level, they must specify the number of accounting periods to use. The Comprehensive Order Detail report has been enhanced to print header Accounting Rule and Duration.

See: *Oracle Order Management Suite Implementation Manual*.

Add Customer Through EDI

This new feature allows customers to import Order for new Ship To and Bill To customer. They can map the Customer Interface table and populate the information for the new customer (Ship To or Bill To) by supplying data for this new mapping.

Add Customer using Order Import functionality will use that data and will create that new customer and associate Order for that customer.

Automatic Account Creation (TeleSales Integration)

Order Management makes the transition from TeleSales eBusiness Center to Sales Order window seamless. TeleSales has added a separate Order tab to view order history and create new orders. The New button on the Order tab launches the Sales

Orders window. The Party, Account, Address, and Contact information entered in the eBusiness Center are carried over and populated in the Sales Orders window. Order Management will automatically create an account, if an Account does not yet exist for the Party provided in TeleSales. The user can then enter the other details and process the order. It is no longer necessary to create a Quote before creating a sales order. This feature will be available in 11i.9 (11.5.9) and requires TeleSales to be licensed.

See: [Launch Sales Orders from TeleSales](#) on page 2-175

Electronic Messaging - XML Transactions

Process Purchase Order

Order Management 11i.9 supports the Process PO transaction for OAG XML standard. The Process PO transaction is between the buyer and seller. The buyer can send a new purchase order using this transaction. See: [Rosettanet Implementation](#) on page 1-12. The following are the major features of this transaction within Order Management:

- Consume the Process_PO document
Order management consumes the Process PO (OAG) document from the buyer and creates an order in Order Management.
- The Order Import process runs in either the Synchronous or Asynchronous mode depending on the profile option setting.
On successful completion of Order Import (run either in synchronous or asynchronous mode), the sales order will be created in Order Management system.
- Send the acknowledgement back to the buyer
The Acknowledgment message is sent back to the buyer from the seller after processing of the Process PO message. The Acknowledge PO message is a separate transaction. Please refer to the section describing the Acknowledge PO transaction for more details.

Acknowledge Purchase Order

Order Management 11i.9 supports the Acknowledge PO transaction for OAG XML standard.

This outbound message should carry the status of the order received via the inbound PO request to the buyer. The message also contains the reason code for the rejected orders. See: [Rosettanet Implementation](#) on page 1-12.

Major features of this transaction are as follows:

- Send acknowledge PO message

Oracle Order Management generates the acknowledge PO message upon consuming the process PO inbound message and sends an Acknowledge PO message to the buyer.

The Acknowledge PO message is sent in both the Synchronous and Asynchronous processing of the incoming orders.

Acknowledge PO message has information about the incoming Process PO request.

- Send the reason codes

The acknowledge PO message must carry a reason code on every rejected line of an order. The status of the order at the header will be Rejected if any of the lines are rejected for that order.

Acknowledge PO as a confirmation for Cancel PO

The Acknowledge PO message will be used as a confirmation message for Transaction Cancel PO. There is no confirmation message definition for Cancel PO in OAG since the Acknowledge PO will be used.

Acknowledge PO, when used as a confirmation for Cancel PO needs only the lines that have come in with cancellation on the incoming Cancel PO. The message structure and the elements mapped remain the same.

Show Sales Order

The show sales order message is used by the seller to send product status information, by line item for an order to a buyer. See: [Rosettanet Implementation](#) on page 1-12. This outbound message carries the status of the order line.

Major features of this transaction are as follows:

- Generate and send Show_salesorder message out

Oracle Order Management generates the outbound Show SO message at various trigger points described in following sections. The Show SO message contains status information about the order at the line item level.

- **Workflow Support**

You can send the Show_salesorder message to the buyer at any point during the life cycle of the order using Workflow.

- **Trigger Points for Show_salesorder message to support Rosettanet PIP 3A6**

Following are the trigger points for generating the Show_salesorder message:

1. Periodical

The Show_salesorder message can be sent periodically depending on the period set in the trading partner agreement between the buyer and the seller. Examples of this would be Daily, Weekly, or at a particular time of the day.

Order Management provides the concurrent program to be called by the triggering mechanism scheduling the process of the concurrent program to generate the show_salesorder message. This API will have following parameters:

1. **Trading partner id (EDI Location code)** – Order Management would create Show_salesorder message for this trading partner.
2. **Open Orders Only** – This would be the order status that Order Management would need to create show_salesorder message for. It chooses between open or closed orders. If Open Orders Only is set to Yes, only open orders will be picked up. If Open Orders Only is set to No, only closed orders will be picked up.
3. **Closed for days** – OM is currently not supporting the use of this parameter. This would be number of days. OM would create show_salesorder message for all closed orders, which are closed within last 'N' number of days.
4. **Sales Order No From** – Starting at sales order number
5. **Sales Order No To** – End at sales order number
6. **Sales Order date from** – From sales order creation date
7. **Sales Order date to** – To sales order date
8. **Customer PO No From** – Starting at Customer PO number
9. **Customer PO No To** – End at Customer PO number

2. Order changes

- Changes in the attributes of the order that occur as a result of the processing of the order. This could be shipping or scheduling for example. If changes to any

of these attributes occur in a booked order, the show SO message should be sent.

Changes in following attributes should be supported at this point

- Unit selling Price,
- Ordered Qty
- Scheduled arrival date
- Shipped Qty
- Scheduled Ship Date

Any time any of these attributes change for a booked order Order Management will generate a Show_Salesorder message.

Adding a new line to a booked order also generates a Show_Salesorder message. Consequently, splitting a line also generates a Show_Salesorder message, due to the quantity change and the generation of the new line.

- Status change due to business events – Booking the order, Shipping, or scheduling of lines - 3A6 will be generated when the order is booked. It will also, due to detection of the corresponding attribute changes, be generated for scheduling and shipping of lines.

Cancel Purchase Order

Cancel Purchase Order message is used by the buyer to cancel purchase order that was previously created by the buyer. This is an inbound message from buyer to the seller. Cancellation of the individual lines is allowed using this message.

Cancellation of the PO should follow same rules for canceling a purchase order that currently exist in OM. Partial cancellations of the line is allowed. See: [Rosettanet Implementation](#) on page 1-12.

Acknowledgement is sent to the buyer when the cancel PO message is consumed by Order management. Either Accept or Reject status for the Cancel PO request by the buyer will be sent . Acknowledge PO message is used for the acknowledgement for the inbound Cancel PO message.

CONFIRM BOD

Upon receipt of an inbound XML document such as a Process PO or Cancel PO, Order Management has implemented the outbound OAG Confirm BOD message to signal the successful receipt of data to Oracle 9iAS.

Major features of this transaction are as follows:

- This message contains information about the inbound XML message received, as well as the status and description of the inbound message received.
- Unlike the Acknowledge PO message, the Confirm BOD is sent before Order Import is run – it is purely a confirmation.

Rosettanet Implementation

Table 1–1 The above mentioned transactions form the basis for the following Rosettanet Transactions

Rosettanet PIP	Supporting OAG Standard
3A4	Process PO and Acknowledgment PO
3A6	Show SO
3A9	Cancel PO and Acknowledgment PO

Honor Holds in Repricing at Shipment

Order Management Pack F provided the repricing at shipment functionality. Customers can put the reprice line workflow function in any place (after booking, usually after shipping or fulfillment) in their order line workflow. This is a powerful feature used by customers who have long lead times between order entry and shipping and customers who want to be able to finalize their price list or discounts after an order line is entered. With Family Pack I, you can define a reprice line workflow activity specific hold and apply to the order lines you choose. After the pricing setup is finalized, you can release the hold and progress the order line. Also the reprice line workflow activity is enhanced to retry every 12 hours.

See: [Honor Holds at Repricing](#) on page 2-433

Inactive Demand Scheduling Levels

Two new scheduling levels can be set on the Transaction Type. One is for Inactive Demand with Reservations, and the other is Inactive Demand without Reservations. Inactive Demand means that the line will not be scheduled and will not be seen as demand in APS. With Inactive Demand, the Schedule Ship Date entered will be accepted and no scheduling is done. If scheduling is done as an action or through Workflow, the Request Date will be copied to the Schedule Ship Date if it is already not there.

You could use one of the Inactive Demand scheduling levels to create a new Line Transaction Type such as 'Return after Repair.' You could use this Line Transaction Type for outbound lines for repaired items.

If you use an Inactive Demand scheduling level for a repair scenario, you may want the shipped repaired item to not impact inventory counts. To achieve this, you will need to use non-nettable subinventories to receive, repair, and ship the repaired items.

Note: If you want a Transaction Type to avoid consuming on-hand quantity, use an Inactive Demand scheduling level, and also specify a non-nettable subinventory.

To support different requirements for reservations, there are two Inactive Demand scheduling levels.

Table 1–2 Inactive Demand Scheduling Levels

Meaning	Usage
Inactive Demand with Reservations	Reservations will be allowed in Order Management. Auto reservations will be done based on the Reservation Time Fence.
Inactive Demand without Reservations	Reservations will not be allowed in Order Management, Auto Reservations will not be done. You can still access the Inventory Reservation window.

Note: Inactive Demand scheduling levels support only standard items.

Sets

Line Transaction Types using one of the Inactive Demand levels cannot be added to ship or arrival sets, however, they can be added to fulfillment sets.

Models/ATO Items

Inactive Demand scheduling levels are supported only for standard items.

See: *Oracle Order Management Suite Implementation Manual*, Defining Order Management Transaction Types

Order Processing

Overview

Order Management provides you with the tools to manage your sales orders and control your operations.

This chapter covers the following topics:

- [Sales Orders Workbench](#) on page 2-4
- [Overview of Order Organizer](#) on page 2-14
- [Overview of Sales Orders](#) on page 2-19
- [Overview of Quick Sales Orders](#) on page 2-51
- [Integration and Features](#) on page 2-53
- [Folder Functionality in Quick Sales Orders](#) on page 2-59
- [Entering a Quick Sales Order](#) on page 2-68
- [Overview of Blanket Sales Agreements](#) on page 2-78
- [Blanket Sales Agreements Headers](#) on page 2-79
- [Blanket Sales Agreements Lines](#) on page 2-81
- [Releases](#) on page 2-82
- [Revisions](#) on page 2-90
- [Blanket Sales Agreement – Windows](#) on page 2-92
- [Default-able Attributes Appendix](#) on page 2-109
- [Finding Customer Information](#) on page 2-112
- [Override Item Description](#) on page 2-122

- [Related Items and Manual Substitutions](#) on page 2-126
- [Entering a Related Item](#) on page 2-129
- [Integration with Transportation for Freight Rating](#) on page 2-140
- [Ship Method Selection](#) on page 2-148
- [Gross Margin Display](#) on page 2-154
- [Gross Margin Procedures](#) on page 2-155
- [Launch Sales Orders from TeleSales](#) on page 2-175
- [Pricing and Availability Overview](#) on page 2-182
- [Add Customers](#) on page 2-196
- [Commitments within Order Management](#) on page 2-211
- [Prepaid Credit Card Receipts in Order Management](#) on page 2-224
- [Querying Orders](#) on page 2-233
- [Order Audit Trail](#) on page 2-236
- [Viewing Order and Return Information](#) on page 2-243
- [Viewing Cycle Status and Approval History](#) on page 2-249
- [Applying Sales Credits](#) on page 2-255
- [Applying Attachments](#) on page 2-256
- [Overview of Mass Changes](#) on page 2-268
- [Copying Orders](#) on page 2-270.
- [Close Orders](#) on page 2-282
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- [ATP Within Order Management](#) on page 2-300
- [Overview of Override ATP](#) on page 2-314
- [Overview of Sales Order Scheduling](#) on page 2-326
- [Penalty Factor For Late Demand](#) on page 2-330
- [Scheduling Across Orders](#) on page 2-340
- [Overview of Scheduling Across Orders](#) on page 2-340
- [Automatic Item Substitution within Order Management](#) on page 2-349

- [Order Management Sets](#) on page 2-360
- [Overview of Returns](#) on page 2-381
- [Cancelling Orders](#) on page 2-418
- [Applying Holds](#) on page 2-428
- [Honor Holds at Repricing](#) on page 2-433
- [Releasing Holds](#) on page 2-437
- [Process Messages](#) on page 2-440

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

Figure 2–1 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 2-233.

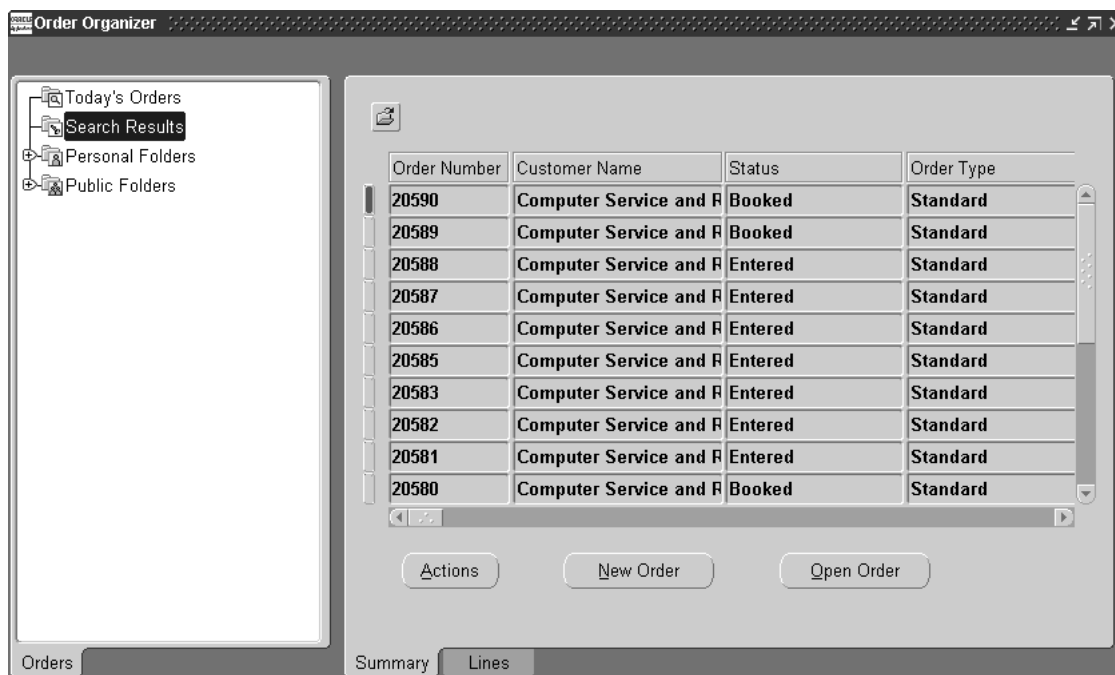
Tabbed Regions

- 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.
- Scheduling - enables you to specify scheduling specific search criteria.

Order Organizer window

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

Figure 2-2 Order Organizer Window



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.

Figure 2–3 Sales Order Window

Sales Orders (63472) - Computer Services and Rentals

Order Information | Line Items

Ship To Contact

Main | Others

Customer	Computer Services and ...	Order Number	63472
Customer Number	1006	Order Type	Order Only
Ship To Contact	Brown, Gerry Mr.	Date Ordered	30-MAY-2003 08:47:41
Customer Contact	Brown, Gerry Mr.	Price List	Corporate
Ship To Location	Chattanooga (OPS)	Salesperson	Lewis, Mr. David
	301 Summit Hill Drive	Status	Entered
		Currency	USD
	Chattanooga, TN, 37401, L	Subtotal	0.00
Bill To Location	Chattanooga (OPS)	Tax	0.00
	301 Summit Hill Drive	Charges	0.00
		Total	0.00
	Chattanooga, TN, 37401, L		

[] ☐

Actions | Related Items | Configurator | Availability | Book Order

Buttons

- Actions--opens a dialog box to perform one of the actions listed below:
 - Add Customer
 - Additional Order Information
 - Apply Automatic Attachments
 - Apply Holds
 - Calculate Tax
 - 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
- Supply to Order Workbench
- View Adjustments
- View Shipping Status
- View Tax Details
- Related Items—opens a window to choose related items.

Call CTO Workbench

Supply to Order Workbench gives the customer service representative (CSR) additional details of a multi-level ATO configuration and top-level supply that is linked to the current sales order for a configuration, ATO item, or Drop Shipped Order line.

This provides the CSR with a single source of information, giving their customers accurate order statuses. This self-service application can be accessed through the sales order header or lines, by clicking Actions and choosing Supply to Order Workbench.

The Supply to Order Workbench is always available in the Actions menu. It can be invoked from the order header when the order contains an ATO item, configuration item, or an “external” (drop shipped) order line. It can be invoked at the line level when the user is on an ATO item, configuration item, or an “external” (drop shipped) order line. In both cases, it will be available only after the order has been booked. The workbench will not be invoked until the configuration item is created

for ATO model lines. And if you try to invoke the workbench and there is no valid line for which to display the information, a message displays in the status bar informing you that there are no lines to be displayed. For more information see: *Oracle Configure To Order Implementation Manual, Supply to Order Workbench*.

- Configurator--opens a window to enter configuration information. - the display is controlled by profile option OM: Use Configurator.
- 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.

Figure 2-4 Mass Change Window

The screenshot shows a window titled "Order Mass Change" with a close button (X) in the top right corner. Below the title bar is a tabbed interface with four tabs: "Main", "Pricing", "Shipping", and "Addresses". The "Main" tab is currently selected. The window is divided into two columns of input fields. The left column contains: Customer (with a dropdown arrow), Customer Number, Customer PO, Customer Contact, Ship To Location, Bill To Location, Order Source, Original Doc Type, Tax Handling, and Tax Exempt Reason. The right column contains: Order Number, Order Type, Request Date, Price List, Date Ordered, Expiration Date, Original Doc Number, Salesperson, Tax Exempt Number, and Terms. At the bottom right of the input area is a small icon of a folder with a plus sign. At the bottom of the window are two buttons: "Ok" and "Cancel".

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.

Figure 2–5 Mass Change Window 2
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

[Sales Orders Tools Menu](#) on page 2-32

[Copying Orders](#) on page 2-270

[Order Import](#) on page 4-29

[Sales Orders Customization](#) on page 2-21

[Defining Sales Order Main and Other Header Information](#) on page 2-32.

[Defining Sales Order Line Item Main Information](#) on page 2-44.

[Defining Sales Order Line Pricing Information](#) on page 2-134.

[Defining Sales Order Line Shipping Information](#) on page 2-135.

[Defining Sales Order Line Addresses Information](#) on page 2-138.

[Defining Sales Order Line Return Information](#) on page 2-159.

[Defining Sales Order Line Services Information](#) on page 2-160.

[Defining Sales Order Line Project Manufacturing Information](#) on page 2-163.

[Defining Sales Order Line Release Management Information](#) on page 2-165.

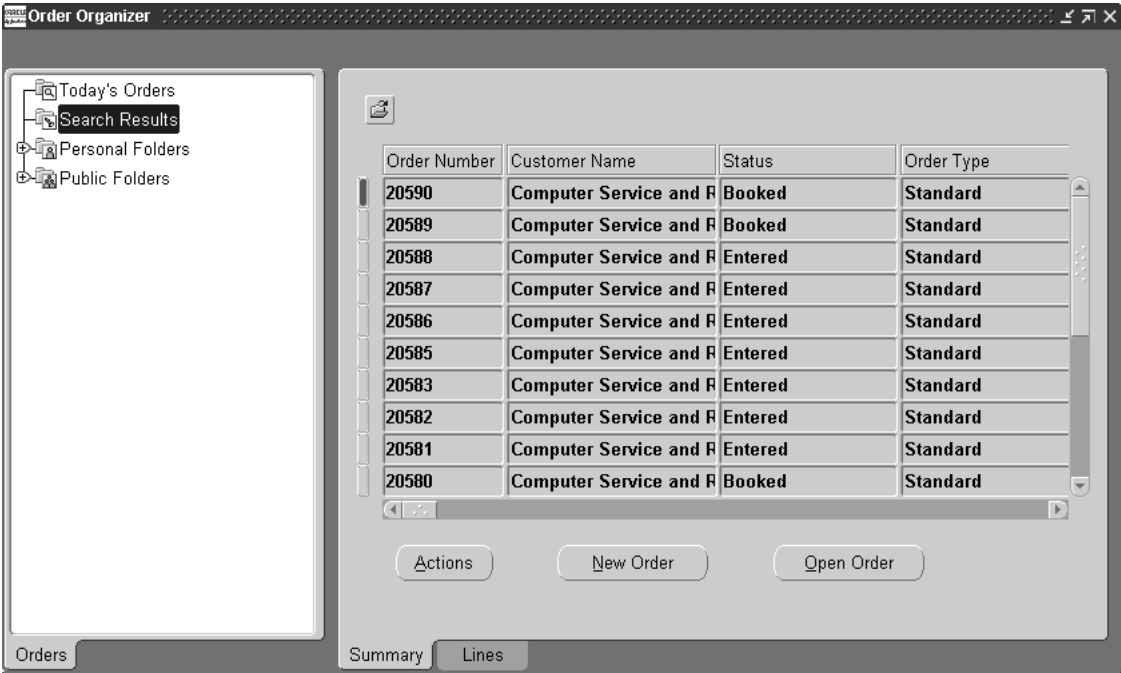
Overview of Order Organizer

The Order Organizer enables you to 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.

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

Figure 2–6 Order Organizer Window



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, select the appropriate entry. This way you can 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. Click Find. 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 clicking Open Order.
- Enter a new order or return by clicking New Order.
- Perform any applicable action or operation on this order by clicking Actions 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 clicking Open Order.
- Enter a new order or return by clicking New Order.

- Perform any applicable action or operation on an order line by clicking Actions 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 Main and Other Header Information](#) on page 2-32

Sales Order Lines Level

[Defining Sales Order Line Item Main Information](#) on page 2-44.

[Defining Sales Order Line Pricing Information](#) on page 2-134.

[Defining Sales Order Line Shipping Information](#) on page 2-135.

[Defining Sales Order Line Addresses Information](#) on page 2-138.

[Defining Sales Order Line Return Information](#) on page 2-159.

[Defining Sales Order Line Services Information](#) on page 2-160.

[Defining Sales Order Line Project Manufacturing Information](#) on page 2-163.

[Defining Sales Order Line Release Management Information](#) on page 2-165.

See

[Sales Orders Tools Menu](#) on page 2-32.

[Copying Orders](#) on page 2-270.

[Order Import](#) on page 4-29.

[Sales Orders Customization](#) on page 2-21.

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)

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.

- 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

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

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

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.

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

- 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

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

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

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

- Line
- Option
- Reference Type
- Shipment

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

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.

Table 2–1 Available Options from the Tools Menu for the SO Information and SO Lines Window

Option	Information
Workflow Status	See: Viewing Workflow Statues and Processes.
AutoSchedule	See: Sales Order Auto Scheduling.
Item Search	See: Item Search, <i>Oracle Inventory User’s Guide</i> .
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; <i>Oracle Advanced Pricing User’s Guide</i>
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.

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.

Prerequisites

- Set up your order types.
- Set up your salespersons.
- Set up your price lists.
- Set up your discounts.

ATTENTION

The following fields currently can contain rounded amounts within the Sales Order Header window.

Note: Some fields 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.

Figure 2–7 Sales Order Window - Main tab

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

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.

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.

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.

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 inactivate, 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.

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.

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)

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.

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.

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.

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.

See: [Add Customers](#) on page 2-196.

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.

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 2-224.

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

[Defining Sales Order Line Pricing Information](#) on page 2-134.

[Defining Sales Order Line Shipping Information](#) on page 2-135.

[Defining Sales Order Line Addresses Information](#) on page 2-138.

[Defining Sales Order Line Return Information](#) on page 2-159.

[Defining Sales Order Line Services Information](#) on page 2-160.

[Defining Sales Order Line Project Manufacturing Information](#) on page 2-163.

[Defining Sales Order Line Release Management Information](#) on page 2-165.

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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 Main and Other Header Information](#) on page 2-32.

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.

- 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: Some fields 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.

Note: The Request Date field is populated with the current system date and time. If a line is deleted from the order, and a new item is entered, the Request Date field will continue to display the original system date and time stamp.

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.

Note: 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

[Sales Orders Customization](#) on page 2-21.

[Defining Sales Order Main and Other Header Information](#) on page 2-32.

[Defining Sales Order Line Pricing Information](#) on page 2-134.

[Defining Sales Order Line Shipping Information](#) on page 2-135.

[Defining Sales Order Line Addresses Information](#) on page 2-138.

[Defining Sales Order Line Return Information](#) on page 2-159.

[Defining Sales Order Line Services Information](#) on page 2-160.

[Defining Sales Order Line Project Manufacturing Information](#) on page 2-163.

[Defining Sales Order Line Release Management Information](#) on page 2-165.

[Sales Orders Tools Menu](#) on page 2-32.

Oracle Process Manufacturing User's Guide.

Overview of Quick Sales Orders

Quick Sales Orders reduces data entry and shortens the time required to perform this task. You can search for customer data by using the Easy Search feature, enabling you to search on various fields, then bring that customer's information into the order. Headers and lines are displayed in the same window. In the Line Details region you can add related items or upsell the existing item on the line as well as verify price and availability.

[Integration and Features](#) on page 2-53

[Folder Functionality in Quick Sales Orders](#) on page 2-59

[Entering a Quick Sales Order](#) on page 2-68

Quick Sales Orders Window

Using Quick Sales Orders, you can configure your user interface to meet your business flow needs, making the input intuitive for the user with minimal training. You can create hot keys to use the keyboard instead of a mouse as your input device or nominate actions to be represented as buttons. Data entry is shortened by the reduced need for navigation to other windows. Pricing can be deferred until the lines are saved, thereby optimizing processing time.

Header Region

The window displays the following fields at the header region, and the header block is folder enabled. The Others tab is hidden by default and can be displayed using the folder functionality. The header region is split into two sub regions - Main and Addresses.

The main region has the following fields displayed:

Customer Name, Order Type, Customer PO, Order Number, Subtotal, Tax, Charges, and Total, telephone Number, and E-mail.

The phone number field that is displayed by default comprises area code and subscriber number. For the US the area code length is 3 digits and the subscriber number is 7 digits. If the country code is not entered in the Sales Orders window, the country associated with the user in Trading Community Architecture (TCA) preferences is used for determining the phone format. If there is no country preference associated in TCA preferences for the user, the default country entered in AR system options is used for determining the phone format.

Phone country code and Phone extension are hidden fields and can be displayed using folder functionality.

The phone number field can be used for looking up a customer. The phone number can be either a customer phone number or a phone number associated with a specific address.

Note: If an invalid number of digits are entered in the phone area code or phone subscriber fields, then the user is prompted with a message about the incorrect number of digits.

Address Information

The Address Information region will have the following fields displayed by default:

Ship To Address1, Ship To Contact, Bill To Address1, and Bill To Contact.

Deliver To Address1, Deliver To Address5, and Deliver To Contact are available for the user to display through the folder functionality.

Note: Ship To Address5 & Bill To Address5 displays the concatenated information of City, Zip Code, and State.

Ship To Address1, Bill To Address1 fields support searching and entering the address information without pre-entering a value for a sold to customer. You can navigate directly to the ship to address1, invoice to address1 fields located in Address Information section of the window, and then you can enter a partial value for address1 without entering Sold To. The List of Values will display all the addresses across customers matching the criteria entered.

Address information for Ship To, Bill To, and Deliver To also can be entered using the fields that are available in the Main and Others tab of the header section.

Note: These fields are hidden in the default folders, however the fields can be displayed using the folder functionality.

Address Details

The Address Details window displays all the aspects of the customer and address information pertaining to a sales order in one place.

Note: If the address information is already entered in the Address Information section of the Quick Sales Orders window that information is displayed in the Address Details window whenever this window is opened.

Customer information can be entered directly in this window and the information is automatically carried over to the Address Information section of the sales orders. When Ship To address is selected using this feature, the Bill To is defaulted using the Order Management defaulting rules. If the defaulting rules cannot derive a Bill To, then the system will check to see if the same address is set up as a valid Bill To site. If the address is also a valid Bill To then the system will prompt you to select this address as a Bill To. If you select the Bill To using the above feature an attempt is made to default the Ship To using the Order Management defaulting rules. If defaulting rules do not result in defaulting a Ship To, a check is made to see if the same address is also setup as valid Ship To and in which case you are prompted with an option to select this address as Bill To.

Others Tab

The Others tab will have the following fields displayed by defaulted when it is displayed using the folder functionality:

Price List, Warehouse, Shipping Method, Shipping Instructions, Salesperson, Line Set, Freight Terms, and Packing Instructions.

Integration and Features

Telesales

You can access the Quick Sales Orders window from Telesales when the customer does not require a quotation.

Defer Pricing

You can defer the call to Pricing when entering order lines. Checking the Defer Pricing check box will delay Pricing. The Unit List Price and Unit Selling Price won't be displayed while entering the line and navigating out of the line. The order and lines are priced when the lines are saved. This feature can be controlled through the Defer Pricing check box that is displayed in the Lines window.

Note: The profile OM: Quick Sales Order Form: Defer Pricing Values at Site, Application, Responsibility, and User Levels yes/no will control the default setting although you can activate this feature from the window.

Note: This feature supports standard items only.

Toggle Query Coordination in the Lines

This feature enables you to control how the lines are refreshed during the process of creation, update, or deletion of lines. Creating, updating, or deleting of lines can result in cascading changes. There can be two types of cascading changes that can occur. Changing a field on a line can trigger changes on other lines as well. Adding a service line to a model can result in cascading of service lines to options/classes. These are cascading across lines. Cascading can happen on the same line also. A change in one field can result in other fields being changed, this is treated as cascading on the same line. The Toggle Query Coordination check box controls whether the cascaded changes are refreshed and displayed immediately in the lines block after the save operation is performed or upon navigating to lines block.

Note: For performance benefits the Toggle Query Coordination check box can be unchecked. If you deselect the toggle, a message will be displayed: *De-selection of this control will deactivate the auto query function. Run a query to view changes to their order.* When you end and restart a session, the default will be returned from the profile: OM: Quick OE Auto Refresh.

Toggle Query Coordination in Line Details Region

This feature enables you to control how the active line detail region displays the data corresponding to the current line. If the Toggle Query Coordination is checked and if there are related items for the ordered item, then the related items detailed region in the line details will automatically display the related items. You do not have to manually navigate to the related items to look at upsell/cross sell items.

Similarly, adjustments corresponding to the current line will be displayed if the active line detail region is Adjustments. Pricing/Availability information is displayed in the Pricing/Availability line detail region when entering the line if the Pricing/Availability region is active.

Pricing/Availability

You can obtain price, availability, and display available to promise dates in a single view. The following are the requests:

- You can request price and availability prior to entering the order details. Entering an order type will allow navigation to the line detail region. When a part number and quantity are entered and validated, you can select the line and populate the sales order line with the detail. The remaining information can be selected after the order lines are defined.
- You can invoke a pricing/availability call at any time during the order entry process, using Item and Quantity. You can communicate the results to the customer, by selecting lines within the Availability window to populate the order when the customer requests the addition to the order.

Line Details

The Quick Inline Price and Availability region enables you to check for price and availability information for the current line. You can also perform additional checks for price and availability for different items and add these items to the order or replace the item on the current line.

Note: The Price and Availability feature is supported only for standard items.

If the Toggle Query Coordination check box in the line details is unchecked then the pricing and availability information will be displayed only when you navigate to the Pricing/Availability region for the current line. If the Toggle Query Coordination is checked in the line details then the price and availability information will be automatically displayed in the line details section while entering the line.

Note: You can check for pricing and availability of an item by entering the Item, Qty, and Request Date then click Price & Availability.

The Additional Information field will enable you to view additional fields like Price List, Unit List Price, and Effective Until.

The UOM, Warehouse, Price List are defaulted using Order Management defaulting when the item is entered. The Request Date is defaulted to today's date. Also, the

Item Identifier Type is defaulted to internal. The item identifier type List of Values will display all the cross-reference types that are enabled in Oracle Inventory.

Any qualified price breaks from the price list selected by Pricing (when unit list price is derived) are displayed in the Price Break Sub-Tab.

Any automatic discounts (shown as a negative amount) available for your customer are displayed in the 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.

Price Breaks and price break modifiers can be viewed if they are available for the item entered in the order line. You can view the price breaks and enter the appropriate quantity on the order line.

Price and Availability is also displayed for the item entered on the order line in the Line Detail region.

- Price and Availability for an alternate item.
 - Enter an item number in the line detail Item field and enter a Request Date if different from the default (today's date).
- When the results are returned the user can:
 - Add the item to the order by clicking Add Item.
 - Replace the order line, where the cursor resides, beside in the Lines region of the order.

Figure 2–8 Sales Orders Window - Price Breaks

The screenshot displays the 'Sales Orders (57794) - Computer Service and Rentals' window. The 'Pricing' tab is active, showing a table with one line item: Line 1.1, Ordered Item AS54888, Qty 1, UOM Ea, Item Description Sentinel Standard D, Unit Selling Price 100.00, and Extended Price 100.00. Below the table, the Description is 'Sentinel Standard Desktop', Line Total is 100.00, and Service Total is 0.00. The 'Line Details' section has tabs for Options, Price Adjustments, Related Items, and Pricing/Availability. The 'Pricing/Availability' tab is selected, showing a 'Price and Availability' section with fields for Item Identifier, Request Date (16-MAY-2003), Item, Qty (1), and Additional Search Criteria. Below this is a 'Price Breaks' section with a table for modifiers. To the right is a 'Pricing & Availability Summary' section with fields for Unit Selling Price, Extended Price, Available Date, Available Qty, Reservable Qty, Onhand Qty, and Warehouse. At the bottom are buttons for Actions, Related Items, Configurator, Availability, and Book Order.

Line	Ordered Item	Qty	UOM	Item Description	Unit Selling Price	Extended Price	Shipping Method	Schedule Arrival Date
1.1	AS54888	1	Ea	Sentinel Standard D	100.00	100.00		

Description: Sentinel Standard Desktop Line Total: 100.00 Service Total: 0.00

Line Details

Options Price Adjustments Related Items Pricing/Availability

Item Identifier: Item: Request Date: 16-MAY-2003 Qty: 1 Additional Search Criteria: Add To Order (K) Replace (J)

Price Breaks

Modifier Name	Modifier Type	Adj Amount	Net Price	End Date

Pricing & Availability Summary

Unit Selling Price: Extended Price: Available Date: Available Qty: Reservable Qty: Onhand Qty: Warehouse: Additional Information:

Actions Related Items Configurator Availability Book Order

Pricing Integration

There is integration to Pricing for coupon redemptions and other advanced features (Buy one get one free), Ask For/ promotions. You can assign manual discounts when permitted via discount profile options.

Margin Vs. Price

- Displays Margin Vs. Price in the sales order.

Gross Margin is a number that represents the profit to be made when selling an item. In general, higher margins are more desirable than lower ones. During order entry you may need to ensure that:

- An item is not selling below its cost

- To see if a line is even worth fulfilling
- During item substitution; to choose a product with higher margin

See:

[Gross Margin Display](#) on page 2-154

Enhanced Search of Customers, Addresses, or Contacts

You can use the enhanced basic search to find customer information based on several fields, during the order entry process.

Typically processing an order requires you to enter customer information, address (bill to, ship to), and contacts.

See:

[Finding Customer Information](#) on page 2-112

Copy line function within a Sales Order

The Copy Orders function in Order Management is tightly integrated with the Sales Orders window and supports multi-selection of records. In addition to the Copying of Orders it facilitates copying of lines from within an order or across orders to a new order or adding them to an existing order.

Related Items

You can use item substitutes and cross references in the order process without having to drill down for selection; the display of options is immediate.

Selections are displayed to enable you to promote the current discounting opportunities. You do not have to invoke an action to request this information; it can be displayed automatically in the Line details region.

See:

[Related Items and Manual Substitutions](#) on page 2-126

Folder Functionality in Quick Sales Orders

Folder Functionality has been extended to configure the Quick Sales Orders window. The Sales Order window can be configured to display additional tabs both at the header line and line details. The Line details regions also can be selected. The window can be configured to select which specific actions should be available as buttons, which can have a user defined prompt assigned as well as the ability to nominate hot keys.

Order Tabs

You can display additional tabs from the header. The Others tab can be displayed by selecting the Others check box and saving the folder. This folder can be saved to open as the default folder.

Configuring Buttons

All the critical Actions that are currently available from the headers & lines are seeded and can be selected to be displayed as buttons. You can also specify a custom prompt and an access key. If the access key is already used by other buttons then the access key specified here is ignored.

Note: You can display a maximum of 8 buttons. The Configure Buttons functionality is enabled only when a folder for the Header is created

To configure buttons:

1. Navigate to the Quick Sales Orders window.
2. Choose the Folder Tools icon, then choose New on the Folder Tools window.

Figure 2–9 Create New Folder Window - Configure Buttons

Action Name	User Entered Prompt	Access Key	Display
Actions		A	☒
Add Customer		C	☒
Additional Line Information			☐
Additional Order Information			☐
Apply Holds			☐

3. Name the folder and optionally choose to have the folder open as the default folder and/or make it public.
4. In the Configure Buttons region, choose the Action Name to configure, optionally change the button name in the User Entered Prompt field, and enter a hot key reference in the Access Key field. Check the Display check box to display the button.
5. Click OK.

Note: If the access key that is entered in the access key field is already used by some other button, a different key will be assigned automatically by the application.

Header – Display Tabs

You can decide whether to display Order Header tabs in the Quick Sales Orders window using the extended folder functionality.

To display the Others tab:

1. Navigate to the Quick Sales Orders window.
2. Create a new folder via the menu bar or via the Folder Tools icon.
3. Name the folder and optionally choose to have the folder open as the default folder and/or make it public.
4. In the Tab region check the Others check box.

Figure 2–10 Create New Folder Window - Others

Folder:

Autoquery

☐ Always
 ☐ Never
 ☐ Ask each time

☒ Open as Default
 ☒ Public
 ☐ Include Query

Order Tabs

☒ Others

Configure Buttons

Action Name	User Entered Prompt	Access Key	Display
Actions		A	☒
Add Customer			☐
Additional Line Information			☐
Additional Order Information			☐
Apply Holds			☐

Line Tabs

☐ Pricing
 ☐ Shipping
 ☐ Addresses
 ☐ Returns
 ☐ Services
 ☐ Others

Line Details (Regions)

☒ Options
 ☒ Services
 ☒ Adjustments
 ☒ Related Items
 ☒ Pricing/Availability

Default Region:

5. Click OK to save the folder.

Figure 2-11 Sales Orders Window - Others Tab

[illegible]

Folder Extensions- Line Tabs

You can decide what tabs to display at the line level using extended folder functionality. Using this feature from the Lines window, the following additional tabs can be selected to be displayed:

- Pricing
- Addresses
- Shipping
- Returns
- Services
- Others

The tabs can be displayed by selecting their corresponding check boxes and saving the folder. This folder can be saved to open as the default folder.

Note: When the Save Folder window is accessed from the order lines, the Order Tabs section and Customize buttons regions will be disabled. Similarly when Save Folder window is accessed from the order header then the Line Tabs, Line Details section, and Default region list are disabled.

To display tabs at the line level:

1. Navigate to the Quick Sales Orders window.
2. In the Lines region create a new folder via the menu bar or the Folder Tools icon.
3. Name the folder and optionally choose to have the folder open as the default folder and/or make it public.
4. In the Line Tabs region, check the tabs to display.

Figure 2–12 Create New Folder Window - Line Tabs

Action Name	User Entered Prompt	Access Key	Display
Match and Reserve			☐
New Order			☐
Notification			☐
Price Adjustments			☒
Price Line			☐

- 5. Click OK to save the folder.

Line Details Display

Folder Extensions- Line Details (Regions)

The default folder will display the following line details. You can control the display of line details (regions) using folder functionality. Any of the following line details can be hidden:

Options, Services, Adjustments, Related Items, and Pricing/Availability.

You can select which one of the line details regions should be the default that is displayed when you switch to the Expand Line Details mode. The line details that are deselected won't be available to be selected as default region.

Activate Line Details

You can choose to display specific line details when creating a folder at the line level.

By selecting the line details display in the Default Region field, you can select what detail component opens as a default. Display Line details by activating the +/-icon or using SHIFT+PAGE DOWN keys in the lines region. The line details can refer to the current record where the cursor is, or can be used to obtain additional information during the order taking process.

To display line details:

1. Navigate to the Quick Sales Orders window.
2. In the Lines region create a new folder via the menu bar or the Folder Tools icon.
3. Name the folder and optionally choose to have the folder open as the default folder and/or make it public.
4. In the Line Details region, check the items to display.

Figure 2–13 New Folder Window - Line Details

Create New Folder

Folder: **Line**

Autoquery

☐ Always
☐ Never
☐ Ask each time

☐ Open as Default
☐ Public
☐ Include Query

Show Query

Order Tabs

☒ Others

Configure Buttons

Action Name	User Entered Prompt	Access Key	Display
Match and Reserve			☐
New Order			☐
Notification			☐
Price Adjustments			☒
Price Line			☐

Line Tabs

☐ Pricing ☐ Shipping ☐ Addresses ☐ Returns ☐ Services ☐ Others

Line Details (Regions)

☒ Options ☐ Services ☒ Adjustments ☒ Related Items ☒ Pricing/Availability

Default Region: **Options**

OK Cancel

- Click OK to save the folder.

Options

When you enter an ATO/PTO Model and wish to select Option Classes and options, you must select the Option check box. Select the options using the List of Values in the Item field.

The Options region in the Line Details has the following fields:

Option Number, Item, Item Description, UOM, and Qty.

Options/Classes can be entered by navigating into this region. The Options/Classes can be created or displayed in the Options Line Details region corresponding to the model line that is highlighted or active in the lines region.

Note: The Option Number is system generated and may not be the actual option number that the system will assign once the configuration is saved. It is a sequence number that is initially assigned for display purposes.

Saving the Options

The options can be saved either by clicking Save or moving the cursor back to the lines. If the Toggle Query Coordination check box is checked then the newly created option lines/classes are displayed immediately in the lines block when the cursor is moved to the lines. If the Toggle Query Coordination is unchecked then the options/classes are saved, but the lines region doesn't display the options/classes immediately upon navigation to the lines. Users have to manually requery to see the new lines.

Note: If the Advanced Configurator product is installed and the OM: Use Configurator profile is set to Yes, then clicking Configurator will take you to the Configurator window. If OM: Use Configurator is set to No then the Options region in the line details will be rendered. Clicking Configurator will move you to the Options region for model items.

Entering a Quick Sales Order

To enter an order using Quick Sales Orders:

1. Navigate to the Quick Sales Orders window.

Figure 2–14 Quick Sales Orders Window

[illegible]

2. You can select the Find Customer Information window by either clicking the Find Customer icon, using the Tools menu, entering data into selected fields, or from the right mouse menu when the cursor is in the order header.

Figure 2–15 Find Customer Information Window

The screenshot shows a window titled "Find Customer Information". It contains the following fields and controls:

- Customer Name: Text input field
- Customer Email: Text input field
- Phone Area Code: Text input field
- Phone Number: Text input field
- Postal Code: Text input field
- City: Text input field
- State: Text input field
- Address1: Text input field
- Address2: Text input field
- Address Usage: Dropdown menu (All)
- Status: Dropdown menu (Active)
- Contact Last Name: Text input field
- Contact First Name: Text input field
- Contact Email: Text input field
- Contact Role: Dropdown menu (All)
- Find: Button
- Cancel: Button

3. Enter the search criteria such as partial value of the Address1, Customer Name, Phone Number, or Customer E-mail along with any additional search criteria other than the Contact related fields.

Note: Address1, Customer Name, Customer E-mail, Phone Number, Contact Last Name, or Contact Email is mandatory to search.

The Addresses/ Customer/ List of Values with the address information is displayed.

4. Select the appropriate Customer record.
The Order Update window displays with the valid options checked. Any invalid options are disabled. Select this address to be both as Ship To & Bill To for this order.
5. Click OK.
The Sales Order window is populated with the customer information along with Ship to & Bill To.

To Find a Customer Using Contact Search Criteria:

1. You can select the Find Customer window by either clicking the Find Customer icon, the Tools menu, or from the right mouse menu when the cursor is in the order header.

The Find Customer window appears.

2. Enter the search criteria such as a partial value of the Contact Last Name or Contact E-mail along with any additional search criteria.

Note: Address1, Customer Name, Customer E-mail, Phone Number, Contact Last Name, or Contact E-mail is mandatory for searching.

The Contact/Customer List of Values appears with the address information if the contact is associated with an address.

3. Select the appropriate Contact record from the List of Values. The Decision window appears.

The Update Orders window displays with the valid options checked. Any invalid options are disabled. Select this Contact to be both as Ship To Contact and Bill To Contact for this order.

4. Click OK.

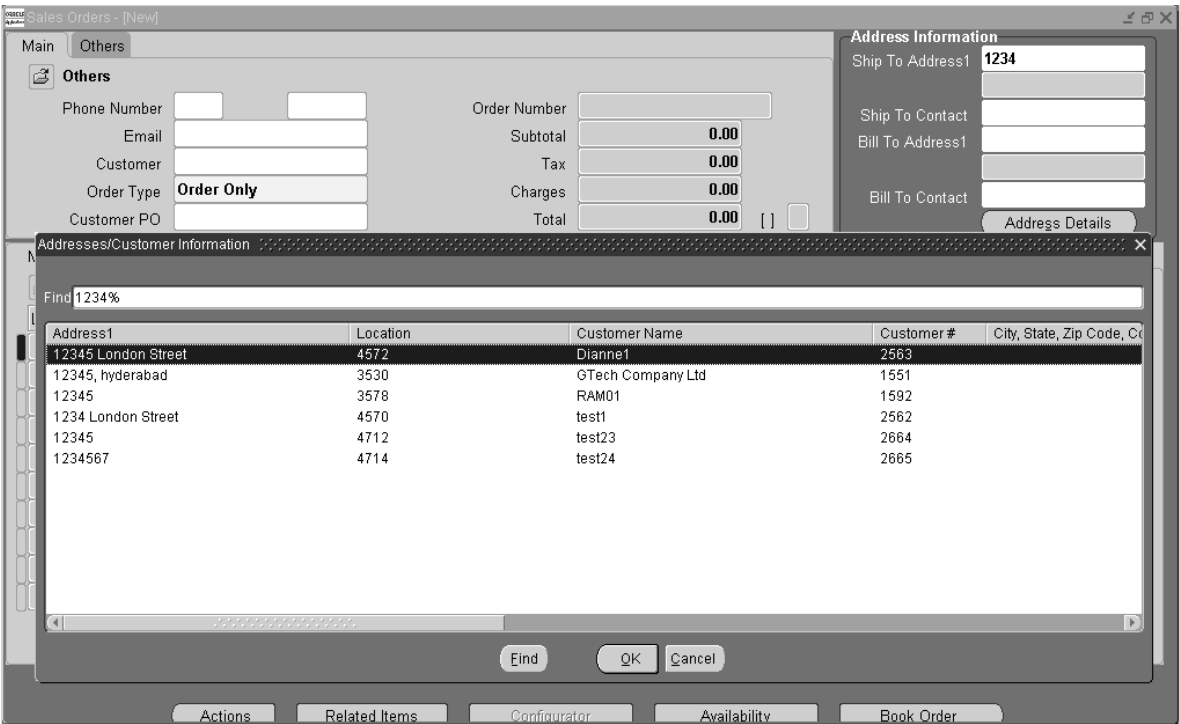
The Quick Sales Orders window is populated with the customer information along with Ship to and Bill To.

See Find Customer Information

To Find a Customer Using Search on Address1 field:

1. Navigate to the Quick Sales Orders window.
2. Enter information into the Ship To Address1 or Bill To Address1 field without entering the Sold To or customer number.
3. Enter a partial value in the address1 (Ship To or Bill To) field and tab out. The Addresses/Customer List of Values appears.

Figure 2–16 Addresses/Customer Information List of Values



- 4. Select the appropriate customer record.
- 5. A Decision window opens that prompts you to select this address as bill-to, if the Order Management Defaulting Rules are not able to default the Bill To.
- 6. Click OK.

The Sales Order window is populated with the customer information along with Ship to & Bill To.

Line Details- Services

Service Lines can be created by displaying the Services tabs using the folder extension functionality. A service line can be referenced either to an existing sales order line or to a customer product.

Service Lines also can be entered by selecting the Services radio button.

Delayed service for the Sales Order reference type, service lines are entered using the Services Tab in the Lines region. Service lines also can be entered by displaying the Services Tab in the Lines region.

Service Lines can be ordered in the Services region of line details for service reference types of Sales Order and Customer Product. By default, service lines entered in Services region of line details are referenced against the product item (Immediate of Sales Order reference type) where the cursor is positioned. The sales order reference information is not required. The service line is referenced by default against the product line.

To reference a sales order line against a customer product for delayed service, enter the reference type as Customer Product along with the Customer product and system name.

Note: The Services Region in the Line Details is folder enabled.

Changing of any other additional attributes on the service lines other than the ones mentioned is performed from the Lines window.

Note: The service lines can be saved either by clicking Save or moving the cursor back to the Lines window. If the Toggle Query Coordination check box is checked then the newly created service lines are displayed immediately in the lines block when the cursor is moved to the lines. If the Toggle Query Coordination is unchecked then the service lines are saved, however the Lines region doesn't display the service lines immediately upon navigation to the lines. You have to manually requery to see the new lines.

The Service Detail region can be used in any one of three different ways:

To use the Services Detail region:

1. Services can be chosen for the cursor selected line using the Service Detail region. If a user selects a service item it will be attributed to the line. This is an immediate service association.

- Select a service item from the List of Values, enter a quantity, then save your work.
2. You want to enter a delayed service, but not display the Service tab in the Lines region. You can enter an order header, navigate to the Line details, and select a service line, associating that service line with another order for product that may have been entered previously.
- Enter a Sales order line and go to the Services Detail Region.
 - Select a service item and quantity.
 - Select an order type and order number.
3. A service line can be entered and associated with a system by displaying the Reference System Column in the folder.
- Select a service item and quantity.
 - Select a Reference System Name.

Figure 2–17 Services Detail Region

Sales Orders (57802) - Computer Service and Rentals

Main Pricing Shipping Addresses Returns Services Others

Svc

Defer Pricing ☒ Auto Refresh ☐

Line	Ordered Item	Qty	UOM	Item Description	Unit Selling Price	Extended Price	Shipping Method	Schedule Arrival Date
1.1	AS54888	1	Ea	Sentinel Standard D		0.00		

Description Sentinel Standard Desktop Line Total Service Total

Line Details

Options Services Price Adjustments Related Items Pricing/Availability

Line 1.1 Product Item AS54888

Serv	Service Item	Service Qty	UOM	Unit Selling Price	Service Start Date	Service End Date	Service Period	Service Duration
1	WR18533	1	YR		16-MAY-2003	14-MAY-2004	DAY	365

Actions Related Items Configurator Availability Book Order

Line Details- Adjustments:

The Adjustments region for the line level adjustments displays all order level adjustments, adjustments for this line, and adjustments for a group of lines where this line resides.

The Adjustments region displays the automatic adjustments that are applied to the order line, or you can apply additional manual adjustments to the order line. Once a manual adjustment is applied and the adjustment is saved, the new Unit-selling price will be refreshed on the order line when you navigate to the Lines region and if the Toggle Query Coordination check box on the lines is checked.

Note: Adjustments line detail region is folder enabled.

To view or enter the order level adjustment from the order header, use the Standard Adjustments window. Both Header and line adjustments can be applied from the Line detail region.

To view price adjustments:

1. Navigate to the Quick Sales Orders window.
2. Find the sales order to view adjustments.
3. Select the line to view Price Adjustments.
4. In the Line Details region, choose Price Adjustments.

Figure 2-18 Sales Orders Window - Adjustments

[illegible]

Related Items

In the Related Items region you can perform manual substitutions, and upsell/cross sell. If there are related items set up for the ordered item, then the ordered item is highlighted while entering the line, and a hint is displayed in the status bar. In the special mode where the lines & line details are displayed in the same window, and if the Toggle Query Coordination check box is checked then the related items are displayed in the Line Details window automatically. If the Toggle Query Coordination in the line details is unchecked, then the item is just highlighted and a hint is displayed. You can navigate to the Related Items lines details section to view the related items.

Note: You can select only one upsell item, but you can select multiple cross-sell items. Depending on the item relationships, either a new line is created or the ordered item is replaced with the related item on the current line. Related items for upsell/cross sell opportunities are displayed in the Related Items detail if these relationships exist. All applicable relationships and types will be displayed and you can select up to one 'substitution type' or multiple upsell/cross sell items.

To add a related item to an order:

1. Navigate to the Quick Sales Orders window.

Figure 2–19 Sales Orders Window - Related Items

[illegible]

2. Find the sales order to relate items to.
3. Select the line to relate items to.
4. In the Line Details region, choose the Related Items.
5. Select check box to the left of the related item field.
6. Once a selection is made through the check box, click Apply or Cancel to discard your changes.

Save your work.

Overview of Blanket Sales Agreements

A Blanket Sales Agreement is defined as an agreement for a customer that has specific characteristics between a customer and a supplier. Blanket Sales Agreements are similar in functionality to the Blanket purchase order in Oracle Purchasing. These characteristics may include the date range of the agreement, the items included, the price of the items, the quantity of each item that the parties committed to as well as other attributes, like freight or payment terms. Once a Blanket Sales Agreement is entered for a customer, multiple releases (shipments) against the Blanket Sales Agreement can be processed over a period of time within Order Management. The order is fulfilled and billed according to the terms of the Blanket Sales Agreement. Tracking information will also be accumulated for Blanket Sales Agreement such as quantity fulfilled, and dollar value fulfilled of released lines. This information will be used to view status of orders executed against a Blanket Sales Agreement.

Blanket Sales Agreements interface with Oracle Pricing to price Blanket Sales Agreement lines, default pricing information, and provide special pricing for blankets. Oracle Release Management discloses all releases against Blanket Sales Agreements to determine the current picture of demand. Demand will only be looked at from the release lines.

The new functionality introduced with Blanket Sales Agreements includes:

- New windows: Find Blankets, Blankets Summary, and Blanket Sales Agreements windows
- Captures agreement information
- Enforce blanket terms: price list, shipping method, payment terms, ship to, bill to, etc.
- Ability to track revisions to the Blanket Sales Agreements
- Ability to secure who can enter Blanket Sales Agreements
- Create simple price lists during blanket creation
- Specify defaulting rules for blanket attributes
- Support Standard, ATO items, and Kits
- Support Item Categories and all items
- Ability to create releases by Order Import and Process Order API
- View releases of Blanket Sales Agreements

- Process the releases to the Blanket Sales Agreement
- Default information from the Blanket Sales Agreement to the release
- Aggregate information about the releases and access that consolidated information from the Blanket Sales Agreement
- Integrations with Advanced Pricing and Release Management
- Effectivity dates of the agreement

Blanket Sales Agreements Headers

Blanket Sales Agreement Header

Blanket Sales Agreement headers include:

- All information that other order headers include (such as customer, ship to, bill to)
- Effective dates of the Blanket Sales Agreement
- Terms between the customer and vendor such as payment and freight terms
- A blanket minimum and maximum value. This is represented by a maximum monetary value that the buyer can purchase over the life of the blanket, and by a minimum monetary value that the buyer must purchase over the life of the blanket, across all items on the blanket. In other words, this minimum and maximum is independent of a particular item
- Control of Minimum Values: Control flags will be used to control whether the user can exceed the maximum (value) and to impose the minimum value

Blanket Sales Agreement Information

A Blanket Sales Agreement is used to capture information about fulfillment rules and conditions between a supplier and a customer including:

- A specified quantity
- A specified list of items
- A certain price
- A specified date range

Accumulation of Blanket Sales Agreement Information

A Blanket Sales Agreement is used to accumulate and display summary header and line information about releases that have been processed related to that agreement.

Amount based Blanket Sales Agreement

You can define a blanket that is not item based but based on an amount. For example, Company A can have a Blanket Sales Agreement for a \$1,000,000 with Company B. This Blanket Sales Agreement will cover all items. The way this can be implemented is to define a blanket header with one blanket line of item identifier type 'ALL ITEMS' and Min/Max Amounts.'

Blanket Order Numbers

The blanket order numbers are assigned automatically by the system with numeric characters only.

Blanket Currency

You may negotiate your agreement in any currency. The amount of the Blanket Sales Agreement will be represented in this currency. Blanket currency can be any currency, including currencies other than the functional currency of the negotiating organization.

Note: You must specify the conversion type on the Blanket Sales Agreement if release currencies are to be different from blanket currency.

Enforcing Terms on Blanket Sales Agreements

You can choose to set up terms and enforce them on the release:

Ship to location

Bill to location

Freight Terms

Shipping Method

Payment Term

Price List

Accounting Rule

Invoicing Rule

Note: The Enforce flag on the Blanket Sales Agreement will ensure the value on the release matches with the value on the blanket line.

Blanket Sales Agreements Lines

The blanket agreement lines include:

- Item categories - able to store the categories and ALL ITEMS to cover all items
- The fixed (min/max) quantity agreed between the customer and supplier
- The price
- Grade
- Effective dates - Effective dates are optional. If there are no effective dates, the blanket may be used at any time. If the effective dates on a line are blank, the effective dates for the header will be used. You can not enter effective dates on the lines that are outside the effective date range for the header.
- The Blanket Sales Agreement amount - Visible on the Blanket Sales Agreement line, and displays the open balances on the blanket.

Multiple Blanket Lines for Same Item

The same item can appear on the Blanket Sales Agreement multiple times, but the occurrences cannot have overlapping date ranges. This will allow accumulation of quantities for different time periods.

For instance, to keep totals by month and if the Blanket Sales Agreement extends for a year, you will have 12 occurrences of the items on the agreement and the effective dates for each line will be 1 calendar month.

Item Types and Categories

Blanket orders may be for shippable items, such as office supplies and for non-shippable items, such as consulting services and training. The blanket order line may be represented by the customer item number, rather than the supplier's item number.

Note: Service items will not be supported in this release.

Blanket agreement lines are allowed for item categories, or specific items. When the blanket agreement release is created, the exact item is specified.

Minimum/Maximum Quantities for a Blanket Line

The minimum and maximum quantity on a Blanket Sales Agreement can be used to designate a minimum or maximum quantity for that item. The min/max quantity for a Blanket Sales Agreement can be blank, which will allow the customer to buy an unlimited quantity against the blanket. If there is an min/max quantity, this is the quantity of the item that the customer has committed to buy and that the vendor has committed to sell. So, you cannot purchase more than the max. quantity, at least the minimum quantity; if both are set, the released lines must be within the range and if they are left blank, then it is an open ended Blanket Sales Agreement.

For example, the minimum quantity on the Blanket Sales Agreement line can represent the minimum that must be released for that line for the whole life of the agreement, over the course of many releases. The minimum release quantity on the blanket line indicates that an individual release line cannot be less than the minimum quantity.

Minimum/Maximum Value for a Blanket Sales Agreement or Blanket Line

You can specify a maximum *value* limit for a blanket or an item on a blanket. This would be optional, as the blanket header would default a min/max value to the blanket lines.

For each Blanket Sales Agreement line, there should be:

- A maximum value for the Blanket Sales Agreement line,
- A maximum value for the order release line, and
- A maximum quantity for the Blanket Sales Agreement line,
- A maximum quantity for a release order line.

Releases

Holds

You can use Blanket Sales Agreement header and line number as the criteria for creating a hold source. You can not create Blanket Sales Agreement releases against an agreement that is on hold. You can create holds in the following combinations:

Number - Item

Blanket Number - Ship To

Blanket Number - Bill To

Blanket Number – Warehouse

Blanket Number – Blanket Line Number

Mass Change

The blanket number is enabled on Mass Change window. The blanket number selected on the Mass Change window will be cascaded to all the selected headers and lines.

If the mass change has a customer then the LOV for the blanket number will be limited to only that customer.

You must be careful when performing a mass update of a blanket number since the blanket number is associated to a specific customer and you must choose headers/lines of that customer only.

Note: You must always select customer if you are updating the blanket number.

If you have created releases into the future, based on an Blanket Sales Agreement with the customer, and the Blanket Sales Agreement changes, you have the ability to mass change the future, open release lines.

For example, if you were initially ordered to ship 100 every week for 52 weeks, and built the release lines accordingly, and a few months after the Blanket Sales Agreement is placed, the customer re-negotiated quantities with you. They now want only 80 per week, so you can perform a mass update of the remaining open sales order lines to update them to the ordered quantity of 80.

Note: Mass Change does not include the revision.

Pricing and Releases

You can create a simple price list through the Blanket Sales Agreement and enforce it on the release. If Enforce Price List is checked then you will be prevented from changing the price list, however you will not be prevented from creating additional manual adjustments. Changes to the price list are allowed through the Price List window.

Note: Enforce price list check box will enforce the price list on the release to match the price list on the blanket. If Pricing returns the secondary price list, it will not be used.

You can create an advanced price list in the Pricing window and apply it to Blanket Sales Agreements. This price list will be used to price the release. If multiple currency functionality is enabled in Pricing you must also make sure that the proper conversion types are defined from release order currency to pricing currency.

Note: You must make sure all the items are defined on the primary price list if enforce price list is checked on the blanket.

Item upgrades on a release will be handled same as item updates. You must remove the blanket number and blanket line number to upgrade the item. If the item on the release corresponds to the item of type item category / ALL item on the blanket then the item upgrade will be successful. Item updates (upgrades) can also be done with standard items. The item and upgraded item must be in the same item category.

Promotional goods are allowed, and the blanket information will not be copied onto the new line.

Note: You can manually associate the promotional goods line to a blanket line.

You can define pricing rules based on the blanket number. Pricing will evaluate rules based on the blanket number and apply them accordingly.

You can associate both standard and Agreement (AGR) type of price lists to the blanket. If the enforce price list is on, then the release must use the price list defined on the blanket line.

On the release, the agreement and blanket are mutually exclusive. If the blanket is supplied, the list of values for the price list shows both standard and AGR price lists and all AGR price lists must be valid for that customer / related customer.

NOTE: The item precedence in a Blanket Sales Agreement works in contrast to pricing. The items in the Blanket Sales Agreement are consumed with a hard coded precedence (Item, Item Category, ALL item) whereas in Pricing the precedence is user defined. You must be aware of this fact and make sure that the price list setup is with the same precedence as blankets.

Simple Price List

By entering information like currency, price list name, unit list price, Unit of Measure (UOM), and item, you can create a price list automatically.

If the item of a blanket line is amount based, you need not specify UOM on the blanket line. Only when a quantity based item is created, is the UOM mandated. The UOM is used to convert release quantities into blanket quantities if the UOM is different. If the price list is not the same, the UOM is a required field.

Pricing of Blanket Sales Agreements

Special pricing may apply to a Blanket Sales Agreement. You can apply special blanket pricing to all releases against a Blanket Sales Agreement. This is accomplished by enabling blanket number as a qualifier for pricing entities (price lists and modifiers).

Agreement and Price List are Mutually Exclusive on the Release

You can either choose blanket or agreement on the release. All standard and AGR price lists must be available for customer to choose when blanket is supplied. The AGR price list must be valid for the customer/related customer on the release order.

Note: If the price list is an enforced price list or AGR price list then the system will call pricing with the validate flag as 'Y.' This means the pricing would not do the full search, but limit the search to secondary price list only.

Defaulting Rules/Processing Constraints

- **Processing Constraints** – Using processing constraints in Order Management you can define the conditions and status at which an update can be made to an entity. For example a line cannot be cancelled after it has been shipped. This can be seeded as a system constraint to prevent data corruptions. Similarly you can

define constraints that suits your business practices and prevent changes. These constraints can be defined at the entity level and for each attribute.

Blanket number and blanket line number must be enabled as constrainable columns. The following system constraints will be seeded. The blanket number is not allowed to change if the:

Line is shipped or

The line is fulfilled or

The line is Accounts Receivable interfaced or

The line is RMA received or

- **Defaulting** - Defaulting in Order Management simplifies the amount of data entered on a sales order. The rules can be defined to default values into the attributes of a sales order header and lines. The system then evaluates and derives the value based on the sources and precedence defined for each attribute at the run time. There are some attributes on Blanket Sales Agreement header and line that are defined to serve as a defaulting source for the sales order header and lines. These attributes will be defaulted at the time of release if the rules are so defined.

For example, you can enter a blanket number and default attributes like:

Customer, ship to, bill to, price list, order type, payment terms, etc. from the Blanket Sales Agreement.

Note: Flex attributes are not defaulted from blankets to release.

Release Lines

Hierarchy and Precedence

You can set up a Blanket Sales Agreement for an item, item category, or ALL ITEMS within the same date range. The hierarchy then would be item Item Category, and ALL ITEMS. In the price list set up you can define the precedence. The ability to define precedence is much more flexible and complex in Oracle Pricing than in Blanket Sales Agreements.

Note: To make sure that the consumption is in line with the pricing precedence, you must have the same precedence set for blanket and pricing. If the pricing precedence is different from the blanket precedence the price might be different in some cases.

Item Precedence and Quantity Consumption

A Blanket Sales Agreement can have multiple blanket lines with item, item category and ALL ITEM within the same date range. When a release is created for an item that can fit into any of three lines, the precedence logic determines the following order:

Item

Item Category

Within Item Category by Line Number.

ALL Item

The consumption should be done accordingly. However you will be given a choice to pick a unique line by choosing the blanket line number to indicate the preference.

Link to Release Lines

When viewing the release lines, you can decide whether to display:

- Both open and closed release lines
- Only open release lines
- Closed release lines

You can determine the order that the lines should be displayed:

- Date or scheduled ship date
- Either ascending or descending order

Accumulation of Release Information

The Blanket Sales Agreement shows summary level information about the releases against the blanket. Each line should include the fields:

- Released Quantity
- Fulfilled Quantity

- Remaining Unfulfilled Quantity
- Fulfilled Amount
- Remaining Unfulfilled Amount
- Returned Quantity
- Released Amount
- Returned Amount

The accumulation is triggered by activities in the workflow of the release lines. When the release line is saved, the released quantity is updated at the header and line. When the release line is fulfilled, the fulfilled quantity on the Blanket Sales Agreement line is incremented. When a release line is returned and the item is received, the Returned Quantity is incremented. The Remaining Unfulfilled Quantity may be stored or may be calculated for display purposes. It should always equal the Blanket ordered Quantity; the Fulfilled Quantity + the Returned Quantity.

Cancellation

When a release line is canceled or the blanket number on a release is changed, the Ordered (Released) Quantity is reduced by the canceled amount.

Copy Functionality

Copy will copy the blanket number and blanket line number with the revision number. The revision number however must be overridden with the current revision for the blanket.

All validations applicable for a typical release creation will be applicable to copy. The release will not be processed if the blanket and blanket line number are invalid.

Sales Orders Window

You can access Sales Orders window from the Blanket Sales Agreement window and create a release. The blanket number will be carried over to Sales Orders window and corresponding information from the Blanket Sales Agreement will be defaulted based on the rules defined.

Sales Orders Summary Window

You can view releases for a blanket header or a specific blanket line from the Blanket Sales Agreement window or from the Sales Orders Summary window. You

can perform all the available actions on sales order such as mass change, cancellation, scheduling, etc.

Return Material Authorization (RMA)

When a release is returned, the Blanket Sales Agreement information is defaulted to the return release if referenced. The returned amount and returned quantity will be updated on the Blanket Sales Agreement only at the time of return receipt. On a partial receipt the lines are split and a partially received quantity is updated on the Blanket Sales Agreement as the returned quantity. The return line will copy Blanket Sales Agreement information from the shipment line if the reference is provided. For an un-referenced return you can return against any open blanket line for that item. No validation is required. You can return against a closed Blanket Sales Agreement.

Pricing

Pricing recognizes release lines that are tied to Blanket Sales Agreements. Pricing is not mandatory for Blanket Sales Agreements.

Some ways for filtering pricing information will be as follows:

- Match to the price list on a blanket – The price list on a blanket is used to price the blanket release. If no price list is defined on the blanket the release line will be priced by the pricing conditions defined on the blanket.

Price Lists

- You can choose to pick which blanket line will be part of the simple price list. You must use the Pricing window to enable the advance pricing capabilities. To modify the price list that is created from the blanket you must use the Pricing window. The pricing API is called to create the price list.

Note: You can add lines to the price list created through blanket.

Advanced Price List

You can create an advanced price list by accessing Price List window from the Blanket Sales Agreement window. The price list name will be copied back to blanket automatically once you leave the Price List window.

Price List Window and Creating a Simple Price List

- You can setup a simple price list on Blanket Sales Agreement window. To access advanced pricing features, navigate to the Price List window from the Blanket Sales Agreement window. The price list created on the Price List window will be associated to the blanket.

If you enter a price list that has not been setup, you are asked if you would like to create a new one. If yes, the price list name will be saved and you will be required to enter the Item, UOM, and Unit List Price. The source of the price list will be the Blanket Sales Agreement. You can eliminate lines from the price list by simply not entering the unit list price information. Additionally you can have some lines in the Blanket Sales Agreement point to existing price list.

Note: All modifications to any price list can be only done through Pricing window.

Revisions

Revisions of Blanket Sales Agreements

The Blanket Sales Agreement can track revisions to the agreement. For example, if the characteristics of Blanket Sales Agreement between the vendor and customer changes over time, it is important to be able to track what changed, and when.

Revisioning is supported only at the blanket header level and is always manual. On the line the revision is always copied from the header and is not allowed to change.

For example, you enter a blanket header with 3 blanket lines; this would be revision number 0. Then if you change something on the blanket header, you must change the revision number to 1 or any number higher than the previous revision. Accordingly, if you change something on a blanket line, you must manually go to the blanket header and change the revision number to 2 to save and store the historical changes.

Note: If you do not change the revision number at the header level then the changes on the blanket line will be saved but no history will be created.

If there are any outstanding release lines that are not fulfilled and a revision is done on the blanket, the revision number when the line was created will be used.

Mass Change is not enabled for the revision number. Enabling Mass Change could falsely show that the line is at a revision number with changed attributes, when it is not.

Note: When you attempt to modify a release (which in some cases could be pointing to an older revision of the Blanket Sales Agreement) the system initiates re-defaulting. This is always performed against the current revision. It is rare to modify a revision whose effectivity does not fall within the Blanket Sales Agreement effectivity. Note that changing the revision will not cascade the revision to the open releases.

Business Examples

The following section describes some business examples of how to use Blanket Sales Agreements to manage business processes.

XYZ Labeling

XYZ Labeling sells labeling equipment and custom labels to manufacturers. Typical customers include the US Treasury department (XYZ sells the bands that are used around currency) and Drink Water Co. (XYZ sells the labels that go around the bottles of water).

Assume that Drink Water Co. requires 50,000 labels for water bottles every month. They want shipments each month of 50,000 labels. Their total demand for a year is 600,000 labels. It is advantageous for XYZ Labeling to define a Blanket Sales Agreement with Drink Water Co. for these reasons:

1. Is it more efficient to print the labels in a single run than to print a separate run every month.
2. If they have a Blanket Sales Agreement, Drink Water Co. cannot switch to another supplier until the Blanket Sales Agreement expires.

For these reasons, XYZ will establish a Blanket Sales Agreement for Drink Water Co. When Blanket Sales Agreement is confirmed, they manufacture all the labels. They keep these labels in the warehouse and ship them to Drink Water Co. either on a regular schedule or as they request. They bill Drink Water Co. as they use the labels. At the end of the blanket term (in this example, 1 year) they ship and bill for the remaining labels.

Blanket Sales Agreement – Windows

Figure 2–20 Blanket Sales Agreements Window

Blanket Sales Agreement

MainShippingAccountingFulfillment

CustomerComputer Service and Rentals

Blanket Number

Customer Number1006

Blanket Agreement TypeTest

Customer PO

Revision Number0

Customer Contact

Revision Date

Salesperson

Revision Reason

Activation Date05-MAY-2003

Revision Comments

Expiration Date

☐ Disallow New Releases

[]

MainShippingAccountingFulfillmentSummary

Line	Item Context	Item	UOM	Item Description	Activation Date	Expi

View Releases

Create Releases

Price List Setup

Release Rules

Table 2–2 Header Field Descriptions

Field Name	Tab Location	Description
Activation Date	Main	Date to indicate blanket effective start date
Blanket Agreement Type	Main	Used to derive blanket number
Blanket Number	Main	Unique Blanket Sales Agreement number
Customer	Main	Customer Name
Customer Contact	Main	Customer Contact
Customer Number	Main	Customer Number
Customer PO number	Main	Unique customer purchase order number
Expiration Date	Main	Date to indicate blanket effective end date
Revision Comment	Main	User's text comments about the revision
Revision Date	Main	Revision creation date
Revision Number	Main	Unique number within a Blanket Sales Agreement
Revision Reason	Main	Reason for the revision change
Salesperson	Main	Salesperson Name
Disallow New Releases	Main (check box)	Prevents new releases on the Blanket Sales Agreement
Deliver To Address1..4	Shipping	Deliver To Addresses
Freight Terms	Shipping	Defaulting source
Packing Instructions	Shipping	Text instructions for packing
Ship To Address1..4	Shipping	Ship To Addresses

Table 2–2 Header Field Descriptions

Field Name	Tab Location	Description
Shipping Instructions	Shipping	Defaulting source
Shipping Method	Shipping	Defaulting source
Warehouse	Shipping	Defaulting source
Enforce Freight Terms	Shipping (check box)	Enforces Freight Terms
Enforce Ship To	Shipping (check box)	Enforces the Ship To
Enforce Shipping Method	Shipping (check box)	Enforces the Shipping Method
Deliver To Address1..4	Shipping	Deliver To Addresses
Bill To Location	Accounting	Customer Bill To
Conversion Type	Accounting	Conversion type code to be used
Currency	Accounting	Operating currency
Invoice To Address1..4	Accounting	Addresses
Invoicing Rule	Accounting	Defaulting Source
Payment Term	Accounting	Defaulting Source
Price List	Accounting	Price List
Enforce Accounting Rule	Accounting (check box)	Enforce Accounting Rule
Enforce Bill To	Accounting (check box)	Enforce Bill To
Enforce Invoicing Rule	Accounting (check box)	Enforce Invoicing Rule
Enforce Payment Terms	Accounting (check box)	Enforce Payment Terms

Table 2–2 Header Field Descriptions

Field Name	Tab Location	Description
Enforce Price List	Accounting (check box)	Enforce the price list of the blanket on the release
Fulfilled Amount	Fulfillment	
In process	Fulfillment	Amount in process to ship
Max Amount Agreed	Fulfillment	Blanket Sales Agreement Upper Limit
Min Amount Agreed	Fulfillment	Blanket Sales Agreement Lower Limit
Released Amount	Fulfillment	Total amount that is released
Returned Amount	Fulfillment	Total amount returned
Unfulfilled Amount	Fulfillment	Amount to be fulfilled to the customer
Unreleased Amount	Fulfillment	Amount to be released to the customer
Allow Override Max Amount	Fulfillment (check box)	Allows the user to override the maximum amount

Blanket Sales Agreement Header attributes can include: Blanket number, Revision number, etc.

Blanket Line attributes can include: Item or Item Category, Warehouse, Activation/Expiration Dates, etc.

Note: This window is Folder enabled.

Table 2–3 Line Field Descriptions

Field	Tab	Description
Activation Date	Main	Date to indicate blanket effective start date
Customer PO	Main	Unique customer purchase order
Expiration Date	Main	Date to indicate blanket effective end date
Item description	Main	Description of an item
Preferred Grade	Main	OPM
Salesperson	Main	Salesperson Name
Item	Main/Shipping/Accounting/ Fulfillment/Summary	
Item Context	Main/Shipping/Accounting/ Fulfillment/Summary	
Line	Main/Shipping/Accounting/ Fulfillment/Summary	Unique line number within the blanket
UOM	Main/Shipping/Accounting/ Fulfillment/Summary	Unit of Measure
Deliver To Location	Shipping	Customer Deliver to
Freight Terms	Shipping	Defaulting source
Fulfilled Amount	Shipping	Cumulative fulfilled Amount. Updated from the fulfillment event
Fulfilled Quantity	Shipping	Cumulative fulfilled quantity. Updated from the fulfillment event
Packing Instructions	Shipping	Text instructions for packing
Released Quantity	Shipping	Cumulative released quantity. Undated at the time when the release is entered
Returned Quantity	Shipping	Cumulative returned quantity. Updated on return receipt.

Table 2–3 Line Field Descriptions

Field	Tab	Description
Ship To Location	Shipping	Customer Ship to
Shipping Instructions	Shipping	Defaulting source
Shipping Method	Shipping	Defaulting source
Warehouse	Shipping	Defaulting source
Enforce Freight Term	Shipping (check box)	Enforces the Freight Term
Accounting Rule	Accounting	Defaulting source
Bill To Location	Accounting	Customer Bill To Location
Invoicing Rule	Accounting	Defaulting source
Price List	Accounting	Price List
Pricing UOM	Accounting	Simple price list can be created from blankets
Unit Price List	Accounting	Unit Price List
Enforce Accounting Rule	Accounting (check box)	Enforces the Accounting Rule
Enforce Bill To Location	Accounting (check box)	Enforces the Bill To Location
Enforce Invoicing Rule	Accounting (check box)	Enforces the Invoicing Rule
Enforce Payment Terms	Accounting (check box)	Enforces the Payment Terms
Enforce Price List	Accounting (check box)	Enforces the price list of the blanket on the release

Table 2–3 Line Field Descriptions

Field	Tab	Description
Max Amount Agreed	Fulfillment	Blanket Sales Agreement upper limit
Max Release	Fulfillment	Max quantity on the release line
Max Release Amount	Fulfillment	Amount that is allowed on the release line
Max Quantity Agreed	Fulfillment	Max quantity on the blanket line
Min Release	Fulfillment	Minimum quantity on release line
Min Amount Agreed	Fulfillment	Blanket Sales Agreement Lower Limit
Min Quantity Agreed	Fulfillment	Minimum blanket line quantity
Min Release Amount	Fulfillment	Minimum amount on the release line
Allow Override Release	Fulfillment (check box)	Allows the user to override the min max blanket line amount and quantity controls.
Allow Override Min/Max	Fulfillment (check box)	Allows the user to override the min max blanket line amount and quantity controls.
In process Amount	Summary	Amount in process to ship
In Process Quantity	Summary	Quantity in process to ship
Released Amount	Summary	The total amount released against the blanket
Returned Amount	Summary	The total amount returned against the blanket

Table 2–3 Line Field Descriptions

Field	Tab	Description
Unfulfilled Amount	Summary	Amount to be fulfilled to the customer
Unfulfilled Quantity	Summary	Quantity to be fulfilled to the customer
Unreleased Amount	Summary	Amount to be released to the customer
Unreleased Quantity	Summary	Quantity to be released to the customer

Blanket Sales Agreement – Find Window

Figure 2–21 Find Blanket Window

The screenshot shows a software window titled "Find Blanket". It contains two tabs: "Blanket Order Information" (selected) and "Blanket Line Information".

Blanket Order Information Tab:

- Customer: Computer Service and Re
- Customer Number: 1006
- Customer PO: [Empty]
- Customer Contact: [Empty]
- Salesperson: [Empty]
- Activation Date From: [Empty] To: [Empty]
- Expiration Date From: [Empty] To: [Empty]
- Disallow New Releases: All (dropdown)
- ☐ Include All Revisions

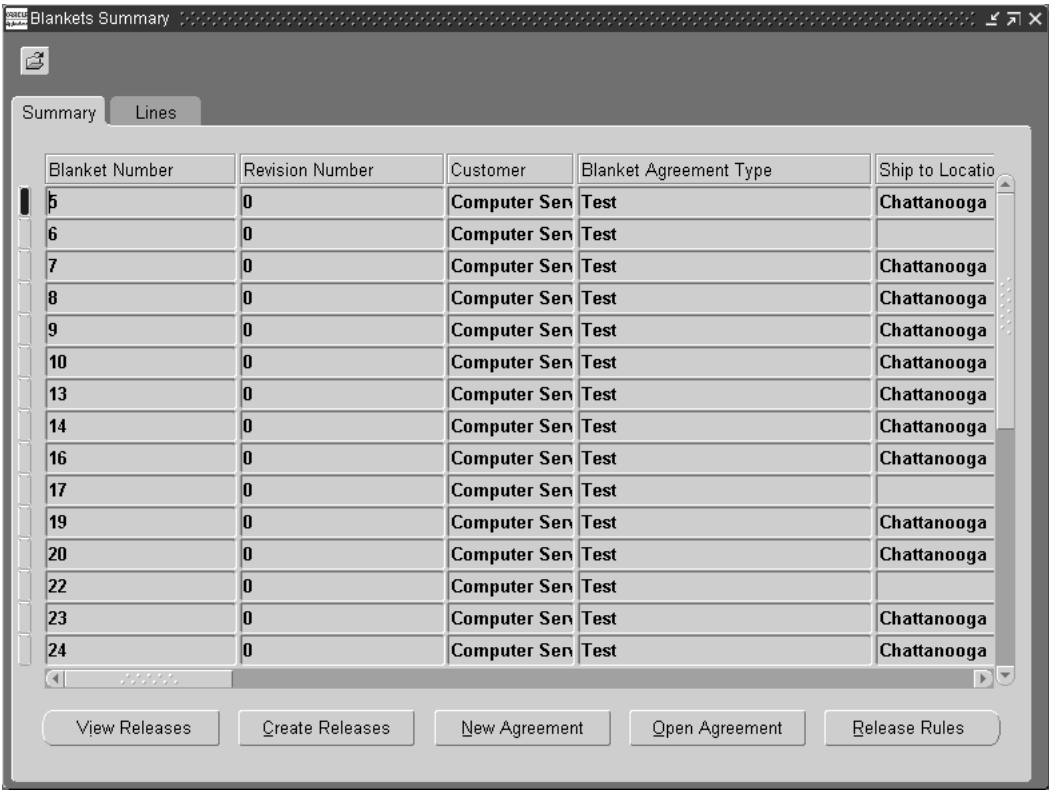
Blanket Line Information Tab:

- Blanket Number: [Empty] ...
- Revision Number: [Empty]
- Order Type: [Empty]
- Price List: [Empty]
- Warehouse: [Empty]
- Deliver To Location: [Empty]
- Ship To Location: [Empty]
- Bill To Location: [Empty]
- ☐ Include Expired Blankets

At the bottom of the window are three buttons: "Clear", "New", and "Find".

You can search by Blanket Sales Agreement Header or Line attributes.
 See: Search for Blanket Sales Agreement

Figure 2-22 Blankets Summary Window



This window includes viewing summary and line level information, this window also allows you to open existing Blanket Sales Agreements, create new Blanket Sales Agreements, and view releases directly from the Sales Orders window via the View Releases button.

Also you have the ability to navigate to Release Management Processing Rules setup form via the Release Rules button.

Create a Blanket Sales Agreement

To enter a Blanket Sales Agreement:

- 1. Navigate to the Blanket Sales Agreements window.

Orders, Returns > Blanket Sales Agreement

Figure 2–23 Blanket Sales Agreements Window

The screenshot shows the 'Blanket Sales Agreement' window with two tabs: 'Main' and 'Summary'. The 'Main' tab is active, displaying header information. The 'Summary' tab is also visible, showing a table of line items.

Blanket Sales Agreement - Main Tab:

Customer	Computer Service and Rentals	Blanket Number	5
Customer Number	1006	Blanket Agreement Type	Test
Customer PO	Comp1	Revision Number	0
Customer Contact		Revision Date	
Salesperson	Abbott, Ms. Rachel (Rachel)	Revision Reason	
Activation Date	14-MAR-2003	Revision Comments	
Expiration Date			

☐ Disallow New Releases

Blanket Sales Agreement - Summary Tab:

Line	Item Context	Item	UOM	Item Description	Activation Date	Expi
1	Internal Item Nur	OM-PTO-Class	Ea	OM-PTO-Class2-Option-Item	14-MAR-2003	
2	Internal Item Nur	WSH-Lot	Ea	WSH-Lot	14-MAR-2003	

Buttons at the bottom: View Releases, Create Releases, Price List Setup, Release Rules

2. Enter the Blanket Header information. The Customer, Customer Number, Ship and Bill To Addresses, Customer PO, Customer Contact, Payment Terms, Price List, Freight Terms, Blanket Agreement Type, Effective Dates, Enforce payment or shipping controls, and the Min. & Max. Blanket Amount.
3. Enter the Blanket Line information. The Item Category for all items, Min. & Max. Quantities, UOM, Price, Effective Dates, Warehouse, Shipping information, Pricing Information, and any other controls.

4. Optionally create a simple price list from the Blanket Sales Agreements window.
5. Save and book the Blanket Sales Agreement. The blanket number is generated automatically.

Creating a Simple Price List

To create a simple price list:

The required information to create the price list is Name, Currency, Item, UOM, and Unit Price.

1. Navigate to Blanket Sales Agreement header, enter your customer information, then choose the Accounting tab.
2. Enter Price List name.

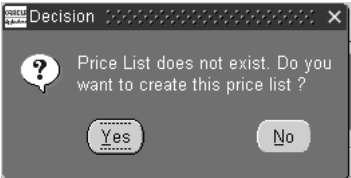
Figure 2–24 Price List Name

The screenshot shows the 'Blanket Sales Agreement' window with the 'Accounting' tab selected. The 'Price List' is set to 'Corporate', 'Currency' to 'USD', 'Conversion type' to 'Spot', and 'Payment Term' to 'Net 15'. The 'Bill To Location' is empty, 'Accounting Rule' is 'IMMEDIATE', and 'Invoicing Rule' is 'ADVANCE INVOICE'. Below these are checkboxes for 'Enforce Terms' including 'Enforce Price List', 'Enforce Bill To', 'Accounting Rule', 'Payment Term', and 'Invoicing Rule'. A second tab set at the bottom includes 'Main', 'Shipping', 'Accounting', 'Fulfillment', and 'Summary'. The 'Summary' tab is active, displaying a table with columns: Line, Item Context, Item, UOM, Item Description, Activation Date, and Expi. The table contains two rows: Line 1 with 'Internal Item Nur', 'OM-PTO-Class', 'Ea', 'OM-PTO-Class2-Option-Item', and '14-MAR-2003'; and Line 2 with 'Internal Item Nur', 'WSH-Lot', 'Ea', 'WSH-Lot', and '14-MAR-2003'. At the bottom are buttons for 'View Releases', 'Create Releases', 'Price List Setup', and 'Release Rules'.

Line	Item Context	Item	UOM	Item Description	Activation Date	Expi
1	Internal Item Nur	OM-PTO-Class	Ea	OM-PTO-Class2-Option-Item	14-MAR-2003	
2	Internal Item Nur	WSH-Lot	Ea	WSH-Lot	14-MAR-2003	

3. A message box appears with option to create a new price list. Select Yes.

Figure 2–25 Decision - Create a New Price List



- 4. Navigate to the blanket lines, Accounting tab. Enter and Item and Unit List Price.

Figure 2–26 Blanket Sales Agreements - Price List - Unit Price

Blanket Sales Agreement

MainShippingAccountingFulfillment

CustomerComputer Service and Rentals

Blanket Number5

Customer Number1006

Blanket Agreement TypeTest

Customer POComp1

Revision Number0

Customer Contact

Revision Date

SalespersonAbbott, Ms. Rachel (Rachel)

Revision Reason

Activation Date14-MAR-2003

Revision Comments

Expiration Date

☐ Disallow New Releases

MainShippingAccountingFulfillmentSummary

Line	Item Context	Item	UOM	Price List	Unit List Price	Pricing UOM
1	Internal Item Nur	OM-PTO-Class	Ea	Corporate		
2	Internal Item Nur	WSH-Lot	Ea	Corporate		

View Releases

Create Releases

Price List Setup

Release Rules

- 5. Save the blanket. The price list is automatically created with items and the entered Unit List Price.

Note : The items on the blanket lines with no Unit List Price will not be part of the price list. Any changes to price list must be made only in Price List window.

Entering Releases Against a Blanket Sales Agreement

To enter a release (shipment) against a Blanket Sales Agreement:

1. Navigate to the Sales Orders window, or you can use the Create Releases button directly from the Blanket Sales Agreement window.

Figure 2–27 Sales Orders Window

Sales Orders - [New]

Blanket

Order Information

Customer: **Computer Service and I...**

Customer Number: **1006**

Customer PO:

Customer Contact: **Brown, Gerry Mr.**

Ship To Location: **Chattanooga (OPS)**
301 Summit Hill Drive

Blanket Number: **5**

Bill To Location: **Chattanooga (OPS)**
301 Summit Hill Drive
Chattanooga, TN, 37401, L

Line Items

Order Number:

Order Type: **Order Only**

Date Ordered: **05-MAY-2003 12:45:42**

Price List: **Corporate**

Salesperson: **Green, Ms. Suzanne**

Currency: **USD**

Subtotal: **0.00**

Tax: **0.00**

Charges: **0.00**

Total: **0.00**

Actions **Related Items** **Configurator** **Availability** **Book Order**

2. Enter the blanket number or customer purchase order that will default all the blanket information on the header.

Note: If the customer purchase order has a unique blanket number the blanket number will be defaulted automatically.

Note: Recommend setting up a folder for Blanket agreements which will default the Blanket Number field on the release order.

- 3. Enter the Ordered Item, Quantity, and assign the line to appropriate Blanket and Blanket Line Number. If the release is valid, the quantity is consumed from the blanket line, if not a message will be displayed.

Figure 2–28 Sales Orders Lines Window

Sales Orders (56949) - Computer Service and Rentals

Order Information Line Items

Order Total 0.00

Main Pricing Shipping Addresses Returns Services Others

Line	Ordered Item	Qty	UOM	Unit Selling Price	Request Date	Schedule Ship Date
1.1	...				05-MAY-2003 12:45:44	

Line Total Line Qty Service Total

Description

Actions Related Items Configurator Availability Book Order

- 4. Save and Book Order.
- 5. Schedule the Order.
- 6. Ship the Order.
- 7. Fulfill the agreement. The system will update the total fulfilled quantity/amount on the Blanket Sales Agreement line once the workflow has progressed through the Fulfilled step.

8. Invoice the agreement.

View Blanket Sales Agreements

To view releases for existing Blanket Sales Agreements:

1. Navigate to the Blanket Sales Agreement window or you can click View Releases directly from the Blanket Sales Agreement window.

Orders, Returns > Blanket Sales Agreement

Figure 2–29 *Blanket Sales Agreement Window*

The screenshot shows the 'Blanket Sales Agreement' window with the following sections:

Customer Information:

- Customer: Computer Service and Rentals
- Customer Number: 1006
- Customer PO:
- Customer Contact:
- Salesperson:
- Activation Date: 05-MAY-2003
- Expiration Date:

Agreement Details:

- Blanket Number:
- Blanket Agreement Type: Test
- Revision Number: 0
- Revision Date:
- Revision Reason:
- Revision Comments:

☐ Disallow New Releases

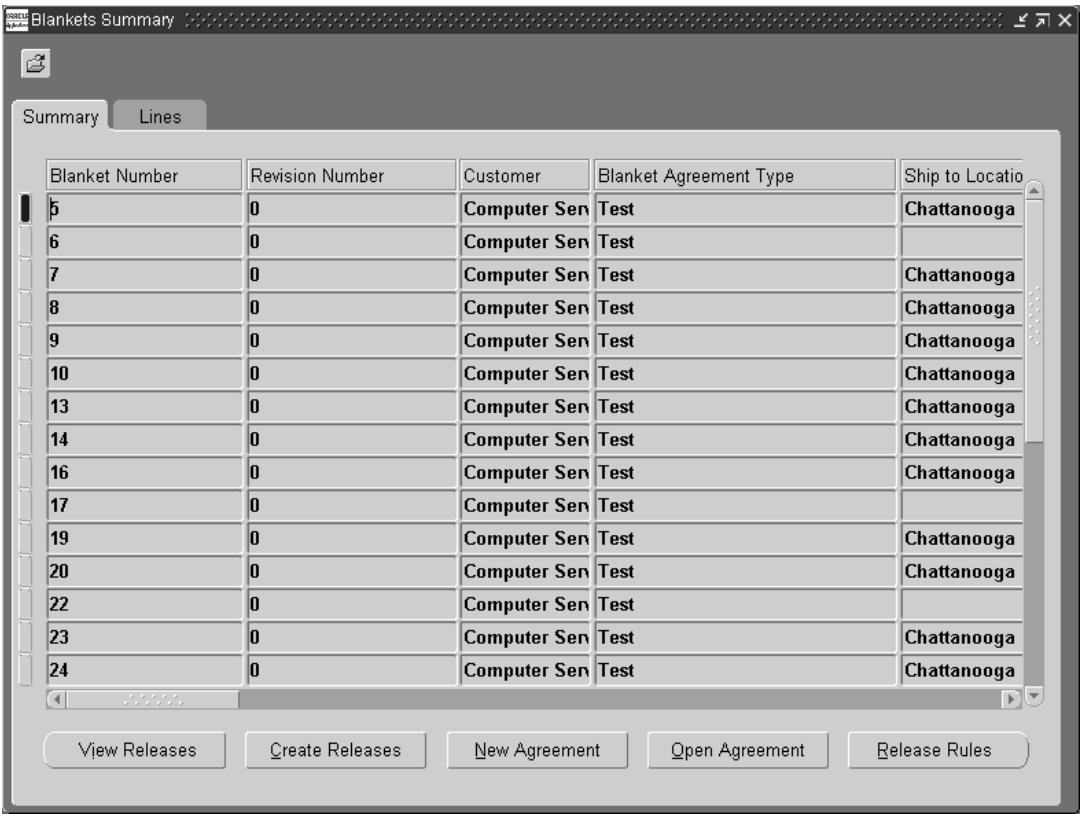
Releases Table:

Line	Item Context	Item	UOM	Item Description	Activation Date	Expi

Buttons: View Releases, Create Releases, Price List Setup, Release Rules

- 2. Open the Find Blankets window by using the Flashlight icon and enter the order or line find criteria. Click Find.
- 3. The Blankets Summary window opens.

Figure 2-30 Blankets Summary Window



- 4. You can navigate to either the line summary or open the Blanket Sales Agreement from the header summary. You can also view releases for a Blanket Sales Agreement by clicking View Releases. This action will open the Sales Orders Summary window. The Blanket Summary window lists all the released sales orders for that particular Blanket Sales Agreement. The Blanket Summary window also enables you to open an existing Blanket Sales Agreement or create a new one.

If you navigate to the Lines Tab of the Blanket Summary window, you will see all the Release Lines against that Blanket Sales Agreement.

Figure 2-31 Blanket Lines Summary

Blanket Number	Line Number	Revision Number	Item Context	Item	UOM
5	1	0	Internal Item Numk	OM-PTO-Class	Ea
5	2	0	Internal Item Numk	WSH-Lot	Ea
6	1	0	Internal Item Numk	AS54888	Ea
8	1	0	All Items		
10	2	0	Internal Item Numk	OM-FTE-STANI	Ea
10	3	0	Internal Item Numk	AS54888	Ea
13	1	0	Internal Item Numk	OM-PTO-Class	Ea
14	1	0	Internal Item Numk	OM-Standard-I	Ea
16	1	0	Customer Item Nun	Cust_Kit	Ea
16	2	0	Internal Item Numk	OM-Standard-I	DZ
17	1	0	Internal Item Numk	AS54888	Ea
19	1	0	All Items		Ea
19	2	0	Customer Item Nun	BR-BL-Item	Ea
19	3	0	Item Category	MISC.MISC	Ea
20	1	0	Item Category	MISC.MISC	

View Releases Create Releases New Agreement Open Agreement Release Rules

- 5. Enter order or line search criteria to find your Blanket Sales Agreement.
- 6. Click Find to invoke the search.

Default-able Attributes Appendix

Table 2-4 Default-able Attributes from the Blanket Sales Agreement Header on a Release Sales Order Header:

Columns
Customer
Ship To
Bill To
Deliver To
Price List
Accounting Rule
Invoicing Rule
Shipping Instruction
Payment term
Freight terms
Shipping method
Sales Rep
Packaging instruction
Sold to Contact
Ship From Org

Table 2–5 Default-able Attributes from the Blanket Sales Agreement Line on a Release Sales Order Line:

Columns
Ship To
Bill To
Deliver To
Price List
Accounting Rule
Invoicing Rule
Shipping Instruction
Payment term
Freight terms

Columns
Shipping method
Sales Rep
Packaging instruction
Ship From Org
Preferred grade

Overview of Find Customer Information

The Sales Orders and the Quick Order Entry windows contain an enhanced method of finding customers and addresses. Customers may have multiple accounts, so the account name is the same but the account number is different. When several instances of the same customer exist, locating an address or identifying a customer can be difficult. The same situation is applicable to customer contacts. Contacts are associated with either a customer account or an address. The Find Customer Information window clarifies these searches.

Find Customer Information window

[Finding Customer Information](#) on page 2-112

Required Fields and Searching

[Required Fields to perform the search](#) on page 2-114

Searching by Address - Lines Region

[Searching for the Customer Address](#) on page 2-115

Finding Customer Information

You can use the Find Customer Information window to locate a customer account, address, or a contact. This search can be initialized from both the Sales Orders and Quick Order Entry windows.

The Find Customer Information window can be started four different ways:

1. Through the new Find Customer icon on the tool bar.
2. By invoking the List of Values from the following fields: Ship To City, Ship To Postal Code, Ship To Address2, Ship To Address4, Ship To Address5, Invoice To City, Invoice To Postal Code, Invoice To Address2, Invoice To Address4, or Invoice To Address5.
3. By entering a partial value and then tabbing out of the above fields.
4. Through the right mouse menu Customer >Find Customer.

On the Quick Order Entry window the Find Customer Information window can be opened in the Addresses window either from the Tools menu, by a right mouse click, or from the Find Customer icon, in addition to the methods mentioned above.

Note: The Find Customer Information window can be invoked in the Quick Order Entry window from the Tools menu when the cursor is in the order header region.

Figure 2–32 Find Customer Information Window

Find Customer Information

Customer Name

Customer Email

Phone Area Code

Phone Number

Postal Code

City

State

Address1

Address2

Address Usage All

Status Active

Contact Last Name

Contact First Name

Contact Email

Contact Role All

Find Cancel

Phone country code & Phone extension are hidden fields and can be displayed using folder functionality.

The phone number field can be used for looking up a customer. The phone number can be either a customer phone number or a phone number associated with a specific address.

Note: The telephone number will search for a match at the customer or site level only. Searching on partial telephone numbers is not supported.

Note: The format of the phone number is validated against the phone formats defined in Trading Community Architecture if HZ patchset is 'H' or higher or if the current release is 11.5.8 or higher. Based on the format defined in the TCA, If an invalid number of digits are entered in the phone area code, phone subscriber fields, then system prompts the user with a message about the incorrect number of digits. For U.S. the area code, the length is 3 digits and the subscriber number is 7 digits. If the country code is not entered in the Find Customer window, the country associated with the user in TCA preferences is used for determining the phone format. If there is no country preference associated in TCA preferences for the user, the default country entered in AR system options is used for determining the phone format.

Required Fields to perform the search

You need to enter at least one of the following fields to do a search in the Find Customer window:

- The search for a customer requires Customer Name, Address1, or Customer Email or Phone Number.
- The search for a contact requires Last Name or Contact Email.

Note: The Find window is folder enabled.

You can perform 'like' searches and case-insensitive searches in any of the fields in the Find window when at least one of the above mandatory fields is entered.

There are two Lists of Values that display the results when a find operation is performed. These Lists of Values are:

- Addresses/Customer Information
- Contact/Customer Information

Address/Customer Information

The Addresses/Customer Information List of Values appears when a search is performed by entering the attributes related to the customer or the address.

The Addresses/Customer Information List of Values displays information such as customer name, Customer Number, or Address and will also identify if it is a Bill To site or a Ship To site. It will also show the Ship To Location name and Bill To Location name along with the status of the Customer Account, Account Site (Address), and Site Use. If an address is set up as a Ship To site then the Ship To column in the List of Values, will display as Yes. Otherwise the field is null. The same thing is applicable for Bill To.

The Find window enables you to find the addresses that are setup as either Ship To sites or Bill To sites or all of them. If you select Ship To then only addresses that can act as Ship To sites are searched for 'ALL' would return both Ship To addresses and Bill To addresses.

An account, address, or site can be inactivated. You can search for Active , Inactive, or ALL. The List of Values displays which specific entity (customer or address or site) is active or inactive.

Searching for the Customer Address

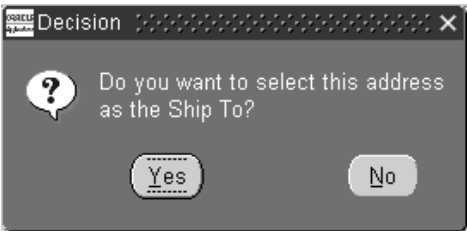
Inline Search of Customer Address

You can enter the address information (Ship To and Invoice To) in the Quick Order Entry and Sales Order windows without entering the Sold To.

You can navigate to the Ship to Address1 or Invoice to Address1 fields directly and then type in a partial value for address1. The List of Values will display the associated customer. You do not have to enter the Sold To or Ship To Customer before entering the address. Once you find the address, select the address, and the information is populated into the Quick Order Entry/Sales Order window. If the Order Management defaulting rule does not default the Ship To or Bill To then you will be prompted with a message providing an option to select that address as a Bill To or Ship To depending on where you began the search.

You can still enter Sold To and then search for an address using the address1 field provided that the Ship To Customer or Invoice To Customer is not selected. The List of Values appears and you can select the address of a different customer if the customer relationships are validated. The functionality also works the same in the Quick Order Entry window. The Quick Order Entry window also supports this feature in the Address Information and Address Details regions.

Figure 2–33 Sales Orders - Order Information - Main Tab - Decision Window



To search for an address using Find Customer:

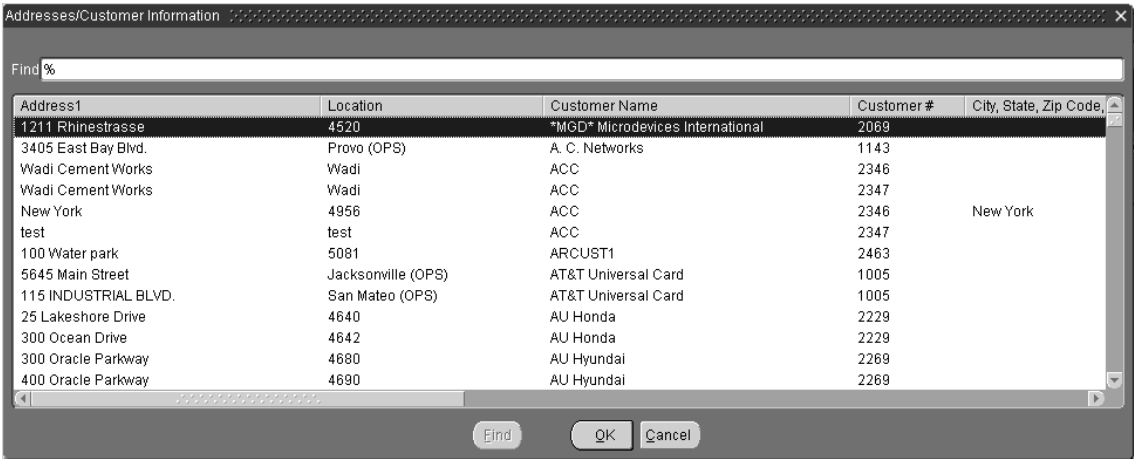
- 1. Navigate to the Quick Order Entry or Sales Orders window.
- 2. Choose the Find Customer icon located in the toolbar.

Figure 2–34 Find Customer Window - Address1



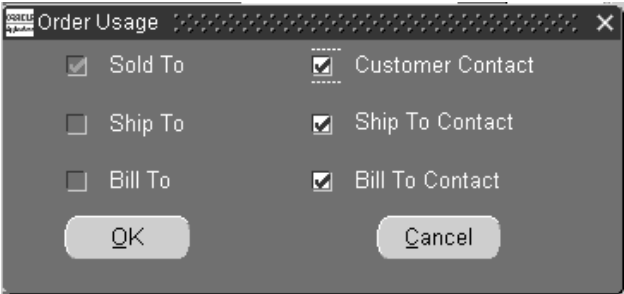
- 3. Enter an Address or partial address in Address1. Click Find. The Addresses/Customer Information List of Values appears.

Figure 2–35 Addresses/Customer Information Window



- 4. Select the customer’s address for the Ship To Address, then click OK.
- 5. Enter your decision.
- 6. Once you make the selection in the List of Values, the Order Usage window appears with some pre-selections.

Figure 2–36 Order Usage Window



If a particular selection can't qualify for the choice then the check box is de-selected and disabled.

If a selection is mandatory then the selection is made (check box selected) and it is disabled to prevent the users from deselecting.

For example, if you don't have Sold To information entered in the Sales Order window, then Sold To is mandatory to select Ship To, Bill To, Customer Contact, Ship To Contact, or Bill To Contact. In this case the Sold-to check box is pre-selected and disabled to prevent the user from deselecting.

Customer relationships are validated when making the selection in the Order Usage window. If Sold To Customer is pre-entered in the Sales Order window, the address that was searched for and selected should be an address of sold to or a related customer of the Sold To Customer.

An error message is displayed when you click OK in the Order Usage window. Users have a choice to override the searched customer for sold to or otherwise a relationship has to be defined between both these customers.

Based on the selections made in the Order Usage window the values are populated/overridden in the Sales Order window.

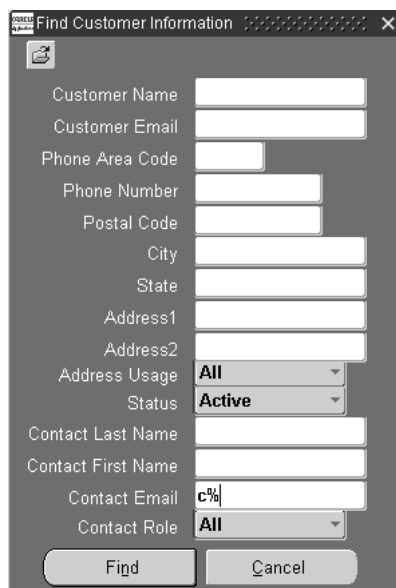
7. Confirm the selections and click OK.
8. Save your work.

Contact/Customer Information

The Contacts/Customer Information List of Values appears when a search is performed by entering the contact level attributes in addition to any other fields in the window.

To find Contact information:

1. Navigate to the Quick Order Entry window.
2. Choose the Find Customer icon from the toolbar.

Figure 2–37 Find Customer Information WindowThe image shows a software window titled "Find Customer Information" with a close button (X) in the top right corner. The window has a dark gray background and contains several input fields and dropdown menus. The fields are labeled: "Customer Name", "Customer Email", "Phone Area Code", "Phone Number", "Postal Code", "City", "State", "Address1", "Address2", "Address Usage", "Status", "Contact Last Name", "Contact First Name", "Contact Email", and "Contact Role". The "Address Usage" dropdown is set to "All" and the "Status" dropdown is set to "Active". The "Contact Email" field contains the text "c%". At the bottom of the window are two buttons: "Find" and "Cancel".

Find Customer Information

Customer Name

Customer Email

Phone Area Code

Phone Number

Postal Code

City

State

Address1

Address2

Address Usage All

Status Active

Contact Last Name

Contact First Name

Contact Email c%

Contact Role All

Find Cancel

3. Enter a Last Name, Contact Email, or partial text of either. Click Find. The Contacts/Customer Information List of Values appears.

Figure 2–38 Contacts/Customer Information List of Values


The screenshot shows a window titled "Contacts/Customer Information" with a search bar at the top labeled "Find %". Below the search bar is a table with the following columns: First Name, Last Name, Contact Email, Customer Name, Customer #, and Address1. The table contains 15 rows of data. At the bottom of the window are three buttons: "Find", "OK", and "Cancel".

First Name	Last Name	Contact Email	Customer Name	Customer #	Address1
ENRIQUE	ALMANZAR		MR-CUST-01	2948	
Ray	Adams		Business World	1608	8475 ELK GROVE ROAD
David	Anderson		Computer Service and Rentals	1006	
Bobby	Antony	bobby@yahoo.com	PS-TSTI	2274	
Taylor	Archibald		Department of Health & Human Services	1100	
Taylor	Archibald		Department of Transportation	1062	
Elanor	Armstrong	guest27_bworld@excite.c...	Internal Funding Source	1526	
Nicole	Bachschmidt		Department of Health & Human Services	1100	
Chet	Baker		United Parcel Service	1003	
Panab	Banar	praveen@yahoo.com	Jais Plus	2767	
Amab	Banar	praveen@yahoo.com	Jais Seby	2608	
Amab	Banar	praveen@yahoo.com	PS-ADD	2708	
Amab	Banar	praveen@yahoo.com	Plus Seby	2606	

The Contact/Customer List of Values displays the contact Last Name, contact First Name, Contact Email, and Customer Information. A contact can be assigned at a customer level or an address level. If a contact is assigned at an address level then the address is also displayed along with the site use purpose (Ship To, Bill To). If the address has a site use purpose of Ship To or Bill To then the Ship To location or Bill To location names are also displayed.

If the contact is assigned at the customer level, then address columns will be null.

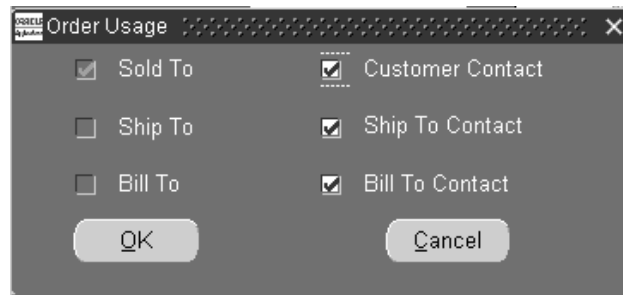
Also if the contact has a role type of ship to or Bill to assigned to it, then Yes is displayed in the Ship To Contact or Bill To contact columns.

If no specific role is assigned then the contact can act in any of the roles. In such cases the All Roles column would display the information.

You can search for contacts, that have a role of Ship To or Bill To or All. When you search for contacts with a role of Ship To, you may see the contacts that don't have any roles assigned since a no-role assignment means of having a Ship To role.

4. Select the contact, then click OK.
5. Once you make the selection in the List of Values, the Order Usage window appears with some pre-selections.

Figure 2–39 *Order Usage Window*



6. Confirm the selections and click OK.
7. Save your work.

Override Item Description

You can enter or change the User Item Description on the Sales Orders window, to one that matches the purchase order. This description is different from the one that is defined in Oracle Inventory, and pertains to an individual sales order line. This feature can also be used to provide a description for generic part numbers, so that you don't have to add a unique item to the item master for items being ordered only once. Once the line is invoiced, the User Item Description on the line cannot be changed.

Overview of Override Item Description

Sometimes suppliers have trouble collecting invoices from customers when the invoice does not completely match the purchase order, for example where the customer purchase order description is for a XYZ laptop model 1234 and the item description in inventory is for Model 1234 XYZ Laptop. Because of this discrepancy, the customer rejects the invoice.

Other customers need to drop ship items that are not normally ordered or stocked. This is a common situation in distribution; they want to enter items on the sales order, and be able to order and drop ship them to the customer without creating a unique part number in inventory for every item.

When the Sales Order Acknowledgment is printed, the User Item Description is printed if it is not null, in place of standard item description. The following are also addressed:

Invoicing - If the User Item Description is not blank, then that description would be passed to Accounts Receivable during the Invoice Interface, so that it can be printed in place of the standard item description. Accounts Receivable will print a column called Translated Item Description in place of the standard item description.

Drop Shipments – If the item being ordered is to be drop-shipped, Order Management will pass the User Item Description to Purchasing if the Purchasing item attribute 'Allow Description Update' is checked.

Back to Back Orders – If the item being ordered is to be purchased via back-to-back, Order Management will pass the User Item Description to Purchasing again, assuming the Purchasing item attribute 'allow description update' is checked.

Order Import – The Order Import tables and Corrections window will allow the input of the User Item Description.

Override Item Description Procedures

To enter a purchase order description to print on the invoice:

To enter order lines and enter the purchase order description for invoicing purposes, do the following:

1. Navigate to the Sales Orders window.
2. Enter order header as usual.
3. Enter line information. As each line is entered, enter the User Item Description from the purchase order.

Note: If a line is copied, the User Item Description is also copied.

Figure 2–40 Sales Orders Window - User Item Description

The screenshot shows a software window titled "Sales Orders (63153) - Computer Services and Rentals". It has two tabs: "Order Information" and "Line Items". The "Line Items" tab is active, showing a table with columns: Line, Ordered Item, Qty, UOM, Unit Selling Price, User Item Description, and Request. The first row is highlighted with Line 1.1, Ordered Item AS54888, UOM Ea, and User Item Description PC Desktop. Below the table, there are fields for Line Total, Line Qty, and Service Total. At the bottom, there is a description field showing "Sentinel Standard Desktop".

Line	Ordered Item	Qty	UOM	Unit Selling Price	User Item Description	Request
1.1	AS54888		Ea		PC Desktop	04-APR

Order Total: 0.00

Main Pricing Shipping Addresses Returns Services Others

Line Total: Line Qty: Service Total:

Description: Sentinel Standard Desktop

Actions Related Items Configurator Availability Book Order

Note: If the line has been invoiced, you will see a message stating you cannot change the description.

4. Book the order.
5. Print a Sales Order Acknowledgment. It will show the User Item Description in place of the Inventory Item Description.

Note: If there is no user defined description, the one contained in the item master will display.

6. Ship and invoice the order. The invoice will show the User Item Description in place of the Inventory Item Description.

To order an ad hoc item to be drop shipped to a customer:

To enter order lines for an item that you do not stock and that you want to be drop-shipped, do the following:

1. Navigate to the Sales Orders window.
2. Enter order header as usual.
3. Enter line information, using the ad hoc item identifier, defined for this purpose in Oracle Inventory. As this line is entered, enter the actual description of the item in the User Item Description field.
4. Book the order.
5. Print a Sales Order Acknowledgment. It will show the User Item Description in place of the Inventory Item Description.

Note: If there is no user defined description, the one contained in the item master will display.

6. Create the purchase order, receive the purchase order, and invoice the order. The purchase order and the invoice will show the User Item Description in place of the Inventory Item Description.

Returns

1. When a return is entered with no reference, then the User Item Description would have to be entered.
2. When a return has reference line information, then the User Item Description will be copied from the reference line.

Related Items and Manual Substitutions

The intent of the new Related Items and Manual Substitutions window is to increase sales and prevent lost sales due to out of stock situations. The user now has an additional sales tool to assist with manual substitutions, supercessions, up-selling, and cross-selling. Any ordered item can have relationships defined to many other items. These item relationships are defined within Oracle Inventory. A new Related Items window has been added to order entry showing the user these other items and their relationships to the ordered item. This feature in Order Management enables the user to perform functions such as:

- **Up-selling** - Allows the user to suggest a better item to a customer who is placing an order.
- **Manual Substitution** - Substitution is the capability to suggest equivalent items.
- **Supercession** - This occurs when a product is replaced (superseded) by another product.
- **Cross-selling** - Allows the user to suggest additional items to a customer who is placing an order.

Usability features included in this release include:

- The ability to optionally show Selling Price and Availability for Related Items.
- The ability to view the Original Ordered Item and the Relationship Type used on sales order line.
- Notification of the existence of related items by a color change on the ordered item and a message hint.
- The ability to have the Related Items window open automatically if desired.

Note : You should not enable or use this feature if you use Oracle Advanced Planning. It can cause collections and forecast consumptions to be incorrect.

Related Items and Manual Substitutions is supported by Order Management's Outbound EDI transactions i.e. EDI 855 Purchase Order Acknowledgment and EDI 865 Purchase Order Change Acknowledgment.

Overview of Related Items and Manual Substitution

Up-selling

The idea is to propose to the customer that they order a larger model or a more deluxe version of the product. If the up-sell item is then selected, it replaces the item that was originally entered on the order line.

Up-selling is the capability to suggest a better item to a customer who is placing an order. Fast food restaurants use up-sell all the time. If you order a meal combination with medium fries and a medium drink, they ask if you would like to “Super Size” it. This is an example of up-selling – they want to replace your order for medium fries and drink with extra large fries and drink.

Manual Substitution

This new feature enables you to manually substitute items without regard to their availability.

Supercession

For both substitutions and supersessions, the related item would replace the item that was originally entered on the order line.

To prevent lost sales in out of stock situations, the user may establish relationship types for substitutes and supersessions.

Note: Only one replacement item can be selected from the Related Items window. If the user checks the box for a second replacement item the previously selected replacement item’s check will be removed.

Cross-selling

When cross-sell items are selected, they are added as additional lines on the sales order. Cross-selling is the capability to suggest additional items to a customer who is placing an order. Fast food restaurants use cross-sell all the time. When you order a hamburger, the salesperson asks if you would like to add fries and a drink to your order. This is a classic example of cross-selling additional items.

To support these new features, three new Profile Options have been added to Order Management.

The first profile option OM: Enable Related Items and Manual Substitutions is used to turn this new feature on or off. The default value is No. To use this feature, you must set it to Yes.

With the second profile option, OM: Automatically open Related Items Window, you can choose to have the Related Items window open automatically when you navigate out of the quantity field if the item entered on the sales order line has item relationships defined for it. The default value is No.

If you do not choose to have the window open automatically, there will still be a hint on that order line stating that related items exist for the ordered item along with the color change of the Ordered Item. You can then click Related Items to open the Related Items window on the Sales Orders window.

In the Quick Sales Orders window, the display of Related Items is in the lower part of the screen.

The third profile, OM: View Pricing/Availability Information in Related Items, enables you to select the amount of detail seen in the Related Items window. Your choices are:

- Pricing
- Availability
- Pricing and Availability
- None

Related Item Rules

1. There can only be one Replace item selected from the Related Items window.
2. There can be unlimited number of Add lines.

Once you add an item or replace an item on the line, the original Item will be updated with Ordered Item and Relationship type will be updated with any of the above mentioned types. The original item and Relationship type will not be updated again for subsequent changes.

- You can select one or more of the items from the window. For up-sell or substitute items, you can only select one. For cross-sell items and other related items you can select one or many.
- The default quantity for a new line is 1. You can change the quantity if needed.
- When you select a superseded item and close the Related Items window, the new item replaces the original item on the sales order line. If the ordered item's

UOM is different from the substituted item’s UOM, the quantity will be converted when substituting the item.

Entering a Related Item

To enter an item on the Sales Order window where Related Items exist:

- 1. Navigate to the Sales Orders window.
- 2. Enter the header information.
- 3. Select the Line Items tab and enter the Ordered Item. Once the Ordered Item is entered, if any related items exist for this item, the color of the Ordered Item changes. A message hint is displayed to indicate that related items exist.

Figure 2–41 Sales Orders Window - Line Items Tab

Sales Orders (63363) - Computer Services and Rentals

Order Information Line Items

related_items Order Total 80.00

Main Pricing Shipping Addresses Returns Services Others

Line	Ordered Item	Qty	UOM	Unit Selling Price	Item Relationship Type	Original Internal Item
2.1	AS54888					

Line Total Line Qty Service Total

Description **Sentinel Standard Desktop**

Actions Related Items Configurator Availability Book Order

APP-ONT-251402: Related Items Exists

Note: To open the Related Items window from the Ordered Item field click Related Items.

- 4. Enter the Quantity. The Related Items window opens if the profile option OM: Open Related Items Window is set to Yes.

Figure 2-42 Related Items Window



Note: This window opens with the first quantity change, if you change the quantity again, then you need to open it manually.

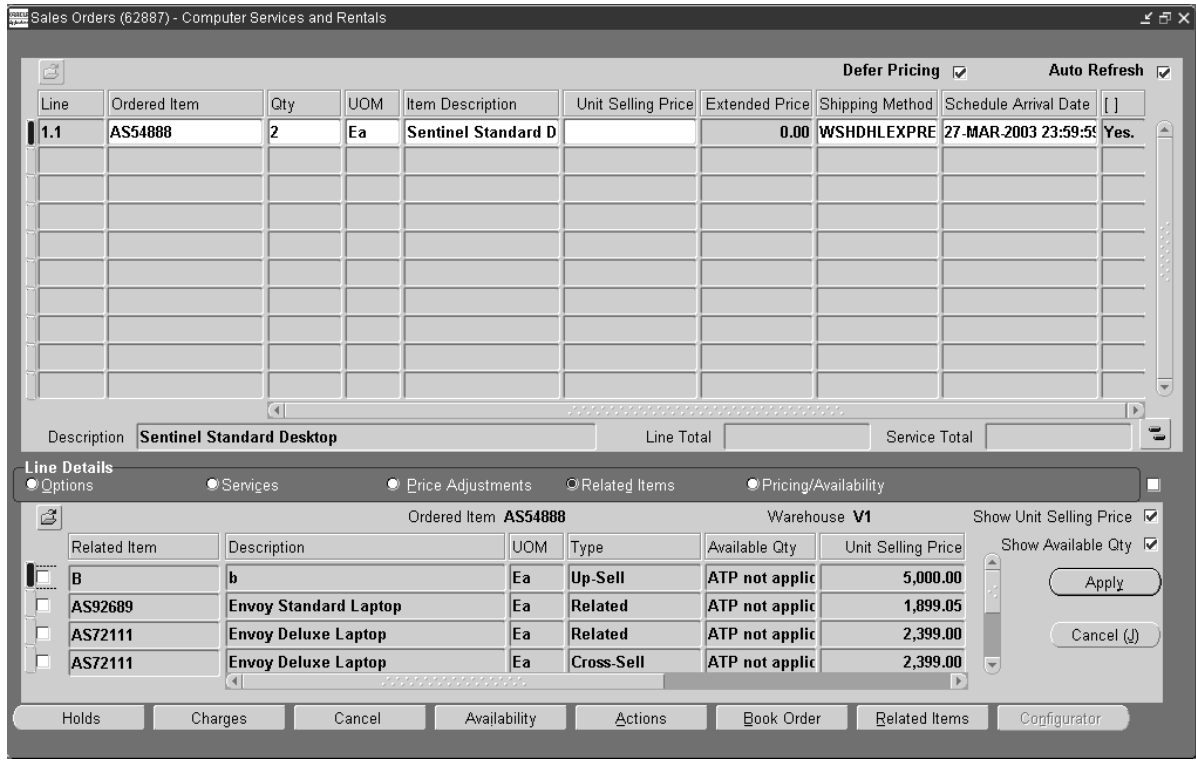
Note : The Related Items button is disabled if the lines are blanket related. It will be enabled once the item substitutions are supported by Blanket Sales Agreements. The button is disabled for internal and closed orders.

To enter an item on the Quick Sales Orders window where Related Items exist:

- 1. Navigate to the Quick Sales Orders window.
- 2. Enter the order header information.

- 3. Navigate to the Lines region and enter the Ordered Item. Once the Ordered Item is entered and if any related items exist for this item, the color of the Ordered Item changes with a message hint at the bottom of the window, to indicate that there are related items. To open the Related Items window from Ordered Item field then click Related Items.

Figure 2-43 Quick Sales Orders Window - Related Items



- 4. Save your work.

To select additional items from Related Items window:

When you select an addition (e.g.: cross-sell item) and close the Related Items window, the item will be added to the sales order as a new line.

Below is an example of how the data will be shown on Sales Orders window for additions.

Table 2–6 Before Selecting

Ordered Item	Inventory Item Id	Item Identifier Type	Original Ordered Item	Original Inventory Item Id	Original Item Identifier Type	Item Relationship Type
AS54888	149	INT	-	-	-	-

Table 2–7 After Selecting

Ordered Item	Inventory Item Id	Item Identifier Type	Original Ordered Item	Original Inventory Item Id	Original Item Identifier Type	Item Relationship Type
AS54888	149	INT	-	-	-	-
Cross-Sell Item	150	INT	AS548888	149	INT	Cross-sell

Note : The item relationship type will have any value from 1-17 (except 2, 4, 8, and 14).

Selecting Replacement Items from The Related Items Window

When you select any up-sell /substitute item/superseded item and close the Related Items window, the item replaces the source line on the sales order. If there are multiple substitutions say A > B > C > D if A is substituted by B and B by C and so on. The original item A and final substituted item D is stored as the Ordered Item, and not any of the history of the substitutions.

Below is an example of how the data will be shown on Sales Orders window for replacements.

a) If a line as internal item:

Table 2–8 Before Substitution

Ordered Item	Inventory Item Id	Item Identifier Type	Original Ordered Item	Original Inventory Item Id	Original Item Identifier Type	Item Relationship Type
AS54888	149	INT	-	-	-	-

Table 2–9 After Substitution

Ordered Item	Inventory Item Id	Item Identifier Type	Original Ordered Item	Original Inventory Item Id	Original Item Identifier Type	Item Relationship Type
Up-Sell Item	151	INT	AS548888	149	INT	Up-sell (Supersede or Substitute)

Note : The item relationship type will have any value of type 2, 4, and 8.

b) If a line has a customer item: If the line has a Customer Item is substituted with another substitute item, it will be replaced with internal item but not with customer item:

Table 2–10 Before Substitution

Ordered Item	Inventory Item Id	Item Identifier Type	Original Ordered Item	Original Inventory Item Id	Original Item Identifier Type	Item Relationship Type
CUST_ITEM	149	CUST	-	-	-	-

Table 2–11 After Substitution

Ordered Item	Inventory Item Id	Item Identifier Type	Original Ordered Item	Original Inventory Item Id	Original Item Identifier Type	Item Relationship Type
Up-Sell Item	151	INT	CUST_ITEM	149	CUST	Up-sell (Supersede or Substitute)

It works in the same way for generic items.

Note: If you choose to substitute an upgraded item or free item, the Order Management form will treat this item as any other item.

Similarly if you choose to substitute the upgraded item then it will no longer be available.

To enter a model on the line for which related items exists:

1. Navigate to the Sales Orders window.
1. Enter the order header information.
2. Enter a model on the line.
3. Configure the model and save the options.
4. You can open the Related Items window for a model but not for the children under that model. If the entered model has children, then the Related Items window will show only add (e.g. cross-sell) items, if it doesn't have children then it shows all types of items.

Defining Sales Order Line Pricing Information

Prerequisites

- Choose a price list in the Order Information, Main tabbed region. See: [Defining Sales Order Main and Other Header Information](#) on page 2-32.
- Set up your price breaks and enter line items. See: [Defining Sales Order Line Item Main Information](#) on page 2-44.

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.

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
-

For more information on pricing sales order lines, see: [Pricing an Order](#) on page 3-66.

See

[Sales Orders Customization](#) on page 2-21

[Defining Sales Order Main and Other Header Information](#) on page 2-32

[Defining Sales Order Line Item Main Information](#) on page 2-44

[Defining Sales Order Line Shipping Information](#) on page 2-135

[Defining Sales Order Line Addresses Information](#) on page 2-138

[Defining Sales Order Line Return Information](#) on page 2-159

[Defining Sales Order Line Services Information](#) on page 2-160

[Defining Sales Order Line Project Manufacturing Information](#) on page 2-163

[Defining Sales Order Line Release Management Information](#) on page 2-165

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.

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.

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.

- 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

[Sales Orders Customization](#) on page 2-21

[Defining Sales Order Main and Other Header Information](#) on page 2-32

[Defining Sales Order Line Item Main Information](#) on page 2-44

[Defining Sales Order Line Shipping Information](#) on page 2-135

[Defining Sales Order Line Addresses Information](#) on page 2-138

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[Defining Sales Order Line Services Information](#) on page 2-160

[Defining Sales Order Line Project Manufacturing Information](#) on page 2-163

[Defining Sales Order Line Release Management Information](#) on page 2-165

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 Other Header Information](#) on page 2-32.

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

[Sales Orders Customization](#) on page 2-21

[Defining Sales Order Main and Other Header Information](#) on page 2-32

[Defining Sales Order Line Item Main Information](#) on page 2-44

[Defining Sales Order Line Shipping Information](#) on page 2-135

[Defining Sales Order Line Addresses Information](#) on page 2-138

[Defining Sales Order Line Return Information](#) on page 2-159

[Defining Sales Order Line Services Information](#) on page 2-160

[Defining Sales Order Line Project Manufacturing Information](#) on page 2-163

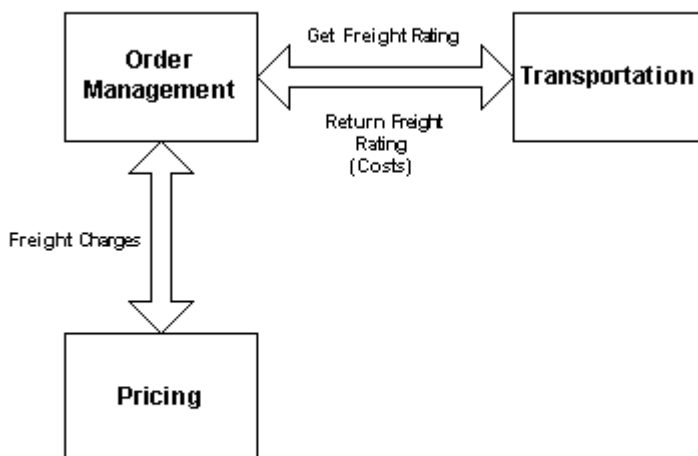
[Defining Sales Order Line Release Management Information](#)

on page 2-165

Integration with Transportation for Freight Rating

Oracle Order Management R11i integrates with Oracle Transportation to provide many ways to assess freight and other charges on orders. Charges can be associated with the order as a whole, or can be assessed on specific lines. There is functionality to update the up-front estimated shipping charges with the actual shipping costs, or the costs plus a mark-up.

Figure 2–44 Freight Rating



Overview of Integration with Transportation for Freight Rating

Oracle Order Management Freight and Special Charge functionality integrates with Oracle Transportation to provide the following:

- The ability to assess freight charges at order entry based on actual carrier rates.
- The ability to assess freight charges at order entry based on either the shipper rates and shipment preferences or customer shipment preferences.

- The ability to include specific carrier accessorials as part of freight charge estimate at order entry.
- Streamline and simplify the setup and entry of freight charges.

Using Freight Rating you can:

- Provide more accurate freight estimates at order entry
- Improve customer service by providing more accurate estimates
- Supply customers with details regarding total shipping, handling, and processing costs

Note: Since Transportation integrates with Shipping, Oracle Order Management will not call Transportation to get Freight Rates at the time of shipping as the actual costs from Shipping will be converted to charges and will override the estimated Freight Charges.

Major Features

The ability to quote freight charges at order entry that are based on freight rates established by the carriers (not including accessorials).

Many Shippers have the need to quote freight charges at order entry based on actual estimates of freight rates that they have established with the carriers. These could be actual contracted freight rates, estimates of freight rates, public freight rates or uplifts/downlifts or formulas based on above. Carriers establish their rates based on many factors, including mode, origin, destination, weight, product, etc.

Subsequent pricing calls that calculate freight charges could base them on the costs obtained from Transportation, assuming cost-to-charge conversion has been set up.

The ability to display freight charges (based on carrier freight rates).

Estimated freight charges based on rates established by carriers are visible at order entry. Freight charges based on rates displayed from Transportation can be viewed in the Order Management View Charges window, just like any other charges. Freight costs are viewable, given appropriate security.

The ability to include carrier accessorial charges as part of freight charge.

Carriers will typically include accessorial charges as part of the transportation freight rates. Accessorial charges refer to additional charges above the line haul

costs, such as palletization, fuel surcharge, documentation, etc. The ability to capture accessorial charges will enable the customer to have these charges included within the freight charge estimation. Accessorial charges can be broken into two components; mandatory charges that are always charged by a carrier and optional charges which are optionally chosen based on the selection of certain services chosen by the shipper. Currently, you can apply only mandatory accessorial charges to order lines. Two types of Transportation Freight Charges are shown: FTECHARGE and FTEPRICE.

The ability to recalculate freight charges at order entry if any of the attributes change that would impact the freight charge.

Freight charges calculated from freight rates in Transportation will be recalculated by a Transportation call when the following attributes change: warehouse, ship-to, quantity, shipping method, or date.

The invoice identifies all freight charges and accessorial charges.

The invoice displays as a lump sum, all freight charges. Receivables places all charges into a lump sum to appear on the invoice.

Order Import incorporates these freight rates as part of the import process.

If you have already calculated your freight charges in another system, they are passed in via order import. If you have not already calculated your freight charges prior to order import, and your set up indicates that you have automatic freight charges (shipper or carrier- based), then order import automatically calculates and applies them. This happens either automatically or via an Action request, depending on how Freight Rating is invoked for manual orders.

Note: The Operation Code for Freight Rating to happen during order import is "GET_FREIGHT_RATES" to get freight rates only, or "GET_SHIP_METHOD_AND_RATES" to get ship method as well as freight rates.

Note: Transportation is automatically called when the Get Freight Rates or Get Ship Method and Rates for Order action is selected, however Pricing automatically applies the freight charges. If a freight charge is based on Transportation cost and no action request was passed via order import, then this freight charge won't be applied.

Actual freight costs entered on the delivery replace the estimated freight charges.

Any freight costs entered at ship confirm time replace the estimated freight charges quoted at order entry, if they have been setup to do that.

Business Flows

A typical freight rating business flow at time of order entry would involve the following steps:

The Carrier Ship Method (mode, carrier, and service) has already been determined and there are NO optional accessories.

Step 1: An order entry user creates a sales order and enters the order lines and saves the order lines.

Step 2: At the sales order line level, freight charges, including mandatory accessories, would be automatically applied to the order or order lines based on customer set ups, provided Actions-> Get Freight Rates was chosen by the user at least once on the order. These freight charges could be Carrier Freight Charges or Shipper Freight Charges.

Note: Due to performance reasons, Freight rating will not happen automatically, the first time for an order. Instead, the user will have to do Actions -> Get Freight Rates to get the freight charges based on freight rates applied to the order lines. If Actions-> Get Freight Rates was done once on an order, then if any of the attributes that affects Freight Rating is changed, then Freight Rating will happen automatically.

Freight charges based on freight rates established by the carriers could be:

- Estimates of actual carrier freight rates, including any mandatory accessories
- Estimates of actual carrier freight rates plus a fixed charge(s) amount for handling, etc.
- Estimates of actual carrier freight rates plus (or minus) a fixed amount or percent

Step 3: In addition, any optional Shipper Freight Charges that have been set up in the system are manually chosen.

Step 4: The user may be able to update the freight charges if they have the appropriate security.

Freight Rating Procedures

To enter an order and order lines and obtain the freight rates:

Note: This procedure assumes that freight rating is requested manually, and after that freight rating will happen automatically if any of the attributes related to freight rating changes.

In System Parameters window, there is a new parameter called Enable Freight Rating, located in the Transportation area that can be set to Disable or Enable. If the parameter Enable Freight Rating is set to Enable, then the Freight Rating feature will be enabled.

Using the action Get Ship Methods and Rates for Order, you can obtain the recommended Ship Method from Carrier Selection and the rates from Freight Rating without first specifying ship method on the order line. The Get Ship Method action applies to all lines on the order, not just a single line. You can perform this action more than once. Also this action can be performed even if a ship method is defaulted or manually supplied by the user or supplied by APS as part of scheduling the order lines.

1. Navigate to the Sales Orders window.
2. Enter the order header information.
3. Enter order lines and save your work.
4. Choose Actions Get Freight Rates or Get Ship Method and Rates for Order.
5. Choose Actions, then choose Charges and Freight Costs.

Figure 2-45 Charges and Freight Costs Window - Charges Tab

Charges and Freight Costs (Vision Operations) - Order - 63157.Line 1.1

Quantity **1** List Price **60.00**
UOM **Ea** Shipping Method **WSHDHLEXPRESS-Pa**

Charges Freight Costs



Charge Name	Type	Rate (%)	Amt / Unit	Charge	Fixed	Auto	Overrid
Transportation Charge	FTECHARGE			20.00	☐	☒	☐
Freight Costs	FREIGHT		50.00	50.00	☐	☒	☐
Handling Costs	HANDLING	10.00	6.00	6.00	☐	☒	☐
					☐	☐	☐
					☐	☐	☐
					☐	☐	☐

Charge Total **76.00**

Figure 2–46 Charges and Freight Costs Window - Freight Costs Tab

Charges and Freight Costs (Vision Operations) - Order - 63157.Line 1.1

Quantity1

List Price60.00

UOMEa

Shipping MethodWSHDHLEXPRESS-Pa

Charges

Freight Costs

Cost Name	Cost Type	Cost Amount	Estimated	Fixed	Source System
			☒	☐	
			☐	☐	
			☐	☐	
			☐	☐	
			☐	☐	
			☐	☐	

Cost Total

OK

Note: To use this feature, one of the lines must have a non-null Ship Method. The lines with the Ship Method will show the Freight Charges, and will be applied to the order lines, and saved.

6. If you change any of the following fields: Item, Quantity, Ship Method, Ship-to Org, Ship-from Org, Scheduled Ship Date, or Estimated Arrival Date, then a delayed request is logged for the order to get Freight Rates automatically from Oracle Transportation (FTE).

Note: This request is automatic only because Actions > Get Freight Rates for the order had been earlier selected.

7. After saving the order, the delayed request executes for the lines with a Ship Method. Transportation will return a table with Freight rates appropriately prorated for each order line. Each order line may have multiple freight rates.
8. To view the freight charges, choose Actions > View Charges.
9. To view freight costs, click the Freight Costs tab of the Charges and Freight Costs window. The Estimated check box indicates whether the charge is an estimate or not.

Note: You must have access to the function View Freight Costs to perform this action. There is a check box called Grant. By default this check box is unchecked. The System Administrator has to check this Grant check box so that users can view the freight costs.

For configuration items, Order Management will pass the top model. Rates that are returned for the model will be applied on the configuration item as this is the shippable item.

Note: If the freight charge was marked as fixed, in the Charges window, then it cannot be changed by the system automatically

Currently, the only way to identify that the charge is a Transportation charge is by the name of the charge and the type of the charge (charge_type_code).

User Splits: If splitting of an order line does not result in any change in the following attributes: Ship-from, Ship-to, Scheduled-ship Date, Estimated-arrival Date, Ship-method, then the costs are prorated, otherwise, Transportation is called to get the freight rates.

System Splits: Currently, System Split happens only for backordered lines. This happens at shipping, so there is no need to prorate/copy the estimated Freight costs when system split happens. Freight Charges will continue to work the same way when system split happens.

Copied Orders

Most people copy orders is to avoid having to enter all the line items again. They usually want to change some things on the new order, and generally they do reprice. If they choose to retain original price, they really mean the price, not the charges. For information regarding setup, See: *Oracle Pricing User's Guide*

Ship Method Selection

Oracle Order Management provides functionality for getting the ship method selection based on Transportation rules that use attributes such as weight, volume, or geographic locations. Oracle Transportation can automate getting the ship method using pre-defined routing guides. Order Management integrates with Transportation's functionality.

Overview of Ship Method Selection

You can, during order entry, perform an action to bring the ship method recommended by Oracle Transportation to the sales order line(s), and optionally inform your customer of the ship method. This provides several benefits once the carrier selection rules are set up:

- Customer Service Representatives (CSR's) can determine the ship method recommended Transportation's routing guides from the Sales Orders window. The routing guides can recommend ship methods based on weight, volume, and locations. Weight and volume are calculated using inventory item information.
- The recommended ship method could be based either on the shipper's or the customer's routing guides.
- If desired, the recommended ship method can be quoted to the customer at the time of taking the order.

Note that when Order Management calls Oracle Transportation to get Ship Methods, all lines on the order are aggregated. This is true regardless of whether the Get Ship Methods for Order action is performed from the Header or Lines tab. Within an order, lines with the same Ship From, Ship To, and Schedule Dates are consolidated.

Get Ship Method can be used with internal orders. It does not apply to drop ship, service, or return lines.

Major Features

- Utilizing the routing guides at order entry will ensure using the most appropriate ship method, dependent on defined business rules used. Only ship methods valid for the warehouse are returned to the sales order line.
- You can repeat the action to Get Ship Methods for the Order at any point desired. If allowed by system and/or processing constraints, a new ship method may be returned to the line.

You can perform actions to Get Ship Methods for the Order after a line is entered, after multiple lines are entered, or after the order is booked.

- If you don't want to perform an action to Get Ship Methods for Order, you can still enter a ship method manually, default a ship method using defaulting rules. Or use APS sourcing rules to provide a ship method.

Note: If a ship method is specified, the transit time of the returned ship method cannot exceed the ship method specified on the line. Oracle Transportation can supply the recommended ship method either before or after scheduling, anytime until after Ship Confirm.

ATO Model Handling

The ATO model, class, and option lines are sent to Oracle Transportation. The CONFIG line is not sent to Oracle Transportation even if it exists. If the user repeats an action to Get Ship Methods for Order, changing the ship method and freight terms, the changed values are copied to the CONFIG line from the ATO parent model line.

For ATO models, the weight and volume of the components are added together. If the ATO model uses out packaging, the outer packaging is not included in the weight and volume calculations.

Note: . Recommendation: - For ATO models, to specify volume only at the model level, not for individual components.

Transit Time (Lead Time) calculation

If you are using Intransit lead times, set them up as desired. The action to Get Ship Methods for Order will succeed if no Ship Methods are defined on the Transit Times form, or if they are set up but no default ship method is specified.

If a default Ship Method is identified on the Transit Times form, the Ship Method returned by Transportation must be defined on the form.

Note: The transit time returned by Oracle Transportation will not be saved in Order Management.

Order Management Parameters

- 1. If Enable Ship Method is checked, you can perform the Get Ship Method for Order action from the Sales Orders window and also using the public process order API for example Order Import.
- 2. If Enable Freight Rating is checked, you can perform Get Freight Rates for Order action from Sales Orders window.
- 3. If both parameters are enabled, there will be an action Get Ship Method and Freight Rates for Order in addition to the above actions in the Sales Orders window, Actions.
- 4. If both system parameters are disabled, none of the actions are supported from the Sales Order window and the process order call.

Business Example

Consider an Order Management user with routing guides defined for determining an appropriate carrier/ship method based on attributes such as the Ship-from and Ship-to locations, and weight and volume. Below is an example of an excerpt from a routing guide based on locations, and weight.

Table 2–12 Routing Guide Example

Routing	1-10 lb.	11-70 lb.	71-over
California	AAA Express	BBB Next Day	Modern Truck
Arizona	AAA Express	BBB Next Day	Modern Truck
New York	BBB Next Day	BBB Next Day	Modern Truck
United Kingdom	CCC Express	BBB Next Day	Modern Truck
Hong Kong	CCC Express	CCC Express	Modern Truck

When the customer service representative needs a recommended ship method based on rules defined in Oracle Transportation, it is done from the Sales Order window by performing an action. . The action to Get Ship Methods for Order is optional. If you don’t want to get the recommended Ship Method from Transportation, you can enter the ship method on the line, or use defaulting rules or APS to populate the ship method.

Ship Method Procedures

Note: Oracle Transportation application must be installed for this functionality to work.

To manually get the ship method, and the line is scheduled:

1. Navigate to the Sales Orders window.
2. Create an order and scheduled line with a specified ship method and in-transit time.
3. Click Actions and then choose Get Ship Methods for Order.

Figure 2–47 Sales Orders Window - Ship Method

Sales Orders (63246) - Computer Services and Rentals

Order Information Line Items

Default Order Total **176.00**

Main Pricing **Shipping** Addresses Returns Services Others

Line	Ordered Item	Fulfillment Set	Shipping Method	Shipment Priority
1.1	AS54888	...	Federal Express-Parcel-FedEx Express	

Line Total **60.00** Line Qty **1** Service Total **0.00**

Description **Sentinel Standard Desktop**

Actions Related Items Configurator Availability Book Order

4. A Ship Method displays. If you accept the change, it is saved automatically.

To manually get a ship method if one is specified, and the line is unscheduled:

1. Navigate to the Sales Orders window.
2. Create an order and unscheduled line(s) with specified ship method and in-transit time.
3. Click Actions then choose Get Ship Methods for Order.
4. A Ship Method displays, honoring the input constraints.

Note: The recommended ship method must be valid for the specified warehouse.

The new changed Ship Method displays.

To manually get a ship method if unspecified and the line is unscheduled:

1. Navigate to the Sales Orders window.
2. Create an order and unscheduled line(s) with no specified ship method.
3. Enter the Ship-from, Ship-to information.
4. Click Actions then choose Get Ship Methods for Order.
5. The Carrier and Ship Method displays and is saved.

Error Conditions

The following conditions display an error, and the ship method will not be saved:

- The in-transit time is more than the existing delivery lead time on order lines.
Manually enter the Oracle Transportation suggested ship method on the order line. Order Management will reschedule the line. If rescheduling fails, you must change the scheduling parameters such as schedule ship date so that rescheduling is successful.
- The ship method does not exist in the Inter Location transit table.
Fix the set up data and perform the ship method selection action again.
- The ship method can not be obtained using carrier selection set up.

Fix the set up data and perform the ship method selection action again. This also applies to internal orders. It does not apply to drop ship, service, or return lines.

- You may also get error messages if the line does not have a Ship From to Ship To.

Specify the Ship From and / or Ship To and perform the action again.

Note that Get Ship Method functionality excludes lines that are externally sourced, inbound, or service items. It also excludes lines that are shipped, fulfilled, or closed.

Gross Margin Display

Gross Margin is a number that represents the profit to be made when selling something. In general, higher margins are more desirable than lower ones. During order entry you may need to:

- Ensure that an item is not selling below its cost
- See if a line is worth fulfilling
- Substitute a product with a higher margin

Overview of Gross Margin Display

Gross Margin is most commonly calculated by dividing the difference of the selling price and the cost by the selling price (or by unit cost). In an Order Management application it is important to know what the gross margin of an order line and an order itself is, and also to take action on orders based on business rules that use Gross Margin. Order Management uses Oracle Costing to get a cost that is consistent within the eBusiness suite.

Note: For drop-shipped items, the cost is the price from the purchase order issue. Order Management obtains that information when the purchase order is created for these items. We will attempt to get the cost from the purchase order which is our purchase price, however; this price might not be available before item is shipped. If the price is not yet available, we will get the cost from the List Price of the Purchasing tab of the Item Master in Inventory setup, specified in the financial system parameters of the Purchasing responsibility.

Note: For items shipped out of a process-enabled Inventory Organization, costs are established in Oracle Process Manufacturing.

During Order Management you might want to view the gross margin of an order or line:

- To expedite shipments – to prioritize shipments of lines with higher margins

- To allocate scarce product – you might want to allocate the product to the orders/lines with the highest gross margin
- Review orders that request a certain product and allocate the product to those orders with the largest margin
- Specify what the minimal acceptable margin on an order level should be, and orders that did not meet that margin would be set aside for review

If the Margin Calculation is based on price, the formula for calculating margin percent for a line is:

$$((\text{Unit Selling Price} - \text{Unit Cost}) / \text{Unit Selling Price}) * 100$$

If the Margin Calculation is based on cost, the formula for calculating margin percent for a line is:

$$((\text{Unit Selling Price} - \text{Unit Cost}) / \text{Unit Cost}) * 100$$

Order Gross Margin percent is calculated as: '**total order revenue (minus tax) minus total order cost' divided by total order revenue,**' or divided by **total order cost**, if using the alternate formula for Gross Margin Percent.

Gross Margin Procedures

To view Gross Margin while entering orders:

1. Navigate to the Sales Orders window.
2. Enter order header information.
3. Enter line information. As each line is priced, the cost is obtained and the margin is calculated. The cost and/or margin information will be displayed.

Figure 2-48 Sales Orders Window - Gross Margin

Sales Orders (62905) - Business World

Order Information Line Items

gross margin line Order Total **550.00**

Main Pricing Shipping Addresses Returns Services Others

Line	Ordered Item	UOM	Unit Selling Price	Unit Cost	Margin %	Margin Amount
1.1	AS41001	Ea	550.00	105.06	78.99	394.94

Line Total **550.00** Line Qty **1** Service Total

Description **PDA - PALMATE DATA ASSISTANT**

Actions Related Items Configurator Availability Book Order

While entering the order, you can go back to the Order Information tab, Other sub-tab, to check the order margin.

Note: You can see gross margin for the following types of outbound lines -service lines, standard lines (both process or discrete), and ATO items - for which costing is enabled.

- 4. When you finish entering the order, you can also view the order level margin by going back to the Order Information tab, Others sub-tab.

Figure 2–49 Sales Orders Window - Others Tab

Sales Orders (62912) - Business World

Order Information | Line Items

gross margin

Main | Others

Payment Terms	2/10, Net 30	Sales Channel	
Warehouse	M1	Shipping Method	
Margin %	25.92	Freight Terms	
Margin Amount	362.89	Shipment Priority	
Shipping Instructio		Packing Instructions	
Tax Handling	Standard	Tax Exempt Number	
Exempt Reason		Payment Type	
Amount		Check Number	
Credit Card Type		Credit Card Num	
Card Holder		Card Expiration Date	
Approval Code		Prepaid Amount	
Order Source		Order Source Reference	

Actions | Related Items | Configurator | Availability | Book Order

5. Book the order. If there is a minimum margin set up for this Order Type and the order has an overall margin percentage below the minimum, the order will be placed on hold. You will get a message saying a Gross Margin hold is being applied.

Note: When the order margin is displayed on the order header, if one or more non-return lines have been excluded from the calculation because its cost is null, then a message displays: 'Order margin has been calculated excluding one or more lines.'

Note: The entire order is held if the order margin is less than the minimum margin for the order type. This will be determined at booking time. The calculation of order margin will exclude return lines and also any lines with null cost. If order changes occur that result in the order margin meeting or exceeding the minimum margin for the order type, then the hold is automatically released. The margin hold may be released manually by authorized users. If it has been manually released, then it is not applied again automatically. This order level hold, holds up return lines if the outbound lines cause the order to go on margin hold. Processing of ATO and PTO models, which are not used in the margin calculation, will also be affected if the order goes on margin hold. Also, it is possible that an order with some shipped lines may go on margin hold, if for example a line is added to the order later. In this case, the hold may hold the invoicing of lines that have been shipped.

To view Gross Margin on item without entering order:

1. Navigate to the Pricing & Availability window.
2. Enter the Item.
3. Click Pricing/Availability.
4. View Selling Price and Availability on the Summary tab.
5. Go to the Pricing Tab to see Cost and Margin information.

Note: This must be enabled in your folder.

To obtain or refresh the Cost using Actions:

Orders entered before the Gross Margin feature is installed or enabled will not have costs captured and thus will not have margin visible. If you want to obtain costs for such lines or orders, you can use the Get Cost action. Costs are automatically refreshed on unshipped order lines when attributes affecting the cost (warehouse and project) change. But if you know the cost has changed in Oracle Costing, you can manually obtain a more current cost by using the Get Cost action. Cost is frozen on the order line at the time of shipping.

1. Navigate to the Sales Orders window.

2. Query the order to view the cost.
3. Choose Actions, then Get Cost.
4. Choose the Line Items tab, the cost and margin columns are refreshed.
5. Optionally, choose the Line Items tab, go to the line to obtain the cost, and choose Actions, Get Cost. The cost and margin columns are refreshed.

Repricing at Shipment Workflow

The reprice_line workflow activity usually is placed after shipping or fulfillment. Cost is fixed at shipping, but margin can be changed by the reprice_line workflow due to selling price change. Although cost does not change after shipping, the margin can still change due to a selling price change, hence, a margin hold can be applied to this order. This margin hold is useful to prevent orders with a wrong price from going to AR. The Invoice interface workflow activity will honor this hold.

Returns and Splits

- Margin or margin percent for return lines or return orders is not calculated.
- Since the selling price is not changed during a split in general, reevaluating margin hold is not needed. One exception is if attributes like ship from warehouse changes during the split, the unit cost will be reevaluated. If the unit cost changes as a result of this reevaluation, the margin hold is reevaluated.

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.

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.

See

[Sales Orders Customization](#) on page 2-21

[Defining Sales Order Main and Other Header Information](#) on page 2-32

[Defining Sales Order Line Item Main Information](#) on page 2-44

[Defining Sales Order Line Shipping Information](#) on page 2-135

[Defining Sales Order Line Addresses Information](#) on page 2-138

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[Defining Sales Order Line Project Manufacturing Information](#) on page 2-163

[Defining Sales Order Line Release Management Information](#) on page 2-165

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. 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 2-283.

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

[Sales Orders Customization](#) on page 2-21

[Defining Sales Order Main and Other Header Information](#) on page 2-32

[Defining Sales Order Line Item Main Information](#) on page 2-44

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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.

Note: You have to have Project Manufacturing fully installed to enable the Project to be selected within the Project field.

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

[Sales Orders Customization](#) on page 2-21

[Defining Sales Order Main and Other Header Information](#) on page 2-32

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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.

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.

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

[Sales Orders Customization](#) on page 2-21

[Defining Sales Order Main and Other Header Information](#) on page 2-32

[Defining Sales Order Line Item Main Information](#) on page 2-44

[Defining Sales Order Line Shipping Information](#) on page 2-135

[Defining Sales Order Line Addresses Information](#) on page 2-138

[Defining Sales Order Line Return Information](#) on page 2-159

[Defining Sales Order Line Services Information](#) on page 2-160

[Defining Sales Order Line Project Manufacturing Information](#) on page 2-163

[Defining Sales Order Line Release Management Information](#) on page 2-165

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

[Copying Orders](#) on page 2-270

[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.

Table 2–13 Order Header Attributes Available from the Main Tabbed Region

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

Attribute	When required
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.

Table 2–14 Order Line Attributes Available from the Order Lines Window

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)

Attribute	When required?
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

Figure 2–50 Order Lines Sorting Criteria Window

The screenshot shows the 'Order Lines Sorting Criteria' dialog box. It features three 'Order By' fields, each with a corresponding 'No Ordering' dropdown menu. Below these fields is a 'View Lines' section containing two checkboxes: 'Closed' and 'Cancelled', both of which are checked. At the bottom of the dialog are '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 Ok to initiate order line sorting or click Cancel 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.

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. Click Book Order.

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.

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.

See

[Booking](#) on page 4-90

Launch Sales Orders from TeleSales

Order Management makes the transition from the eBusiness Center window in Oracle TeleSales to the Sales Orders window seamless. Customers provide their Name, Address, and Contact information. The information is entered in the eBusiness Center and is carried over and populated in the Sales Orders window. Based on this information, if a customer account, account site, or account contact do not exist, they are created automatically, saving time for the Customer Service Representative (CSR).

Sales Orders from TeleSales Overview

A separate Orders tab has been added to the eBusiness Center window to view order history and create new orders. The New button on the Order tab launches the Sales Orders window, populated with the customer's information gathered in TeleSales.

Note: The Account, Account Sites, and Account Contacts are created prior to opening the Sales Orders window.

Automatic account creation translates party layer information into account information. When creating an order from TeleSales, Order Management provides a convenient way to create the relevant account information, populate the Sales Orders window, and proceed with placing an order. You can then enter the other details and process the order. It is no longer necessary to create a quote before creating a sales order.

For example, a TeleSales CSR receives a call from Bob Jones of ACME Corp to place an order. ACME Corp has defined 1234 Main St., Milwaukee, WI as their primary Address. The CSR clicks the New button on the Order tab in the eBusiness Center which launches the Sales Orders window. The Account Number, Account Name, Address, and the Contact will appear in the Sales Orders window. The CSR will not have to re-enter the information as it is populated from TeleSales eBusiness Center.

Major Features

- You can open the Sales Orders window from the Order tab in the eBusiness Center window.
- There are now two tabs, Order and Quote. In the past the two were combined as one, Quote/Order where you could create an opportunity, Create a Quote,

View Quotes, and View Orders. Now the Order tab has the functionality to view order related information in a tabular format and create new orders (New button). Users can also navigate to the Sales Orders window to view the order details (Details button).

- The Quote tab maintains its previous functionality with the exception that you can no longer View Orders from the Quote tab.
- Populate Party information including Party, Party Address, Party Contact, and/or Account information into the Sales Orders window.

Note: This information is critical to the success of the order creation. Without it, the CSR enters party information in TeleSales yet can not create an order without an account.

Note: If the Party Contact is not associated to an account, all information provided in the eBusiness Center that is passed from TeleSales to Order Management will be used to create a new account, account sites, and account contacts.

The information provided in TeleSales will be brought over to Order Management. Account information entered in the eBusiness Center header is passed to the Sales Orders window, and populates the corresponding fields.

For example, a customer calls Major Credit Cards responding to an advertisement he received in the mail. After giving the CSR his name and code from the advertisement, the Sales Orders window opens, populated with this customer's information and the Salesperson. The new account has been created behind the scenes. This saves the Salesperson time keying in data, and speeds up the transaction.

Note: If more than one account is found, the CSR is presented with a list to choose from, prior to the Sales Orders window opening.

- You can open the Sales Orders window (in an entry mode) to create a new order. The Salesperson is defaulted for the order, which is required at the time of booking an order.

Note: Order Management requires a Salesperson for booking an order. If the user is a Salesperson, the information is passed from the eBusiness Center to the Sales Orders window. If not, Order Management will default the Salesperson based upon the defaulting rules and the value of the profile OM: Default Salesrep.

- You can choose to open the Sales Orders window or the Quick Sales Orders window from TeleSales depending on the profile settings.

Note: If the profile option OM: Sales Order Form Preference, is set to Quick Sales Orders, then TeleSales will open the Quick Sales Orders window. If it is set to Sales Orders, TeleSales will open the Sales Orders window. The default is Sales Orders. This profile can be set at all levels.

Business Scenarios

Campaign to Cash without Contracts or Quoting

The TeleSales agent receives a call from Josephine Brown with LMNO Corp, to place an order. The agent captures the LMNO customer information with the contact of Josephine Brown, then accesses a Sales Orders window from TeleSales to pass the customer information and places the order. Josephine Brown is automatically created as a new contact for LMNO Corp. Order Management continues to process the order through fulfillment and passes the information to Accounts Receivable to invoice LMNO Corp.

User Procedures

Creating a Sales Order Using TeleSales

You can initiate an order in TeleSales on the eBusiness Center window from the Order tab. When the TeleSales agent clicks New, the Sales Orders or Quick Sales Orders window opens, based on the profile option setting, populated with the account information. You can select the Order Type from the LOV. Based on the Order Type selected, the price list and other relevant information will default.

For more information see: *Oracle Order Management Suite Implementation Manual*.

To create a sales order in TeleSales using the Order tab:

- 1. Navigate to the eBusiness Center window.

Figure 2–51 eBusiness Center Window - Order Tab

The screenshot shows the eBusiness Center window with the 'Order' tab selected. The header section contains fields for Party Type (Party Relations...), Organization (Business World), Account, and Address. Below the header is a tabbed interface with 'Order' selected. The main area displays a table of orders with columns for Order Num., Order Type, Order Status, Order Total, Currency, Creation Date, Account N., Contact Na., Sales Cha., and Order. The table lists several orders, including 203317, 203331, 12500, 54717, 12501, 12502, 12503, 12504, 12524, and 12548.

Order Num...	Order Type	Order Status	Order Total	Currency	Creation Date	Account N...	Contact Na...	Sales Cha...	Order
203317	FR Web	Booked	72,063.29	EUR	11-APR-2003	1608			Com
203331	FR Order Only	Booked	30,312.49	EUR	11-APR-2003	1608			Com
12500	Web	Booked	1,974.15	USD	07-MAY-2003	1608	tama, amy		Onlir
54717	Mixed	Booked	34,868.20	USD	07-MAY-2003	1608			Onlir
12501	Web	Booked	50,122.94	USD	07-MAY-2003	1608		DIRECT	Onlir
12502	Web	Booked	1,553.25	USD	07-MAY-2003	1608	Lyon, Diane		Onlir
12503	Web	Booked	1,670,764.50	USD	07-MAY-2003	1608		DIRECT	Onlir
12504	Web	Booked	1,974.15	USD	07-MAY-2003	1608	Miller, Amy	DIRECT	Onlir
12524	Web	Booked	2,646,989.50	USD	07-MAY-2003	1608		DIRECT	Onlir
12548	Web	Entered	18,736.28	USD	07-MAY-2003	1608			Onlir

- 2. Enter the Customer, account number, and other information in the dBusiness Center header, then choose the Order tab.
- 3. Click New to open the Sales Orders window and continue placing the order.

The Sales Orders window opens with the account information passed from TeleSales. You can proceed with placing the order. Information is derived in the Sales Orders window based on the existing defaulting rules.

Figure 2–52 Sales Orders Window - TeleSales Information Populated

[illegible]

- 4. Save your work.**

To create a sales order in TeleSales using Contact information:

1. Navigate to the eBusiness Center window.
2. Choose the Party Type 'Party Relationship.' Enter the Organization and Person information.
3. Enter the Account number, if it exists.

Figure 2–53 eBusiness Center Window

eBusiness Center - RHONDA ABBOTT - Cust-1, [New]

Party TypeParty Relations...

Title

Middle

Type

Address

OrganizationCust-1

FirstRHONDA

Alias

Phone

Account

LastABBOTT

RelationContact Of

EmailRABBOT@VISION.COM

Department

Job Title

Primary Rol

Department

Decision Ma

Create

Find

View DetailsRHONDA ABBOTT- Cust-1

OverviewDashboardOrganizationPersonAddress/PhoneRelationshipAccountLeadOpportunityQuoteOrderEventCollateralTaskNote

From Date28-MAY-2002

To28-MAY-2003

Filter By

Apply

Order Num...

Order Type

Order Status

Order Total

Currency

Creation Date

Account N...

Contact Na...

Sales Cha...

Order S

Details (0)

New (2)

Note: You can select the Order Type from the LOV. Based on the Order Type selected, the price list and other relevant information will default, depending on the defaulting rules.

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?
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 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.

- 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](#) on page 2-184

Performing Pricing and Availability

The Pricing and Availability window enables you to perform price and availability checking.

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.

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. Or, 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 Overview](#) on page 2-182

To perform Pricing and Availability checking:

- 1. Navigate to the Pricing and Availability window.

Figure 2–55 Pricing and Availability Window

The screenshot shows the 'Pricing and Availability' window with the following details:

- Basic Tab:**
 - Item:
 - Qty:
 - Uom:
 - Item Description:
 - Request Date:
 - Customer #:
 - Item Identifier Type:
- Buttons:** Clear, Price and Availability
- Summary Tab:**
 - Unit Selling Price: US dollar
 - Price List:
 - Warehouse:
 - Available Qty:
 - Earliest Available Date:

- 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, click the Clear button or Clear Record icon from the Toolbar, re-enter a new item, and click Price and Availability, 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.

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).

- 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.

Note: 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.

Note: 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.

Note: You cannot enter a value for either the Ship To or Bill To fields without first entering a Customer Name or Customer Number.

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
 - A value of the request date if the if the requested quantity is available on the requested date
 - A NULL value for items that are not ATP enabled

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.

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)

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.

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 User's Guide* 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.
- 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

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.

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

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.

See [Pricing and Availability Overview](#) on page 2-182

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.

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.

- 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

[Add Customer Window Overview](#) on page 2-198

[Adding Customers using the Add Customer window](#) on page 2-200

[Add Customer Sample Business Flows](#) on page 2-208

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 you to 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*

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.

You can create the following:

- New customer & Party
- New address for a new customer
- New customer and associate the customer with an existing Party
- New Bill To, Ship To and Deliver To Locations (addresses) for an existing customer
- New Ship To (drop ship) customers and associated addresses
- New contacts for new or existing customers
- New customer account sites from previously defined party sites.
- New account contacts from existing party level contacts
- E-mail addresses for new and existing customers and customer contacts

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.

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, enabling 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:

[Adding Customers using the Add Customer window](#) on page 2-200

[Add Customer Sample Business Flows](#) on page 2-208

Order Management Suite Implementation Manual, Profile Options.

Adding Customers using the Add Customer window

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.

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
- Click Actions and then select Add Customer from the menu list displayed
- Click Yes 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

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
-

Within the decision dialog box, you must either click Create to define new customer information or click Cancel to return to the Sales Order Window before you can proceed.

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.

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.

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.

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 clicking Create.

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
- Enter a new customer details

Data entered via the Add Customer window is only committed to the database when you click Create. 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.

Figure 2–56 Add Customer Window

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]
- Contact Section:**
 - Last Name: [Text Field]
 - First Name: [Text Field]
 - Title: [Text Field]
 - E-Mail: [Text Field]
- Shipping/Billing/Delivery Options:**
 - ☒ Ship To
 - ☒ Bill To
 - ☐ Deliver To
- 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 a organizational customer or a 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.

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.

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

Note: If Customer Type is set to Organization, the value within the Organization Number field equates to Account Party Number.

- 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

Note: If Customer Type is set to Person, the value within the Person Number field equates to Accounts' Party Number.

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.

Note: Address level validation is determined by the value of the field Address Validation within the Receivables System Options window.

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.

See

[Add Customer Window Overview](#) on page 2-198

[Add Customer Sample Business Flows](#)

on page 2-208

[Adding Customers using the Add Customer window](#) on page 2-200

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. Click Create 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.

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.

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. Click Create to save your work or click Cancel 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.

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.
-
-

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 click Create.
3. Create a new address for the customer, ensuring you select the Ship To check box, and then click Create.
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 click Create.

See

[Add Customer Window Overview](#) on page 2-198

[Add Customer Sample Business Flows](#) on page 2-208

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

Note: Order Management currently does not support including header level charges with the Commitment Applied Amount for order lines.

- 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.

Note: No commitment functionality currently exists for inbound order lines (return lines).

See:

[Commitment Processing](#) on page 2-213

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
 - 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.

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.
-

See:

[Commitments within Order Management](#) on page 2-211

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.

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.
-

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: 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.

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.

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.

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*.

Prepaid Credit Card Receipts in Order Management

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 *i*Payment 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.

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 *i*Payment 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.

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.

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.

Modifying Prepayments

You can 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.

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](#) on page 4-111

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 *i*Payment 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 *i*Payment 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 *e*Payment Failure hold. Appropriate error messages will be displayed.
 - If user interaction is not required, then the order is placed on *e*Payment 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.
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.
 - 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.
 - 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.

Note: The right mouse button is enabled in the Find Orders window.

To query an order:

1. Navigate to the Find Orders window by selecting the Flashlight icon from the Menu while within the following:
 - The Order Organizer
 - The Sales Order Header window
 - The Sales Order Line window

Figure 2–57 Find Orders Window

The screenshot shows the 'Find Orders' window with the 'Order Information' tab selected. The window contains two columns of search criteria fields. The left column includes: Order Number, Order Type, Created By, Customer PO, Customer (with a dropdown menu showing 'Computer Services and...'), Sales Person, Related PO Number, Order Source, and Order Date. The right column includes: Order Category, Credit Card Number, Ship To, Status, Customer Number (with the value '1006'), Invoice To, Requisition Number, and Order Source Reference. Below these fields is a 'To' field. At the bottom of the window are three buttons: 'Clear', 'New Order', and 'Find'. A small icon in the bottom right corner of the field area is represented by '[]'.

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.
6. Select the Scheduling tab to include additional fields for input when querying orders with scheduling information.

Additionally, you can choose to include additional fields for input when querying orders utilizing Oracle Folder functionality. 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.

7. Click Find.

The results display in the Order Organizer window.

See: [Sales Orders Workbench](#) on page 2-4.

To create a new order:

- Click New Order.

To create a new return:

- Click New Order.

See: [Overview of Returns](#) on page 2-381.

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 view and generate reports to display comprehensive audit trail updates recorded for orders.

Current Processing Constraints functionality enables 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.

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.

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).

Find Audit Trail Window functional processing

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.

- 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.

Figure 2–58 Find Audit History Window

The screenshot shows a window titled "Find Audit History" with a dark gray background. It contains several text input fields for search criteria, arranged in two columns. The fields are: "Order Number" and "To" (for range), "History Date" and "To" (for range), "Entity" and "Attribute", "User" and "Responsibility", and "Order Type". At the bottom, 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.

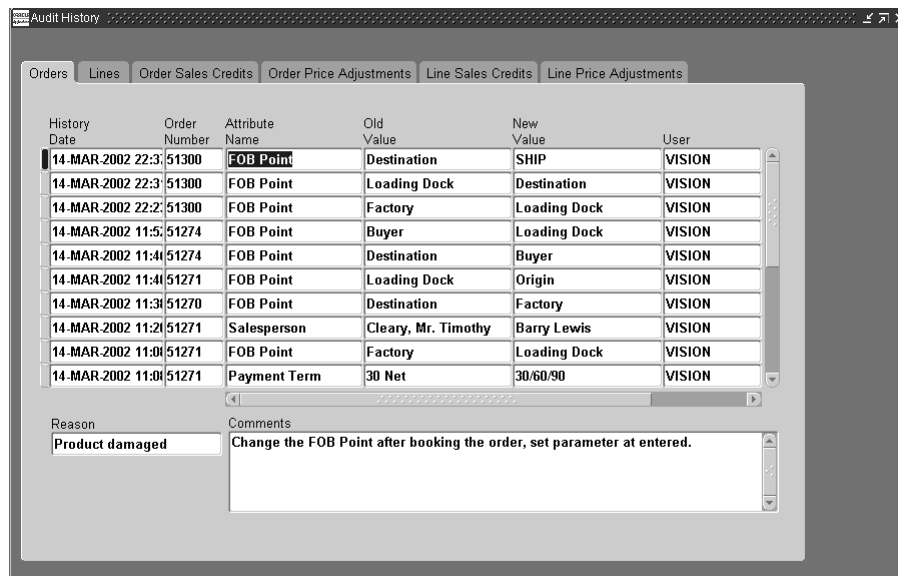
1. Select the Order Number to display audit trail information for a specific order or range of order numbers. These fields are optional.
2. Enter a History Start and End to display order audit trail information. Order Management will display only orders changes that occurred during the date range entered. 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.

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. Click Find to return audit trail information for you selection criteria or click Clear 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.

Figure 2–59 Audit History Window

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

Note: The Audit History window currently does not support the use of Folders to customize display information.

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 its 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 2-233.

- While within the Sales Order Main or Others window, place the cursor within any field.
 - While within the Order Organizer, place your cursor on line containing the order you wish to view additional information for
2. Click Actions 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.

Figure 2–60 Additional Order Information Window

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.

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 2-233.

- 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. Click Actions 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. Click Purchasing 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.

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.

- 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 won't 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

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.

- 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.

Viewing Cycle Status and Approval History

With Order Management 11*i*, 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, click Action, 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, click Action, 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 Orders 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. Click Actions, and from the pop up LOV, select View Cycle Status and Approval History.

Figure 2–61 Cycle Status Window

The screenshot shows a window titled "Cycle Statuses (Vision Operations) - Approval Required -- Int'l, 25399". At the top, there are input fields for "Line" and "Item". Below these is a table with the following columns: "Cycle Action", "Result", "Level", "Date", and "Approvals". The table contains three rows of data, followed by several empty rows. At the bottom of the window are two buttons: "Approval History" and "Done".

Cycle Action	Result	Level	Date	Approvals
Enter	Booked	Order	30-MAY-1997	☐
Export Review	Pass	Order	30-MAY-1997	☒
Cancel Order	Complete	Order	30-MAY-1997	☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐

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.

Figure 2–62 *Order Approval History Window*

The screenshot shows a window titled "Order Approval History". It contains a table with the following data:

Order Number	Date	Name	Result
25399	30-MAY-1997	Export Review	Pass

Below the table, there are fields for order details:

Order Type	Approval Required -- I	Order Category	Regular
Customer	Business World	Customer Number	1000
Comments		Approver	MFG

A "Done" button is located at the bottom right of the window.

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. Click Done 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, click Actions, 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.

Figure 2–63 Line Approval History Window

The screenshot shows a window titled "Line Approval History". It contains a table with the following columns: Order Number, Line, Date, Name, and Result. The first row of data shows Order Number 25399, Line 1, Date 21-FEB-2001, Name RMA Approval, and Result Pass. Below the table, there are several input fields for order details:

Order Number	Line	Date	Name	Result
25399	1	21-FEB-2001	RMA Approval	Pass

Order Type	Approval Required -- I	Category	Regular
Customer	Business World	Customer Number	1000
Item	CN92777	Build Your Own Desktop	
Quantity	Ea 1	Line Total	USD 999
Comments	Approved	Approver	MFG

Done

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. Click Done 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*, 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. Click Actions.
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.

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 click Discounts.

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. Click Attachments (paperclip) from the Menu bar.

Figure 2–64 Attachments Window

The screenshot shows the 'Attachments' window with the 'Main' tab selected. It features a table with columns: Seq, Category, Description, Data Type, and May Be Changed. The first row is highlighted with 'Seq' value 10. Below the table is the 'OM Order Header' label. To the right, there 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				☒
				☐
				☐
				☐

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. Optionally, 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, click Actions 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, click 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.

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.

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.

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.

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.

Note: If you are trying to apply changes to an order placed on hold, Order Management accepts the change based on your processing constraints.

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 2-268.

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*, 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.

Note: If the order change is invalid, Order Management will not apply the order changes.

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).

The following table 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 2–15 Details for the Order Management Operation UPDATE

Column A: Order Management Operation	Column B: Non updateable order line attribute after Pick Confirm
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

Column A: Order Management Operation	Column B: Non updateable order line attribute after Pick Confirm
UPDATE	Freight Terms
UPDATE	Item Type
UPDATE	Ordered Quantity UOM
UPDATE	Ordered Quantity
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.

The following table 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 2–16 Details for OM Operations and Current Order Line Status

Column A: Order Management Operation	Column B: Current Order line status
CANCEL	Not allowed if pick confirmed

Column A: Order Management Operation	Column B: Current Order line status
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.

Note: Oracle Release Management also utilizes processing constraints in Table B to limit order quantity changes.

See

Oracle Order Management Suite Implementation Manual, Overview of Processing Constraints.

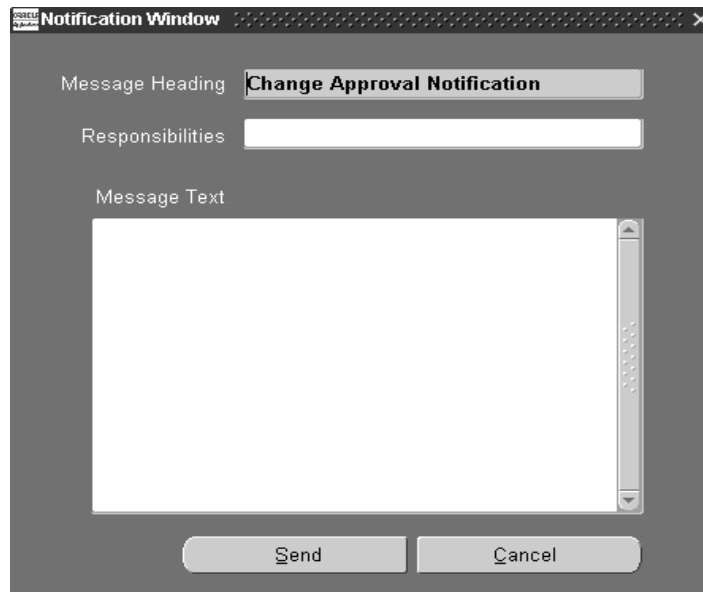
Oracle Order Management Suite Implementation Manual, Defining Processing Constraints, Order Management Processing Constraints Appendix.

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, click Actions and select Notification from the list of values.

Figure 2–65 Notification WindowThe image shows a software window titled "Notification Window" with a close button (X) in the top right corner. Inside the window, there are three main sections: "Message Heading" with a text field containing "Change Approval Notification"; "Responsibilities" with an empty text field; and "Message Text" with a large, empty text area. At the bottom of the window, there are two buttons: "Send" and "Cancel".

Note: If there are multiple errors, the Multiple Error Message window displays. Click Notify to send a notification to the appropriate user responsibility.

6. Select or accept the appropriate user responsibility to approve the order change.
7. Enter any additional comments in the Message Text field.
8. Click Send.

Special considerations for order line changes to Subinventories include the following:

- 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.

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.

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. Click Actions, 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.

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.

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

Note: The mass change windows cannot be used for single order lines or return lines.

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.

Figure 2–66 Order Mass Change Window

The screenshot shows the 'Order Mass Change' window with the 'Main' tab selected. The window contains two columns of input fields. The left column includes fields for Customer (Computer Service and), Customer Number (1006), Customer PO, Customer Contact, Ship To, Bill To, Order Source, Original Doc Type, Tax Handling, and Tax Exempt Reason. The right column includes fields for Order Number, Order Type (Standard), Request Date (25/MAY/0200 00:00:0), Price List (MM Price List 02), Date Ordered, Expiration Date, Original Doc Number, Salesperson, Tax Exempt Number, and Terms. At the bottom right, there is a checkbox labeled '[]'. At the bottom center, there are 'Ok' and 'Cancel' buttons.

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 click Open Order 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. Click OK.

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.

Note: When copying cancelled lines to a new order or return, the lines will be copied over with the original ordered quantity.

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.

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

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.

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.

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

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.

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.

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.

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.

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.

Header Level Information

You can copy the header information without having to copy any lines. If you click Copy 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 click Copy on the Sales Orders window at the header level, you have the option of copying all or none of the order lines.

Maintain Line Number

Order Management retains line number sequences under certain conditions when copying lines from a source order.

Overview of Maintain Line Number

Conditions apply when line sequences are copied from a source document. When a copy action is performed and lines are appended to an existing order then only the line sequence will be maintained. If there are additional lines added to the order as a result of pricing, the line will be assigned a new line number. Other conditions are:

Split Line Sequences

- SPLIT line number sequences are retained.
- The set information for Split Lines will be copied over with the exception of Included items.
- If only some of the lines in a Split Set are copied then we will not retain the line numbers, split, and set info.

RMA

- If the original order has non standard items then line numbers will not be maintained.
- If copying to an RMA with multiple configurations, only the line sequence will be maintained.

Copy Line Failures

- When a copied line fails, the line numbers of the copied lines that are passed will be re-sequenced.

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 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.

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.

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: 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. Click Actions and select Copy from the list of values.

Figure 2–67 Copy Window

The screenshot shows the 'Copy' window with the 'Quick Copy' tab selected. The window contains the following elements:

- Quick Copy Tab:**
 - ☐ Create New Order
 - Change Order Type To: [Text Box]
 - New Order Number: [Text Box]
 - ☒ Add Lines to existing Order
 - [Text Box]
 - Get Order level information from: [Text Box]
- Buttons:** OK, Cancel

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

- 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.

The following 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

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.

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, click Continue to save your copy order, or the Cancel button to rollback your changes.

When you receive the message, Copy Order Successful, you must click Continue. If you do not, the order line information you were attempting to copy will not be copied.

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. Click Actions 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. Click Actions and select Copy from the list of values.
3. Select Create New Order.
4. Specify the order type for the new order.

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.

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. Click Actions 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

Oracle Order Management Suite Implementation Manual, Order Management Profile Options.

[Pricing Special Orders](#) on page 3-85

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.

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.

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 non-integer quantities. For example, you can enter an order of 1.1 tons of butter without defining a UOM of 0.1 of a ton by entering a quantity of 1.1.

Indivisible Items

You can define items that can only be ordered in integers and not in decimal quantities. For example, you can order pencils in integers (e.g. 1, 2, 3) 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, and the OM Indivisible item attribute is set to Yes, then if you try to 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 does not correspond to the 18EA UOM.

See

[Overview of Returns](#) on page 2-381

Drop Shipments Overview

Overview

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.

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.

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](#) on page 6-54

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.

Table 2–17 *Inventory Item Attributes*

Item Attribute used within Drop Ship order processing	Setting
Purchased (PO)	Enabled

Item Attribute used within Drop Ship order processing	Setting
Purchasable (PO)	Enabled
Transactable (INV)	Enabled
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 enable 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.

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.

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

[Drop Shipment Processing](#) on page 2-292

[Cancelling Orders](#) on page 2-418

[Overview of Holds](#) on page 2-424

[Copying Orders](#) on page 2-270

See: *Oracle Order Management Suite Implementation Manual*, 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

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

[Drop Shipments Overview](#) on page 2-284

[Copying Orders](#) on page 2-270

[Order Import](#) on page 4-29

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.

Figure 2–68 Workflow Status Page

The screenshot shows a web browser window displaying the Oracle Workflow Status page. The page title is "Activities List". It shows details for a "Standard Order Header: OM Order Header, 131043" which started on "01-07-2000 (0 Days)".

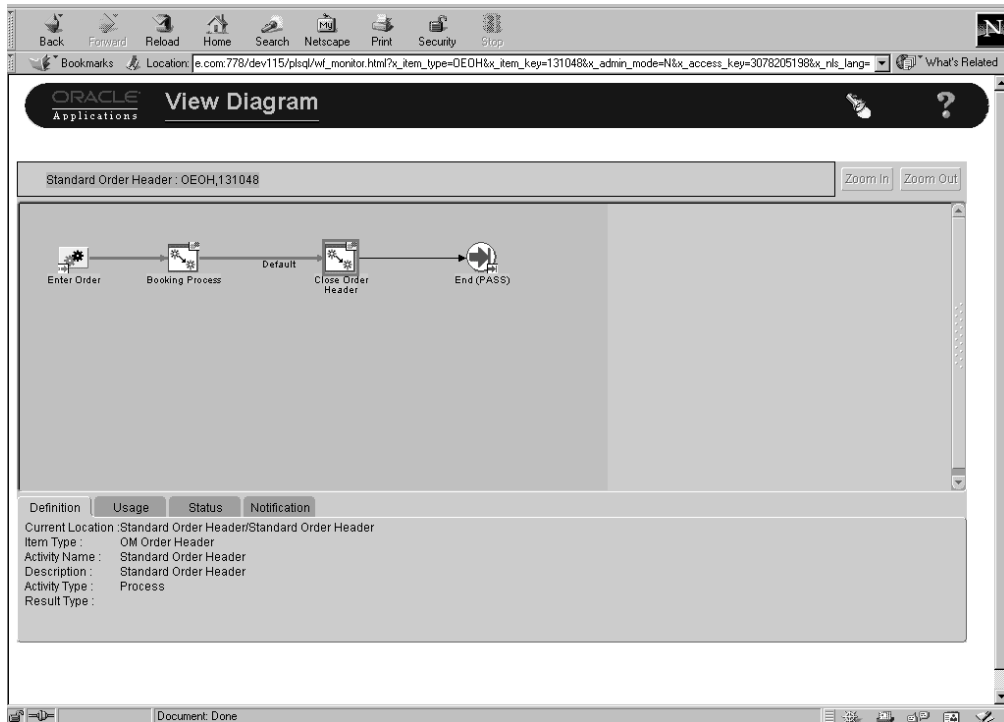
Activity Status Options: ☒ Active ☒ Complete ☒ Error ☒ Suspended

Activity Type: ☐ Response Notifications ☐ FYI Notifications ☒ Functions ☐ Standard Workflow Items [Filter Activities](#)

Status	Who	Parent Activity	Activity	Started*	Duration	Result
☒ Active	Workflow Engine		Standard Order Header	01-07-2000 17:00:57	22 Minutes 44 Seconds	
☒ Complete	Workflow Engine	Standard Order Header	Enter Order	01-07-2000 17:00:57	0 Seconds	
☒ Complete	Workflow Engine	Standard Order Header	Booking Process	01-07-2000 17:00:57	39 Seconds	Complete
☒ Complete	Workflow Engine	Booking Process	Book Eligible	01-07-2000 17:00:58	37 Seconds	
☒ Complete	Workflow Engine	Booking Process	Book the Order	01-07-2000 17:01:35	0 Seconds	Complete
☒ Complete	Workflow Engine	Booking Process	@Lines Flow Continue after Booking	01-07-2000 17:01:36	0 Seconds	
☒ Active	Workflow Engine	Standard Order Header	Close Order Header	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.

Figure 2–69 Workflow Monitor Page

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

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
 - 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.

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.
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.

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 Manual* and *Oracle Advanced Planning and Scheduling User's Guide*.
2. Submitting the APS Create ATP Summary Partitions concurrent program. See: *Oracle Advanced Planning and Scheduling Implementation Manual* and *Oracle Advanced Planning and Scheduling 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.

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.

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.

Table 2–18 ATP Actions for Standard Items or Configurations

Item/Entity	ATP Action
Standard Line (line is not within a set)	ATP performed on line.

Item/Entity	ATP Action
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

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

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:

[Performing ATP Checking](#) on page 2-306

[ATP Inquiries](#) on page 2-304

[Automatic Item Substitution within Order Management](#) on page 2-349

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](#) on page 2-306.

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 the following:

- *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.

Note: ATP Inquiry is for informational purposes only and does not place demand or reserve on-hand inventory.

- Within Order Management, ATP Inquiry results can be displayed within the following:
 - 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 the following:

- Basic ATP
 - Supply Chain Planning ATP
 - Multilevel Supply Chain ATP
 - Demand Class ATP
 - Allocated ATP
 - 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: [Performing ATP Checking](#) on page 2-306

[Automatic Item Substitution within Order Management](#) on page 2-349.

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.

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.

- You can manually display the Availability window from the Sales Order Lines window by:
 - Selecting an order line and then clicking Availability
 - Selecting an order line, and from the Tools menu, selecting the AutoSchedule check box (if unchecked)

Figure 2–70 Availability Window

The screenshot shows the 'Availability' window with the 'Ordered Item' tab selected. The window displays the following information:

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.

Figure 2–71 Availability Window - Substitute Item Tab

Availability	
Ordered Item	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

ATP Details 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.

- 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.

Figure 2-73 Multi Line ATP Results Window

The screenshot shows a window titled "Multi Line ATP Results". It contains a table with the following columns: Set, Line, Substitute, Item, Quantity, Request Date, Available, Warehouse, and Available Date. The first two rows are populated with data. The first row has Set 1, Line 1.1, Substitute checkbox unchecked, Item AS54888, Quantity 1, Request Date 01/28/2002, Available 0, Warehouse V1, and Available Date 02/28/2002. The second row has Set 1, Line 1.1, Substitute checkbox checked, Item AS88888, Quantity 1, Request Date 01/28/2002, Available 1, Warehouse V1, and Available Date 01/28/2002. Below the table are input fields for "Group Available Date" and "Error Message", and two buttons: "ATP Details" and "Global Availability".

Set	Line	Substitute	Item	Quantity	Request Date	Available	Warehouse	Available Date
1	1.1	☐	AS54888	1	01/28/2002	0	V1	02/28/2002
1	1.1	☒	AS88888	1	01/28/2002	1	V1	01/28/2002
		☐						
		☐						
		☐						
		☐						
		☐						
		☐						

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 clicking ATP Details. 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 clicking Global Availability. 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 clicking Availability, and finally selecting Global Availability within the Availability window.

Figure 2–74 Global Availability Window

Pick	Org	Supplier	Site	Ship Method	Lead Time
☒	OMT:D2				0
☒	OMT:M1				0
☒	OMT:M2				0
☒	OMT:M3				0
☒	OMT:V1				0
☐					

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 clicking ATP Details. 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 Inquiries](#) on page 2-304

[ATP Within Order Management](#) on page 2-300.

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*.

Overview of Override ATP

Overriding ATP makes demand visible to planning. It allows an authorized user to schedule a line even if no supply is available. This functionality is designed for exceptions, not normal scheduling. Any user who overrides ATP takes the responsibility to find supply manually. The Override ATP value remains on the line until the authorized user decides to un-override or unschedule the line.

Some reasons for using Override ATP include:

- The user may know it is possible to bring supply in early.
In that case, the authorized user might want to take the responsibility for providing a schedule date.
- There could be reason to schedule the order even if there is no supply.
The business might want to take the order from a very high-priority customer, even if it means rescheduling items for customers who are deemed less critical. It is a manual process to take supply from one customer to give to another.

Authorized users can override ATP Schedule Date from the Sales Orders window by setting the Override ATP check box on the sales order line and providing a Schedule Date. Optionally, users can send manual notifications (Actions /

Notifications) after overriding ATP. For example, notifying another responsibility or user of the need to find additional supply. You can notify any responsibility, i.e. Advanced Supply Chain Planner, Demand Planner, Manufacturing or Distribution Manager.

This functionality does not apply to Service, Drop Ship, or Return lines.

Copy Orders will not copy the Override ATP flag.

APS will calculate the delivery lead time for overridden lines. If there is no warehouse on the overridden line, APS will use the first warehouse in the sourcing rules. The Override ATP flag is supported by Standard Order Import, not High Volume Order Processing (HVOP).

Overriding ATP

Using the Sales Orders window authorized users can override the ATP Schedule Date on the sales order line. For each line, check the Override ATP check box and enter a new Schedule Date. Checking this box and providing a Schedule Date will enable planners to view the item demand.

Note: The Override ATP value is persistent, i.e. it remains on the line until the authorized user decides to un-override or unschedule the line.

To override the ATP for standard and ATO items:

1. Use Folders, if necessary to display Override ATP on the Shipping tab.
2. Enter the header.
3. Enter the ATPable item on the line.
4. Check on Availability. Supply is less than the requested quantity.
5. Set the Override ATP flag on the Shipping tab.
6. Enter the Schedule Ship or Arrival date.
7. Save the line.
8. If desired, send a notification using Actions / Notifications. Optionally you can provide a reason in the Notifications dialog box.

Note: Users who Override ATP Schedule Date must take the responsibility to find supply even though none exists at the time. You can enter a non-working day's date, or a past due Schedule Ship date.

Figure 2-75 Sales Orders Lines - Shipping Tab

Sales Orders (62912) - Business World

Order Information Line Items

Customer Item Order Total **764.50**

Main Pricing **Shipping** Addresses Returns Services Others

Line	Ordered Item	Override ATP	Warehouse	Receiving Org	Source Type	Schedule Ship Date
1.1	AS41001	☐	M1		Internal	27-MAR-2003 23:59:59
2.1	AS54888	☒	M1		Internal	12-DEC-2049 23:59:01
		☐				
		☐				
		☐				
		☐				
		☐				
		☐				

Line Total Line Qty Service Total

Description **Sentinel Standard Desktop**

Actions Related Items Configurator Availability Book Order

Optionally enter your Comments in the Notification Dialog Box to provide a reason for the override. No automatic notifications will be sent.

Figure 2–76 Notification WindowA 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 the text '1.Associate Sales Rep', and 'Message Text' which is a large empty text area. At the bottom, there are two buttons: 'Send' and 'Cancel'.

Note: If a notification is sent, it is done manually.

9. Save your work.

To Find Overridden lines:

Override ATP has been added to the Order Organizer, under the Scheduling tab of Find Orders window. If necessary, use Folders to display Override ATP on both the Find window and the Scheduling Organizer window. For more information, refer to the user's guide for on Scheduling Across Orders. (Note: Access to the Scheduling tab is controlled by a profile option, OM: Scheduling Role.) You can find the orders/lines that are overridden.

1. Navigate to the Scheduling tab of the Find Orders window.
2. Choose Yes from the Override ATP LOV.

Figure 2–77 Find Orders Window - Override ATP

Find Orders

Order Information Line Information Advanced Holds Information Scheduling

Override ATP

Order Number

Customer

Ship To

On Hold

Shipment Priority

Request Date

Promise Date

Schedule Ship Date

Warehouse

Order Type

Customer Number

Schedule Status

Reserve Status

Order Status

To

To

To

Clear New Order Find

To update overridden lines:

General users are not allowed to undo the override flag, unschedule, or change any scheduling attributes on the overridden line. They can delete, cancel, or reduce the quantity on the overridden line if the processing constraints permit.

Authorized users can undo the override flag, unschedule, or change any scheduling attributes on the overridden line. They can delete, cancel, or reduce the quantity on the overridden line if the processing constraints permit.

ATO Models

ATO Models

The Override ATP will be cascaded across the entire model. General users cannot add new options, as that option has to be overridden, but Authorized users can.

To perform an initial override on ATO Models:

- 1. Navigate to the Sales Orders window.
- 2. Enter an order header.
- 3. Enter an ATPable ATO model on the line.

4. Configure the Model and save the options.
5. View the Availability Date.
6. Check the Override ATP check box on the model, class, or option. The Override will be used for the model and children.
7. Enter the Schedule Ship or Arrival Date for the overridden line.
8. Save line(s) with new date. The Model is scheduled with the override. All the lines of the model will be overridden.
9. Optionally, send a notification.
10. Optionally, provide a reason in the notifications dialog box.

PTO Models and Kits

Authorized users can override the model or one of the options, but the Override flag is not cascaded, except to Included Items. Included Items can also be overridden individually.

SMC PTO Model/KIT

Note: ***For the SMC PTO Model, the schedule ship date is cascaded to all the lines of the model. The Override is not cascaded, it is your responsibility to set it.

SCM PTO Models with an Overridden Line

General users can:

Make changes to the model/children as long as these do not result in changes to the overridden option.

Add new options, provided the option schedules successfully for the Schedule Ship date of the model.

Cancel/delete overridden options. Partial cancellation will also be supported, i.e Quantity can be reduced even on overridden lines.

Authorized users can:

Add new options, provided the scheduling succeeds. There will not be a way to add overridden options to a PTO model. If failure occurs, then unschedule the model, add the option, and then re-schedule the whole model.

Reschedule the SMC PTO Model with a new Schedule Date. The new Schedule Date is cascaded across all the options, including any overridden option.

Non-SMC PTO Model/KIT

If one of the lines under the Non-SMC PTO Model is overridden, then general users can:

- Make changes to the model/children as long as these do not result in changes to the overridden Option.

- Add new options. New options will not be scheduled automatically as the Schedule Ship Date does not default in this case.

- Cancel/delete overridden options. Partial cancellation will also be supported, i.e Quantity can be reduced even on overridden lines.

To perform an initial override for PTO Models and Kits:

1. Navigate to the Sales Orders window.
2. Enter an order header.
3. Enter ATPable PTO model or kit on the line.
4. Configure the Model and save the options.
5. View Availability Date.
6. If there is no availability, check the Override ATP on the option or its parent. The Override will be used only for the model or option on which it is set**.
7. Enter the Schedule Ship or Arrival Date for the overridden line***.
8. Save line(s) with new date.
9. Optionally, send a notification.
10. Optionally, provide a reason in the notifications dialog box.

Sets

One of the lines of the set can be overridden. General users can add new lines to the set, provided the new lines can be scheduled for the Schedule Ship Date of the set.

If one of the lines in a Set is overridden, then general users:

Can add new lines to the set, provided the new lines can be scheduled for the Schedule Ship Date of the set.

Can remove lines from the set, including overridden lines.

Cannot re-schedule (change scheduling attributes on any line) the set as this would result in changes to the overridden line.

Authorized users can add a new line into a set, and if necessary override the line so it schedules for the set date. The set date will not be pushed if the set has an overridden line with a different schedule ship date.

Authorized users can change the Schedule Date for the set. The changed Schedule Date will cascade to all lines in the set, including the overridden lines.

To Add overridden lines to a new set:

1. Navigate to the Sales Orders window.
2. Enter the header information.
3. Enter the lines with ATPable items to add into a set.
4. If there is no availability, check the Override ATP check box, and enter the Schedule Ship or Arrival Date.
5. Enter the set name and save the lines. The lines will be saved with the set.
6. Optionally send a notification.
7. Optionally, enter a reason in the notifications dialog box.

To Add an overridden line to Existing Set:

1. Navigate to the Sales Orders window.
2. Enter the order header information.
3. Add a new line to the set.
4. Check the Override ATP check box on the new line, the Set name is already entered, enter the Schedule Ship Date and save the line.
5. New line is added to the set with an Override.
6. Optionally send a notification.
7. Optionally, enter a reason in the notifications dialog box.

Updates

General Users

General users are not allowed to undo the Override or unschedule. They cannot change any scheduling attribute on the overridden line. They can delete, cancel, or reduce the quantity on the overridden line if the processing constraints permit.

General users can add options to SMC models and kits if the option schedules successfully for the date of the model. They can add options to a non-SMC PTO model or kit, but scheduling will not occur automatically. They can add lines to a set if they schedule for the date of the set.

Authorized Users

Authorized users can undo the Override, unschedule, or change any scheduling attributes on the overridden line. They can delete, cancel, or reduce the quantity on the overridden line if the processing constraints permit.

They can add options to models or kits. Scheduling does not occur automatically for a non-SMC PTO model or a kit. If scheduling does not succeed, the authorized user can unschedule, add the option, reschedule, and perform another override if desired.

Authorized users can undo the override. Then the line reschedules without the override flag. If the line does not schedule, the change can be rolled back.

They can add lines to sets. The line may schedule for the ship date. If it does not, the authorized user can override the new line – which will not auto-push the set schedule date.

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

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.

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.

Table 2–19 Reservations for Different Item 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 unreserve.
2. Select Unreserve from the Tools Menu or right mouse click.
3. Save your work.

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

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.

Table 2–20 Aspects of Order Schedule that OM 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 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.

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*.

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.

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.

Any rescheduling will only be done from the warehouse on the line.

Penalty Factor For Late Demand

The Penalty Factor For Late Demand is used to calculate the Penalty Cost, that is used in Planning Optimization.

Overview of Penalty Factor For Late Demand

Penalty Cost for late demand is the product of the penalty factor and the item price. For sales orders, the price is obtained from the sales order line while for forecasts and other independent demand, the price is obtained from a price list. The penalty cost is calculated using the factor and price is per unit demand per day late. Oracle Advanced Planning and Scheduling (APS) uses this penalty cost and multiplies it by the quantity that is late and the number of days by which it is late to calculate the penalty cost for the entire demand. During plan optimization, if demands have to be pushed further due to plan objectives (maximize on time delivery, maximize plan profit), then APS uses the Penalty cost to select lowest cost demands. APS uses a pre-defined hierarchy of Sales Order Line, Item, Organization, etc. to derive the penalty factor. Please see the *Oracle Advanced Planning and Scheduling User's Guide* for details.

To enter late demand penalty cost factor:

1. Navigate to the Sales Orders window.
2. Enter your header and line information.
3. Choose the Shipping tab from the Line Items region.
4. Enter your Late Demand Penalty cost factor.

Note: The value for this field has to be greater than zero. Can be greater than 100 (even though it is a %). This field is folder enabled.

Figure 2–78 Sales Orders Window - Line Items - Shipping Tab

Sales Orders (63376) - Computer Services and Rentals

Order Information

Line Items

Customer Item

Order Total80.00

Main

Pricing

Shipping

Addresses

Returns

Services

Others

Line	Ordered Item	Rate	Request Date	Promise Date	Qty Reserved	Late Demand Penalty
1.1	AS54888	9:59	29-APR-2003 07:46:00	29-APR-2003 07:46:00	1	60.00

Line Total60.00

Line Qty1

Service Total0.00

DescriptionSentinel Standard Desktop

Actions

Related Items

Configurator

Availability

Book Order

Note: Copy Orders will copy this column. Audit Trail support for this column is not provided.

5. Save your work.

Note: The Late Demand Penalty factor can be imported with Standard Order Import, not with High Volume Order Processing.

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.

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, 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.

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.

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.

- $\text{Schedule Arrival Date} = \text{Schedule Ship Date} + \text{Delivery Lead Time}$
-
-

Table 2–21 Scheduled 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.
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.

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 click Availability 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 click Availability 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

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 check box.

- 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.

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*, Defining Order Management Transaction Types.

Scheduling Across Orders

Scheduling Across Orders allows users to schedule lines and maintain scheduling attributes on lines from multiple orders. You can query lines across orders, for an item, Request Date, Schedule Date, etc. to view scheduling attributes, and perform any scheduling action.

Order Management's Scheduling Across Orders integrates with Oracle APS's Global Order Promising scheduling functionality to provide accurate information to users about when a product can ship or arrive.

[Overview of Scheduling Across Orders](#) on page 2-340

[Major Features](#) on page 2-344

Overview of Scheduling Across Orders

Scheduling Across Orders functionality is available within the Order Organizer Find window, where there is a new tab for Scheduling. The Scheduling tab is used for finding lines to schedule across orders, and there is a Scheduling Organizer window for performing scheduling actions on queried lines.

Users with the role of both Customer Service Representative (CSR) and Scheduler (see OM: Scheduling Role Profile Option below) can work in either the previous tabs of the Order Organizer (Order Information, Line Information, Advanced, and Holds Information) or in the Scheduling tab. When switching from or to the Scheduling tab, the current tab must be cleared. If it is not cleared, the tab you are trying to access will be grayed out.

A profile option, OM: Scheduling Role, controls access to the Scheduling tab. If allowed to access this window, it is possible to perform scheduling actions on lines across multiple orders.

Scheduling Tab, Find Orders Window

Users with the role of Scheduler can access only the Scheduling tab. Those with the role of CSR and Scheduler can access all the tabs. Entering any information in non-scheduling tabs will disable the scheduling tab you can enable it again by clearing the block. Also, entering any information in the scheduling tabs will disable the Order tabs. Users with the role of CSR and Scheduler should clear the current tab, if necessary, to enable another tab on the Scheduling Find Orders window.

Those with single roles, i.e. CSR or Scheduler, will not have to clear blocks because they are not permitted to go back and forth from Order to Scheduling tabs.

Figure 2–79 Find Window - Scheduling Tab

The screenshot shows the 'Find Orders' window with the 'Scheduling' tab selected. The window contains several input fields for search criteria. On the left side, there are fields for 'Internal Item', 'Order Number', 'Customer', 'Ship To', 'Demand Class', 'On Hold' (a dropdown menu currently set to 'No'), 'Override ATP' (a dropdown menu currently set to 'Yes'), 'Request Date', 'Promise Date', and 'Schedule Ship Date'. On the right side, there are fields for 'Warehouse', 'Order Type', 'Customer Number', 'Schedule Status', 'Reserve Status', 'Pick Status', and 'Order Status'. At the bottom, there are three buttons: 'Clear', 'New Order', and 'Find'.

To access Scheduling Organizer, navigate to the Scheduling tab and enter the desired find criteria. Clicking Find when on the Scheduling Tab will open the Scheduling Organizer window, it is not necessary to enter any details in the Scheduling tab. The following lines are always excluded in the query: Returns, Service Lines, Closed lines, completely Cancelled Lines, and Shipped lines.

You can query lines that are scheduled or unscheduled, and/or lines that are reserved or unreserved. The status choices are:

- Scheduled Status:** Scheduled or Unscheduled
- Reserved Status:** Reserved or Unreserved. If Reserved, partially reserved lines are included.

You can also query based on Picked Status.

Note: On the Scheduling Organizer window, you can use Line Status to view Picked Status.

Pick Status for the Find Orders window includes:

Pick Status - Picked (also includes lines that are partially picked).

Unpicked

Backordered only - (Backordered also includes lines that are partially Backordered).

The Find Orders window also provides query attributes for:

- Include externally sourced lines
- Include components of configurations

Figure 2–80 Find Orders Window - Pick Status

The screenshot shows the 'Find Orders' window with the 'Scheduling' tab selected. The 'Internal Item' field is populated with 'AS54888'. The 'Pick Status' field is set to 'Unpicked'. Other fields include Warehouse, Order Type, Customer Number, Schedule Status, Reserve Status, Order Status, and various date and priority fields. At the bottom are 'Clear', 'New Order', and 'Find' buttons.

Field	Value
Internal Item	AS54888
Warehouse	
Order Type	
Customer Number	
Schedule Status	
Reserve Status	Unreserved
Pick Status	Unpicked
Order Status	
Request Date	
Promise Date	
Schedule Ship Date	
On Hold	
Shipment Priority	

You can query by Demand Class. In some business scenarios, demand class may be set up such that it indicates the priority of the customer. You can query one demand class at a time.

You can query booked or un-booked lines using the Order Status. Order status supports Booked and Entered values.

You can include or exclude lines that are on hold by using the On-Hold field. Values supported are Yes/No.

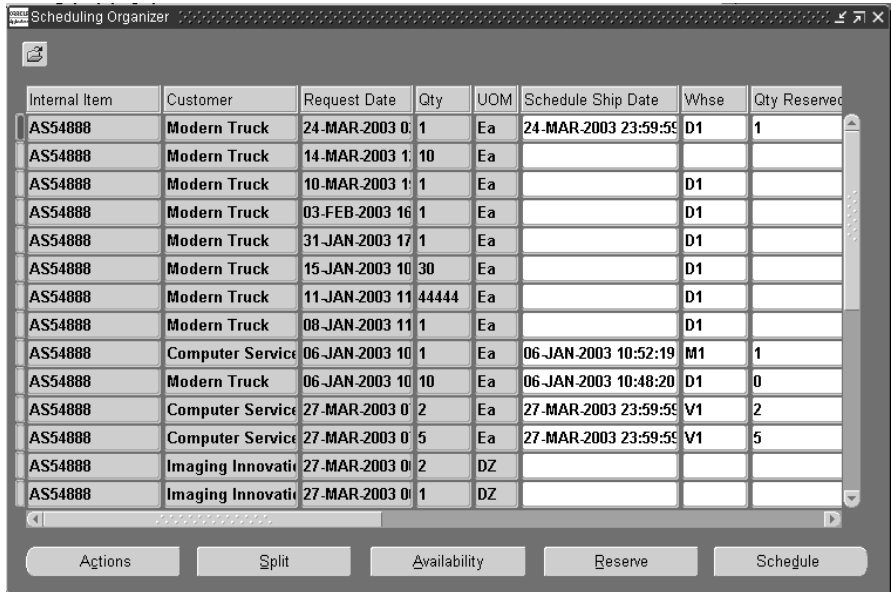
If you choose **Unscheduled** for **Schedule** status field, then **Schedule Ship Date** and **Schedule Arrival Date** fields should be cleared/disabled/ignored.

Note: The **New Order Button** will be disabled for someone whose only role is **Scheduler (OM: Scheduling Role)**. **Non-scheduling tabs** (**Order information**, **Line information**, **Advanced**, **Holds Information**) will also be disabled. To use all tabs, **OM: Scheduling Role** should be set to **CSR / and Scheduler**.

Scheduling Organizer Window

The **Scheduling Organizer** window displays the sales order lines matching the query criteria entered in the **Scheduling** tab of the **Find** window. Line information that is available in the window is restricted to the scheduling attributes and any other fields that a scheduler needs to make scheduling decisions. Only the scheduling attributes can be changed in the window.

Figure 2–81 Scheduling Organizer Window



Internal Item	Customer	Request Date	Qty	UOM	Schedule Ship Date	Whse	Qty Reserved
AS54888	Modern Truck	24-MAR-2003 0	1	Ea	24-MAR-2003 23:59:59	D1	1
AS54888	Modern Truck	14-MAR-2003 1	10	Ea			
AS54888	Modern Truck	10-MAR-2003 1	1	Ea		D1	
AS54888	Modern Truck	03-FEB-2003 16	1	Ea		D1	
AS54888	Modern Truck	31-JAN-2003 17	1	Ea		D1	
AS54888	Modern Truck	15-JAN-2003 10	30	Ea		D1	
AS54888	Modern Truck	11-JAN-2003 11	44444	Ea		D1	
AS54888	Modern Truck	08-JAN-2003 11	1	Ea		D1	
AS54888	Computer Service	06-JAN-2003 10	1	Ea	06-JAN-2003 10:52:19	M1	1
AS54888	Modern Truck	06-JAN-2003 10	10	Ea	06-JAN-2003 10:48:20	D1	0
AS54888	Computer Service	27-MAR-2003 0	2	Ea	27-MAR-2003 23:59:59	V1	2
AS54888	Computer Service	27-MAR-2003 0	5	Ea	27-MAR-2003 23:59:59	V1	5
AS54888	Imaging Innovati	27-MAR-2003 0	2	DZ			
AS54888	Imaging Innovati	27-MAR-2003 0	1	DZ			

At the bottom of the window, there are five buttons: **Actions**, **Split**, **Availability**, **Reserve**, and **Schedule**.

There are a number of reasons to use the Scheduling Organizer. Some are listed below.

- To view any or all of the Scheduling attributes for a given item
- To perform reservations or any other scheduling action for an item across orders
- When you unexpectedly receive additional supply. The enhanced Order Organizer provides a place to see all request dates and unscheduled dates for an item, and to schedule shipments for an earlier date
- When supply is delayed. You could use the functionality of Scheduling Across Orders to push out schedule dates.
- To override ATP. Those authorized to override ATP can use the Scheduling Organizer to view existing sales order demand for an item, and to override ATP. The Override ATP flag is available folders for the Find and Scheduling Organizer windows

Optional Activities

Optionally, the user can view shipping status or send manual notification to an internal user. These actions are available from the Actions button. If the user has access to the appropriate menu functions, and if the line is an ATO model, the Actions button will also display actions to perform match and reserve, and to link and delink the configuration. The Actions button provides an additional action to users with the role of Scheduler and CSR – they can open the Sales Order window.

Major Features

Support Scheduling

Support all scheduling functions

The user can reserve, unreserve, schedule, unschedule, and perform ATP inquiry on a single window. Authorized users can also override ATP.

It is possible to take supply from one line to give to another, but with the following limitation:

There is no guarantee, when unreserving a line, that the “opened up” supply will always be available to give to another line. If there is only one person on the system performing reservations, then a user could take supply from one line

and give it to another. This could be done by unreserving one line and reserving another.

1. After selecting order lines, you can reserve, unreserve, schedule, unschedule, or perform ATP.
2. To perform **ATP**, click Availability on the window.
3. To **schedule**, click either Schedule, the right mouse menu, or the Tools menu. You can also manually enter schedule dates.
4. To **reserve**, click either Reserve, the right mouse button, or the Tools menu. You can also enter reserved quantity.
5. To **unschedule**, you can manually clear dates, or use the right mouse menu or the Tools menu.

To **unreserve**, you can manually remove the reserved quantity, or use the right mouse menu or the Tools menu.

6. To perform **ATP Override**, check Override ATP on the line and enter a Schedule Date. Override ATP is available for update only if the OM: Authorized to Override ATP profile is set. Users who are Override ATP are responsible for finding available supply.

Note: ATP Override is not supported by Mass Change.

Split Lines

Users can split scheduled lines. If a line quantity is for 50, and 45 are available, the user can schedule 45 and split off a line for 5 that are unscheduled or scheduled for a later date.

You can click Split to split lines if required.

Line Splits performed from the Scheduling Organizer will be processed as system splits from a pricing perspective, as the split is due to scheduling and not a user requested split. All other constraints that apply to the user splits are still honored.

For those with the role of Scheduler only, Request Date and Ship To Fields will be disabled. The Split window will be unchanged for a CSR/Scheduler.

Pricing for Splits:

The Calculate Price Flag on the order line controls whether 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.

Note: For the new split lines, the profile option 'OM: Charges for backorders' controls the system setting of the calculate price flag for the new split lines. By default, Calculate Price is set to Freeze Price for the new lines.

Honor Sets

All lines scheduled honor Order Management's Set functionality.

Set operations will be allowed only if all the lines selected are in same order. Only Ship Set and Arrival Set changes are supported. Modification or Addition to fulfillment sets is not allowed.

Access Oracle Inventory's Reservation Details Window

You can access the Reservation Details window, that will allow reserving by revision level and lot if supply exists.

Schedule Configurations and Standard Items, Honoring Order Management's Model Processing Logic

You can schedule all types of shippable items – standard, ATO models, ATO items, PTO models, and kits.

Support Multi-select

You can select multi-select lines for scheduling purposes – lines to reserve, unreserved, schedule, unschedule, or perform ATP, or the ATP Override.

Mass Change

Mass-Change for lines will be supported from the Scheduling Organizer window; those with the role of Scheduler can update only the Scheduling attributes. For a CSR/Scheduler, Mass change window works for both scheduling and non-scheduling attributes.

Allow an Item to be Drop-shipped If Not Available

You can set the Source Type flag from Internal to External, if you prefer to drop ship supply from an external source.

Sort Queried Lines

Using the first three columns in Folders, you can sort the queried order lines.

If desired, you can use folders to display gross margins. By using gross margin as one of the first three columns, you could then sort by gross margin. If desired, you could manually reserve available supply on lines with higher gross margins.

By default, the first three columns are Item, Customer, and Request Date. Adjust the first three columns using Folders if you want to sort on different attributes.

Ability to View the Customer

You can view the customer and attributes which may be associated with customer priority for each line. Attributes that may be associated with customer priority include demand class, shipment priority, and planning priority. For example, you could set up demand classes to represent customer priority.

View of ATP, reserveable, and on-hand quantity

Users will have visibility to see supply. If lines are being demanded or reserved, the view is not dynamic, but reservable and onhand quantities can be viewed from the Availability window. For example, you can save the Reserved Qty's, and then open the Availability window to see how many items are still Reservable.

Capability to Display the Sales Orders Window

Users with the role of CSR and Scheduler can open the Sales Orders window to view the complete context of the sales order line.

Notifications**Manual and Internal Notifications**

You can send manual notifications to either users or responsibilities if desired. For example, if the schedule date is changed or if ATP is overridden, you might want to send a manual notification to a planner or scheduler.

Note: If you begin a query on the Order Organizer tabs, the Scheduling Organizer is not available until the Order Organizer tabs are cleared. If you begin a query on the Scheduling tab, the Order Organizer tabs are not available until the Scheduling tab is cleared.

Unscheduling 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

- 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 and Substitution Logic.
- 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.
- 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 and *Oracle Inventory User's Guide*, Item Attributes Listed by Group Name.

- 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 and Oracle Advanced Planning and Scheduling Implementation and User's Guide, Define a Substitution Relationship, Substitution Set-Up Examples, Window for Substitution.

- Specify and collect your transactional data. See: Oracle Advanced Planning and Scheduling Implementation and User's Guide, Overview of Running Collections.

- 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.

Note: Currently, the Order Management Pricing and Availability window does not support item substitutions when performing a pricing and availability query.

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: 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.

Note: For this release, Order Management does not support item substitutions for Internal Orders.

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).

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.

Note: The original inventory item is used by the planning system for Forecast Consumption.

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: [ATP Inquiries](#) on page 2-304.

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 selection's 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

Oracle Configurator in 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

Note: The profile option OM: Use Configurator must be set to No to enter configuration options using the Options window.

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. Click Configurator on the Sales Orders window. Clicking Configurator accesses the model options for the item on the selected order line in the Sales Order window.

Figure 2–82 Order Management Options Window

The screenshot shows the 'Options' window with the following data:

Option Number	Item	UOM	Qty
1	CM54321	Ea	11
2	CM59311	Ea	11

Description: Software - Spreadsheet

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.

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.

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:

Click Done to save the configuration and return to the Sales Orders window or click Cancel 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 clicking Configurator. You may also update order line information by 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 validations 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, click Cancel 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, click Continue 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.

Note: If a configuration has an existing hold and modifications are made that validate and complete the configuration, the existing hold is released.

See

Oracle Bills Of Material User's Guide

Oracle Order Management Suite Implementation Manual, 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](#) on page 2-367

[Fulfillment Sets](#) on page 2-368

[Ship Sets](#) on page 2-371

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.

Note: You cannot create a Defaulting Rule using the entity Order Header to default a value for set details. This functionality is unavailable.

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.

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.

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 click OK to create and add the order line to the new set, or click Cancel 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](#) on page 2-367

[Fulfillment Sets](#) on page 2-368

[Ship Sets](#) on page 2-371

- 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.

User Procedures for Order Management Set Functions

To perform Set functions using the mouse Right click feature:

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.

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.

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.

For additional information regarding the functionality and usage of Order Management Set types, refer to

[Arrival Sets](#) on page 2-367

[Fulfillment Sets](#) on page 2-368

[Ship Sets](#) on page 2-371

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
- 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.

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.

Note: All lines within a fulfillment set must have the Fulfill workflow activity included in its' order line flow.

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.

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.

- 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 do the following:

- 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.

Note: Depending on your business needs, you must set up the Enforce Ship Sets and Ship Models parameter for each warehouse.

- 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.

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.

- 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 [Order Management Sets](#) on page 2-360.

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 the following table for order number 123:

Table 2–22 Example of Supply Details

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 the following table.

Table 2–23 Example of Save Performed

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

Order Line	Item	Qty	Request Date	Schedule Date	Ship Set
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).

The following table displays the scheduling results after adding two additional order lines.

Table 2–24 Example of Scheduling Results

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 blow 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 2–25 Example Status Results

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

[Splitting Order Lines](#) on page 3-71

[Pricing Special Orders](#) on page 3-85

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.

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.

4. Select the Freight Carrier.

Note: The freight carrier can be used as a parameter for Pick Release.

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.

Attention: You must have Oracle Release Management installed to access this region.

2. Enter the Customer Job number.
3. Enter the Customer Production Line.
4. Enter the option's Customer Model Serial Number.
5. Enter the Customer Dock to which the item will be delivered.
6. Select an Intermediate Ship To Location from the list of values.

7. Enter the 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*, 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.

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.

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 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 click Actions, then select Copy to generate the return order or line(s) after specifying a RMA order/line type and return reason.
- 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.
- 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*, 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.

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 2–26 *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.

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 User's Guide* or *Oracle 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.

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 do the following:

- 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.

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.

Note: There is no seeded Order Management workflow to support Return for Replacement.

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.

See:

Oracle Order Management Suite Implementation Manual, 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*, 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.

Note: The Credit to Invoice field cannot be updated by a user.

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.

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.

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 2-270.

The table below describes line creation options for processing an RMA for configurations with either an existing reference source or no reference source.

Table 2–27 Line Creation Options for Processing an RMA for Configurations

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.
Automatically Return PTO Included Items?	Yes, return lines automatically created for included items.	No, enter included items as individual RMA lines.

Configuration Type	Reference Source	No Reference Source
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 2-270.

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.

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.

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 4-71.

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.

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

[Copying Orders](#) on page 2-270

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

[Overview of Returns](#) on page 2-381

[Copying Orders](#) on page 2-270

[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.

Note: The right mouse button is enabled in the Sales Orders window to process return material authorizations.

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. Click Actions 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.

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.

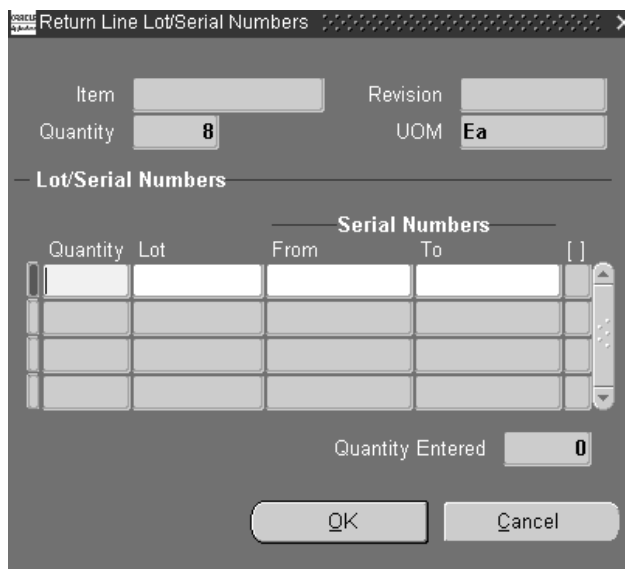
To create a manual return:

1. 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.
2. Navigate to the Line Items Tab and enter the item and quantity to be returned.
3. In the Returns Tab, enter the Line Type.
4. Enter the Return Reason in the Returns Tab.
5. 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 click Actions. Select the Return Lot/Serial Number option.

Figure 2–83 *Return Line Lot/Serial Numbers Window*



The image shows a software window titled "Return Line Lot/Serial Numbers". At the top, there are input fields for "Item", "Revision", "Quantity" (with the value "8"), and "UOM" (with the value "Ea"). Below these is a section header "Lot/Serial Numbers". Under this header, there is a table with columns "Quantity", "Lot", "From", and "To". The table has four rows, all of which are currently empty. To the right of the table is a vertical scrollbar. Below the table, there is a "Quantity Entered" field with the value "0". At the bottom of the window are two buttons: "OK" and "Cancel".

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.

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.

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.

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. Click Actions 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

[Overview of Returns](#) on page 2-381

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. Click Actions 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

[Copying Orders](#) on page 2-270

[Overview of Returns](#) on page 2-381

[Order Import](#) on page 4-29

[Required Fields for Entering Orders](#) on page 2-168

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

Note: Order Management processing constraints exist for reducing order line quantity once a line has been interfaced to Oracle Shipping Execution.

See: [Order Changes](#) on page 2-259

See: *Oracle Order Management Suite Implementation Manual*, Defining Processing Constraints.

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 *i*Payment 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.

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.

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

[Cancelling Orders](#) on page 2-418

Oracle Order Management Suite Implementation Manual, Overview of Processing Constraints.

Oracle Order Management Suite Implementation Manual, 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

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.

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

[Cancelling Orders](#) on page 2-418

Oracle Order Management Suite Implementation Manual, 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

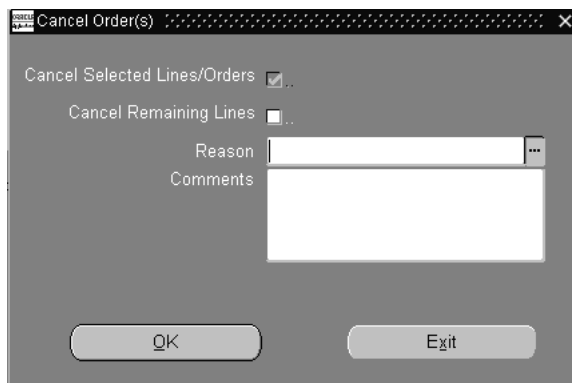
- Set up your Cancellation Reason QuickCodes
- Set up your processing constraints to determine when you enable cancellation of orders

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. Click Actions.
3. Select Cancel.

Figure 2–84 Cancel Order(s) Window

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. Click Actions.
3. Select Cancel.

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.

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.

Attention: Choosing OK performs the cancellation and saves your changes. This step is irreversible.

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

[Cancelling Orders](#) on page 2-418

Oracle Order Management Suite Implementation Manual, Defining Order Management QuickCodes

Oracle Order Management Suite Implementation Manual, 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

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.

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. Below lists the following actions that 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

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.

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.

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 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.

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.

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 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

Lines that are part of an ATO Model, a Ship Together Model or Included Item line will be shown as On Hold in a column named Cascaded Hold in the lines and line summary blocks of the Sales Order Pad/Order Organizer.

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.

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.

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 *Oracle Order Management Suite Implementation Manual*, Defining Holds.

[Applying Holds](#) on page 2-428

[Choosing Options Using the Oracle Configurator](#) on page 2-356.

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*, Defining Holds.

To view orders that are on hold source:

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. Click Actions 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

Figure 2–85 Additional Order Information Window - Holds Tab

Additional Order Information

Order Number **55069**

Holds | Deliveries | Invoices / Credit Memos | Quantity History

At	Name	Criteria	Value	Criteria	Value	Hold Unt
1.1	Pricing Error	Order	55069			

Hold Comment

Release Comment

To define a hold source:

1. Navigate to the Apply Holds window by selecting Create Hold Sources from the Tools menu.

Figure 2–86 Apply Holds Window

The screenshot shows the 'Apply Holds' window with the following data:

Field	Value
Hold Name	USPAL Receivables Hold
Hold Type	Order Administration Hold
Description	Testing of a receivables hold
Hold Criteria	Customer
Criteria Value	1006
Hold Criteria	
Criteria Value	

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. Click Apply Holds to create the hold source.

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.

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. Click Actions 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. Click Apply Holds.

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. Click Actions 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. Click Apply Holds.

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. Click Actions 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. Click Apply Holds.

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. Click Actions 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. Click Apply Holds.

See

Oracle Order Management Suite Implementation Manual, Defining Holds.[Releasing Holds](#)

on page 2-437.

Honor Holds at Repricing

Oracle Order Management provides holds on orders or order lines that are used by companies to minimize risks from their customers. These risks can include:

- Defaulting on payments
- Committing raw materials or purchase orders to orders that violate business rules
- Expenditures incurred when the customer does not commit to the end product
- Not having managerial approval of orders before committing raw materials and purchase orders that might violate a business rule
- A company that may need to manage its exposure to claims for faulty or dangerous goods by preventing shipment of those goods

Overview of Honor Holds at Repricing

Ability to Create/setup a Hold to Hold Re-price Activity

You can place the reprice line workflow function any place (after booking, usually after shipping or fulfillment) in their order line workflow. This is a feature used by customers who have long lead times between order entry and shipping and customers who want to finalize their price list or discounts after an order line is entered.

You can define a reprice line workflow activity specific hold and apply it to the order lines you choose. After the pricing setup is finalized, you can release the hold and progress the order line.

Note: For the orders that have the existing reprice line sub process, it will continue to use the original workflow definition. Therefore it would not honor holds. Repricing activity will not honor a generic hold. Repricing at shipment only honors repricing at shipment activity specific holds, not generic holds.

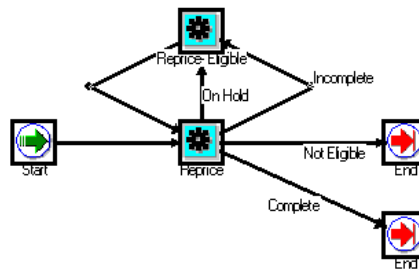
Workflows

Workflow branches include; complete, not eligible, on hold, and incomplete (which means errors). A new branch, when the result is On Hold, contains Reprice Eligible branch.

Using the Workflow Monitor for new orders that use the new workflow definition, you can see that the order is on hold. This is consistent with other Order Management workflow sub processes that recognize holds.

In the reprice line sub process, when the reprice function has a result of On Hold, it will branch to the Reprice - Eligible function so that it will appear in the Progress Order window.

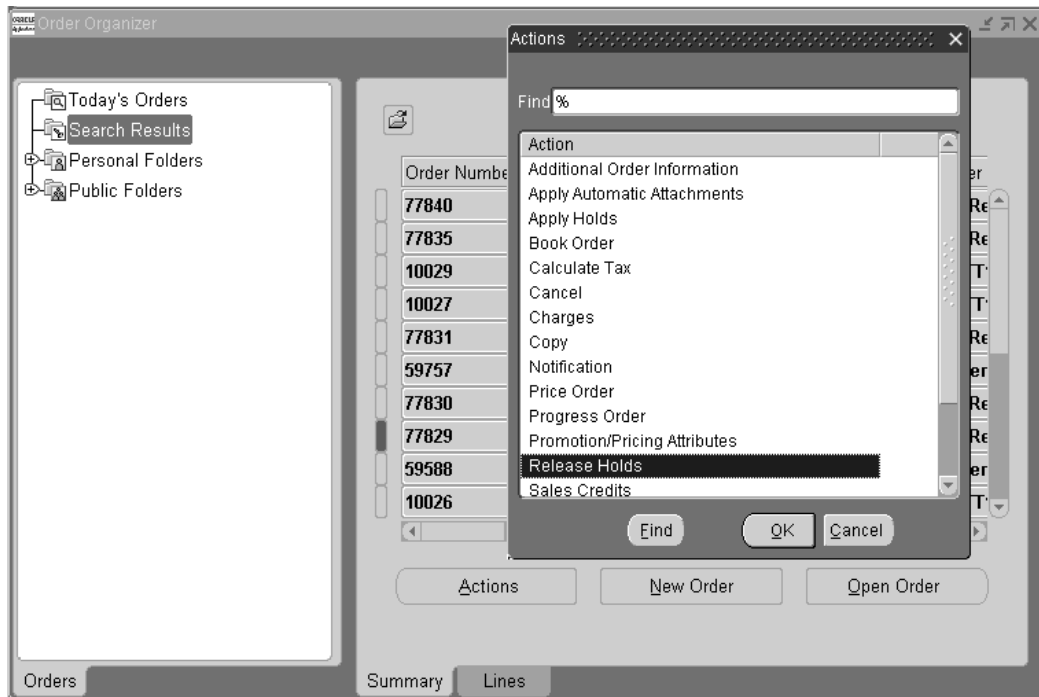
Figure 2–87 Reprice Workflow



Honor Holds Procedures

To release a hold and progress the order:

1. Navigate to the Order Organizer window.
2. Query order lines that have the specific hold applied.
3. Go to Actions > Release Holds to release this hold.

Figure 2–88 Order Organizer Window - Actions Release Holds

4. Enter the Reason and Comments for releasing the hold.

Figure 2–89 Release Holds Window

Hold Name	Held By
BR-Generic-Hold	AKRAO

Reason:

Comments:

5. Click Release.
6. Go to Actions > Progress Order to retry the reprice line workflow activity.
7. Choose from the Eligible Activities and click OK.

Note: If you copied the 'reprice - line' process to put in your own workflow, you will need to change your sub-process or create a new workflow process to use the new reprice function.

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 click Find, Order Management queries all the orders, returns, or lines that match your criteria and that are or have been on hold. When you click Hold Sources, 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. Click Hold Sources 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. Click Actions 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. Click the Release.
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. Click Actions 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. Click Release.
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. Click Actions 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. Click Release.
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. Click Actions and select Release Holds.
5. Enter the Release name.
6. Select the Reason for the release.
7. Optionally, enter a Comment.
8. Click Release.
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. Click Submit.

See

See: *Oracle Order Management Suite Implementation Manual*, Defining Holds.

[Applying Holds](#) on page 2-428.

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.

Figure 2–90 Find Message Window

The screenshot shows a window titled "Find Message" with a toolbar containing a magnifying glass, a refresh icon, and a close icon. The window contains several input fields for searching messages:

Message Source		
Request Id		To
Order		To
Request Date		To
Program Name		WF Activity
Order Type		Attribute
Customer Name		Customer Number
Requester		

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. Click Find.

Figure 2–91 Process Messages Window

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.	☐
16800	1.1	CM94043	A hold is preventing the order line from being closed.	☐
16807	1.1	CM55243	A hold is preventing the order line from being closed.	☐
16964	1.1	CM08830	A hold is preventing the order line from being closed.	☐
16964	1.1	CM08830	A hold is preventing the order line from being closed.	☐
16964	1.1	CM08830	A hold is preventing the order line from being closed.	☐
16964	1.1	CM08830	A hold is preventing the order line from being closed.	☐
16964	1.1	CM08830	A hold is preventing the order line from being closed.	☐

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. Click Delete All 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.

This chapter describes pricing in Order Management and includes the following topics:

- [Overview of Pricing](#) on page 3-3
- [Overview of Price Lists](#) on page 3-5
- [Creating a Price List](#) on page 3-9
- [Copying a Price List](#) on page 3-14
- [Adjusting a Price List](#) on page 3-16
- [Adding Items to a Price List](#) on page 3-18
- [Overview of Formulas](#) on page 3-22
- [Creating a Pricing Formula](#) on page 3-23
- [Updating Formula Prices](#) on page 3-29
- [Overview of Modifiers](#) on page 3-30
- [Creating a Modifier List](#) on page 3-32
- [Creating List Level Qualifiers](#) on page 3-35
- [Creating Modifier Lines](#) on page 3-38
- [Creating Line Level Qualifiers](#) on page 3-45
- [Attaching Pricing Attributes](#) on page 3-46
- [Creating a GSA Price List](#) on page 3-46
- [Overview of Agreements](#) on page 3-55
- [Creating a Pricing Agreement](#) on page 3-57

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- [Pricing an Order](#) on page 3-66
 - [Viewing Pricing Adjustments](#) on page 3-79
 - [Modifying Order Pricing](#) on page 3-81
 - [Pricing Special Orders](#) on page 3-85
 - [Repricing an Order/Order Line](#) on page 3-87

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.

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.

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.

- 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.

Warning: The features below that are described for Advanced Pricing are only available if you have licensed and installed Oracle Advanced Pricing.

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

For more information on Advanced Pricing features, see: *Oracle Advanced Pricing User's Guide*.

See:

[Overview of Price Lists](#) on page 3-5

[Overview of Formulas](#) on page 3-22

[Overview of Modifiers](#) on page 3-30

[Overview of Agreements](#) on page 3-55

Overview of 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.

Note: You need View Only privileges to view price lists and related windows. However, you must have Maintain privileges to make any updates. If you are unable to access or update the pricing windows, you may not have the appropriate security privileges. Consult your Pricing Administrator. for more information on setting up security privileges, see: *Oracle Order Management Suite Implementation Manual*.

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 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.

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.

Adding Inventory Items

When adding inventory items to a price list, you can specify by Item Status such as Active or Inactive; 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.

To add items from an item category, you must first select the inventory category set. 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.

Changing List Prices

You can manually change the price for existing price list lines. The new price is effective for new orders as soon as you save your changes.

If you use effective dates for price list lines, you can maintain a historical record of your prices.

Adjust Price Lists

You can 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).

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.

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

For 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 Conversion Lists

For pricing in different currencies, multi-currency conversion lists enable you to maintain a single price list for multiple currencies. However, this is an Oracle Advanced Pricing feature which is available only if Oracle Advanced Pricing is fully installed and multi-currency lists are enabled.

With multi-currency 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 Conversion Lists*.

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:

[Creating a Price List](#) on page 3-9

[Copying a Price List](#) on page 3-14

[Adjusting a Price List](#) on page 3-16

[Adding Items to a Price List](#) on page 3-18

Creating a Price List

Price lists 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 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.

Note: You need View Only privileges to view price list and related windows. However, you must have Maintain privileges to make any updates. If you are unable to access or update this window, you may not have the appropriate security privileges. Consult your Pricing Administrator.

To create a price list:

- 1. Navigate to the Price Lists window.

Figure 3–1 Price Lists window

The screenshot shows the 'Price Lists' window with the following details:

- Name:** Corporate1
- Description:** Corporate Price List
- Currency:** USD
- Effective Dates:** (empty)
- Freight Terms:** Prepay & Add
- Comments:** (empty)
- Mobile Download:** ☒
- Active:** ☒
- Round To:** 2
- Payment Terms:** 30 Net
- Freight Carriers:** TRCK
- Global:** ☒

Below the form is a table with two tabs: 'List Lines' and 'Secondary Price List'. The 'List Lines' tab is active, showing a table with the following data:

Product Context	Product Attribute	Product Value	Product Description	
Item	Item Number	Vision	Vision	E
Item	Item Number	Ø0000	Sentinal Multimedia	E
Item	Item Number	Ø1000	One Year Maintenance - reve	E
Item	Item Number	Ø2000	Consulting/Training	E
Item	Item Number	CM31556	Monitor - 19" Flat	E

At the bottom right of the window is a button labeled 'Pricing Attributes'.

- 2. Enter a price list Name.
- 3. Select Mobile Download if you are using an Oracle Mobile application to download specific price lists onto a mobile device such as a laptop computer or hand-help scanning device. The Mobile Download box can be cleared or selected when creating or updating a price list.

The default value is No.
- 4. To activate the price list, select Active.

Note: When initiating query mode functionality within the Price List window, the Active box is selected (checked) but the underlying value is Null. If you wish to query for price lists that are active, you must first clear the Active box, then reselect it.

5. Enter a Description for the price list.
6. Enter the price list Currency.
7. Enter a Round To value to be applied to the price list.

A positive Round To value such as 2 indicates the 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. The Round To value entered in the price list is stored as the rounded value while the Rounding Precision Type determines how the list price displays.

The value returned depends on the value that was 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.

Oracle Pricing rounds the base price and all discount amounts before using them in calculations.

Note: The Round To value in the Price Lists window cannot be updated if the profile option QP: Unit Price Precision Type is set to Enforce Currency Precision.

The Start Date defaults to the current date.

8. Enter default Payment Terms.
9. Enter default Freight Terms.

The Global box is selected when the Pricing Security Control profile option is set to ON. This means that the price list can be used by all operating units for pricing transactions. If cleared, the price list's use is restricted to the operating unit of the user creating the price list.

10. Enter a default Freight Carrier.
11. Enter any Comments.
12. Click the List Lines tab.

Complete the remaining steps for each price list line to be created:

Note: The Product Context is always Item.

13. Select a Product Attribute such as Item Number or Item Category.
14. Depending on the value of Product Attribute, select an item number or an item category for the Product Value.
15. Select a UOM (unit of measure).
16. Select Primary UOM if this price list line UOM is the primary pricing unit of measure for the item.

Note: Oracle 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.

17. Select an Application Method. Use Unit Price for inventory items and either the Unit Price or Percent Price for service items
18. 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.
19. 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.

20. Enter a numeric value in Precedence; this is the product precedence.

When the pricing engine is trying to locate a price, it uses precedence to resolve conflicts when it selects more than one price list line from a price list.

21. Save your work

To define pricing attributes:

1. Click Pricing Attributes in the List Lines tab.
2. Enter a 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.

To define secondary price lists:

1. Navigate to the Secondary Price Lists tab.
2. Select a 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:

[Copying a Price List](#) on page 3-14

[Adjusting a Price List](#) on page 3-16

[Adding Items to a Price List](#) on page 3-18

Copying a Price List

You can quickly create a new price list by copying an existing price list. Only active price list lines (those with an effective end date later than the current date) can be copied.

Note: This function can be performed on effective price lists only.

To copy a price list:

- 1. Navigate to the Copy Price List window.

Figure 3–2 Copy Price List window

The screenshot shows a window titled "Copy Price List". It is divided into two main sections: "Copy From" and "Copy To".

Copy From section:

- Price List: 10% off Web Special
- Currency: USD
- Description: 10% off Corporate Web Special
- Items: (empty text box)
- Item Category Set: Inventory
- Item Category: Miscellaneous
- ☒ Include Discounts
- ☒ Retain Effective Dates

Copy To section:

- Price List: Selected Web Special
- Description: 10% off Corporate Web Special
- Effective Dates: (two empty text boxes)

At the bottom, there is a "Request ID" text box and a "Submit" button.

- 2. In the Copy From region, select the name of the Price List to copy. The Currency and Description of the price list display.
- 3. Choose one of the following options:
 - To copy the entire price list, go to step 7.
 - To copy only certain items to a new price list, select the Item or range of Items to copy.

Note: You cannot use wild cards when you specify the beginning and ending item numbers.

4. Select an Item Category and Item Category Set of the items to copy. 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.

Note: You must enter both Item Category Set and Item Category for this criteria to be effective.

5. Select Include Discounts to copy modifiers of type Discount List (DLT).
This is provided for backward compatibility to enable users of Release 11 to copy the modifier type of DLT (Discount List) to the new price list. When selected, only the modifier type of Discount List is copied but not any Release 11 modifiers. If you are not copying modifiers from version 11, you do not need to select Include Discounts.
6. Select Retain Effective Dates so that the effective dates for the existing price list lines are copied to the new price list lines.

Note: The effective dates of the price list header are not copied. You must select the effective dates for the new price list.

7. In the Copy To region, enter the new Price List name and a Description.
8. Enter Effective Dates for the new price list.
9. Click Submit to copy the price list or selected lines. The request ID is displayed in the Request ID field.

See:

[Copying a Price List](#) on page 3-14

[Adjusting a Price List](#) on page 3-16

[Adding Items to a Price List](#) on page 3-18

Adjusting a Price List

Use this process to adjust the prices for a price list. You can adjust prices for the entire price list or selected items, item category sets, and item categories. You can define your criteria further by selecting the item status or creation date of the items to adjust.

For example, you can specify a category so that only the price list lines for the selected category are adjusted. If you leave any of the fields blank, pricing adjusts the price list regardless of that field. You can adjust the price by either an amount or percent:

- **Percent:** Enter a value to adjust list prices by a certain percentage. For example, when adjusting by a percentage, entering 10 raises list prices by 10 percent while -10 lowers list prices by 10 percent.
- **Amount:** Enter a value to adjust list prices by a fixed amount. For example, when adjusting by an amount, entering 5 increases list prices by five whole units of currency. Entering -5 decreases list prices by five whole units of currency.

To adjust a price list:

1. Navigate to the Adjust Price List window.

Figure 3–3 Adjust Price List window

The screenshot shows the 'Adjust Price List' window. The 'Price List' field is set to 'DA-CORP', 'Currency' is 'USD', and 'Description' is 'DOUG AGAR CORPORATE COPY'. The 'Item Prices to Adjust' section includes 'Items' (1 - 124), 'Item Category Set' (QP Category Set), and empty fields for 'Item Category', 'Item Status', and 'Creation Date'. The 'Adjust By' dropdown is set to 'Percent' with a value of '10'. The 'Request ID' is '946762' and there is a 'Submit' button.

2. Select the Price List to be adjusted. The Currency and Description values will default.

Complete steps 3 through 6 to select the items that you want to adjust on a price list.

3. Enter the Items or a range of Items to adjust.

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 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.

5. Select an Item Status to limit the items to adjust.
6. Select a Creation Date to limit the items to adjust. Pricing adjusts only the items added to the price list on that date.
7. Select Percent or Amount for Adjust By, as follows:
 - Percent: The process increases or decreases value in the Price List by a percentage. Enter a 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.
8. Click Submit. The request ID is displayed in the Request ID field.

See:

[Copying a Price List](#) on page 3-14

[Creating a Price List](#) on page 3-16

[Adding Items to a Price List](#) on page 3-18

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.

Figure 3–4 Add Items to Price List window

The screenshot shows the 'Add Items to Price List' window. The fields are filled with the following values:

- 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.
Complete one or more of the steps below to add selected items to the price list.
3. Enter an Item or 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, all items of the item category are added 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 if Oracle Inventory is 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. If setting the price equal to cost, select an Inventory Organization to identify which organization to get the cost from.

If an organization is not specified, the organization specified in the profile option QP: Organization ID is used.

8. Click Submit. The request ID displays in the Request ID field.

See:

[Copying a Price List](#) on page 3-14

[Creating a Price List](#) on page 3-16

[Adjusting a Price List](#) on page 3-16

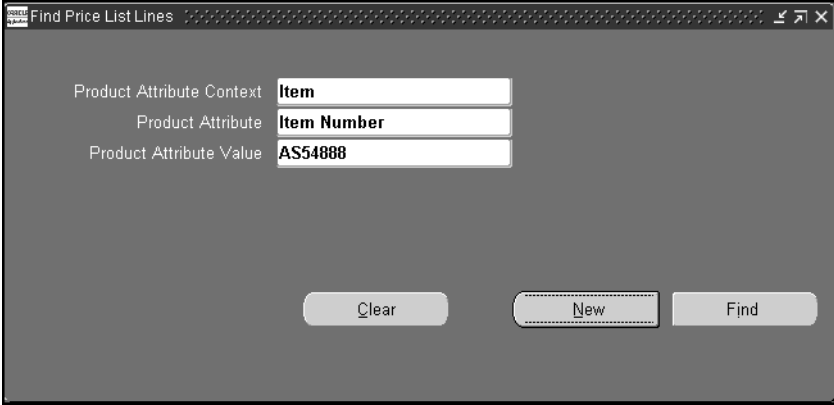
Querying Price List Lines

When querying price list lines, use the Find Price List Lines window to find price list lines within a specific price list. To create a new query, enter the relevant search criteria such as the product attribute context, product attribute (for example, Item Number), and product attribute value (for example, Product A), and click Find to retrieve the price list lines that match your search criteria.

To query price list lines:

1. Display the price list in the Price Lists window.
2. Select a price list line in the Price Lists window, click the Find icon to display the Find Price List Lines window.

Figure 3–5 Find Price List Lines window



The screenshot shows a window titled "Find Price List Lines". Inside the window, there are three text input fields. The first field is labeled "Product Attribute Context" and contains the text "Item". The second field is labeled "Product Attribute" and contains the text "Item Number". The third field is labeled "Product Attribute Value" and contains the text "AS54888". Below these fields, there are three buttons: "Clear", "New", and "Find". The "New" button is highlighted with a dashed border.

3. Enter only the criteria required for your search:
 - Select a Product Attribute Context such as Item.
 - Enter a Product Attribute for the Context such as Item Number.
 - Enter a Product Attribute Value such as a specific Item Number.
4. Click Find to display the results of your query.

Note: To clear existing search criteria, click Clear in the Find Price List Lines window.

See:

[Copying a Price List](#) on page 3-14

[Creating a Price List](#) on page 3-16

[Adjusting a Price List](#) on page 3-16

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.

You can set up and maintain formulas based on one or more of the following formula component types:

- **Factor List:** 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.
- **List price:** The price of the item in a specific price list to which you have attached a formula.
- **Numeric constant:** A numeric value.
- **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 use 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 more 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.

Creating a Pricing Formula

You can set up and update formulas and formula lines in the Pricing Formulas window. A formula is a valid mathematical expression used to determine the list prices of items and the discounts applied to those items. The formula lines provide details about each part of the formula.

Note: The concurrent program Build Formula Package should be run if a new formula expression is created

The formula can contain any of the following:

- Parentheses: ()
- Mathematical operators: +, -, /, and *
- Built-in functions: 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
-
-

For example, 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, four formula lines are created 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.

Seeded Formulas

Oracle Pricing provides seeded formulas that you can use when setting up freight charges. For more information, see: [Overview of Seeded Formulas](#) on page B-2.

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:

[Creating a Pricing Formula](#) on page 3-23

[Updating Formula Prices](#) on page 3-29

To create a pricing formula:

1. Navigate to the Pricing Formulas window.

Figure 3–6 Pricing Formulas window

The screenshot shows the 'Pricing Formulas' window. At the top, there are fields for 'Name' (Handling), 'Description' (Handling Cost Formula), 'Effective Dates' (empty), and 'Formula' (1 * 2). A 'Seeded' checkbox is present and unchecked. Below these fields is a 'Formula Lines' section containing a table with columns: Formula Type, Pricing Attribute Context, Pricing Attribute, Component, Step, and Req'd Flag. The table has two rows: the first row has 'Pricing Attribute' for Formula Type, 'Pricing Attribute' for Pricing Attribute Context, 'Handling Cost' for Pricing Attribute, an empty Component, '1' for Step, and an unchecked Req'd Flag; the second row has 'Numeric Constant' for Formula Type, an empty Pricing Attribute Context, an empty Pricing Attribute, '1.1' for Component, '2' for Step, and an unchecked Req'd Flag. A 'Factors' button is located at the bottom right of the window.

Formula Type	Pricing Attribute Context	Pricing Attribute	Component	Step	Req'd Flag
Pricing Attribute	Pricing Attribute	Handling Cost		1	☐
Numeric Constant			1.1	2	☐
					☐
					☐
					☐
					☐
					☐
					☐

2. Enter a Name and Description for the new pricing formula.
Alternately, select a seeded formula to set up freight charges. The Seeded box identifies if the selected formula is seeded or not. For more information, see: [Overview of Seeded Formulas](#) on page B-2.
3. Enter the Effective Dates.
4. Enter the Formula expression. A formula consists of step numbers (such as 1, 2, 3) used in an arithmetic equation such as 1*2.
The step number corresponds to the step number assigned to a formula line in the Formula Lines region.
5. Every time a formula expression is created or updated, you should run the concurrent program Build Formula Package to generate the formula package. Choose Tools > Build Formula Package to run the program.

A Note dialog box displays a message if the formula package generation is successful.

6. Save your work.

In the Formula Lines region, complete the following steps for each component of the formula:

7. Select a Formula Type and enter the values for the selected 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 the name of a Factor List in Component. Alternately, to create a new factor list, enter a new Factor List name, then click Factors to enter factor list details. For more information on setting up factor lists, see: [Defining Factor List Details](#) on page 3-27.

8. Enter the Step number for the component.

Step numbers cannot be repeated in this region, although they can be repeated in the formula.

9. Save your work.

Defining Factor List Details

When setting up a formula, and the Formula Type is Factor List, you can create or update the factor list details in the Factors window.

To define factor list details:

- 1. In the Pricing Formulas window, click Factors to display the Factors window.

Figure 3–7 Factors - OPTION window

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, complete the following steps for each base pricing attribute factor:

- 2. Select a value for Base Pricing Attribute Context.
For 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 the Operator and enter the Value From and Value To as follows:

- If Operand is Between, then enter a Value From. If no value is entered for Value To, it defaults to unlimited.
 - If Operand is = , then enter a Value From. You cannot enter Value To.
5. Enter the Adjustment Factor.
 6. Do steps 7 and 8 for each associated 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 the Operator and enter the Value From and Value To as follows:
 - If Operand is Between, then enter a Value From. If no value is entered for Value To, it defaults to unlimited.
 - If Operand is = , then enter a Value From. You cannot enter Value To.
 9. Save your work.

See:

[Updating Formula Prices](#) on page 3-29

Updating Formula Prices

To update formula prices:

1. Navigate to the Update Rule Prices window.

Note: You must submit this concurrent program to properly load prices for any price list in which a Static Formulas is defined.

Figure 3–8 Update Rule Prices window

2. Select New and Modified Lines Only of price lists to calculate formula-based prices for price list lines for formulas that have been added or changed since the process last executed. Alternately, to calculate formula-based prices for all price list lines, clear the New and Modified Lines Only of Price Lists.

3. Select one of the following:

- Select Update All Pricing Formulas for Price Lists to consider price list lines associated with any formula.
- Select Update Individual Pricing Formula for Price Lists to consider price list lines associated with a specific formula, then select the Pricing Formula.

The process applies this choice after it selects the price list lines according to the criteria for step 2.

4. Click Submit. The request ID displays in the Request ID field.

See:

[Creating a Pricing Formula](#) on page 3-23

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:

- Set up a modifier list with multiple modifier lines.
- Create eligibility rules for modifiers by assigning list and line level qualifiers.

Note: If you cannot query the modifier or update it after saving or exiting, consult with your Pricing Administrator for access privileges. Your security privileges may not allow you to access this window.

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.

When 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.

Table 3–1 Modifier List Types and Applicable Modifier Line Types

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:

[Creating a Modifier List](#) on page 3-32

[Creating List Level Qualifiers](#) on page 3-35

[Creating Modifier Lines](#) on page 3-38

[Creating Line Level Qualifiers](#) on page 3-45

[Attaching Pricing Attributes](#) on page 3-46

Creating a Modifier List

Using modifier lists, you can create groupings of price adjustments, benefits, 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.

Note: If you cannot query the modifier or update it after saving or exiting, consult with your Pricing Administrator for access privileges. Your security privileges may not allow you to access this window.

To create a modifier list:

1. Navigate to the Define Modifier window.

Figure 3–9 Define Modifier window

The screenshot shows the 'Define Modifier' window with the 'Main' tab selected. The fields are populated as follows:

- Type: Discount List
- Name: SUMMER PROMOTION
- Currency: USD
- Description: SUMMER 1999 SALES PROMOTION
- Number: SUMMER PROMO
- Version: 1
- Start Date: 07 JUN 2004
- Active: ☒ Active
- Global: ☒ Global
- Automatic: ☒ Automatic

Below the fields is a 'List Qualifiers' button. The 'Modifiers Summary' section has tabs for 'Discounts/Charges' and 'Price Breaks*'. The 'Discounts/Charges' tab is active, showing a table with the following data:

Modifier No	Level	Modifier Type	Start Date	End Date	Print On Invoice
7822	Order	Discount			☐
					☐
					☐
					☐
					☐

At the bottom of the window are buttons for 'Pricing Attributes', 'Line Qualifiers', and 'Define Details*'. A scrollbar is visible on the right side of the table.

2. In the Main tab, select the modifier Type.
3. Enter a Number for the modifier list; the value does not have to be numeric.
4. Enter a Name.

The Global box is selected when the Pricing Security Control Profile is set to ON. This means that the modifier list can be used by all operating units for pricing transactions. If cleared, the modifier's use is restricted to the operating unit of the user creating the modifier list.

5. Select or clear Automatic:
 - If selected, the Automatic box is also selected at the line level, and the pricing engine automatically applies the modifier.
 - If cleared, then the modifier must be manually applied.

Note: If you select Automatic for a list, all the lines for this list default to Automatic.

6. Enter Currency. The pricing engine applies modifiers to sales orders of the same currency.
7. Enter the Start Date range.

Note: If you do not enter dates (start/end), the list is effective from the creation date and does not become ineffective.

8. Enter a Description.

See:

[Creating List Level Qualifiers](#) on page 3-35

[Creating Modifier Lines](#) on page 3-38

[Creating Line Level Qualifiers](#) on page 3-45

[Attaching Pricing Attributes](#) on page 3-46

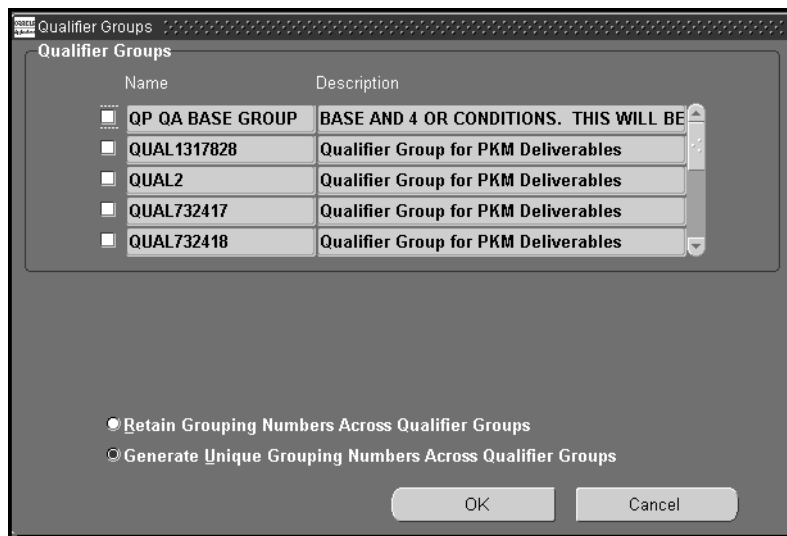
Creating List Level Qualifiers

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 Advanced Pricing - Define Modifier window.
2. In the Main tab, click List Qualifiers to display the Qualifier Groups window. If qualifiers are associated with the modifier list, then the Qualifier Groups window does not display.

Figure 3–10 Qualifier Groups window



3. If you do not want to add qualifiers from qualifier groups, click Cancel and go to step 7.
4. Alternately, to add qualifiers from qualifier groups, select one or more qualifier groups to be attached.
5. Select one of the grouping options (Retain Grouping Numbers Across Qualifier Groups or Generate Unique Grouping Numbers Across Qualifier Groups).

6. Click OK.

The QUALIFIER - Header Level Qualifiers window displays. You can add, change, and delete qualifiers and change the dates.

Figure 3–11 QUALIFIER - Header Level Qualifiers window

Group	Grouping Number	Qualifier Context	Qualifier Attribute	Precedence
	0	Customer	Customer Name	260
	1	Terms	Payment Terms	630
	1	Order	Customer PO	440
	1	Customer	Customer Item	230

Buttons: Cancel, OK, Copy Group

7. 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.
8. Select the Qualifier Context.
9. Select the Qualifier Attribute.

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.

10. 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.

11. 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.

12. Choose Copy Groups to add qualifiers from other qualifier groups. For more information on Qualifiers, see: *Oracle Advanced Pricing User's Guide*, Qualifier Groups.

13. Choose OK and save your work.

Note: The start and end dates of the list qualifiers must be within the start and end date of the modifier list.

See:

[Creating Modifier Lines](#) on page 3-38

[Creating Line Level Qualifiers](#) on page 3-45

[Attaching Pricing Attributes](#) on page 3-46

[Creating a Modifier List](#) on page 3-32

Creating Modifier Lines

Use this process to create modifier lines.

To enter basic modifier line information:

1. Navigate to the Define Modifier window.
2. In the Modifiers Summary tab, Modifier No field, a default modifier number identifies the modifier line. You can change this value; however, the Modifier No for each modifier line must be unique within the modifier list.
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.

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.

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.

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.

8. Select or clear Override.

If selected, you can manually change how the modifier is applied 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.

Note: Valid types are Item Quantity and Item Amount. Period is reserved for future use.

16. Enter the Break Type. Select from:

- Point
- Range

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.

- 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.

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.

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.

Table 3–2 Examples of Value From and Value To

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 tab, select or clear Include on Returns.
If selected, the pricing engine includes freight charge on returns.
- 2. Select an Application Method to determine the modifier is applied:

- Amount: Creates a fixed price adjustment on each unit for the amount specified in the Value.
- Percent: 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 of modifiers for a type of Discount:

Table 3–3 Modifier Application Methods Compared for Discount Modifier

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.

To enter freight charge information:

1. Enter the following information in the Modifiers Summary tab:
 - Level: Select Line or Order
 - Modifier Type: Select Freight/Special Charge
 - Bucket: Select 1
2. In the Discounts/Charges tab, enter the Charge Name.
3. Select or clear Include on Returns. If selected, 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:

- Percent
 - Amount
 - Lumpsum
 - New Price
5. Enter Value.
 6. Save your work.

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 tab, enter Adjustment Type:
 - Discount
 - Surcharge

Note: Rebate Transaction Type and Estimated Accrual Rate are reserved for future use.

3. Click Define Discount.
4. In the Price Break tab, enter Value From and Value To.

5. Enter an Application Method:
 - Amount
 - Percentage
 - New Price
6. Enter a Value for the selected Application Method.
7. Save your work.

See:

[Creating a Modifier List](#) on page 3-32

[Creating List Level Qualifiers](#) on page 3-35

[Creating Line Level Qualifiers](#) on page 3-45

[Attaching Pricing Attributes](#) on page 3-46

Copying a Modifier Line

To save time when creating modifier lines, you can copy an existing modifier line. All the associated qualifiers, pricing attributes, exclude products and related modifier lines are also duplicated from the original line including the following:

- All the contents of the modifier summary and all other tabs.
- All the Exclude Products attached to this modifier line.
- All the Pricing Attributes attached to this modifier line.
- All the Line Qualifiers attached to this modifier line.
- All the Line Details (additional and get products, price break lines) attached to this modifier line.

All fields copied from the original can be updated except for Modifier Type and Modifier Level. The Product Attribute and Product Value fields can be updated even after clicking the Define Details button. But once the line is saved, these fields cannot be updated.

To copy a modifier line:

1. Display the modifier line to be copied in the Define Modifier window.
2. Select the modifier line to be copied.

3. Click the New icon in the toolbar to create a new blank line beneath the original line.
4. Choose Edit > Duplicate > Record Above to duplicate the original line. Alternately, select the SHIFT + F6 keys.
5. Once the line is duplicated, you can modify or save it.

Note: The profile option QP: Allow Duplicate Modifiers, which is typically set by the System Administrator, determines if duplicate modifiers are permitted. If set to Yes (the default), an existing modifier can be duplicated.

If set to No, the new line must be changed before it can be saved. A modifier line is considered a duplicate if the following attributes of the original and duplicated line match within the same modifier list:

- List Line Start Date Active
 - List Line End Date Active (Overlapping of the dates will also be treated as duplicates)
 - Modifier Level Code (Order / Line)
 - Automatic Flag (Selected/Cleared)
 - Product UOM code
 - Product Attribute
 - Product Attribute Value
 - Pricing Attributes
 - Set of Qualifiers
-

See:

[Creating a Modifier List](#) on page 3-32

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 tab and select a modifier.
3. Select Line Qualifiers to display the Qualifiers window. You can add, change, and delete qualifiers; change the grouping numbers, and change the dates.
4. Select OK.
5. Save your work.

See:

[Creating a Modifier List](#) on page 3-32

[Creating List Level Qualifiers](#) on page 3-35

[Creating Modifier Lines](#) on page 3-38

[Attaching Pricing Attributes](#) on page 3-46

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. Select the Modifiers Summary tab and select a modifier.
3. Click Pricing Attributes to display the More Pricing Attributes window.
4. Enter a Pricing Context.
5. Enter a Pricing Attribute.
6. Enter Value From and Value To.
7. Click OK.
8. Save your work.

See:

[Creating a Modifier List](#) on page 3-32

[Creating List Level Qualifiers](#) on page 3-35

[Creating Modifier Lines](#) on page 3-38

[Creating Line Level Qualifiers](#) on page 3-45

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.

Figure 3–12 Define Modifier - Define GSA Price window

Define Modifier - Define GSA Price

Main

Type: Number: ☒ Active

Name: Version: ☐ Automatic

Currency: Start Date: -

Description: []

List Qualifiers

Modifiers Summary Discounts/Charges

Modifier No	Level	Modifier Type	Start Date	End Date	Print On Invoice
12	Line	Discount	28/MAY/2000	30/MAY/2001	☐
					☐
					☐
					☐
					☐

Note: The Define Modifiers window is used to set up GSA prices.

2. In the Main tab, enter Discount List in Modifier List Type.
3. Enter the modifier list Number.
4. Enter modifier list 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.
8. In the Modifiers Summary tab, 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 and End Dates of this GSA price list line.

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.

10. Select Override to enable a user to override the GSA price for the selected price list line. Clear Override to prevent a user from overriding the GSA price for the selected price list line.

The Phase defaults to List Line Adjustment. Incompatibility defaults to Exclusive. Bucket defaults to 1.

11. Enter Item Number in Product Attribute.
12. Enter the item number in Product Attribute Value.
13. Enter Precedence.
14. Enter the item unit of measure (UOM).

The Application Method defaults to New price in the Discounts/Charges tab.

15. Enter the item price in Value.
16. Save your work.

To create GSA list qualifiers:

You can attach multiple GSA customers as qualifiers to a GSA Price List.

Note: You can only attach customers only at the list level. You cannot assign line level qualifiers.

1. Select List Qualifiers.
Refer to steps 2 through 8 to enter qualifiers for the GSA price.
2. Enter Grouping Number.

Note: Since Qualifier Context is Customer, make OR conditions by creating each qualifier with a different grouping number.

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.

Note: The start and end dates of the list qualifiers must be within the start and end date of the modifier list.

8. Save your work.

Warning: GSA behavior is affected if the Qualifier flexfield sequence for GSA qualifier is changed in the flexfield setup.

See:

[Overview of Price Lists](#) on page 3-5

Overview of the Pricing Engine Request Viewer

The Pricing Engine Request Viewer window captures the pricing call from any calling application such as Order Management and displays the inputs and outputs of the pricing call.

The information displayed by the Pricing Engine Request Viewer enables you to diagnose which lines were selected or rejected by the pricing engine to determine why certain prices and adjustments were or were not applied.

The Pricing Engine Request Viewer displays the most recent pricing request; each time the pricing engine captures a new transaction the new information is displayed. However, historical data about previous pricing requests is saved in the pricing tables.

The Pricing Engine Request Viewer window is available in Oracle Order Management using the following navigation path: Sales Orders > Tools > Pricing Engine Request Viewer.

Features available in the Pricing Engine Request Viewer window

Using the Pricing Engine Request Viewer window, you can do the following:

- View Pricing Engine Requests
- View Pricing Engine Request Lines
 - List Price
 - Selling Price
 - Service and Serviceable Items
- View Pricing Engine Request Line Details
 - Price List lines and Modifier lines evaluated and deleted by the pricing engine

Process for the Pricing Engine Request Viewer

The following process outlines the series of activities when a pricing call is made:

1. The calling application makes a call to build qualifiers and builds the contexts through sourcing.
2. The calling application then calls the pricing engine with the attributes generated by attribute mapping.

3. The pricing engine processes the request then searches for and evaluates eligible price list and modifier lines.
4. If the profile option QP Debug is set to Request Viewer On, then the pricing engine inserts records into the permanent pricing debug tables and generates a unique request ID, storing the information from the calling application.
5. The pricing request information can then be viewed by querying the request in the Pricing Engine Request Viewer from the OM Sales Order Pad or through the Pricing Manager responsibility menu.

Setting up the user profile options

QP: Debug Set the value of this profile option to Request Viewer On to capture pricing request details into the pricing debug tables and debug log information into the debug log table. The debug log text file is also created. The default value is Request Viewer Off.

This profile option is active only for the transactions of the user who set the profile option. Other users' transactions are not affected.

QP: Set Request Name Set the value of this profile option to Yes to append the Order ID to the Request Name. The default value is Null.

For more information on setting up profile options, see: *Oracle Order Management Implementation Manual*.

Note on performance: Setting the profile QP: Debug will slow the performance of the pricing engine request viewer. The concurrent request Purge Pricing Engine Requests purges the pricing engine requests. It should be run regularly to purge the historical data from the pricing debug tables. Periodically purging the historical data will improve the performance of the Pricing Engine Request Viewer window.

Viewing Information in the Pricing Engine Request Viewer

The Pricing Engine Request Viewer window displays detailed information about the price list lines and modifier lines that the pricing engine applied or rejected.

Figure 3–13 Pricing Engine Request window

The screenshot shows the 'Pricing Engine Request' window with three main sections:

- Pricing Engine Requests**: A table with columns: Order No., Req Name, Req Id, Pricing Event, Created By, and Creation Date. It contains two rows for Order No. 54941, both with Req Name 'QP QA CERT I-63911'. The first row has Req Id 31885, Pricing Event 'LINE', and Created By 'OVERATP'. The second row has Req Id 31886, Pricing Event 'ORDER', and Created By 'OVERATP'. Both rows have a Creation Date of '15-APR-2001'.
- Pricing Engine Request Lines**: A table with columns: Line No., Status Code, Line Id, Status Text, Line Index, and Related Line. It contains two rows. The first row has Line No. 54941, Status Code 'Updated', Line Id 63911, Status Text 'GOOD_FOR_ALL', Line Index 63911, and Related Line 63911. The second row has Line No. 1, Status Code 'Updated', Line Id 72826, Status Text 'GOOD_FOR_ALL', Line Index 136737, and Related Line 136737.
- Pricing Engine Request Line Details**: A table with columns: Priced, Applied, Status Code, Status Text, Parent Line Detail Index, and Line Detail Index. It contains four rows, all with Status Code 'New record created'. The Status Texts are 'QUALIFIER_ONLY', 'QUALIFIER_ONLY', 'GOOD_FOR_ALL', and 'GOOD_FOR_ALL'. The Parent Line Detail Index values are 34, 35, 36, and 37. The Line Detail Index values are 34, 35, 36, and 37.

At the bottom of the window are four buttons: 'View Debug Log', 'Attributes', 'Related Lines', and 'Step Values'.

Details about the transactions are displayed in one or more of the following regions of the Pricing Engine Request Viewer window.

Pricing Engine Requests region

This region displays information about the pricing requests and associated controls sent by the calling application to help locate the problem.

For Request Type ONT only, the order number associated with the request is displayed. Depending on the version of Oracle Pricing installed, the order and line numbers for orders created in prior releases may not display in the Pricing Engine Request Viewer window. However, order and line numbers created in subsequent releases can be viewed.

Pricing Engine Request Lines region

This region displays information about the lines being priced including unit price and adjusted unit price. You can see information related to service and serviceable lines in this region.

Note: For lines of type LINE, the Line No. field displays the appropriate line number from the Order Entry page. For lines of type ORDER, the order number associated with that request displays. For requests of type PRICE, the line number for the request lines of type LINE does not display.

The Request Id + Line Index column maintains the master-detail relationship between the lines and line details. This block is used to change operand value, select/de-select modifiers, change manual modifiers and change buckets.

Pricing Engine Request Line Details region

This region displays information regarding processed price list lines and modifiers lines selected and/discarded (eliminated/rejected) by the engine. The Priced box indicates which lines were finally selected for pricing by the pricing engine. The Applied box indicates which lines were considered in calculating the selling price.

This region also displays the information for freight and special charges, and relationships between price breaks.

Attributes window

Select the Attributes button to display all attributes for a selected line or line detail. The region displays information about the pricing attributes that the attribute mapping function passed to the pricing engine. The pricing engine uses these attributes to qualify a line or an order for price and adjustments.

If you click the Attributes button from the Request Lines region, the attributes displayed will be attributes passed to the pricing engine.

If you click the Attributes button from the Request Line Details region, the attributes displayed will be the attributes related to the selected price list lines/modifier line.

Pricing Debug Related Lines window

Not enabled in Basic Pricing.

Formula Step Values window

Click Step Values from the Pricing Engine Request Viewer window to display the Formula Step Values window. The cursor needs to be in the Pricing Engine Request Line Details region.

Pricing Debug window

You can view the debug log by clicking View Debug Log in the Pricing Engine Request Viewer window. Query a record within the debug log to display the lines directly. The results display the ten previous lines and the remaining lines of the debug file.

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.

Note: Pricing Security privileges affect Pricing Agreements by inheriting the security rules associated with any price lists. You can select a price list to associate with an agreement at setup if your privileges authorize view access to the price list.

You cannot change the price list or change its relationship to an agreement if you do not have Maintain access to the price list. If you have access issues, consult your Pricing Administrator.

With agreements, you can:

- Define your agreements using customer part numbers and inventory item numbers.
- Revise the original terms and maintain these changes and their reasons under separate revision numbers.
- Attach an 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 effective 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:

[Creating a Pricing Agreement](#) on page 3-57

Creating a Pricing Agreement

To create a pricing agreement:

- 1. Navigate to the Pricing Agreements window.

Figure 3–14 Pricing Agreements window

Agreement

Pricing

Payment

Agreement Name

Business World Standard /

Agreement Number, Revision

1

Revision Date

01-JAN-2002

Revision Reason

Customer

Business World

Cust Number

1608

Agreement Type

Standard Terms And Cond

Contact

Jim Smith

Effective Dates

06-FEB-2002

Sales Person

Purchase Order

Signature Date

06-FEB-2002

Agreement Source

Pricing Agreement

Create Revision

Customer Item	Address	Address Category	Product Value	Product Description
			80000	Sentinal Multimedia
			81000	One Year Maintenance
			82000	Consulting/Training
			CM31556	Monitor - 19" Flat
			CM28287	Optiball Wireless Mouse

Price Breaks

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 tab, enter an Agreement Name.
- 3. Enter an Agreement Number.
- 4. Enter a Revision number.
- 5. Select a Revision Date. The default is 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.

Pricing 3-57

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 blank.

7. Select an Agreement Type to classify agreements by type for reporting or control purposes.
8. Enter a Contact.
9. Enter starting and ending Effective Dates.
10. Enter a name for the Sales Person. This data can be used as a defaulting source when orders are placed using this agreement.
11. Enter the customer's Purchase Order number.
12. Enter the purchase order Signature Date.

The Agreement Source field (view-only) displays the source of an agreement.

13. Select the Pricing tab.

Figure 3–15 Pricing Agreements window: Pricing tab

The screenshot shows the 'Pricing Agreements' window with the 'Pricing' tab selected. The window contains the following fields and values:

Price List Type	Standard Price List	Price List	Business World
Currency	USD	Rounding Factor	-2
Description	Price List for Business World		
Freight carrier		Freight Terms	
Comments			

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.

18. Enter a Description for the price list.

19. Enter a default Freight Carrier.

20. Enter default Freight Terms.

21. Enter Comments.

22. In the Payment tab, select Payment Terms.

23. Enter the Bill To name in Invoice To.

24. Enter the Bill To Address.

25. Enter the Bill To contact in Invoice Contact.

26. In the Payment tab, Rules region, enter an Accounting Rule.

27. Enter an Invoicing rule.

Note: Create the accounting and invoicing rules in Oracle General Ledger.

28. To enable the accounting rule to be overridden on an order line, in the Override Flag region, select Accounting Rule.

Note: Select Accounting Rule if you want the Invoicing Activity to use the accounting rule from the order line (which may have been changed by defaulting or by the user). If selected, then you will accept an override that was made on the order line. If cleared, the Invoicing Activity will use the rules from the Agreement, even if they have been changed on the order line.

29. To enable the invoicing rule to be overridden on an order line, in the Override Flag region, select Invoicing Rule.

Note: Select Invoicing Rule if you want the Invoicing Activity to use the invoicing rule from the order line (which may have been changed by defaulting or by the user). If selected, then you will accept an override that was made on the order line. If cleared, the Invoicing Activity will use the rules from the Agreement, even if they have been changed on the order line.

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 window, enter a Customer Item number. Customer item is a pricing attribute.

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.

31. Enter a customer 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 than one inventory item, you must select the correct inventory item for the agreement line.

33. Enter a UOM (unit of measure).

34. Select Unit Price for Application Method.

35. Enter base price in Value.

36. Enter the effective Start and End Dates.

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 any Comments, and a Revision number.

Note: This revision number is not dependent on the agreement revision number.

40. Enter a revision reason in Revision Reason. You must create a list of reasons before you use this field.

41. Enter the revision date in Revision Date.

42. Save your work.

See:

[Overview of Agreements](#) on page 3-55

To define pricing attributes:

1. Click Pricing Attributes.
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.

Note: You cannot enter Value To and Operator in the Pricing Attributes window.

8. Save your work.

Note: The pricing attributes are joined as AND conditions since they apply to one price list line.

To define price breaks:

1. Click Price Breaks. 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.

Note: Once a Pricing Agreement has been saved, you cannot update or change the value for Price List Type.

Revising an Existing Agreement

To make minor changes to an existing agreement such as changing the payment terms, you can simply update the existing agreement and save your changes.

However, if significant changes are required and you want to track versions of your changes, you can create a new revision. When a revision is created, the existing agreement is not overwritten, and a new version of the original agreement is created. This is useful for tracking and managing multiple versions of the same agreement.

You must determine when changes warrant a new agreement version, and then manually create a new revision and revision number. It is helpful to use a logical numbering sequence such as 1, 2, and 3 to number your revisions.

Once the new agreement revision is created, you can update the agreement header information.

Note: You must end the current revision before creating a new revision. An agreement can have multiple revisions but the effective dates cannot overlap. Only one revision can be effective for a given range of effective dates.

To revise an existing agreement:

1. Navigate to the Pricing Agreements window, and Find the Agreement to be revised.

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. Click Create Revision to display the Create Revision window.

Figure 3–16 Create Revision window

The screenshot shows a 'Create Revision' dialog box. It contains the following fields and values:

Field	Value
Agreement Name	1732601
Revision Number	2
Revision Date	10-APR-2002
Effective Dates	10-APR-2002 - 10-APR-2003
Revision Reason	Revising the effective da...

Buttons: Cancel, Create

3. The Agreement Name defaults from the original agreement. You can change the revision number but not the Agreement Name. The Revision Date defaults to the current date.
4. Enter the Revision Number to identify the new version of the agreement. This is helpful in tracking and managing different revisions of the agreement.
5. Enter the starting and ending Effective Dates for the agreement. Date ranges cannot overlap, and only one revision can be in effect for a given range of effective dates.
6. Select a Revision Reason to describe why the agreement is being revised.
7. Click Create to display the new agreement in the Pricing Agreements window. The new revision number displays in the Revision field.

Note: Revisions to the agreement header do not reflect revisions on agreement lines.

See:

[Overview of Agreements](#) on page 3-55

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

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.

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.

Pricing date instructs the pricing engine to price the order using list prices and benefits that are valid on that day.

4. In the Line Items tab, enter order line information. The order header price list and agreement ID may default to each order line based on the defaulting rules.
5. After you have enter ordered Item, Qty (quantity), and UOM, the list price displays. For a service item, list price will only be displayed *after* you have entered the service information.

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.

6. Select the Pricing tab to display the Price List, Unit Selling Price, Extended Price, Pricing Quantity, and Pricing UOM.

The Extended Price is automatically calculated 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 by selecting Eligible Manual Adjustment from the unit selling price LOV.

The Extended Price is calculated by multiplying the unit selling price by the ordered quantity

7. Select 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.
8. Enter the pricing attributes for the line. You can enter one pricing context directly, or enter multiple pricing contexts, but not both:
 - To enter only one pricing context, enter the pricing context information in the order line.

- To enter multiple pricing contexts and attributes, click Actions > Promotions/Pricing Attributes to display the Promotions/Pricing Attributes window.

Figure 3–17 Promotions/Pricing Attributes window

Level	Promotion No	Promotion Name	List Line	Date From	Date To	Override Flag
	Off Invoice 90	Off Invoice 90%-AS7				☐
						☐
						☐
						☐
						☐
						☐

9. After the order lines are entered:
 - Click Actions > Price Order or
 - Save your work.

The pricing engine calculates header-level adjustments or discounts.

10. Save your work.

Special Considerations for Pricing an Order

The unit list price always remains as an 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.
- OM: Unit Price Precision Type controls numeric formatting.
 - If this 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, while pricing quantity is an order quantity expressed in the pricing unit of measure.

The term *pricing quantity* refers to the quantity ordered that is then converted to the items primary pricing UOM as defined within the price list selected 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 the item and its specified UOM are not listed on the eligible price lists, the pricing engine:

- 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.
- 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.

Negative Prices

Pricing returns negative prices only if the profile option *OM: Negative Pricing* is set to Yes.

See:

[Pricing for Service Items](#) on page 3-76

[Modifying Order Pricing](#) on page 3-81

[Pricing Special Orders](#) on page 3-85

[Repricing an Order/Order Line](#) on page 3-87

Splitting 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, then select the order line to be split.
3. Click Actions, then select Split Line to display the Split Line window. One record displays with the Request Date, Ship to and Warehouse defaulted from the original line.

Figure 3–18 Split Line window

Qty	Qty2	Request Date	Ship To	Warehouse
1		17-APR-2002 08:...	Chattanooga (OPS)	V1

Note: 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.

4. 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.

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.

5. 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.

Table 3–4 Calculate Price Flag before and after a User or System-initiated Split

Calculate Price Flag	Original Line before split: Calculate Price	Original line before split: Partial Price	Original line before split: Freeze Price
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 value of the Calculate Price Flag is Calculate Price after the split:

- 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 value of the Calculate Price Flag is Partial Price after the split:

- 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.

Table 3–5 Oracle Pricing APIs and Order Management 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](#) on page 3-81

[Pricing Special Orders](#) on page 3-85

[Repricing an Order/Order Line](#) on page 3-87

Viewing Pricing Adjustments

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 display for each line that was adjusted.

To view pricing adjustments:

1. Navigate to the Adjustments window.

Figure 3–19 *Adjustments window*

ADJUSTMENTS - Standard, 20326

header

Customer Number 1006 Customer Name Computer Service and Rentals

Adjustments Reason Accruals

Level	Modifier Number	Modifier Type	List Line	Rate	Amount Red	New Price	Lumpsum	Exter
ORDER	Header	Discount		10				

Modifier Description Header 10 perc off ev Effective Dates

Cancel Attributes Related Items Apply

2. To view, apply or update 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 click Attributes.
5. To view information about the price break levels for a price break adjustment, click Related Items and then select the Price Break Lines tab.

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, click Related Items, 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. 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 click Apply.

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. Re-query 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 click Apply.

Note: Manual discounts are not subject to incompatibility checking.

6. To remove an already applied overridable adjustment, delete the adjustment and click Apply.
7. Click Apply.

Note: If the profile option OM: Charging Privilege is set to UNLIMITED, then you can update manual non-overrideable charges.

However, if you choose to update manual non-overrideable charges, the update must be performed manually; manual non-overrideable charges are never altered by the system, even if the order undergoes repricing.

To modify the selling price:

Complete 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 overrideable 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.

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.

- 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 tab.
6. In Modifier Name field, select the list of values to view the unapplied manual adjustments for the line.
7. Select an adjustment and click Apply.
8. To remove an already applied overridable adjustment, delete the adjustment and then click Apply.
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.

Note: You can enter a negative New Price for a discount if profile option OM: Negative Price is Yes.

11. Save your work.
12. Click Apply.

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.

13. Re-query the order to see the new Unit selling price.

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.

See:

[Pricing for Service Items](#) on page 3-76

[Pricing Special Orders](#) on page 3-85

[Repricing an Order/Order Line](#) on page 3-87

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. Select if you want the copied order to price:
 - At 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.
 - As of the current date or another 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.

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.

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:

[Pricing for Service Items](#) on page 3-76

[Modifying Order Pricing](#) on page 3-81

[Repricing an Order/Order Line](#) on page 3-87

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:

[Pricing for Service Items](#) on page 3-76

[Modifying Order Pricing](#) on page 3-81

[Pricing Special Orders](#) on page 3-85

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
- [Overview of High Volume Order Processing](#) on page 4-42
- [HVOP Unsupported Features](#) on page 4-42
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- [Importing High Volume Orders](#) on page 4-46
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- [Order Purge / Order Purge Selection Concurrent Programs](#) on page 4-63
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- [Solution Based Modeling](#) on page 4-140
- [Order Management Diagnostics](#) on page 4-142

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.

Note: For Release 11*i*, 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.

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.

For more information on defining items, see *Oracle Inventory User's Guide*.

- **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 User's Guide*.

- **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 User's Guide*, 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.

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.

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

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.

- Both internal item and internal item description
- Both ordered item and ordered item description

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.)

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.

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, click Open, 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.

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
- Enable 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.

For 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.

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.

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:

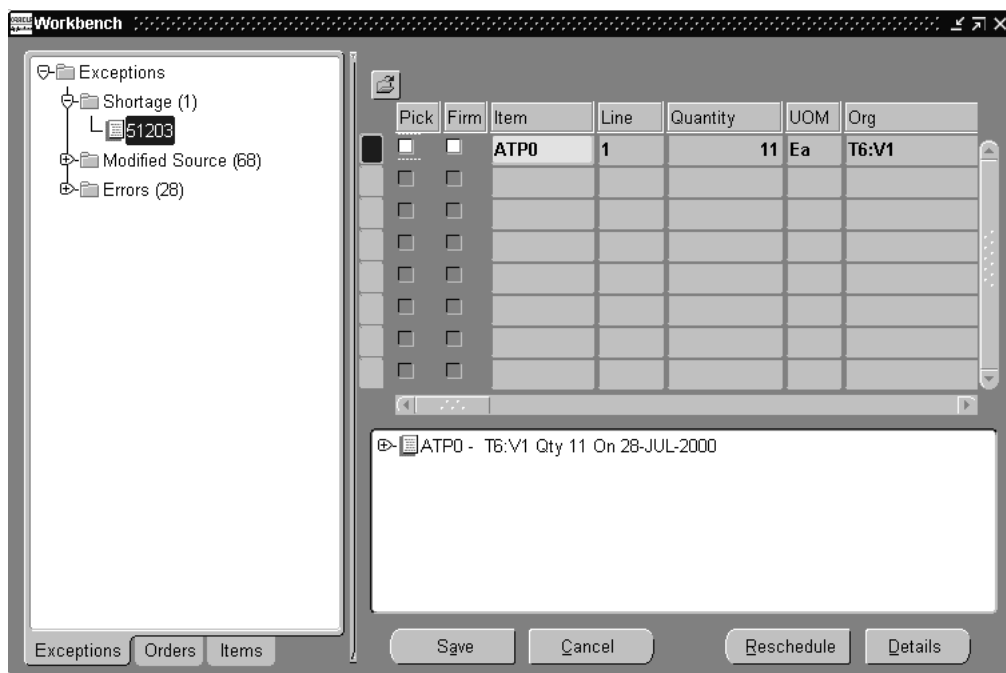
- a. Modify order line schedule dates or source org's (organizations) fields
- b. Firm order lines
- c. Pick order lines
- d. Save all scheduling simulation results
- e. Cancel all scheduling simulation results
- f. Reschedule again, until satisfied

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

Figure 4–1 Order Backlog Workbench



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.

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 Clicking Details 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.

Note: At least one priority rule must be defined prior to utilizing the Order Backlog Workbench for scheduling.

To define Priority Rules:

1. From an APS Responsibility, navigate to the Priority Rules window.

Figure 4–2 Define 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.

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.

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.

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.

To schedule orders using the Order Backlog Workbench:

1. Navigate to the Order Backlog Workbench.

Figure 4–3 Schedule Orders Window

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 click Create/Edit or
 - Click Create/Edit if you wish to enter new filter criteria information.

Figure 4–4 Find Folder Window
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.

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.

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 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.

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.

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.

Note: If you chose to allow the system to process order lines by the sequencing Rule chosen, proceed to Step e.

Manually chose the order processing sequence during scheduling by clicking Manual Schedule. The Manual Schedule button enables you, based upon query criteria, to schedule, sequence, Firm, or delete order lines selected for rescheduling.

- a. Once you click Manual Schedule, 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.

Figure 4–5 Manual Schedule Window

Firm	Seq	Order Number	Line Number	Option Number	Shipment Number
☐	1	51104	4	4	1
☐	2	51103	1	1	1
☐	3	51103	2	1	1
☐	4	51103	1	1	1
☐	5	51105	1	1	1
☐	6	51107	1	1	1
☐	7	51109	1	1	1
☐	8	51113	1	1	1

Apply Schedule

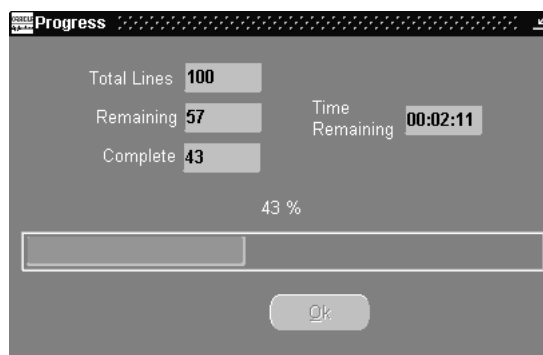
- b. Choose to Firm current order line information: Select the Firm check box if you do not want a particular order line processing sequence to be modified when clicking Apply.

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. Click Apply. This will save your new order line sequence to be used during rescheduling.
- e. Click Schedule to initiate simulated order line scheduling.

While scheduler is running, you are presented with the Progress window to track the reschedule process.

Figure 4–6 Progress Window

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.

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.

5. Choose to view ATP Details. If ATP information is available for an item/order line, the Details button will be enabled.

Click Details 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 clicking Reschedule. See: Rescheduling Within the Order Backlog Workbench.
7. Accept simulated scheduling recommendations. Click Save.

Once you click Save, 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.

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. Click Cancel.

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. Click Reschedule.

5. Proceed back to Step 3 until satisfied.

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, click Cancel.

6. Click Save 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.

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.

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.

Importing Order Statistics

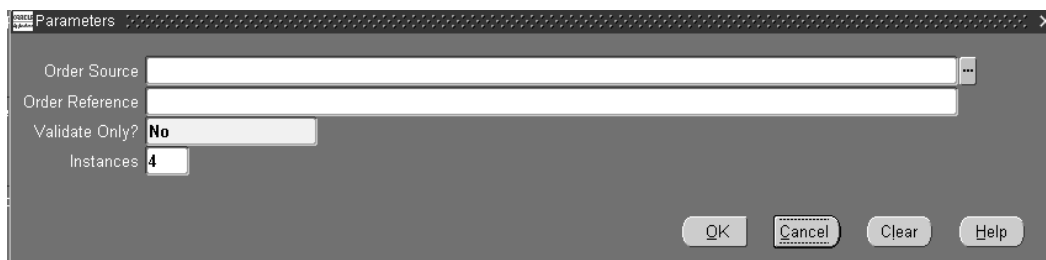
If you wish to import order statistics, submit the Order Import statistics concurrent program.

See: [Order Import Statistics Concurrent Program](#) on page 4-41.

To import Orders or Returns:

1. Navigate to the Import Orders Concurrent Program Parameters window.

Figure 4–7 Order Import 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*.

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.

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

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 click Validate 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

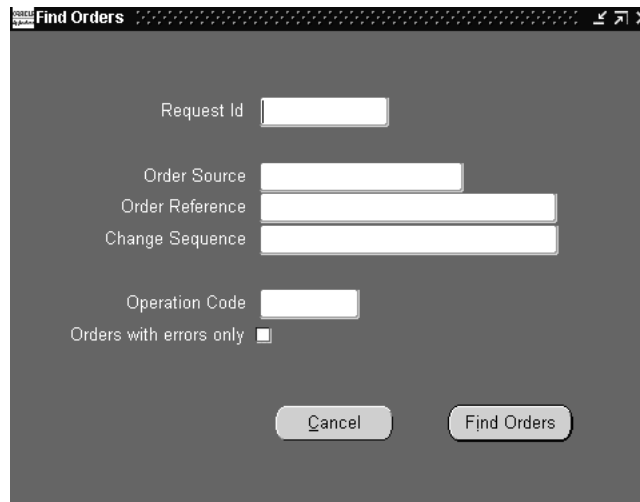
The Order Import window consists of the Find and Summary windows. The Find window allows you to find orders to be imported based on certain attributes such

as Request ID, Order Source, Original System, Document Reference, and Change Sequence.

To view imported orders:

1. Navigate to the Order Import Find window.

Figure 4–8 Find Orders Window

The image shows a screenshot of the 'Find Orders' window in an Oracle application. The window has a dark gray background and a title bar with the text 'Find Orders'. Inside the window, there are several input fields and a checkbox. The fields are labeled 'Request Id', 'Order Source', 'Order Reference', 'Change Sequence', and 'Operation Code'. The 'Orders with errors only' checkbox is unchecked. At the bottom of the window, there are two buttons: 'Cancel' and 'Find Orders'.

2. Determine the parameters to limit the orders you wish to review.
3. Click Find Orders.

The Summary windows 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.

Figure 4–9 Order Import Summary Window

Order S	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 clicking Lines.

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 clicking Lines.

- Sales Credits
- Discounts
- Actions
- Pricing Attributes
- Errors: Displays all the errors encountered while importing. The error messages are stored context sensitive. If you click Errors from the Order Headers region, all the errors for that order are displayed. If you click Errors 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 clicking Errors. 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:

Oracle Order Management Suite Implementation Manual:

- 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. Click Submit.

Overview of High Volume Order Processing

To meet high-volume order processing needs, Oracle Order Management has developed a new feature called High Volume Order Processing (HVOP). This feature takes advantage of the bulk processing features offered by Oracle 8. This is the new concurrent program used to process high volume orders.

HVOP Unsupported Features

The following is a list of features that are not supported via high-volume order processing.

- Add customers
- Any action request other than booking
- ATO items
- Audit trail
- Automatic attachments
- Commitments
- Configurations other than kits
- Creation of order lines and associated adjustments on existing orders
- Credit card orders
- Drop-shipments
- Gapless order numbering
- Insert-based constraints
- Internal orders
- iPayment integration
- Process manufacturing
- Reservations
- Returns
- Service items
- Sets - arrival, ship, fulfillment
- Tax calculation before invoicing

- Updates/deletes
- Use of defaulting framework for specifying defaulting sources and the hierarchy in which they are to be used

If any of these unsupported operations/actions are passed on interface tables, high-volume order processing does not process the orders and errors are reported. If you need these features, use standard Order Import.

HVOP Parameters

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.

Original System Document Ref

You can enter the System Document Reference if you want to run Order Import for a specific order.

Validate Only?

If this parameter is set to Yes, orders will only be validated and validation errors or errors for unsupported features are logged in the request output file. Orders are not imported if Validate Only? is set to Yes.

The default value for this parameter is No. In this case, orders are validated and imported if validations are successful. Failed orders are not imported and error messages are logged in the output file.

Validate Descriptive Flexfields? Yes or No

If this is set to No, descriptive flexfields are neither validated nor defaulted. To improve performance, set it to No, but you need to ensure that only valid values are specified for the flex attributes.

Defaulting Enabled? Yes or No

Set this parameter to No to improve performance, but since there is no defaulting, users should specify all field values on interface tables.

If set to Yes, high-volume import uses a limited set of defaulting rules for certain attributes. A few attributes are still not defaulted and user is expected to supply values for such attributes on interface tables. Please refer to the Defaulting Details section of the Implementation Guide for a complete list of attributes that are defaulted and corresponding defaulting rules.

Note: High-volume import does not use the defaulting framework.

Debug Level

The default is set to Null. Set this value from 1 to 5 to turn debug on. Debug messages will be reported in the request log file. Debugging could also be on if the profile OM: Debug Level is set. Please note that turning debug on has significant performance implications.

Number of Instances

This is the number of child requests submitted to import the orders. This value should at least be 1. Set it to a higher value to import orders across parallel threads thus improving performance.

In high-volume import, orders are assigned per request so that the number of order lines per request is in the same order of magnitude. But only one order is assigned to one child request. An order cannot be split across multiple requests.

Batch Size

This is the number of lines from order import interface tables that will be processed in a batch. Order lines will also be committed after every batch is processed (regular order import commits after every order).

Default value for Batch Size is 1000. Users should set it to a lower value if:

- d. Kit items are a significant percentage of the items processed and each kit item can have a significant number of included item lines being created. Since the commit boundary is after each batch, rollback segments may run out of space if batch creates hundreds of thousands of order lines and then commits.
- e. There are memory constraints on the customer's instance – for a large batch size, the order import session would need a larger PGA. Also, if there are multiple parallel runs, each run requires an extra PGA.

Note: Orders with lines greater than the batch size are not currently supported. Such orders will be marked in the output of the master import program and not processed.

Note: If there is an unexpected error when processing a batch, all orders in the batch fail to import. Examples of unexpected errors are: rollback segments are not sufficient, memory errors, and cannot extend tablespace. Unexpected error messages are included in the error count of the output file. For expected errors like validation failures, only the order that fails the validation errors out while other orders in the batch are processed successfully. Expected error messages are included in the error counts in the output file.

HVOP 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.

Output File

The output file for each instance of a high-volume import request prints a summary of batches and total orders processed. The output also displays the number of orders processed in booked status, the number of orders processed in entered status and the number of orders that failed to process. The failed count includes both validation errors and errors from attempting to import unsupported features, e.g. unsupported item types, sets, source type, reservations, etc.

In addition, the output file also displays error messages for each order that failed to process with order source and document reference information.

In those instances of unexpected errors, i.e. rollbacks, memory errors, out of tablespace errors, each record in the batch is marked with an error. Before submitting the records again for high volume order processing, the errors must be cleared.

Importing High Volume Orders

To import high volume orders:

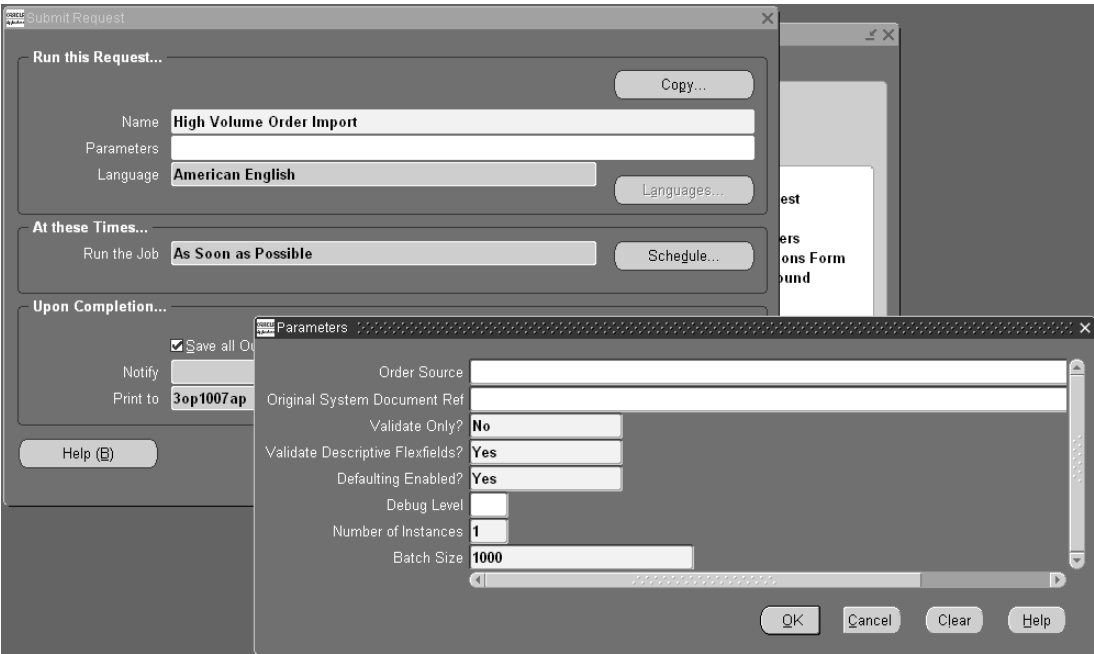
- 3. From the Navigator, select Reports, Requests > Run Requests.
- 4. Select Single Request.

The Submit Request screen appears.

- 5. In the Name field, select High Volume Order Import.

The Parameters screen appears.

Figure 4–10 The Parameters screen



- 6. Please refer to the Parameters section for information on how to fill out the fields in this screen.
- 7. After filling out the Parameters screen, click OK.

The Submit Request screen reappears with filled in values.

8. Select Submit.
9. View the request status/log file/output file from the View Requests window.

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:

Table 4–1 Change Sequences Example

Change Sequence Number	Force Apply Flag	Ready FFlag	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.

Table 4–2 Inbound Order Header Level Acknowledgement Codes

X12		
CODE	DEFINITION	Determine in PO Change Request Process
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.

Table 4–3 Order Line Level Acknowledgement Codes 2

X12		
CODE	DEFINITION	Determine in PO Change Request Process
AC	ITEM ACCEPTED AND SHIPPED	NO
AR	ITEM ACCEPTED AND RELEASED FOR SHIPMENT	NO

X12		
CODE	DEFINITION	Determine in PO Change Request Process
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.

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

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.

Note: The Process Order API calls the acknowledgement process which finds the required data and sends all the data simultaneously.

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:

Table 4–4 Action Table Conditions, Status Flags, Updates Example

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.

Table 4–5 Example Conditions within Order Import Interface Table

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.

Order Import Interface Table Condition	Base Table	Acknowledgement Table
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.

Table 4–6 Outbound Order Line Level/Acknowledgement Codes

X12 Code	Definition	Determine in Po Change Request Process
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

X12 Code	Definition	Determine in Po Change Request Process
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.

Table 4–7 Outbound Order Header Level/Acknowledgement Codes

X12 Code	Definition	Determine in Po Change Request Process
AC	Acknowledge - with Details and Changes	No
AD	Acknowledge - with Detail, No Change	No

X12 Code	Definition	Determine in Po Change Request Process
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.

Table 4–8 e-Commerce Gateway Transaction Codes

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

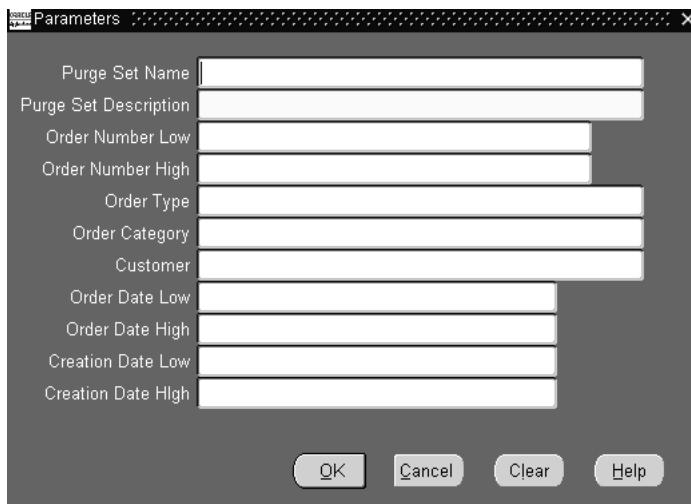
A purge set is a set which will contain orders to be purged based upon user specified criteria. Purge set can be created in the two following ways:

- 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

Figure 4–11 Order Purge Selection Parameters Window

2. Within the Purge Set name field, enter a unique name to identify the purge set.
3. Within the Purge Set Description, enter a description for your purge set.
4. Optionally, 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.
5. Optionally, 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.
6. Optionally, 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.
7. Optionally, 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.
8. Optionally, 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.

9. Click Submit.

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. Click Submit 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.

Figure 4–12 Order Purge Window

The screenshot shows the 'Order Purge' window. At the top, there are fields for 'Purge Set' (1996 Order Purge), 'Description' (Order Purge for 1996 Orders), 'Created By' (OMALL), 'Created On' (18-JAN-2001 07:10:07), and a 'Set Purged' checkbox which is checked. Below these fields are two tabs: 'Orders Details' and 'Purge Criteria'. The 'Orders Details' tab is active, displaying a table of orders. The table has columns for Order Number, Order Type, Customer, Error, Purge Eligible, and Purged. The first row is highlighted. At the bottom of the window, there is a 'Request Id' field (662084), a 'Submit Purge' button, and a 'Delete Purge Set' button.

Order Number	Order Type	Customer	Error	Purge Eligible	Purged
21432	Standard	1000		☒	☒
21334	Standard	1003		☒	☒
21333	Standard	1003		☒	☒
21332	Standard	1003		☒	☒
21237	Standard	1006		☒	☒
21236	Standard	1006		☒	☒
21235	Standard	1006		☒	☒
21234	Standard	1008		☒	☒
21233	Standard	1006		☒	☒
21232	Standard	1008		☒	☒

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 click Submit Purge
 - Purge the entire set by clicking Submit Purge
 - Delete a Purge Set that has not previously been purged by clicking Delete Purge Set

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

Oracle Purchasing User's Guide, Requisition Import Process

[Drop Shipment Processing](#) on page 2-292

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.

Note: Return orders without reference information of the sales order or invoice will result in on account credits.

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.

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.

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.

Table 4–9 Example Order Line Details

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: 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.

Table 4–10 Example Order Line Details 2

Line	Description	Quantity	Unit Price	Extended Amount
1	Item A	2	100	150
Order Total	-	-	-	150

Note: 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.

Table 4–11 Example Invoice Line Details

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 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.

Table 4–12 Profile Options Affecting the Operation of the OM Invoice Interface

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.

Table 4–13 Possible Completion States for Invoice Interface Workflow Activity

Workflow Status	Meaning
Complete	The order or return line has successfully interfaced to Receivables.
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.

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.

See:

[Order Management Invoicing Setup](#) on page 4-80.

[Creating Invoices Based on Delivery Name](#) on page 4-81.

[Creating Invoices with Automatic Numbering](#) on page 4-82.

[Invoicing of ATO Configurations](#) on page 4-83.

[Interfacing Shippable and Non-Shippable Lines](#) on page 4-83.

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:

[Creating Invoices Based on Delivery Name](#) on page 4-81.

[Creating Invoices with Automatic Numbering](#) on page 4-82.

[Invoicing of ATO Configurations](#) on page 4-83.

[Interfacing Shippable and Non-Shippable Lines](#) on page 4-83.

[Invoice Processing](#) on page 4-71.

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.

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.

See:

[Creating Invoices with Automatic Numbering](#) on page 4-82.

[Invoicing of ATO Configurations](#) on page 4-83.

[Interfacing Shippable and Non-Shippable Lines](#) on page 4-83.

[Invoice Processing](#) on page 4-71.

[Order Management Invoicing Setup](#) on page 4-80.

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

Attention: If you set the profile option *OM: Invoice Numbering Method* to Automatic, you do not need to set Non-Delivery Invoice Source.

See:

[Creating Invoices Based on Delivery Name](#) on page 4-81.

[Invoicing of ATO Configurations](#) on page 4-83.

[Interfacing Shippable and Non-Shippable Lines](#) on page 4-83.

[Invoice Processing](#) on page 4-71.

[Order Management Invoicing Setup](#) on page 4-80.

Invoicing of ATO Configurations

Invoicing Item and Bill Attributes

For ATO configurations, Order Management considers the base models 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:

[Creating Invoices Based on Delivery Name](#) on page 4-81.

[Interfacing Shippable and Non-Shippable Lines](#) on page 4-83.

[Invoice Processing](#) on page 4-71.

[Order Management Invoicing Setup](#) on page 4-80.

[Creating Invoices with Automatic Numbering](#) on page 4-82.

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.

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.

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.

See:

[Creating Invoices Based on Delivery Name](#) on page 4-81.

[Invoice Processing](#) on page 4-71.

[Order Management Invoicing Setup](#) on page 4-80.

[Creating Invoices with Automatic Numbering](#) on page 4-82.

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 click Submit.

Note: ATP collections are submitted via a request set. Please ensure you enter parameters for both programs prior to clicking Submit.

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.

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

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.

To import order statistics via concurrent program:

1. Navigate to the Run Requests SRS window, and select Schedule Orders in the Request Name field.

Figure 4–13 Schedule Orders Input Parameters Window

The screenshot shows a window titled "Parameters" with a list of input fields on the left and their corresponding text input areas on the right. The fields are: Order Number Low, Order Number High, Request Date Low, Request Date High, Customer PO Number, Ship-To Location, Order Type, Customer, and Item. Each field has a text input area to its right. At the bottom of the window, there are four 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.

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.

See:

[Manual Booking Process](#) on page 4-90.

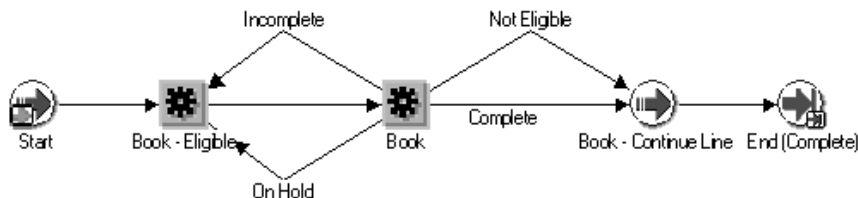
[Deferred Booking Process](#) on page 4-91.

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 clicking Book 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.

Figure 4–14 Manually Book Order Process



See:

[Deferred Booking Process](#) on page 4-91.

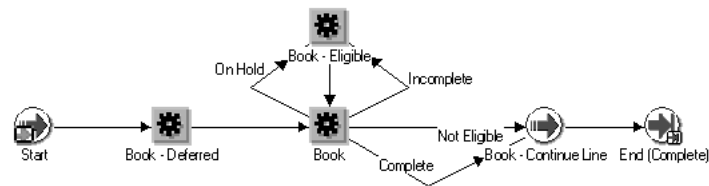
Deferred Booking Process

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.

Figure 4–15 *Deferred Book Order Process*



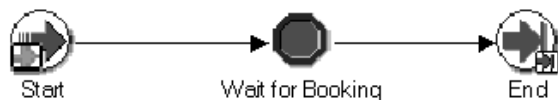
Note: You can copy this process and can have a variation where the BOOK_DEFER activity before BOOK_ORDER is deleted. This will result in Booking being executed synchronously.

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:

Figure 4–16 Line Level Sub-Process



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.

Figure 4–17 Wait for Booking



See:

[Manual Booking Process](#) on page 4-90.

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.

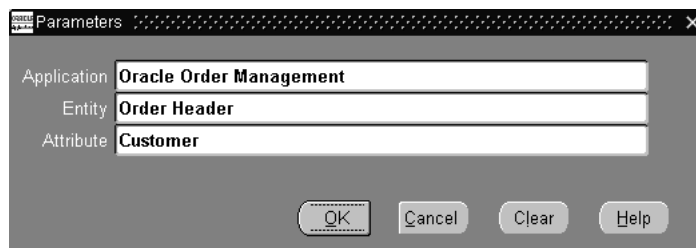
You can only submit the concurrent program from the Defaulting Rules main window. If you choose to submit the concurrent program from the Defaulting Rules window, input parameters are based upon the current cursor location. The Defaulting Generator is run for whatever attribute is highlighted.

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.

Figure 4–18 Run Requests SRS Window

The screenshot shows a 'Parameters' dialog box with a title bar containing a small icon and the text 'Parameters'. Inside the dialog, there are three labeled input fields: 'Application' with the value 'Oracle Order Management', 'Entity' with the value 'Order Header', and 'Attribute' with the value 'Customer'. Below these fields are four buttons: 'OK', 'Cancel', 'Clear', and '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:

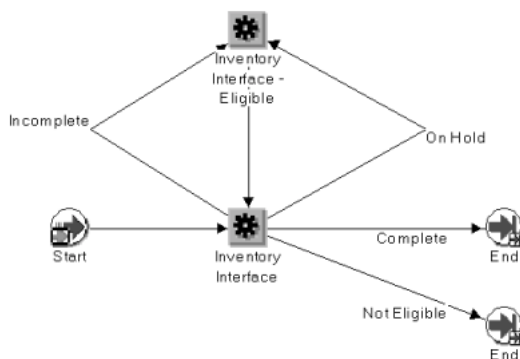
- Order line Shippable Flag: Order lines with Yes are interfaced
- Order line Source Code: Order lines with Internal are interfaced
- Shippable Item item attribute: Items with Yes are interfaced
- Transactable item attribute: Items with Yes are interfaced

- 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

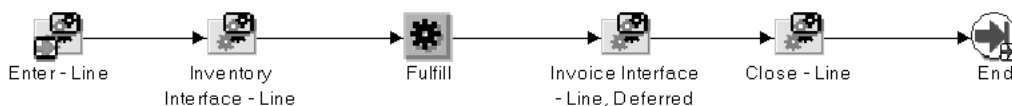
Inventory Interface Non Ship - Line This subprocess supports Inventory Interface for a non-ship order line workflow. The Ship - Line subprocess performs Inventory Interface so you do not need to include this subprocess in it.

Figure 4–19 Inventory Interface Non Ship - Line



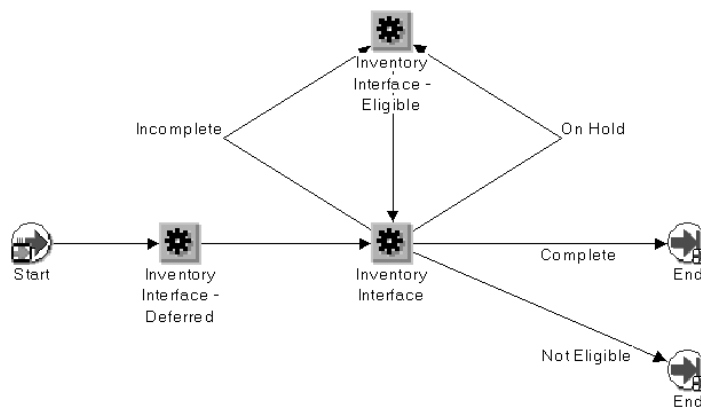
Within the Line Flow Generic, Bill Only workflow below, the Inventory Interface subprocess is invoked after order line booking. This subprocess precedes the Fulfill task because it explodes included items for processing by fulfillment.

Figure 4–20 Line Flow Generic, Bill Only Workflow



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.

Figure 4–21 *Inventory Interface Non-Ship Line, Deferred*



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.

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.

Figure 4-22 Run Requests SRS Window

The screenshot shows a 'Parameters' dialog box with the following fields and controls:

- Order Number Low: Text input field with a small icon on the right.
- Order Number High: Text input field.
- Request Date Low: Text input field.
- Request Date High: Text input field.
- Customer PO Number: Text input field.
- Warehouse: Text input field.
- Order Type: Text input field.
- Customer: Text input field.
- Item: Text input field.
- Buttons: OK, Cancel, Clear, and Help.

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.

Figure 4–23 Run Requests SRS Window

The screenshot shows a 'Parameters' dialog box with the following fields and values:

Field	Value
Customer Profile Classes From	
To	
Customer Names From	
To	
Customer Numbers From	
To	
Order Dates From	10-DEC-2001
To	10-DEC-2001
Order Sequence	Earliest Order Date First

Buttons at the bottom: OK, Cancel, Clear, 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](#) on page 4-104.

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.

Figure 4–24 Run Requests SRS Window - Initialize Credit Summary Table

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.

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.

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`.

Note: when you submit the Initialize Credit Exposure concurrent program, externally imported exposure records are never overwritten.

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.

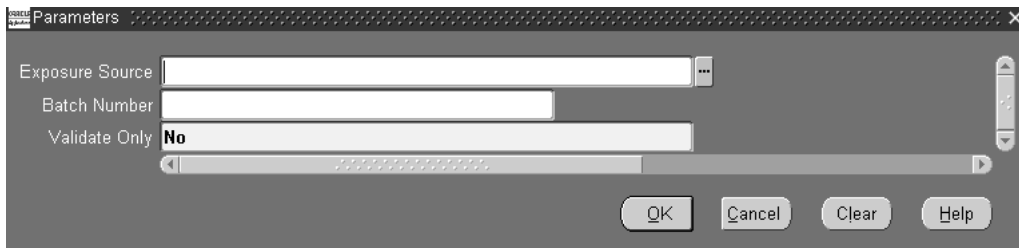
Note: The current value of the profile option *MO: Operating Unit* is used as a input parameter to this concurrent program. This parameter is hidden by default, and is used to prevent the Credit Exposure Import program from importing exposure records into incorrect operating units.

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.

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.

Figure 4–25 Run Requests SRS Window - Credit Exposure Import



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

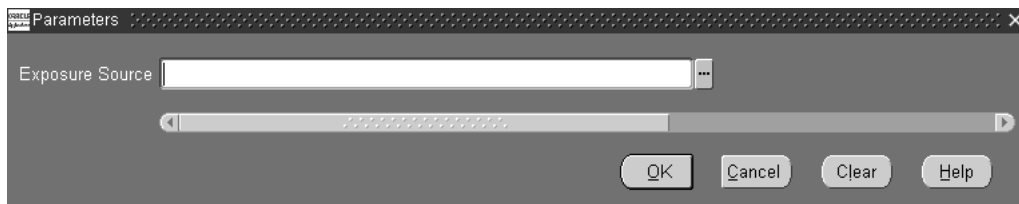
The Purge Imported Credit Exposure concurrent program enables you to purge imported external credit exposure records by operating unit and exposure source. If you have imported external credit exposure records for multiple operating units, in order to purge all external credit exposure records you will 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.

Figure 4–26 Run Requests SRS Window - Purge Imported Credit Exposure



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.

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.

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.

Figure 4–27 Run Requests SRS Window - Process Pending Payments

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.

Figure 4–28 Message Purge Window

The screenshot shows a 'Parameters' window for the Message Purge concurrent program. It features a list of input parameters on the left and corresponding text input fields on the right. The 'Messages per Commit' field is pre-filled with the value '500'. Other fields like 'Creation Date Low', 'Creation Date High', 'Message Source', 'Customer Name', 'Customer Number', 'Order Type', 'Order Number Low', and 'Order Number High' are currently empty. At the bottom of the window, there are four buttons: 'OK', 'Cancel', 'Clear', and '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.

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.

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:

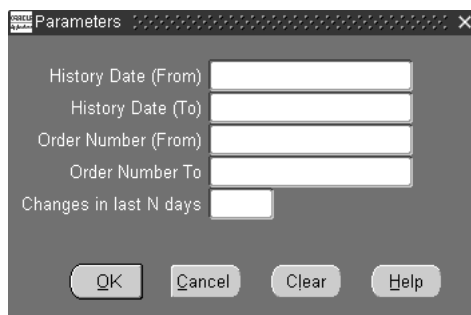
- Order Header
- Order Line
- Sales Credit
- Price Adjustment

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.

Figure 4–29 Run Requests SRS Window - Audit History Consolidator

The image shows a 'Parameters' dialog box with a title bar that includes a small Oracle logo and the text 'Parameters'. The dialog contains five input fields: 'History Date (From)', 'History Date (To)', 'Order Number (From)', 'Order Number To', and 'Changes in last N days'. Each of the first four fields is a standard text box, while the last one is a spinner box. At the bottom of the dialog, 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.

Note: Order Management recommends your schedule this report based upon your business needs.

Re-Schedule Ship Sets Concurrent Program

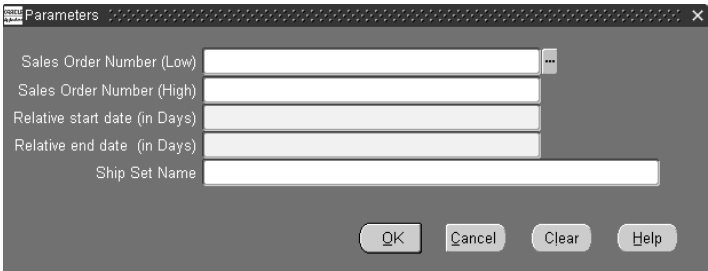
The Re-Schedule Ship Sets concurrent program is utilized to re-schedule Ship Sets to the earliest finite supply date, for all order lines within the set. The time fenced used in the calculation is the time fence defined for the ATP rule linked to the order line item.

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.

To re-schedule Ship sets via concurrent program:

- 1. Navigate to the Order Management Standard Request Submission window, and select Re-Schedule Ship Sets.

Figure 4–30 Order Management Standard Request Submission Window



- 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.

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.

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.

Figure 4–31 Order Management Standard Request Submission Window - Parameters

The screenshot shows a 'Parameters' dialog box with the following fields and controls:

- Use Reservation Time Fence: A small dropdown menu with three dots.
- Order Number (Low): A text input field.
- Order Number (High): A text input field.
- Customer: A text input field.
- Order Type: A text input field.
- Line Type: A text input field.
- Warehouse: A text input field.
- Item: A text input field.
- Line Request Date (Low): A text input field.
- Line Request Date (High): A text input field.
- Schedule Ship Date (Low): A text input field.
- Schedule Ship Date (High): A text input field.
- Schedule Arrival Date (Low): A text input field.
- Schedule Arrival Date (High): A text input field.
- Ordered Date (Low): A text input field.
- Ordered Date (High): A text input field.
- Demand Class: A text input field.
- Planning Priority: A text input field.
- Order By: A text input field.

At the bottom of the window, there are four buttons: OK, Cancel, Clear, and 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](#) on page 4-126.

[Export Compliance Workbench](#) on page 4-134.

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

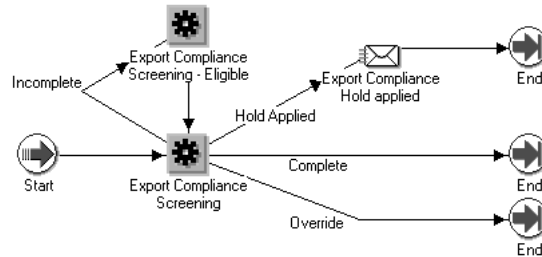
Denied Party export compliance screening is implemented by utilizing the seeded Order Management Line workflow, *Line Flow - Generic, With Export Compliance* or by inserting the *Export Compliance Screening* subprocess within new or existing line workflows.

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.

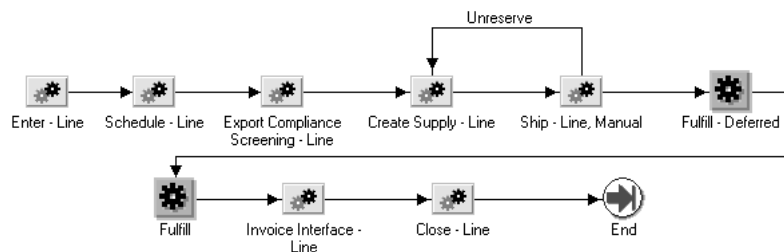
Note: A line level hold placed prior to Booking an order does not stop an order from being Booked. Therefore, if you place the Export Compliance Screening subprocess within an order line flow prior to the Booking activity, the order will still be Booked, irrespective of the outcome of the denied part screening subprocess.

Export Compliance Screening workflow subprocess

The Export Compliance screening workflow subprocess determines if an order line must undergo denied party screening.

Figure 4–32 Export Compliance Screening Workflow**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.

Figure 4–33 Line Flow - Generic, With Export Compliance Workflow

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.

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.

See:

[Export Compliance Workbench](#) on page 4-134.

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:

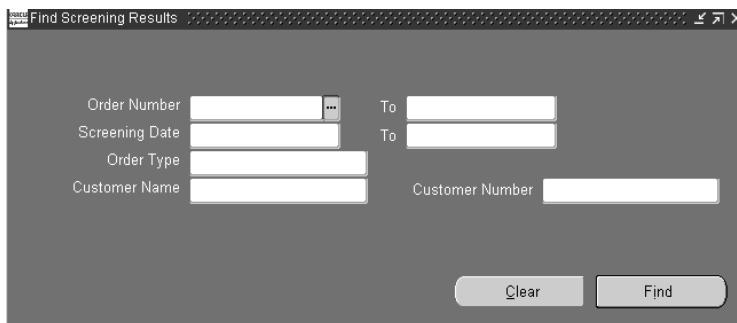
- Release orders lines that have been placed on Denied Party holds.
- Review additional information surrounding Party and order details.
- Submit orders lines for reprocessing in case of system errors.

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 clicking Find while the initial *Find Screening Results* window is displayed.

Figure 4–34 *Export Compliance Workbench*

The image shows a software window titled "Find Screening Results". It contains several input fields for search criteria: "Order Number" with a "To" field, "Screening Date" with a "To" field, "Order Type", "Customer Name", and "Customer Number". At the bottom right, there are two buttons labeled "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*.

Figure 4–35 Export Compliance Workbench Window



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

Note: Error messages displayed within field *Error Message* are error messages returned to the Oracle ITM Adapter from your ITM vendor software application.

Additionally, you can choose to

- Navigate to the Sales Order UI to view additional order or line details by clicking Details.
- 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 clicking Retry.
- Remove Denied Party export compliance holds by clicking Release Holds and then entering a reason for releasing the hold in the Release holds window.
- Review additional Denied Party Matches detail by clicking Denied Party.

The Denied Party Matches window displays additional party details surrounding compliance screening that has occurred.

Figure 4–36 Denied Party Matches Window

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](#) on page 4-126.

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.

Figure 4–37 *Export Compliance Screening Input Parameters Window*

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

At the bottom of the window are four buttons: OK, Cancel, Clear, and 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](#) on page 4-126.

[Export Compliance Workbench](#) on page 4-134.

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.

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.*

Solution based Models are imported into the Oracle Configurator application, and the structure of the model is modified using the Oracle Configurator Developer application.

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.

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](#) on page 4-142.

[Diagnostics: OM Debug File Retrieval Concurrent Program](#) on page 4-145.

[Diagnostics: OM Order Information Concurrent Program](#) on page 4-146.

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 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.

Figure 4–38 Apps Check Input Parameters Window

The screenshot shows a 'Parameters' dialog box. It has a title bar with the text 'Parameters' and a close button (X). Inside the dialog, there are five input fields labeled 'Application 1', 'Application 2', 'Application 3', 'Application 4', and 'Application 5'. The 'Application 1' field contains the text 'Oracle Order Management'. The 'Application 2' field has a small dropdown arrow on its right side. At the bottom of the dialog, there are four buttons: 'OK', 'Cancel', 'Clear', and 'Help'.

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

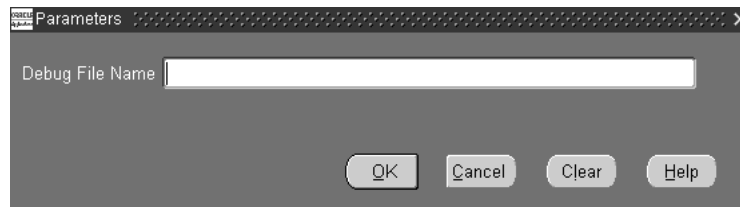
This concurrent program will retrieve Order Management Debug files generated by a user for review on-line. The value of the profile option *OM: Debug Log File Directory* determines the location the concurrent program will search for the log file specified in the input parameter to this program.

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 Diagnostics: OM Debug File Retrieval.

Figure 4–39 OM Debug File Retrieval Input Parameters Window



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.

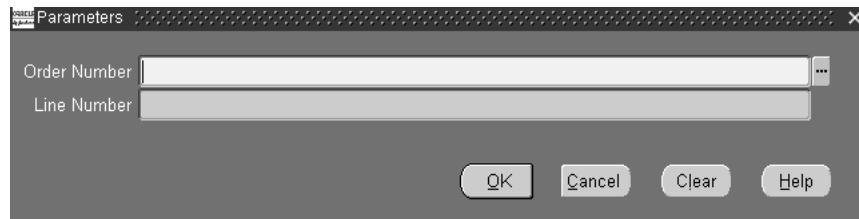
The following lists the entities or attributes and their associated current value which will be displayed within the program output for the order or order line selected by the program:

Table 4–14 Entities or Attributes and their Associated Current Values

-	-	-
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.

Figure 4–40 OM Order Information Input Parameters Window

The screenshot shows a dialog box titled "Parameters". It contains two text input fields: "Order Number" and "Line Number". The "Order Number" field has a small dropdown arrow on its right side. At the bottom of the dialog, 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.

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 5-33
- [Customer Service](#) on page 5-35
- [Submitting a Defect Report](#) on page 5-38
- [Submitting a Return Material Authorization \(RMA\) Request](#) on page 5-40

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](#) on page 5-3.
- [Pricing Information](#) on page 5-15.
- [Invoice Information](#) on page 5-19.
- [Delivery Information](#) on page 5-24.
- [Customer Service](#) on page 5-35.

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.

Note: You cannot make changes to an order from within Order Information.

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:

Figure 5–1 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 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:

Figure 5–2 Advanced Search Window

Sales Order - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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ORACLE®
Order Information

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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 05-Mar-2002 Requested Ship Date From
 Order Date To 10-Jun-2002 Requested Ship Date To
 Customer PO
 Delivery Name
 Ship To Address Atlanta (OPS)
 Order Status Closed

Sales Order
 Bill To Location
 Item

For Search Based On Items, Please Select Items From Item LOV...

Go

[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 Go Personalize

Previous 1-6 of 6 Next

Customer PO	Sales Order	Order Type	Order Date	Status	Customer Name
44268		Standard	25-Mar-2002	Closed	Computer Service and Rentals
45017		Standard	26-Apr-2002	Closed	Computer Service and Rentals
51901		Order Only	26-Mar-2002	Closed	Computer Service and Rentals
52341		Order Only	05-Apr-2002	Closed	Computer Service and Rentals
52355		Order Only	05-Apr-2002	Closed	Computer Service and Rentals
51468		Order Only	20-Mar-2002	Closed	Computer Service and Rentals

Printable Page

Home | Order Status | Delivery | Customer Service | Return to Portal | Logout | Preferences | Help

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Local intranet

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:

Figure 5–3 Sales Order Detail Window

Sales Order - Microsoft Internet Explorer

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Order Information

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HomeOrder StatusDeliveryCustomer Service

Order Status > Sales Order

Sales Order 30150

General

Customer POMEC333
Order Date05-Feb-1998
Need By Date20-Jan-1998
Quality PlanView Quality Plan
Invoice InformationView Invoice Information

Shipping

Freight TermsPrepay & Add
Shipment PriorityStandard Priority
Delivery SummaryView Delivery Summary
Delivery Line DetailsView Line Details

Billing

Bill ToSan Jose (OPS)
San Jose, CA, 95106, US
Payment Terms30 Net
Price ListKH-test20000
Total1,040.00 USD
Pricing DetailsView Pricing Details

Item Information

Previous1-2 of 2Next

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	2222	22-Jan-1998			
2.1	CM15140	Monitor - 19"	2	Ea	2	447.00	894.00	ORDER	Closed	2224	22-Jan-1998			

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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:

Figure 5–4 Additional Information Window

Additional Information - Microsoft Internet Explorer

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ORACLE®
Order Information

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Home **Order Status** Delivery Customer Service

Order Status > Sales Order > Additional Information

▼ Tax Details ▼ Quality Information

Additional Information

Sales Order	778069	Line	1.1
Item	MT200	Gross Line Amount	1,050.00
Price List	KH-test20000	Total Discount	0.00
UOM	Ea	Total Line Charges	0.00
Ordered Quantity	5	Total Line Tax	0.00
Currency	USD	Net Line Amount	1,050.00

Tax Details

Previous 1-1 of 1 Next

Tax Code	Rate %	Amount
CST	5	50

Return to Top

Quality Information

Return to Top

To view quality plan for this line, click the view quality plan link [View Quality Plan](#)

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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:

Figure 5–5 Pricing Details Window

Price Details - Microsoft Internet Explorer

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Order Information

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[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-discounthdr	Discount	Percent	5		0 N	MANUAL	Manually applied adjustments

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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 region 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
- **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.

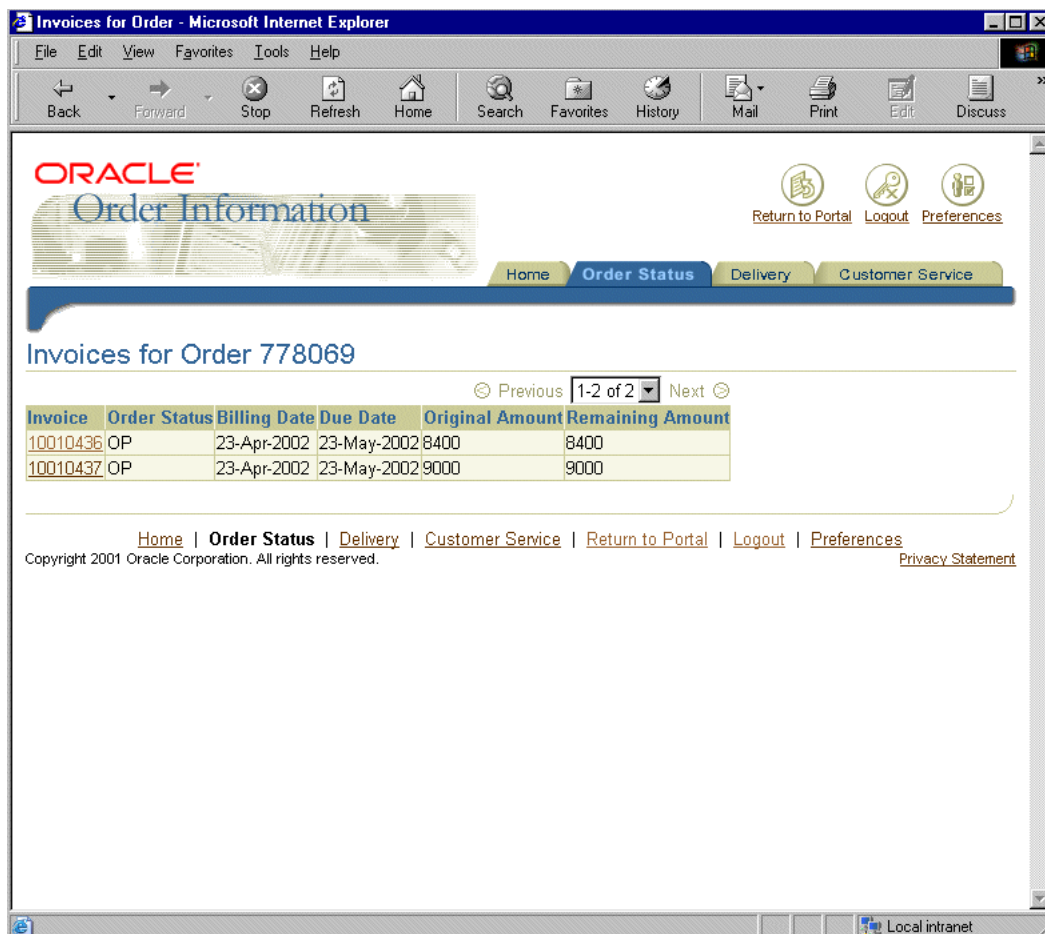
Finding Invoice Information

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:

Figure 5–6 Invoice Summary Window

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:

Figure 5-7 Order Invoice Window

Invoice - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Invoice 10010436

Bill To:
Modern Truck
34 River Street
Cleveland, OH 44105 US

Ship To:
Modern Truck
1 Mack Avenue
Holland, MI 49422 US

Please include the invoice number on all remittances and include remittance copy with postal payments.

Remit To:
PO Box 680978
ATTN: Accounts Receivable
Vision Corporation
New York, NY 10022 US

Invoice	
10010436	
Billing Date	Shipping Date
23-Apr-2002	23-Apr-2002
Purchase Order	
POMT200_1	
Sales Order	
778069	
Shipping Reference	Ship Via
0	
Customer Number	Customer Location
1088	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 ter ms 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

Tax

Shipping

Total

Payment and Credits

Finance Charges

Outstanding balance as of 10-JUN-2002 in USD

8,000.00

400.00

0.00

8,400.00

0.00

0.00

8,400.00

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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
- 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.

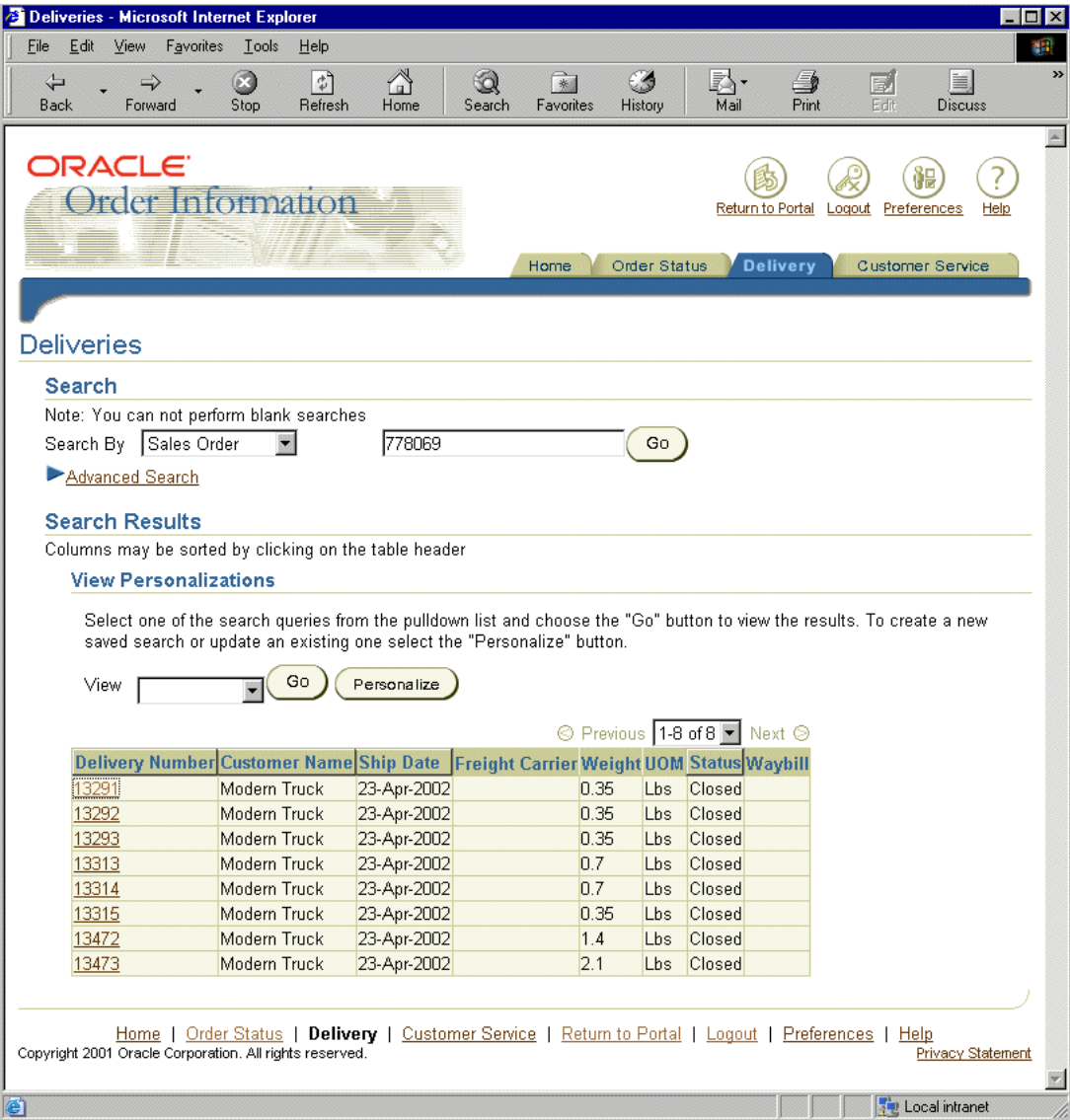
1. Select the Delivery tab.
2. Select one of the following search criteria:
 - Delivery Number
 - Customer PO

- 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:

Figure 5–8 Simple Search Window for Deliveries



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:

Figure 5–9 Advanced Search Window for Deliveries

Deliveries - Microsoft Internet Explorer

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ORACLE®
Order Information

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Home Order Status **Delivery** Customer Service

Deliveries

Advanced Search

Please enter at least one of the required search criteria: Sales Order, Delivery Number, Customer PO, Customer Name or Ship To.

Actual Ship Date From Scheduled Ship Date From

Actual Ship Date To Scheduled Ship Date To

Delivery Number

Customer PO

Ship From

Status

Sales Order

Customer Name

Ship To

Item

For Search Based On Items, Please Select Items From Item LOV...

[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

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	

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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:

Figure 5–10 Delivery Details Window

ORACLE
Order Information

[Return to Portal](#) [Logout](#) [Preferences](#) [Help](#)

[Home](#) [Order Status](#) [Delivery](#) [Customer Service](#)

[Delivery](#) > Delivery Details

Delivery Number 13291

Shipping Information

Organization Name **Boston Manufacturing** Status **Closed**
Waybill Actual Ship Date **23-Apr-2002**
Weight **.35 Lbs** 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 1-1 of 1 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)	778069	Boston Manufacturing	Holland, MI, 49422, US	5	Ea	Shipped				

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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:

Figure 5–11 Additional Information Window for Process Items

Additional Information - Microsoft Internet Explorer

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ORACLE
Order Information

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[Delivery](#) > Additional Information

[Tax Details](#) [Quality Information](#)

Additional Information

Sales Order	778069	Line	1.1
Item	MT200	Gross Line Amount	1,050.00
Price List	KH-test20000	Total Discount	0.00
UOM	Ea	Total Line Charges	0.00
Ordered Quantity	5	Total Line Tax	0.00
Currency	USD	Net Line Amount	1,050.00

Tax Details [Return to Top](#)

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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](#)

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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:

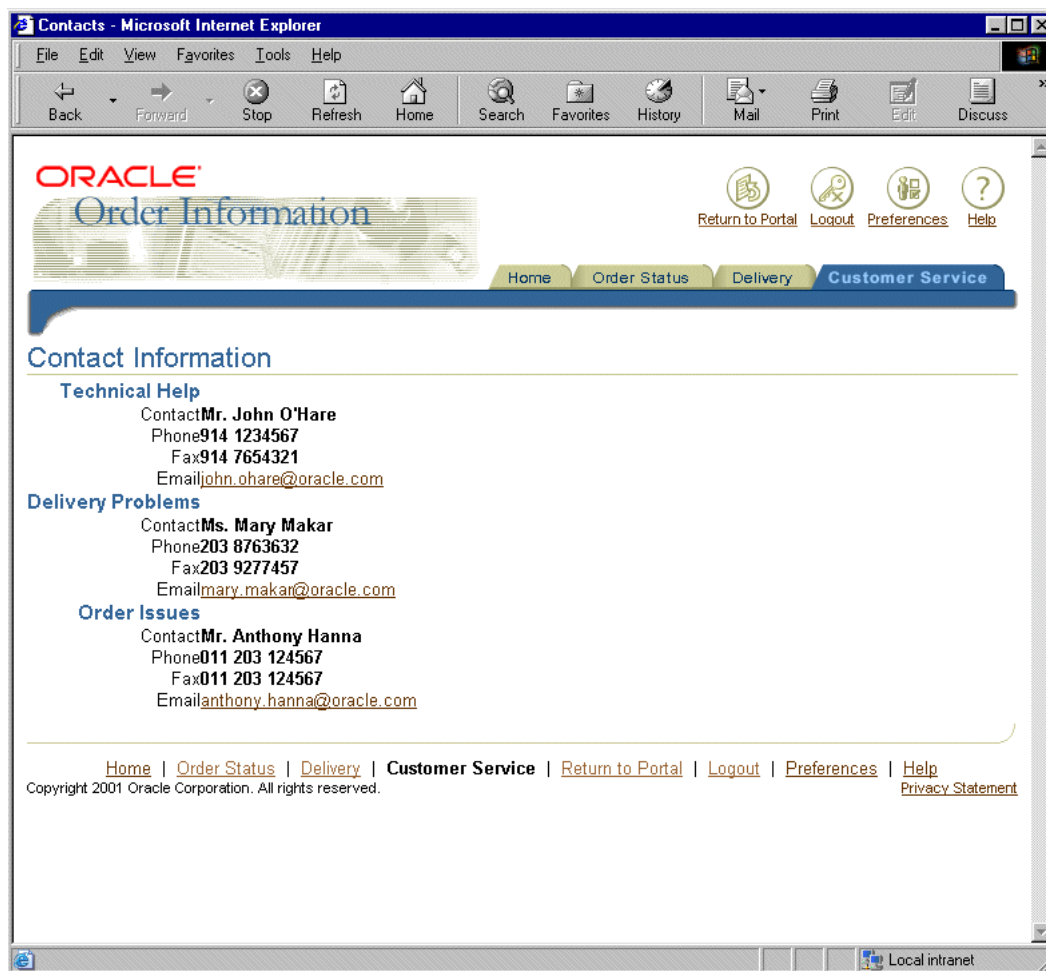
- Technical Help
- Delivery Problems
- Order Issues

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:

Figure 5–12 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:

Figure 5–13 Report Defect Window

Report a Defect - Microsoft Internet Explorer

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ORACLE
Order Information

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[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

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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 subplot allocated to the batch. This field is entered only if the ingredient is lot or subplot 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:

Figure 5–14 Initiate RMA Request Window

Initiate RMA Request - Microsoft Internet Explorer

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ORACLE
Order Information

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[Home](#) [Order Status](#) [Delivery](#) [Customer Service](#)

[Order Status](#) > [Sales Order](#) > Initiate RMA Request

Initiate RMA Request

Please fill out this form and click Submit

* Required Field

Order Number **44268**
Delivery Number **10692**
Item **Item 1 for certification**
Quantity **1**
Name
* Email
Phone
* Reason for Return

[Home](#) | [Order Status](#) | [Delivery](#) | [Customer Service](#) | [Return to Portal](#) | [Logout](#) | [Preferences](#) | [Help](#)
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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 6-21
- [Export Compliance Screening Failure Report](#) on page 6-24
- [Export Compliance Report to Government](#) on page 6-26

Credit Order-related reports include the following:

- [Credit Order Detail Report](#) on page 6-28
- [Credit Order Discrepancy Report](#) on page 6-31
- [Credit Order Summary Report](#) on page 6-33
- [Credit Limit Usages Report](#) on page 6-37
- [Credit Exposure Report](#) on page 6-41
- [Customer Credit Snapshot Report](#) on page 6-44

- [Orders On Credit Check Hold Report](#) on page 6-45
- [Lines on Credit Check Hold Report](#) on page 6-47

Exception reports include the following:

- [Hold Source Activity Report](#) on page 6-50
- [Outstanding Holds Report](#) on page 6-52
- [Sales Order and Purchase Order Discrepancy Report](#) on page 6-54
- [Internal Order and Purchasing Requisition Discrepancy Report](#) on page 6-57
- [Order Discount Detail Report](#) on page 6-60
- [Order Discount Summary Report](#) on page 6-64
- [Unbooked Orders Report](#) on page 6-67
- [Unbooked Orders Detail Report](#) on page 6-69
- [Cancelled Orders Report](#) on page 6-71
- [Returns by Reason Report](#) on page 6-75
- [Cancelled Orders Reasons Detail Report](#) on page 6-77

Administration reports include the following:

- [Agreement Activity Report](#) on page 6-81
- [Orders Summary Report](#) on page 6-83
- [Order/Invoice Summary Report](#) on page 6-86
- [Salesperson Order Summary Report](#) on page 6-89
- [Audit History Report](#) on page 6-93

Setup-related reports include the following:

- [Defaulting Rules Listing Report](#) on page 6-95
- [Processing Constraints Listing](#) on page 6-97
- [Transaction Types Listing Report](#) on page 6-100
- [OE-OM Order Line Transaction Count Summary / Comparison Reports](#) on page 6-102

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)

Optionally, select a specific order type or range of order types on orders that you want printed in this report.

Line Type (From/To)

Optionally, select a specific order line type or range of order line types you want print in this report.

Order Number (From/To)

Optionally, 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.

Order Dates (From/To)

Optionally, select a specific order date or range of order dates you want printed in this report.

Customer Name (From/To)

Optionally, select a customer name or range of customer names you want printed in this report.

Customer Number (From/To)

Optionally, 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.

Salesperson Name (From/To)

Optionally, select a salesperson or range or salespeople you want printed in this report.

Entered By (From/To)

Optionally, select the user id of the order entry clerk or range of user ids whose orders you want printed in this report.

Order Category

Optionally, 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.

Line category

Optionally, 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.

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

Optionally, determine whether you want to print sales credits in this report.

The default value is Yes.

Show Price Adjustments

Optionally, determine whether you want to print price adjustments in this report.

The default value is Yes.

Show in Functional Currency

Optionally, 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.

Item Display

Optionally, 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.

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)

Optionally, select a specific customer name or range of customer names on orders you want printed in this report.

Sales Person (From/To)

Optionally, select a specific Sales person or range of salespeople on orders you want printed in this report.

Order Type (From/To)

Optionally, select a specific order type or range of order types on orders that you want printed in this report.

Order Number (From/To)

Optionally, 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

Ship-To Country

Optionally, select the country for the ship to addresses of the orders you want printed in this report.

Order Category

Optionally, 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 is Sales Orders Only.

Line category

Optionally, 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.

Use Functional Currency

Optionally, 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.

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)

Optionally, select a specific customer name or range of customer names on orders you want printed in this report.

Order Number (From/To)

Optionally, 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

Order Dates (From/To)

Optionally, select a specific order date or range of order dates you want printed in this report.

Item (From/To)

Optionally, select a specific item or range of item that you want printed in this report.

Order Category

Optionally, 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.

Line category

Optionally, 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.

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

Optionally, 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.

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)

Optionally, select a specific order transaction type or range of OM order transaction types to include in this report.

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.

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

Optionally, select the booked status of the orders you want printed in this report.

Order Type

Optionally, select the order type you want printed in this report.

Order Number (From/To)

Optionally, 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

Order Dates (From/To)

Optionally, select a specific order date or range of order dates you want printed in this report.

Invoice To Customer (From/To)

Optionally, select a specific customer or range of invoice to customers to include in this report.

Ship-To Customers (From/To)

Optionally, select the name(s) of the ship-to customer(s) you want printed in this report.

Schedule Date (From/To)

Optionally, select a specific schedule date or range of schedule dates to include in this report.

Request Date (From/To)

Optionally, select a specific request date or range of request dates you want printed in this report.

Promise Date (From/To)

Optionally, select a specific promise date or range of promise dates to include in this report.

Order Category

Optionally, 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.

Line category

Optionally, 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.

Salesperson

Optionally, select the salesperson for the orders you want printed in this report.

Created By

Optionally, select the user id of the sales entry clerk whose orders you want printed in this report.

Open Orders Only

Optionally, 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.

Deliver To Customer Name (From/To)

Optionally, select the range of deliver to customer names to include in this report.

Show Header Attachments

Optionally, determine whether to print all order header attachments.

The default value is No.

Show Body Attachments

Optionally, determine whether to print all Body attachments.

The default value is No.

Show Footer Attachments

Optionally, determine whether to print all Footer attachments.

The default value is No.

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 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)

Optionally, 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

Screening Date (From/To)

Optionally, 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.

Order Type

Optionally, select a specific order type to include on this report.

Customer Number (From/To)

Optionally, 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.

Screening Type

Optionally, determine the screening type failures to include on this report. Select from:

- Denied Party
- Embargo

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)

Optionally, 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.

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

Optionally, enter the item number or partial item number to include in the report output.

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

Optionally, select the salesperson to include in this report.

Customer Name (From/To)

Optionally, select a specific customer name or range of customer names on orders you want printed in this report.

Customer Number (From/To)

Optionally, 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.

Credit Order Type

Optionally, select the credit order type to include in this report.

Credit Order Line Type

Optionally, select the credit order line type to include in this report.

Line Category

Optionally, 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.

Credit Order Number (From/To)

Optionally, 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.

Credit Order Date (From/To)

Optionally, select a specific credit order date or range of credit order dates you want printed in this report.

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)

Optionally, 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

Order Date (From/To)

Optionally, select a specific order date or range of order dates for the returns you want printed in this report.

Order Types (From/To)

Optionally, select a specific order type or range of order types to include in this report.

Customers (From/To)

Optionally, select a specific customer name or range of customer names to include in this report.

Customer Numbers (From/To)

Optionally, select a specific customer number or range of customer numbers to include in this report.

Sales Order Items (From/To)

Optionally, select a specific item or range of range of items for the returns you want printed in this report.

Receipt Dates (From/To)

Optionally, select a specific receipt date or range or receipt dates for the returns you want printed in this report.

Item Display

Optionally, select from either item description or item flexfield.

The default value is Description.

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

Optionally, 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.

Customer Name (From/To)

Optionally, select a specific customer name or range of customer names on orders you want printed in this report.

Customer Number (From/To)

Optionally, 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.

Warehouse

Optionally, select the location receiving the return to include in this report.

Credit Order Type

Optionally, select the credit order type to include in this report.

Credit Order Line Type

Optionally, select the credit order line type to include in this report.

Line Category

Optionally, 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.

Credit Order Number (From/To)

Optionally, 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.

Credit Order Date (From/To)

Optionally, select a specific credit order date or range of credit order dates you want printed in this report.

Credit Order Day (From/To)

Optionally, enter the range of credit order days to include in this report.

Expected Receipt Date (From/To)

Optionally, enter the range of expected receipt dates to include in this report.

Receipt Days (From/To)

Optionally, enter the range of days from authorization to receipt to include in this report.

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: Optionally, determine whether to display operating unit credit profile information

The default value is No.

- Operating Unit: Optionally, select a single operating unit to display it's associate credit profile information or leave the parameter blank to include all operating units credit profile information for the report output

- Using Rule Set: Optionally, 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

(Item Category)

- Include Item Category Information: Optionally, determine whether to display Order Entry Item Category Code credit profile information

The default value is No.

- Item Categories (From/To): Optionally, select a specific Order Management Item Category credit profile or a range of Order Management Item Categories credit profiles for the report output

- Using Rule Set: Optionally, 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

(Profile Classes)

- Include Profile Class: Optionally, determine whether to display Customer Profile Class credit profile information

The default value is No.

- Profile Classes (From/To): Optionally, select a specific profile class or a range of profile classes for the report output

- Using Rule Set: Optionally, 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.

(Customer)

- Include Customer Information: Optionally, determine whether to display Customer Credit Profile information

The default value is No.

- Customers (From/To): Optionally, select a specific customer name or range of customer names to include customer credit profile information for the report output
- Using Rule Set: Optionally, 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

(Global Rule Set Information)

- Include Rule Set Information: Optionally, determine whether to display Credit Usage Rule Set information

The default value is No.

- Credit Usages Rule Sets (From/To): Optionally, select a specific Credit Usage Rule Set Name or a range of Credit Usage Rule Set Names to include in this report

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.

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 special 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.

Note: This report does not include Order Management credit balances, which affect the current available credit exposure of your customers.

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

Optionally, select the customer name that you want printed in this report.

Customer Number

Optionally, select the customer number that you want printed in this report.

Order Type

Optionally, select the order type that you want printed in this report.

Order Number

Optionally, select the order number that you want printed in this report.

Hold Applied Date (From/To)

Optionally, select a specific hold applied date or a range of hold applied date on which the holds were applied.

Currency Code

Optionally, select the currency code that you want printed in this report.

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

Optionally, select credit order lines on hold for a specific Customer Name you want printed in this report.

Customer Number

Optionally, select credit order lines on hold for a specific Customer Number you want printed in this report.

Order Type

Optionally, select credit order lines on hold for a specific order type you want printed in this report.

Line Type

Optionally, select credit order lines on hold for a specific order line type you want printed in this report.

Order Number

Optionally, select credit order lines on hold for a specific order number you want printed in this report.

Item Display

Optionally, 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.

Hold Applied Date (From/To)

Optionally, select a specific hold applied date or a range of hold applied dates for credit order lines on hold.

Currency Code

Optionally, select credit order lines on hold for a specific currency you want printed in this report.

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)

Optionally, select a specific hold source type or a range of hold source types that you want printed in this report.

Hold Name (From/To)

Optionally, select a specific hold source name or range of hold source names that you want printed in this report.

Activity Date (From/To)

Optionally, select a specific activity date or a range of activity dates that you want printed in this report.

Activity Type

Optionally, select the range of activity types that you want printed in this report. Select from

- Apply hold
- Release hold

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)

Optionally, select a specific customer name or range of customer names on orders you want printed in this report.

Hold Name (From/To)

Optionally, select a specific hold source name or range or hold source names you want printed in this report.

Item (From/To)

Optionally, select a specific item or range of items you want printed in this report.

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

Optionally, 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.

Open Orders Only

Optionally, 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.

Order Number (From/To)

Optionally, 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

Customer Name (From/To)

Optionally, select a specific customer name or range of customer names on orders you want printed in this report.

Customer Number (From/To)

Optionally, 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.

Order Dates (From/To)

Optionally, select a specific order date or range of order dates you want printed in this report.

Order Type

Optionally, select a specific order type that you want printed in this report.

Order Category

Optionally, 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

Item

Optionally, select the item to print for the report output.

Item Display

Optionally, 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.

Purchase Order Numbers (From/To)

Optionally, select a specific purchase order number or range of purchase order numbers you want printed in this report.

Requisition Number (From/To)

Optionally, select a specific requisition number or range of requisition numbers you want to print on this report.

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

Optionally, 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.

Open Orders Only

Optionally, 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.

(From/To) Order Number

Optionally, select a specific internal order number or range of internal order numbers you want printed in this report.

Item Display

Optionally, 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.

(From/To) Order Date

Optionally, select a specific internal order date or range of internal order dates you want printed in this report.

(From/To) Order Type

Optionally, select a specific internal order type or range of order types to include in this report.

(From/To) Requisition Number

Optionally, select a specific requisition number or range of requisition numbers to include in this report.

(From/To) Item

Optionally, select a specific internally order item or range of internally ordered items to include in this report.

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)

Optionally, select a specific customer name or range of customer names on orders you want printed in this report.

Customer Number (From/To)

Optionally, 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.

Salesperson (From/To)

Optionally, select a specific sales person or range of salespeople that you want printed in this report.

Order Dates (From/To)

Optionally, select a specific order date or range of order dates you want printed in this report.

Order Type (From/To)

Optionally, select a specific order type or range of order types on orders that you want printed in this report.

Line Type (From/To)

Optionally, select a specific order line type or range of order line types you want print in this report.

Order Number From/To)

Optionally, 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.

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

Optionally, 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.

Line category

Optionally, 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.

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)

Optionally, 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.

Salesperson (From/To)

Optionally, select a specific sales person or range of salespeople that you want printed in this report.

Agreement

Optionally, select the customer agreement that you want printed in this report.

Order Type (From/To)

Optionally, select a specific order type or range of order types on orders that you want printed in this report.

Order Number (From/To)

Optionally, 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.

Order Dates (From/To)

Optionally, select a specific order date or range of order dates you want printed in this report.

Order Amount (From/To)

Optionally, select a specific order monetary amount or range of order total monetary amounts that you want printed in this report.

Order List (From/To)

Optionally, select a specific order list process or range of total order list prices that you want printed in this report.

Order Category

Optionally, 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

Line category

Optionally, 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

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

Optionally, enter a specific user id or range of user ids whose orders you want to print.

Order Date From/To

Optionally, enter the order date or range of order dates for the orders you want to print.

Order Category

Optionally, 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.

Line category

Optionally, 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.

Item Display

Optionally, 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.

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

Optionally, enter a specific user id or range of user ids whose orders you want to print.

Order Date From/To

Optionally, enter the order date or range of order dates for the orders you want to print.

Order Type (From/To)

Optionally, select a specific order type or range of order types on orders that you want printed in this report.

Manager (From/To)

Optionally, 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.

Use Functional Currency

Optionally, 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.

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)

Optionally, select a specific customer name or range of customer names on orders you want printed in this report.

Order Number (From/To)

Optionally, 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.

Salesperson (From/To)

Optionally, select a specific sales person or range of salespeople that you want printed in this report.

Order Dates (From/To)

Optionally, select a specific order date or range of order dates you want printed in this report.

Item

Optionally, select the item that you want printed in this report.

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

Optionally, 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.

Line category

Optionally, 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.

Show in Functional Currency

Optionally, 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.

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

Optionally, select the return reason that you want printed in this report.

Credit Order Date (From/To)

Optionally, select a specific order date or range of order dates you want printed in this report.

Credit Order Type

Optionally, select the credit order type to include in this report.

Credit Order Line Type

Optionally, select the order line types to include in this report.

Item

Optionally, enter the item or a partial item value (with wildcard) you want order return lines printed for in this report.

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

Optionally, select the reason for cancellation.

Cancel Dates (From/To)

Optionally, select a specific cancel date or range of cancel dates to include in this report.

Cancelled by (From/To)

Optionally, select a specific cancelled by user id or range of cancelled by user ids to include in this report.

Customer Name (From/To)

Optionally, select a specific customer name or range of customer names on orders you want printed in this report.

Order Number (From/To)

Optionally, 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.

Salesperson (From/To)

Optionally, 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.

Order Dates (From/To)

Optionally, select a specific order date or range of order dates you want printed in this report.

Item

Optionally, enter the item number to include in this report.

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

Optionally, 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.

Line category

Optionally, 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.

Show in Functional Currency

Optionally, 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.

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)

Optionally, select a specific customer name or range of customer names whose orders you want to print.

Salesperson (From/To)

Optionally, 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.

Order Date (From/To)

Optionally, select a specific order date or range of order dates for orders you want to print.

Order Number (From/To)

Optionally, 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.

Ship-to Country (From/To)

Optionally, select a specific ship-to country or range of ship-to countries whose orders you want to print.

Order Type (From/To)

Optionally, select a specific order type or range of order types that you want to print.

Customer PO Number (From/To)

Optionally, 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.

Created by (From/To)

Optionally, 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.

Order Source

Optionally, enter an original system document reference for orders you want to print.

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

Optionally, 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.

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.

Attention: Non-invoiced orders print which display a zero (0) balance due. Non-invoiced orders display the message, No Invoices Exist For This Order.

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)

Optionally, select a specific customer name or range of customer names on orders you want printed in this report.

Salesperson (From/To)

Optionally, select a specific sales person or range of salespeople that you want printed in this report.

Order Type (From/To)

Optionally, select a specific order type or range of order types on orders that you want printed in this report.

Order Number (From/To)

Optionally, 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.

Ship-To Country

Optionally, select the country for the ship to addresses of the shipments you want printed in this report.

Use Functional Currency

Optionally, 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 books
- No: print currency amounts in the functional currency for the order

The default value is No.

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)

Optionally, 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.

Order Dates (From/To)

Optionally, select a specific order date or range of order dates you want printed in this report.

Order Type

Optionally, select the order type that you want to print in this report.

Line Type

Optionally, select the order line type to you want to include in this report.

Agreement

Optionally, select the customer agreement that you want to print in this report.

Salesperson (From/To)

Optionally, select a specific sales person or range of salespeople that you want to print in this report.

Customer Name (From/To)

Optionally, select a specific customer name or range of customer names on orders you want printed in this report.

Customer Number (From/To)

Optionally, 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.

Order Category

Optionally, 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.

Line Category

Optionally, 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.

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.

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*.

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.

Note: It is recommended to provide at least Entity and Attribute input parameters for the report to reduce report processing run times.

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

Optionally, select an accompanying level attribute to limit Audit History output details. You must select an entity before choosing a level attribute.

Order Number (From/To)

Optionally, 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.

User Name

Optionally, select a specific user name to limit Audit History output details to all order updates performed by a single user.

Responsibility Name

Optionally, 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.

Note: If you leave this parameter blank, both seeded and non-seeded values are listed in the report.

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

Optionally, 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

Attribute

Optionally, select the processing attribute that you want to print in this listing. You must select an entity before choosing an attribute.

Operation

Optionally, select the operation that you want to print in this listing. Select from:

- Cancel
- Delete

- Insert
- Split
- Update

Note: This field is only enabled if the Attribute is disabled.

Validation Entity

Optionally, select the validation entities that are based on the processing constraint conditions to print in this listing.

Note: This field is only enabled if the Object is selected.

Record Set

Optionally, select the record set parameter to include the processing constraints that have conditions based on the record set to print in this listing.

Validation Template

Optionally, select the validation template parameter to include processing constraints that have conditions using the validation template.

Note: This field is only enabled if the Validation Entity is selected.

Seeded

Optionally, 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

Note: If you leave this parameter blank, both seeded and non-seeded values are printed in this report.

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 11i, 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)

Optionally, select a specific Order Management transaction type name or range of Order Management transaction type names you want printed in this listing.

Transaction Type Code

Optionally, select the transaction type code for an order or order line.

Order Category Code

Optionally, 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

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.

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.

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.

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 currently connected to.
-

Window Name	Navigation Path
Accounting Calendar	Setup > Financials > Calendar > Calendar
Accounting Calendar (See GL)	Setup > Financials > Calendar > Calendar
Adapter Startup (See WSH)	ITM Adapter > Administration > Adapter Startup
Adapter Shut Down (See WSH)	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 e-Commerce)	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 INV)	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 Flex)	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 MSC)	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 BOM)	Bills > Comparison > [Compare]
Bill Detail	Bills > Bills > [Find] > [Open] > [Bill Details]
Bill Detail (See BOM)	Bills > Bills > [Find] > [Open] > [Bill Details]
Bills Summary	Bills > Bills > [Find]
Bills Summary (See BOM)	Bills > Bills > [Find]
Blanket Sales Agreements	Orders, Returns > Blanket Sales Agreements
Blanket Sales Agreements Organizer	Orders, Returns > Blanket Sales Agreements > Find
Book Order	Orders, Returns > Sales Orders > [Book Order]

Window Name	Navigation Path
Business Purposes (See AR)	Customers > Standard > (Addresses) > [Open] > (Business Purposes)
Calculate Credit Exposure	Setup > Credit > Calculate Credit Exposure
Calculate Party Totals	Reports, Requests, Run Requests > [OK] > Calculate Party Totals
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 INV)	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 INV)	Setup > Items > Categories > Category Sets
Change Type Processes	Setup > Bills > Change Types > [Processes]
Change Type Processes (See BOM)	Setup > Bills > Change Types > [Processes]
Change Types	Setup > Bills > Change Types
Change Types (See BOM)	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 Flex)	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 BOM)	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 CFG)	Orders, Returns > Orders Organizer > [Find] > Sales Orders > Lines Tab > [Configurator] or Orders, Returns > Sales Orders > Lines Tab > [Configurator]
Conversion Rate Types (See GL)	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 MSC)	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 INV)	Items > Cross Reference
Cross-Validation Rules	Setup > Financials > Flexfields > Key > Rules
Cross-Validation Rules (See Flex)	Setup > Financials > Flexfields > Key > Rules
Currencies	Setup > Financials > Currencies > Currencies
Currencies (See SYS)	Setup > Financials > Currencies > Currencies
Customer Addresses	Customers > Quick Addresses Tab > [New] or Customers > Quick Addresses Tab > [Open]
Customer Addresses (See AR)	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 INV)	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 AR)	Setup > Customers > Profile Classes
Customer Summary	Customers > Summary
Customer Summary (See AR)	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 AR)	Customers > Standard or Customers > Quick
Customers Merge	Customers > Merge
Customers Merge (See AR)	Customers > Merge
Define Credit Checking Rules	Setup > Credit > Define Credit Checking Rules
Daily Rates	Setup > Financials > Currencies > Rates > Daily
Daily Rates (See GL)	Setup > Financials > Currencies > Rates > Daily
Default Category Sets	Setup > Items > Categories > Default Category Sets
Default Category Sets (See INV)	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 e-Commerce)	Orders, Returns > Import Orders > E-Commerce Gateway > Setup > Code Conversion > Define Code Conversion Category
Define Code Conversion values (See e-Commerce)	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 Flex)	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 BOM)	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 BOM)	Bills > Bills > [Find] > [Elements]
Descriptive Flexfield Segments	Setup > Financials > Flexfields > Descriptive > Segments
Descriptive Flexfield Segments (See Flex)	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 AR)	Setup > Orders > Payment Terms > [Discounts]
Documents	Setup > Orders > Attachments > Documents
Document Categories	Setup > Orders > Attachments > Document Categories

Window Name	Navigation Path
Export Compliance Workbench	Orders, Returns > Export Compliance > Export Compliance Workbench
Export Compliance Screening	Reports, Requests > Run Requests > [OK] > Export Compliance Screening
Extract Program (See e-Commerce)	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 BOM)	Bills > Comparison
Find Categories	Setup > Items > Categories > Category Codes
Find Categories (See INV)	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 BOM)	Bills > Indented Bills
Find Item WhereUsed	Bills > Item WhereUsed
Find Item WhereUsed (See BOM)	Bills > Item WhereUsed
Find Items	Items > Item Search > [Find] > Item Search
Find Items (See INV)	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	Setup > Rules > Security > Flexfields > Segments > Segments > [Flexfield Qualifiers]
Flexfield Qualifiers (See Flex)	Setup > Financials > Flexfields > Key > Segments > [Segments] > Segments Summary > [Flexfield Qualifiers] or Setup > Financials > Flexfields > Key > Segments > [Segments] > Segments Summary > [Open] > [Flexfield Qualifiers]
Freight Costs (View)	Orders, Returns > Sales Orders > Actions > Get Freight Rates or Get Ship Method
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 e-Commerce)	Orders, Returns > Import Orders > E-Commerce Gateway > Process > Import Program
Indented Bills of Material	Bills > Indented Bills > [Find]
Indented Bills of Material (See BOM)	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

Window Name	Navigation Path
Instances (See MSC)	Scheduling > ATP and Scheduling Setup > Instances
Item Assignment	Setup > Items > Categories > Category Sets > [Assign]
Item Assignment (See INV)	Setup > Items > Categories > Category Sets > [Assign]
Item Attribute Controls	Setup > Items > Attribute Controls
Item Attribute Controls (See INV)	Setup > Items > Attribute Controls
Item Attributes	Items > Item Information > [Attributes]
Item Attributes (See INV)	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 INV)	Items > Item Relationships > [Find] OR Items > Item Relationships > [New]
Item Revision	Bills > Bills > View Bills of Material > [Revisions]
Item Revision (See BOM)	Bills > Bills > View Bills of Material > [Revisions]
Item Revisions	Items > Item Information > [Revisions]
Item Revisions (See INV)	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 INV)	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

Window Name	Navigation Path
Item Status	Setup > Item > Status Codes
Item Status (See INV)	Setup > Item > Status Codes
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 INV)	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 Templates Summary	Setup > Items > Templates
Item Templates (See INV)	Setup > Items > Templates
Item WhereUsed	Bills > Item WhereUsed > [Find]
Item WhereUsed (See BOM)	Bills > Item WhereUsed > [Find]
ITM Adapter Status Report (See WSH)	ITM Adapter > Administration > ITM Adapter Status Report
ITM Parameters (See WSH)	ITM Adapter > Setup > ITM Parameters
ITM Partners (See WSH)	ITM Adapter > Setup > ITM Partners
ITM Response Error Classification (See WSH)	ITM Adapter > Setup > ITM Response Error Classification
ITM Service Preferences (See WSH)	ITM Adapter > Setup > ITM Service Preferences
ITM Users (See WSH)	ITM Adapter > Setup > ITM Users
Key Flexfield Segments	Setup > Financials > Flexfields > Key > Segments
Key Flexfield Segments (See Flex)	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 MSC)	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 INV)	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 INV)	Items > Manufacturers' Part Numbers > By Manufacturers
Mass Change Bills	Bills > Mass Changes
Mass Change Bills (See BOM)	Bills > Mass Changes
Master Item	Items > Organizations > Master Item
Master Item (See INV)	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 Flex)	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 Import Request	Orders, Returns > Import Orders > Order Import Request or Reports, Requests > Run Reports > [OK] > Order Import
Order Import Sources	Setup > Orders > Import Sources

Window Name	Navigation Path
Order Import Statistics	Reports, Requests > Run Requests > [OK] > Order Import Statistics or Orders, Returns > Import Orders > Order Import Statistics
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
Order Purge	Orders, Returns > Order Purge > Order Purge
Order Purge Selection	Orders, Returns > Order Purge > Order Purge Selection
Organization (See MRP)	Change Org
Parameters (OM)	Setup > Parameters
Parameters (See BOM)	Setup > Bills > Parameters
Parameters (See PO, Purchase Release)	Orders, Returns > Purchase Release > Parameters
Payment Terms	Setup > Orders > Payment Terms
Payment Terms (See AR)	Setup > Orders > Payment Terms
Period Rates	Setup > Financials > Currencies > Rates > Period
Period Rates (See GL)	Setup > Financials > Currencies > Rates > Period
Period Types	Setup > Financials > Calendar > Period Types
Period Types (See GL)	Setup > Financials > Calendar > Period Types
Personal Profile Values	Setup > Profiles > Find Personal Profile Values
Personal Profile Values (See SYS)	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

Window Name	Navigation Path
Pricing / Availability	Price / Availability
Pricing Formulas	Pricing > Pricing Formulas
Pricing: Qualifiers	Pricing > Price Lists > Setup
Priority Rules (See MSC)	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
Quick Sales Orders	Order, Returns > Quick Sales Orders
Record Sets	Setup > Rules > Security > Record Sets
Reference Designators	Bills > Bills > [Find Bills] > View Bills of Material > [Designators]
Reference Designators (See BOM)	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

Window Name	Navigation Path
Review Sales Tax Rates (See AR)	Setup > Tax > Sales Tax Rates
Re-Schedule Ship Sets	Reports, Requests > Requests > [Ok] > Re-Schedule Ship Sets
Rollup Groups	Setup > Financials > Flexfields > Key > Groups > [Find]
Rollup Groups (See Flex)	Setup > Financials > Flexfields > Key > Groups > [Find]
Run Reports Run Reports (See e-Commerce)	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 AR)	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
Scheduling Organizer	Order, Returns > Order Organizer > Scheduling tab > Find > Scheduling Organizer
Seed Data Reconciliation (See e-Commerce)	Orders, Returns > Import Orders > E-Commerce Gateway > Process > Seed Data Reconciliation
Security Rules	Setup > Rules > Security

Window Name	Navigation Path
Security Rules (block)	Setup > Rules > Security > [Block Rules] or Setup > Rules > Security > [Field Rules]
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 Flex)	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 Flex)	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 Flex)	Setup > Financials > Flexfields > Key > Segments > [Segments] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments]
Sequence Assignments	Setup > Document > Assign

Window Name	Navigation Path
Service Interface	Orders, Returns > Service Interface
Set of Books	Setup > Financials > Books
Set of Books (See GL)	Setup > Financials > Books
Shipping Tolerances	Setup > Shipping Tolerances
Shipping Transactions (See WSH)	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 Flex)	Setup > Financials > Flexfields > Key > Aliases
Skip Screening (See WSH)	ITM Adapter > Administration > Skip Screening
Submit Request	Requests > [Submit a New Request...]
Submit Request (See User)	Requests > [Submit a New Request...]
Substitute Components	Bills > Bills > [Find] > View Bills of Material > [Substitutes]
Substitute Components (See BOM)	Bills > Bills > [Find] >View Bills of Material> [Substitutes]
System Options (See AR)	Receivables > Setup > System > System Options
Tax Authorities	Setup > Tax > Authorities
Tax Authorities (See AR)	Receivables > Setup > Tax > Authorities
Tax Codes and Rates	Setup > Tax > Codes
Tax Codes and Rates (See AR)	Receivables > Setup > Tax > Codes
Tax Exemptions (See AR)	Receivables> Setup > Tax > Exemptions
Tax Groups	Setup > Tax > Groups
Tax Groups (See AR)	Setup > Tax > Groups
Tax Locations and Rates	Setup > Tax > Locations > Tax Locations and Rates
Tax Locations and Rates (See AR)	Setup > Tax > Locations > Tax Locations and Rates
Tax Options	Setup > Tax > GL Tax Assignments
Tax Options (See GL)	Setup > Tax > GL Tax Assignments

Window Name	Navigation Path
Tax Rate Exceptions	Setup > Tax > Exceptions
Tax Rate Exceptions (See AR)	Setup > Tax > Exceptions
Territories	Setup > Sales > Territories
Territories (See AR)	Setup > Sales > Territories
Trading Partner Groups (See e-Commerce)	Orders, Returns > Import Orders > E-Commerce Gateway > Process > Setup > Trading Partners
Transaction Types	Setup > Transaction Types > Define
Transaction Types (See AR)	Setup > Transaction Types > Define
Transaction Types	Setup > Financials > Transaction Types
Transaction Types (See AR)	Setup > Financials > Transaction Types
Unit of Measure Classes	Setup > UOM > Classes
Unit of Measure Classes (See INV)	Setup > UOM > Classes
Unit of Measure Conversions	Setup > UOM > Classes > [Conversions] or Setup > UOM > Units > [Conversions]
Unit of Measure Conversions (See INV)	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 (INV)	Setup > UOM > Units
Units of Measure-Amount (INV)	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 Flex)	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 Flex)	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 MSC)	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 BOM)	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 e-Commerce)	View > Find Requests or Orders, Returns > Import Orders > E-Commerce Gateway > Process > View Requests
View Reports View Reports (See e-Commerce)	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.
AR	<i>Oracle Receivables User's Guide</i>
BOM	<i>Oracle Bills of Material User's Guide</i>
Flex	<i>Oracle Applications Flexfields Guide</i>
GL	<i>Oracle General Ledger User's Guide</i>
HR	<i>Oracle Human Resources User's Guide</i>
INV	<i>Oracle Inventory User's Guide</i>
MSC	<i>Oracle Advanced Planning and Scheduling Implementation and User's Guide.</i>
MRP	<i>Oracle Master Scheduling/MRP and Oracle Supply Chain Planning User's Guide</i>
QP	<i>Oracle Pricing User's Guide</i>
SRV	<i>Oracle Service User's Guide</i>
SYS	<i>Oracle System Administrator's Guide</i>
User	<i>Oracle Applications User's Guide</i>
WSH	<i>Oracle Shipping Execution User's Guide</i>

Seeded Formulas

This appendix lists the seeded (predefined) formulas that you can use when setting up freight charges for Pricing. The following topics are described:

- [Overview of Seeded Formulas](#) on page B-2.
- [Seeded Cost to Charge Conversion Formulas](#) on page B-3.

Overview of Seeded Formulas

Pricing provides two types of seeded formulas that you can use when setting up freight charges:

- Cost to charge conversion formulas (simple pass-through formulas)
- Cost to charge markup formulas (simple markup formulas)

Each seeded formula is customized with its own formula expression. So rather than create a new formula and expression, you can select an existing seeded formula when setting up freight charges: for example, you could select the QP: Cost to charge conversion of Administration Cost formula to convert the Administration Cost pricing attribute to a charge.

Alternately, you can update the formula header or formula lines for an existing seeded formula.

You can review the available seeded and non-seeded formulas in the Pricing Formulas window. The Seeded box indicates if the formula is seeded or not.

Note: If the name of a seeded formula is updated then the formula will no longer be identified as seeded.

Seeded Cost to Charge Conversion Formulas

The following list describes the names and setup details about the seeded cost to charge conversion (pass-through) formulas:

1) QP: Cost to charge conversion of Administration Cost

Description: Formula to convert Administration Cost to charge.

Table 6–1 QP: Cost to charge conversion of Administration Cost

Field Name	Value	Field Level
Formula	1	Header
Formula Type	Pricing Attribute	Line
Pricing Attribute Context	Pricing Attribute	Line
Pricing Attribute	Administration Cost	Line
Step	1	Line

2) QP: Cost to charge conversion of Duty Cost

Description: Formula to convert Duty Cost to charge.

Table 6–2 QP: Cost to charge conversion of Duty Cost

Field Name	Value	Field Level
Formula	1	Header
Formula Type	Pricing Attribute	Line
Pricing Attribute Context	Pricing Attribute	Line
Pricing Attribute	Duty Cost	Line
Step	1	Line

3) QP: Cost to charge conversion of Export Cost

Description: Formula to convert Export Cost to charge.

Table 6–3 QP: Cost to charge conversion of Export Cost

Field Name	Value	Field Level
Formula	1	Header

Table 6–3 QP: Cost to charge conversion of Export Cost

Field Name	Value	Field Level
Formula Type	Pricing Attribute	Line
Pricing Attribute Context	Pricing Attribute	Line
Pricing Attribute	Export Cost	Line
Step	1	Line

4) QP: Cost to charge conversion of Freight Cost

Description: Formula to convert Freight Cost to charge.

Table 6–4 QP: Cost to charge conversion of Freight Cost

Field Name	Value	Field Level
Formula	1	Header
Formula Type	Pricing Attribute	Line
Pricing Attribute Context	Pricing Attribute	Line
Pricing Attribute	Freight Cost	Line
Step	1	Line

5) QP: Cost to charge conversion of Handling Cost

Description: Formula to convert Handling Cost to charge.

Table 6–5 QP: Cost to charge conversion of Handling Cost

Field Name	Value	Field Level
Formula	1	Header
Formula Type	Pricing Attribute	Line
Pricing Attribute Context	Pricing Attribute	Line
Pricing Attribute	Handling Cost	Line
Step	1	Line

6) QP: Cost to charge conversion of Insurance Cost

Description: Formula to convert Insurance Cost to charge.

Table 6–6 QP: Cost to charge conversion of Insurance Cost

Field Name	Value	Field Level
Formula	1	Header
Formula Type	Pricing Attribute	Line
Pricing Attribute Context	Pricing Attribute	Line
Pricing Attribute	Insurance Cost	Line
Step	1	Line

7) QP: Cost to charge conversion of Transportation Price

Description: Formula to convert Transportation Price to charge.

Table 6–7 QP: Cost to charge conversion of Transportation Price

Field Name	Value	Field Level
Formula	1	Header
Formula Type	Pricing Attribute	Line
Pricing Attribute Context	Pricing Attribute	Line
Pricing Attribute	Transportation Price	Line
Step	1	Line

8) QP: Cost to charge conversion of Transportation Charge

Description: Formula to convert Transportation Charge to charge.

Table 6–8 QP: Cost to charge conversion of Transportation Charge

Field Name	Value	Field Level
Formula	1	Header
Formula Type	Pricing Attribute	Line
Pricing Attribute Context	Pricing Attribute	Line
Pricing Attribute	Transportation Charge	Line
Step	1	Line

Seeded Markup formulas

The following list describes the names and setup details about the seeded cost-to-charge with markup formulas:

1) QP: Cost to charge markup of Administration Cost

Description: Formula to convert Administration Cost to charge.

Table 6–9 QP: Cost to charge markup of Administration Cost

Field Name	Value	Field Level
Formula	1*2	Header
Formula Type	Pricing Attribute	Line 1
Pricing Attribute Context	Pricing Attribute	Line 1
Pricing Attribute	Administration Cost	Line 1
Step	1	Line 1
Formula Type	Numeric Constant	Line 2
Component	1	Line 2
Step	2	Line 2

2) QP: Cost to charge markup of Duty Cost

Description: Formula to convert Duty Cost to charge.

Table 6–10 QP: Cost to charge markup of Duty Cost

Field Name	Value	Field Level
Formula	1*2	Header
Formula Type	Pricing Attribute	Line 1
Pricing Attribute Context	Pricing Attribute	Line 1
Pricing Attribute	Duty Cost	Line 1
Step	1	Line 1
Formula Type	Numeric Constant	Line 2
Component	1	Line 2

Table 6–10 QP: Cost to charge markup of Duty Cost

Field Name	Value	Field Level
Step	2	Line 2

3) QP: Cost to charge markup of Export Cost

Description: Formula to convert Export Cost to charge.

Table 6–11 QP: Cost to charge markup of Export Cost

Field Name	Value	Field Level
Formula	1*2	Header
Formula Type	Pricing Attribute	Line 1
Pricing Attribute Context	Pricing Attribute	Line 1
Pricing Attribute	Export Cost	Line 1
Step	1	Line 1
Formula Type	Numeric Constant	Line 2
Component	1	Line 2
Step	2	Line 2

4) QP: Cost to charge markup of Freight Cost

Description: Formula to convert Freight Cost to charge.

Table 6–12 QP: Cost to charge markup of Freight Cost

Field Name	Value	Field Level
Formula	1*2	Header
Formula Type	Pricing Attribute	Line 1
Pricing Attribute Context	Pricing Attribute	Line 1
Pricing Attribute	Freight Cost	Line 1
Step	1	Line 1
Formula Type	Numeric Constant	Line 2
Component	1	Line 2
Step	2	Line 2

5) QP: Cost to charge markup of Handling Cost

Description: Formula to convert Handling Cost to charge.

Table 6–13 QP: Cost to charge markup of Handling Cost

Field Name	Value	Field Level
Formula	1*2	Header
Formula Type	Pricing Attribute	Line 1
Pricing Attribute Context	Pricing Attribute	Line 1
Pricing Attribute	Handling Cost	Line 1
Step	1	Line 1
Formula Type	Numeric Constant	Line 2
Component	1	Line 2
Step	2	Line 2

6) QP: Cost to charge markup of Insurance Cost

Description: Formula to convert Insurance Cost to charge.

Table 6–14 QP: Cost to charge markup of Insurance Cost

Field Name	Value	Field Level
Formula	1*2	Header
Formula Type	Pricing Attribute	Line 1
Pricing Attribute Context	Pricing Attribute	Line 1
Pricing Attribute	Insurance Cost	Line 1
Step	1	Line 1
Formula Type	Numeric Constant	Line 2
Component	1	Line 2
Step	2	Line 2

7) QP: Cost to charge markup of Transportation Price

Description: Formula to convert Transportation Price to charge.

Table 6–15 QP: Cost to charge markup of Transportation Price

Field Name	Value	Field Level
Formula	1*2	Header
Formula Type	Pricing Attribute	Line 1
Pricing Attribute Context	Pricing Attribute	Line 1
Pricing Attribute	Transportation Price	Line 1
Step	1	Line 1
Formula Type	Numeric Constant	Line 2
Component	1	Line 2
Step	2	Line 2

8) QP: Cost to charge markup of Transportation Charge

Description: Formula to convert Transportation Charge to charge.

Table 6–16 QP: Cost to charge markup of Transportation Charge

Field Name	Value	Field Level
Formula	1*2	Header
Formula Type	Pricing Attribute	Line 1
Pricing Attribute Context	Pricing Attribute	Line 1
Pricing Attribute	Transportation Charge	Line 1
Step	1	Line 1
Formula Type	Numeric Constant	Line 2
Component	1	Line 2
Step	2	Line 2

Glossary

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**.

Accessorial Charge

Accessorial Charges are fees charged by the carrier for additional services incidental to the main transportation service. These include but are not restricted to any of the following fees: Handling, Inspection, Receiving, Staging, Picking, Palletizing, etc.

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.

acknowledgment

An acknowledgment 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

A business action or task which uses a resource or incurs a cost. A unit of work performed in a process.

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.

activity specific hold

A hold that will prevent the order/order line from progressing through **one** specific activity.

address validation

The type of validation you want the system to use for your address, if you are not using a flexible address format for validation. Address validation can be implemented at three levels- Error, No Validation, or Warning. 'Error' ensures that all locations exist for your address before it can be saved. 'Warning' displays a warning message if a tax rate does not exist for this address (allows you to save the record). No Validation does not validate the address.

agent

How will we record or default the name of 3rd parties that sell product for your company.

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.

ALL_TAB_COLUMNS

A standard Oracle Database Table, maintained by the database, that contains the definition of every Column in every Table and View.

ALL_VIEWS

A standard Oracle Database Table, maintained by the database, that contains the definition of every View. Item Type is a high level grouping of Processes. Item Types are identified by name (e.g. ORDER) and are used to group other entities (like activities and messages) according to the type of business transaction or document they work with. Access to Item Types may be constrained by setting the R/W/X role privileges.

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.

APS

Advanced Planning and Scheduling module, Which consists of Advanced Planning and Scheduling, Global Order Promising, Demand Planning and Inventory Optimization. Majority of the changes listed for APS will be in Global Order Promising module.

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. An item you make in response to a customer order.

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 that 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

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.

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**.

Availability

Availability means how much of the item is in stock (and not reserved) in the default location. Calculation is 'on-hand minus reserved.'

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**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

An alternative method to precedence which is used to determine which modifier should be selected when multiple modifiers in the same exclusivity or incompatibility group are eligible to be applied to the same pricing line within a pricing phase. The modifier which gives the lowest price or most advantageous price to the customer on the given pricing line will be applied. **See also Precedence.**

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.

Blanket Order

A sales order for a customer that has specific characteristics related to an order between a customer and a vendor.

Blanket Sales Agreement

A sales order for a customer that has specific characteristics related to an order between a customer and a vendor.

block activity

Activity in a workflow that lets you pause a process until some external program or manual step completes or some condition is met.

BOD

Business Object Document is the model used to communicate a request from one source application to a destination application. Also called an Open Applications Group Integration Specification (OAGIS).

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

A Supplier that provides transportation services. It can be assigned at the time of order entry, purchase order or sales order (only a suggested carrier) or at the time of transportation planning (planned carrier) or at the time of route scheduling (actual 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 enables 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 that represents a unique configuration of model(ATO) and its 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 (CTO)

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.

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 notifications

How will we notify given contacts when certain business conditions arise. For example, if a shipment of product to a customer is going to be late, you may wish to

notify the account manager that they should call the customer and let them know the problem.

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

A receptacle in which material is held, carried, or shipped such as a carton, box, crate, or can.

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.

contact point

A means of contacting a party; e.g., a phone number, e-mail address, or fax number.

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 shipments recording using the OE Account Generator item type in Oracle Workflow. **see Account Generator.**

credit check

An Oracle Order Management feature that automatically checks a customer order total against predefined order and total order limits. If an order exceeds the limit, Oracle Order Management places the order on hold for review. **See credit profile class, credit check rule.**

credit check rule

A rule that defines the components used to calculate a customer's outstanding credit balance. Components include open receivables, uninvoiced orders, and orders on hold. You can include or exclude components in the equation to derive credit balances consistent with your company's credit policies.

credit memo

A document that partially or fully reverses an original invoice 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.

Cross-sell

Selling additional items that go along with the item originally ordered. For example, if a book were ordered, the order taker might attempt to cross-sell the video or other books by the same author.

CSR

Customer Service Representative.

CTO

Configure to Order module.

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

As a party to a contract, the customer is responsible for oversight of the contract, payments and any agreed-to obligations with the contractor. The organization which is in the process of placing an order with the company.

customer account

Models a customer relationship between the company deploying Oracle Applications and a party.

customer account Layer

The customer account layer is composed of customer accounts, customer account sites, and related tables; all of which store information about terms negotiated between you and a party who is entered in the registry.

Customer Account Site

A party site that is used within the context of a customer account; e.g., for billing or shipping purposes.

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 Freight Charges

Charges for the movement of goods charged to the customer. In practice, these charges would be the carrier freight costs increased by a mark-up amount in order to manage transportation department as a profit center.

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.

date effectivity

Method to control the configuration of an assembly by assigning date ranges for the parent/component relationships. Component selection by MPS and MRP is based upon which components are valid for the date the components are required.

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 that Oracle Order Management automatically enters depending on other information you enter.

defaulting value

Information Oracle Order Management automatically enters depending on other information you enter.

delivering carrier

This information should be supplied where shipments may be interlined with other carriers.

deliver-to address

A more granular level of detail of the ship-to address. Deliver-to address indicates where the item is delivered.

deliver-to contact (Ultimate Consignee)

How will we record or default the name of the person who will ultimately receive the goods. The goods may not be under the responsibility of the Sold From organization when they are delivered. This information may be needed by onward carriers after the sold from organization has fulfilled its obligations to the customer.

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.

demand interface

A data collection point that collects and stores all sales order demand and reservation information.

demand management

The function of recognizing and managing all demands for products, to ensure the master scheduler is aware of them. This encompasses forecasting, order entry, order promising (available to promise), branch warehouse requirements, and other sources of demand.

departure

A set of order lines that will be shipped in a specific vehicle on a given date/time. The departure may include multiple deliveries if items being shipped are destined for different customers or customer ship-to locations.

departure planned lines

Scheduled delivery lines that have been planned for a specific departure.

departure planning

The process of planning the necessary vehicles and grouping the scheduled shipments that will be included in a given departure. Planning the departure requires consideration of vehicle load capacities, container capacities and, in the case of 866 (sequenced) transactions, the loading order required to satisfy the customer's specified unload order.

departure planning mandatory

A flag that indicates whether a scheduled shipment line must be departure planned before it can be pick released. The value of this flag is set for the customer/item. Also known as **planning mandatory**.

departure planning pool

All of the scheduled shipment lines available to be departure planned. These include scheduled shipment lines that have not been shipped and are not currently part of a planned departure. Also known as **planning pool**.

Departure Planning Workbench (DPW)

Related windows that manage departures and deliveries. These integrated windows are presented to the user as a workbench.

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 where 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 that is going to be sourced externally from the supplier 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.

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.

Flexible address format

Allows you to enter an address in the format most relevant for the country of your customer, supplier, bank, or remit-to site. This is done by using descriptive flexfields to enter and display address information in the appropriate formats. The descriptive flexfield opens if the country you enter has a flexible address style assigned to it, allowing you to enter an address in the layout associated with that country.

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**.

FORMs

References to Application forms which can be used to either view additional information about the work item, or perform the activity requested by the notification. The Notification Viewer will allow the responder to launch these forms.

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 consolidation

The grouping of deliveries to obtain reduced costs or improved utilization of the transportation function. Consolidation can occur by market area grouping, grouping according to scheduled deliveries or using third party pooling services such as public warehouses and freight forwarders.

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. They can charged

to the customer in the order/delivery/invoice or not. In the former case, the selling company pays the charges.

from-city

The city or unincorporated community name is important as freight charges are based on the actual origin of the shipment.

from-street

A street name and number are necessary as some companies have more than one shipping location in the same city, town or community. The actual pick up point is essential for tracing purposes.

from-zip

The zip is required to determine the exact location of the shipping point. Zip codes are the basis for many carriers freight charges.

frozen

Term to describe the independence of the Archive data from the standing data.

frozen fence

An optional Release Management setup feature which defines a range of days from . The frozen fence instructs the Demand Processor to leave existing sales order demand intact if the schedule indicates changes to demand within this time.

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 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.

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**.

generic hold

A hold that will prevent the order/order line processing. E.g. if a customer has bad credit history, a hold should be placed such that it prevents the customer's orders from progressing to the next activity.

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 margin

The difference between total revenue and the cost of goods sold. Syn: gross profit margin.

gross margin percent

Calculated as (Selling Price minus Cost) times 100 divided by Selling Price. However, sometimes calculated as (Selling Price minus Cost) times 100 divided by Cost.

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 OM.

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 the 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

A document or transaction. Example: Order 1000

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, and 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

lead time

1) A span of time required to perform a process (or series of operations). 2) In a logistics context, the time between recognition of the need for an order and the receipt of goods. Individual components of lead time can include order preparation on time, queue time, processing time, move or transportation time, and receiving and inspection time.

level of service

Indicates the priority of the service such as morning of next day, next day, second day, three or four days, etc. Services are usually defined by a transit time and separate rate structure.

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 item

One item on an order, regardless of quantity.

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

A point in geographical space described by a street address.

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.

margin

The difference between the cost and the selling price of goods or services sold to the customer. Margin is the equivalent of profit.

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 online 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 that 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.

mode

Indicates whether the method of transport such as air, ocean/marine, rail, truck, etc.

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.

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

OAG

Open Applications Group, Inc. (OAGI) standards are used by Oracle to develop the XML transactions. OAGI standards are well established and widely accepted in the industry. All standard OAGI XML documents like PROCESS_PO, ACKNOWLEDGE_PO, etc. follow the OAG Integration Specification (OAGIS).

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.

open interface

A Manufacturing function that lets you import or export data from other systems through an open interface. An example is a bar code reader device accumulating data you later import into your manufacturing system for further processing.

option

An optional item component in an option class or model bill of material.

option class

A group of related option items. An option class is orderable only within a model. An option class can also contain included items.

option class bill of material

A bill of material for an option class item that contains a list of related options.

option class item

An item whose bill of material contains a list of related options.

option item or Option

A non-mandatory item component in an option class or model bill of material.

optional matching attributes

Matching Attributes which can vary based on the business needs of specific business entities or schedule type associated with the demand.

Oracle Self-Service Web Applications

Oracle Self-Service Web Applications is a family of Oracle Applications products designed for secure, self-service business transactions across the Internet or corporate intranets. OSSWA combines and extends the functionality of several core applications. OSSWA is an extension of Oracle Applications. The suite of products

for the Web delivers self-service information using dynamically generated HTML pages over the Web. OSSWA uses the Web Applications Dictionary to supply many of the rules governing navigation and access to data and queries.

order

Group of lines ordered together by a customer.

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. *See action result.*

order gross margin percent

Order margin percent is calculated as: 'total order revenue (minus tax) minus total order cost' divided by total order revenue.' Or divided by total order cost, if using the alternate formula for Gross Margin Percent.

Order Import

Order Import is an Oracle Order Management's Open Interface that import orders from an internal or external source, Oracle or Non-Oracle system, which performs all the validations before importing the order, that a normal order entered through the Sales Order window would have gone through.

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.

OrderImport

An Order Management open interface that allows you to import your transaction information from an original system into Oracle Automotive. *See feeder program.*

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 person

A person in the context of an organization, modeled as a relationship between an organization and a person.

original system

The external system from which you are transferring data into Oracle Automotive tables.

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.

page region

A region applied to a dataflow page. For example, if you associate the Customer Address region with the Customer page, you create a page region. Page regions are defined in the Page Regions window.

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.

Party

An entity that can enter into business relationships.

Organization

Person

Group

Party Relationship

A binary relationship between two parties such as a partnership. A party relationship is optionally a party itself, meaning certain party relationships (such as Organization People) can enter into relationships themselves.

Party Site

Links a party with a location, indicating that party's usage of the location.

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.

PIP

The RosettaNet model that depicts the activities, decisions and Partner Role interactions that fulfill an e-Business transaction between two partners in a supply chain. Each Partner must fulfill all obligations specified in a PIP. If any one party fails to perform a service as specified in the approved RosettaNet PIP documentation then the business transaction is null and void.

planning production sequence number

Number generated by the Demand Processor to guarantee a unique production sequence code for departure planning. The customer production sequence number may be insufficient because it is not necessarily unique.

planning schedule

An EDI document (830/DELFOR/DELINS) used to communicate long-range forecast and material release information to suppliers.

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.

prerequisite

A combination of a specific order cycle action and an associated result that must occur before an order progresses to its next action in an order cycle. *see* **cycle action**, **order cycle**, **passing result**.

price adjustment

The difference between the list price of an item and its actual selling price. Price adjustments can have a positive or negative impact on the list price. Price adjustments that lower the list price are also commonly known as discounts. Price adjustments can be for an order line or the entire order.

price 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 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 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. *see standard value.*

primary role

Your customer contact's principle business function according to your company's terminology. For example, people in your company may refer to accounting responsibilities such as Controller or Receivables Supervisor.

primary salesperson

The salesperson that receives 100% of the sales credits when you first enter your order invoice or commitment.

primary unit of measure

The stocking unit of measure for an item in a particular organization.

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 customer's product. The customer is generally a retailer.

Process

A series of actions taken to manage a document or transaction to achieve a desired result. A process is represented by a workflow diagram.

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

An Oracle Workflow process modeled as an activity so that it can be referenced by other processes; also known as a subprocess. *See process.*

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 OEOH and a line flow will have a workflow process item type OEOL. Process Item Types enable high level grouping of Workflow Processes.

process instance

A unique item being managed by a process.

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 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, invoice, unbilled receivable and unearned revenue information for a project.

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 items 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 the customer promises to pay for products or services. The date on which you agree you can ship the products to your customer, or that your customer will receive the products.

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**.

region

A logical grouping of data. For example, customer information can be grouped in one region and shipping information in another. A region also represents a section of a page. A region must be based on one and only one database view. One or more regions constitute a dataflow page.

region item

An attribute or object attribute associated with a region.

For example, if you associate the Customer Name attribute with the Customer region, you create a region item. Region items are usually the fields displayed in a page region, though they can be hidden.

registry

The registry is composed of parties, party sites, locations, and related tables. It stores information about a trading community without relation to yourself as the company deploying Oracle Applications.

Related Item

The term Related Items covers a number of different relationships types which can be defined between items. The use of this concept allows the user to perform functions such as:

Up-selling

Cross-selling

Substitution

Supercession

Up-sell is the capability to suggest a better item to a customer who is placing an order. Cross-sell is the capability to suggest additional items to a customer who is placing an order. Substitution is the capability to suggest equivalent items. Supercession refers to one product that has replaced (superceded) another product.

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 Lines

Shipments (sales order lines) against 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.

report

An organized display of Oracle Applications information. A report can be viewed on-line or sent to a printer. The content of information in a report can range from a summary to a complete listing of values.

request date

The date the customer requests the products be either shipped or received.

reservation

A guaranteed allotment of product to a specific sales order. A hold is placed on specific terms that assures that a certain quantity of an item is available on a certain date when transacted against a particular charge entity. Once reserved, the product cannot be allocated to another sales order or transferred in Inventory. Oracle Order

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**.

role

Customer Contact business function according to company's terminology.

RosettaNet

Is a non-profit organization dedicated to creating, implementing and promoting open e-business standards. These standards form a common e-business language, aligning processes between trading partners on a global basis.

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.

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.

securing attributes

Securing attributes allow you to control which database rows are displayed in inquiries based on the values assigned to the user. These attributes allow rows (records) of data to be visible to specified users based on the specific data (attribute value) contained in the row.

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. This will cause the demand to be planned in Material Planning Systems.

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

Selling Price is defined as the price derived after applying price adjustments to the list price. The selling price is the unit cost for a particular item. Thus, if two of item A cost \$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.

service

A benefit or privilege that can be applied to a product. Oracle Service categorizes the items you define as serviceable, thereby making them serviceable items. You can order or apply service to serviceable items.

service item

An inventory item used to define a service program or warranty. Service items can be recorded against serviceable products. A synonym for serviceable item is a serviceable product.

service item feature

A particular service component, such as implementation or telephone support, that you include with a service item. Once you classify an inventory item as a service type item and enter the service program related attributes for it, you can list the specific services your service item includes.

Service Level

Category of delivery service – for example, overnight or next day, or gold.

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.

served 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-to address

A location where items are to be shipped.

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 from contact

How will we record or default the name of the person who will ship the goods. This may be a contact at a supplier or it may be an employee in the Departure planning department. This is the person that a Customer Service Representative may contact about a scheduling query.

ship method

A header and line level field in Order Management that combines the carrier, mode, and level of service. A line attribute in Order Management.

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 Contact

How will we record or default the name of the person who will receive the goods. This is the person that Customer Service and Shipping Personal should be contacting to make delivery appointments and pass rescheduling notifications.

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.

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.

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.

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

The function that performs tasks for the outgoing shipment of parts, components, and products. It includes packaging, marking, weighing and loading for shipment.

shipping contact

How will we record or default the shipping contact. This is person that the Customer Service Rep will talk to at the Haulier. The haulier may be a supplier or it may be an owned fleet. This means that the shipper contact may be an employee or it may be a supplier contact. Also we should note that we will have to model drivers as we develop the Transportation Management model.

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 lead time

The number of working days normally required for goods to move between a shipping and receiving point, plus acceptance time in days at the receiving point.

shipping point

The location from which material is sent.

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

The function of a particular customer location serves. It can either be a ship-to or deliver-to or bill-to. See **business purpose**.

SMC

Ship Model Complete. Used to describe Models which needs to be shipped together with their options.

soft reservation

The planning process considers sales order demand soft reservation.

Sold to Contact

(Placed by) How will we record or default the name of the person that placed the order. This is the person that the Customer service representative will contact at the Customer Site in the event of Ordering queries.

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. *See* **cycle action, order cycle**.

standard bill of material

A bill of material for a standard item, such as a manufactured product or assembly.

standard component

A mandatory component used to assemble an ATO (assemble-to-order) item or configuration.

standard item

Any item that can have a bill or be a component on a bill except planning items, option classes, or models. Standard items include purchased items, subassemblies, and finished products.

standard note

A routine message you can predefine and automatically or manually attach to orders, returns, order lines, and return lines to convey important information. *see* **one-time note, automatic note**.

standard value

The default value Order Entry automatically places in an attribute to improve the efficiency and accuracy with which you enter an order. The standard value for an attribute is frequently based on other values in the order. *See attribute, default value, object, standard value rule set.*

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.

Substitution

Alternate item. If inventory is not available of a certain item, rather than lose a sale, the order taker would suggest an alternate, similar item for the customer to purchase.

summary

Data at master (header) level representing similar information contained in more than sources at the detail level.

Supercession

To take the place of. If an item has been superceded, it means it has been replaced with another item. This often happens when an item becomes obsolete.

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. The weight of a substance, obtained by deducting the weight of the empty container from the gross weight of the full container.

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

Any company that sends and receives documents via EDI.

Trading Partner Architecture (TPA)

The framework that supports PL/SQL based layer development and deployment.

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.

trading partner layer

The trading partner specific code created to replace Base Layer code. The layer consists of a set of PL/SQL program units that perform trading partner specific processing or validations in place of the generic code provided by Oracle Development.

Layer Providers develop this code and populate the Trading Partner Layers by importing the trading partner specific code into the TPA repository. In this way, Layer Providers can develop Trading Partner Layers composed of trading partner specific code for various trading partners.

Trading Partner Selector (TPS)

A program unit which accepts context information for the business transaction and derives trading partner entities being processed in the current transaction instance.

All TPS Program units must have the following five output (OUT/IN OUT) arguments:

Name	Argument
Trading Partner Group Code	x_tp_group_code
Customer Number	x_customer_number
Ship To EDI Location Code	x_ship_to_ece_locn_code
Intermediate Ship To EDI Location Code	x_inter_ship_to_ece_locn_code
Bill To EDI Location Code	x_bill_to_ece_locn_code

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 planning stop

The process of planning the necessary vehicles and grouping the scheduled shipments that will be included in a given trip. Planning the trip requires consideration of vehicle load capacities, container capacities and, in certain cases, the loading order for the customer's specified unload order.

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.

Up-sell

Selling an improved or deluxe version of the item originally ordered. For example, if a book were ordered, the order taker might ask if the customer would like the deluxe edition, autographed by the author.

usage type

Usage type is a document attribute which specifies how the document will be used. There are 3 usage types: 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 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.

weight

The measurement of heaviness or mass of a product or shipment rather than the volume or quantity.

weight break

A designated limit for the pound or kilogram rate change. For example: -100lbs, 100lbs and 220lbs are the weight categories for the pound rate. -45kgs, 45kgs, and 100kgs are the weight categories for the kilogram rate.

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.

X

XML

Extensible Markup Language, a specification developed by the W3C. It allows designers to create their own customized tags, enabling definition, transmission, validation, and interpretation of data between applications and between organizations.

Z

zone

The area within an encompassing set of locations. A zone is used as a charging mechanism for deliveries and freight rating for the order quote. A collection of locations. The area within a concentric ring from a warehouse.

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