Oracle® Order Management

User's Guide

Release 12.2

Part No. E48843-26

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Oracle Order Management User's Guide, Release 12.2

Part No. E48843-26

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- Are the examples correct? Do you need more examples?

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Preface

Intended Audience

Welcome to Release 12.2 of the *Oracle Order Management User's Guide.*

See Related Information Sources on page xxii for more Oracle E-Business Suite product information.

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Structure

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5 Items and Inventory
6 Order Inquiry
7 Actions on Orders
8 Tracking Changes Through Order Actions
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10 ATP, Reservations, and Scheduling
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12 Shipping

Related Information Sources

Integration Repository

The Oracle Integration Repository is a compilation of information about the service endpoints exposed by the Oracle E-Business Suite of applications. It provides a complete catalog of Oracle E-Business Suite's business service interfaces. The tool lets users easily discover and deploy the appropriate business service interface for integration with any system, application, or business partner.

The Oracle Integration Repository is shipped as part of the Oracle E-Business Suite. As your instance is patched, the repository is automatically updated with content appropriate for the precise revisions of interfaces in your environment.

Do Not Use Database Tools to Modify Oracle E-Business Suite Data

Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle E-Business Suite 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 E-Business Suite data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle E-Business Suite tables are interrelated, any change you make using an Oracle E-Business Suite form can update many tables at once. But when you modify Oracle E-Business Suite data using anything other than Oracle E-Business Suite, 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 E-Business Suite.

When you use Oracle E-Business Suite to modify your data, Oracle E-Business Suite automatically checks that your changes are valid. Oracle E-Business Suite 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.

1

Introduction

This chapter covers the following topics:

- Overview

Overview

This release focuses on improving the speed of manually entering sales orders and processing large volumes of sales orders in bulk, increasing the accuracy in your order fulfillment processes, improving collaboration with customers and suppliers, and increasing the flexibility of your order fulfillment business processes.

2

Oracle Order Management Command Center

This chapter covers the following topics:

- Order Management Command Center Overview
- Orders Dashboard
- Credit Check Analyzer
- Returns Dashboard
- 360 View Dashboard

Order Management Command Center

Order Management Command Center Overview

The Oracle Order Management Command Center presents customer service representatives (CSRs) and supply chain analysts with data about orders and returns. Search and filter orders and returns information using various metrics, charts, graphs, and tables.

The command center contains the following dashboards:

- Orders, page 2-4

- Returns, page 2-26

- 360 View, page 2-37

Use the command center to:

- Review and analyze orders data.

  - Monitor orders, alerts, and exceptions to take timely actions on order fulfillment.

  - Identify and fulfill sales order lines that are backordered.

    - Find reserved orders and transfer demand to speed up fulfillment.

  - Act on order management concerns to improve customer satisfaction and revenue.

- Use the Credit Check Analyzer, a single interface, to review all sales orders and sales order lines that are on credit check hold.

  - Review the applicable credit check rule, credit limits, and transaction details such as invoices and sales orders that contribute to the credit exposure amount.

  - Gain insight into the overall exposure and order level exposure amounts in credit limit currency for all the identified sales orders and sales order lines that are on credit check hold.

  - Use the analytical data to take informed decisions about using the credit limits while honoring customer priority sales orders.

  - Act on resolving credit check hold to fulfil priority sales orders.

- Gain actionable insight and visibility into the sales order lifecycle using the 360 View capability.

- Expedite order fulfillment.
  - Use integration with Purchasing, Manufacturing, Inventory, and Receivables Command Centers to analyze sales orders data across products.

  - Track sales orders throughout the order-to-cash lifecycle.

  - Review and resolve fulfillment delays.

- Review and analyze returns data.
  - Identify reasons for and sources of returns.

  - Gain insight into monthly returns trends and follow up on returns.

  - Address issues to reduce operational costs and to improve the supply chain process.

    Note: You can use the Order Management Command Center only after the installation and common configurations are completed as described in My Oracle Support Knowledge Document 2495053.1, *Installing Oracle Enterprise Command Center Framework, Release 12.2.* For additional ECC overview information, see Overview of Enterprise Command Centers, *Oracle E-Business Suite User's Guide*.

Searching Enterprise Command Center Dashboards

Use the dashboard sidebar to refine (filter) the data on each dashboard. You can select a value or record from the **Available Refinements** component, or use **Search** to find a keyword, a value, or a specific record. The type-ahead feature suggests matches for your entry that correspond to the available refinements. When you submit a search, the search term is added to the **Selected Refinements** list, and the dashboard data is refined to include only records that match the search. You can add multiple refinements and remove any of them at any time. Use **Saved Search** to create and save your search. You can edit, delete, or refer to this saved search. You can also use data sets to further refine your search.

Use an asterisk (*) or percent (%) to perform a partial keyword or record search that matches any string of zero or more characters. You can also use a question mark (?) to perform a partial search that matches any single character.

> **Additional Information:** For more information about searching for and

refining data in enterprise command centers, see *Search* in *Highlights of an Enterprise Command Center*, *Oracle E-Business Suite User's Guide*.

Orders Dashboard

See Order Management Command Center Overview, page 2-2.

Use the **Orders Dashboard** to analyze order management data. From the **Orders Dashboard**, you can:

- Review orders that are not assigned to customer service representatives and act on them.

- Review assigned orders.

- Review and prioritize sales order lines that are backordered.

  - Fulfill the backorders by navigating to the Transfer Demand page of Oracle Inventory.

- Review and book orders to meet customer requirements.

- Act on potential delays or issues.

- Validate that draft orders are correct prior to booking and book the orders.

- Monitor order alerts such as order holds, and take the necessary follow-up action.

- Monitor exceptions related to order fulfillment and take the necessary follow-up action.

- Quickly and efficiently search orders based on various attributes across the entire record.

- Analyze credit check hold for sales orders and sales order lines.

  - Review credit limit and exposure.

  - Review the applicable credit check rule.

  - Review the exposure details, such as sales orders, invoices, receipts, commitments applied, and past-due invoices.

  - Edit details of a selected sales order on the Sales Order HTML page.

- Prioritize shipments to meet revenue goals.

Access the **Orders Dashboard** using the following navigation:

Order Management, HTML User Interface responsibility >**Command Center**

> **Note:** If the *OM: ECC Prefilter by CSR* profile option is set to Yes or blank, then when you log in to the Orders Dashboard, the dashboard displays your orders by default. To view orders that are assigned to other customer service representatives, remove the **Customer Service Rep** filter in **Selected Refinements**. The security setup in your enterprise determines your access to orders of other customer service representatives.

In the **Orders** results table, if no customer service representative is assigned to an order, then the **Customer Service Rep** column shows No Value for that order. To search for orders that do not have customer service reps assigned to them, in **Available Refinements**, select **Order**, and then **Customer Service Rep**. Select the **No Value** filter.

Viewing Real-Time Data After Updates in Order Management

To update orders and order lines, click the link icons in the results tables or select actions from **Options** and navigate to the relevant windows and HTML pages in Order Management. If the push update model is enabled, then when you initiate changes to orders from the dashboard, the dashboard displays real-time data.

When push updates occur, only the following information is pushed to the ECC data store:

- The orders that you select on the dashboard prior to initiating changes

- The lines that you select on the dashboard prior to initiating changes and other changed lines from the same order.

If you update orders in HTML pages in Oracle Order Management, then the push update is direct. If, on the other hand, you make updates in the Order Organizer or Sales Orders windows, then the *OM Command Center Push Update* concurrent program is launched automatically to push updates to the ECC data store.

For information about pages and windows from where push updates occur, see Push Updates from Oracle Order Management to the ECC Data Store, *Oracle Order Management Implementation Manual*.

Viewing Orders Data for Operating Units After the Sequential Data Load

To enable you to view the orders data for specific operating units, your system administrator runs the sequential data load. As soon as the data load is complete, the data of these operating units is immediately available on the **Orders Dashboard**.

Orders Dashboard

Orders Dashboard - Seeded Search

Orders Dashboard - Seeded Search Results

Orders Tab Row-Level Actions

Order Lines Tab Row-Level Actions

The following table describes the dashboard:

Component	Description
Seeded Search	**Orders on Credit Check Hold**
	Use this seeded search to review sales orders and sales order lines that are on hold for credit check failure.
Orders (summary bar)	This summary bar displays key metrics. You can further refine the data by clicking a metric. When you do this, a refinement is added to the **Selected Refinements** list and the application refines data across orders and order lines.
	• **Draft**: This metric shows the number of orders in the Entered status.
	• **Open**: This metric shows the number of booked orders that are in progress.
	• **Late**: This metric shows the number of booked orders that have missed the schedule ship date.
	• **On Hold**: This metric shows the number of orders that are open but are on hold.
	• **Expected Delay**: This metric shows the number of open orders that have at least one sales order line with expected delay.
	• **Backordered**: This metric shows the number of sales orders with at least one backordered sales order line.
Orders (tab)	This tab displays the following charts:
	• **Orders by Order Date**: This chart displays information about all orders (both with and without alerts) based on their order date.
	• **Orders by Request Date**: This chart displays information about the total number of orders (both with and without alerts) based on their request date.

Component	Description
Alerts (tab)	This tab displays the following charts: • **Orders by Alert Type**: This chart displays information about the number of orders that have alerts, such as orders that are on hold or that have an expected delay. • **Alerts**: This tag cloud shows how alert types are distributed across order lines, with the most frequent alerts appearing in the largest font.
Customers (tab)	This tab displays the **Orders by Customer** chart. This chart displays information about all orders (both with and without alerts) for each customer.

Component	Description
Orders (results table)	This table displays details for all orders based on the selected refinement. For example, if you click the **With Alerts** metric, then this table displays only those orders that have an alert.
	To filter orders based on a customer service representative, click the customer service rep name in the results table. If no customer service rep is assigned to an order, then the **Customer Service Rep** column shows No Value for that order.
	To perform the following actions, click the row-level **Actions** icon and select an action:

To perform the following actions, click the row-level **Actions** icon and select an action:

- To act based on an order status, select **Update** to navigate to the **Order Management HTML User Interface** page.

- To edit details for an order, select **Edit** to navigate to the **Sales Orders** window in Order Management.

- To release the hold on an order, select **Release**. In the **Release Holds** dialog box, select a reason to release the hold. Entering comments is optional. Select the Progress **Workflow** check box if you want to automatically progress the workflow to the next activity when the hold is released. When you click **Continue**, a confirmation message appears and the application automatically updates the records to display real-time data on the dashboard.

- To review the supply status of a sales order through a network diagram, select **360 View** to navigate to the 360 View dashboard. See 360 View Dashboard, page 2-37.

- To review details for a sales order that is placed on hold for credit check failure, select **Credit Check Hold Analysis**. The

Component	Description
	Credit Check Hold Analysis page appears. See Credit Check Analyzer, page 2-20.

Component	Description
Order Lines (results table)	This table displays the details for order lines based on the selected filter. To view details, select **Table View** or **Timeline View**. Switch between the views using icons.

- **Table View**

  The table view is the default view.

  From the table view, you can perform the following row-level actions:

  - To act based on a line status, select **Update** to navigate to the **Order Management HTML User Interface** page.

  - To edit the details for an order line, select **Edit** to navigate to the **Order Organizer** window in Oracle Order Management.

  - To release the hold on an order line, select **Release**. In the **Release Holds** dialog box, select a reason to release the hold. Entering comments is optional. Select the **Progress Workflow** check box if you want to automatically progress the workflow to the next activity when the hold is released. When you click **Continue**, a confirmation message appears and the application automatically updates the records to display real-time data on the dashboard.

  - To review the supply status of a sales order line through a network diagram, select **360 View** to navigate to the 360 View dashboard. See 360 View Dashboard, page 2-37.

  - To fulfill a backordered sales order line, select **Find Reserved Orders** to open the **Reserved Orders and Shipments** drawer. Use this action to

Component	Description

search for order lines that have reserved the stock for the same item in the same warehouse. See Managing Backorders, page 2-16. The Find Reserved Orders action is available only for sales order lines with the "*Backordered*" status.

- To review details for a sales order line that is placed on hold for credit check failure, select **Credit Check Hold Analysis**. The Credit Check Hold Analysis page appears. See Credit Check Analyzer, page 2-20.

- **Timeline View**

  To view scheduled shipments that are based on the scheduled ship date, click the **Timeline View** icon. Each event node displays the order number in the title and the line amount, the ordered item, and the scheduled ship date in the description. The Timeline View is especially useful as a visual representation of late orders, after filtering by the **Late** metric in the **Orders** summary bar.

  Right-click an event to perform the following actions.

  - Update

  - Edit

  - Release

  - 360 View

  - Find Reserved Order. See Managing Backorders, page 2-16

  - Credit Check Hold Analysis. See Credit Check Analyzer, page 2-20.

Component	Description
	These are the same actions as the table view row-level actions.
Options (table-level actions)	See Performing Actions, page 2-18.

Managing Backorders

When you select the **Find Reserved Orders** action for a sales order line in the **Order Lines** results table, the **Reserved Orders and Shipments** drawer appears.

Use this drawer to:

*   Get insight into reserved orders.

*   Analyze past shipments.

*   Use the **Transfer Reservations** action to act on sales order lines that are backordered. For example, you can fulfil a high priority sales order line that is backordered by transferring the reservation from a future low priority sales order line.

The **Selected Refinements** component, if expanded, displays the Ship From Org ID, inventory item ID, and the UOM of the selected sales order line. Consequently, all components in the drawer are filtered by the warehouse, product, and UOM of the originating sales order line in the Order Lines result table.

Reserved Orders and Shipments Drawer
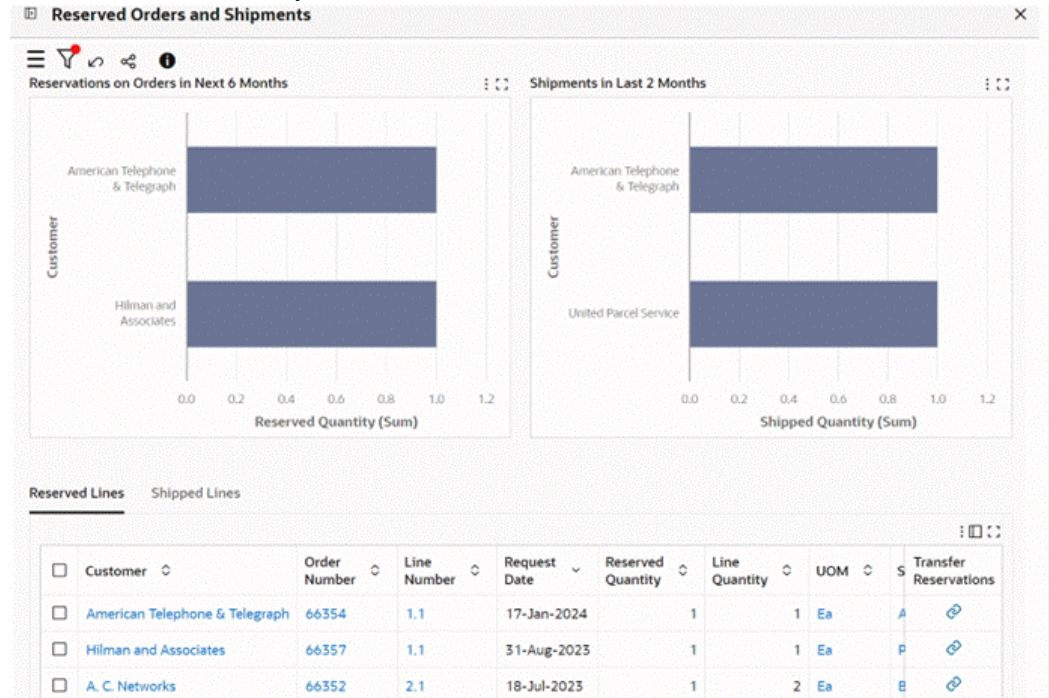
The following section describes components on the **Reserved Orders and Shipments** drawer.

- **Reservations on Orders in Next 6 Months** (chart): This chart shows the top 10 customers by the sum of reserved quantity in the next six months.

- **Shipments in Last 2 Months** (chart): This chart shows the top 10 customers by the sum of shipped quantity in the last two months.

- **Reserved Lines** (results table): This table shows all reserved lines and is independent of the Reservations on Orders in Next 6 Months (chart). You can view details for reserved lines such as request date, reserved quantity, line quantity, and status.

  To transfer the reserved quantity from a sales order line:

  1. In the **Reserved Lines** table, identify the sales order line from which you want to transfer reservation by reviewing the request date, reserved quantity, line amount, order total or any other relevant attributes.

  2. Click the **Transfer Reservations** link icon for the sales order line that you identified.

> **Important:** The Transfer Reservations action is enabled with
> Oracle E-Business Suite release 12.2.10 and later. You must
> have access to the current inventory organization (warehouse)
> to perform actions on Transfer Demand and Search Reservation
> pages. For more information, see Reservations Workbench,
> *Oracle Inventory User's Guide*.

- If the selected sales order line has a single reservation, then the **Transfer Demand** page of Oracle Inventory appears with the single reservation record for the selected sales order line.

- If the selected sales order line has multiple reservations, then the **Search Reservations** page appears, which displays multiple reservation records for the selected sales order line. For the appropriate reservation record, click the Transfer Demand icon to display the Transfer Demand page. Note that when you navigate from the Orders Dashboard to the Search Reservations page, only the Transfer Demand action is available to perform.

3. On the **Transfer Demand** page, in the To Demand region, click **Find** to display order lines that are eligible for transfer.

4. Locate the backordered line that you had selected in the **Order Lines** results table. This backordered line is the transfer target line.

5. Review the demand quantity and reserved quantity of the backordered line.

6. Enter the transfer quantity to transfer the reservation.

7. Click **Apply**. This action transfers the reservation to the backordered sales order line that you had selected in the Order Lines results table. The sales order line becomes eligible for pick release and shipping.

   > **Important:** After you complete the transfer reservation process,
   > your system administrator must run the *OM Command Center
   > Data Load* concurrent program with the **Incremental Load**
   > option to reflect the latest data for the Backordered lines on the
   > Orders dashboard.

- **Shipped Lines** (results table): This table shows data for shipped lines such as actual shipment date, shipped quantity, UOM, and status.

Performing Table-Level Actions

Actions for Orders

Actions for Order Lines

The following table describes the actions that are available from the **Options** icon in the results tables. Select one or more rows and click the **Options** icon to act on your selection.

Results Table	Action	Description
Orders, **Order Lines**	Compare	Use this action to select multiple rows and to compare information for orders and order lines.
Orders, **Order Lines**	Export	Use this action to export the search results in a comma-separated values (CSV) file.
Orders, **Order Lines**	Launch Order Organizer	Use this action to act on orders and orders lines in the **Order Organizer** window. See Overview of Order Organizer, page 6-1.
Orders	Update Orders	Use this action to update details for orders in the **Orders** page in **Order Management, HTML User Interface**. See Actions on Orders, page 17-10.
Order Lines	Update Order Lines	Use this action to update details for order lines in the **Order Lines** page in **Order Management, HTML User Interface**. See Actions on Order Lines, page 17-38.

Credit Check Analyzer

See Order Management Command Center Overview, page 2-2.

Use the **Credit Check Hold Analysis** page to gain insights into the hold details, credit limits and exposure summary, applicable credit check rule, and details of credit exposure (calculated from open balances in Oracle Receivables and open orders in Oracle Order Management) for each Sales Order or Sales Order Line that is on credit check failure hold.

Credit Check Hold - Calculations

• The calculation of the overall exposure is as follows:

   Uninvoiced Sales Orders + Open Accounts Receivable Balance + External Exposure – Commitments

• The calculation of Open Accounts Receivable Balance is as follows:

   Invoices + Debit Memos – Credit Memos – Receipts

• Commitments are Customer Deposits that are applied on Sales Orders.

For more information about holds due to credit check failure, see "Credit Checking" in

Overview of Holds, page 7-54.

The Credit Check Hold Analysis page supports:

- Credit checking against the pre-calculated summary exposure amounts only.

- Credit checking at these levels: Party, Customer, and Site.

- Multi-currency credit checking.

Use the **Credit Check Hold Analysis** page to:

- Review applicable credit limits alongside credit exposure.
    - Evaluate whether the order amount exceeds the order credit limit.

    - Assess the overall credit limit and exposure.

    - View information about the credit check hold source.

- View credit check rule definition for a given credit check hold.

- View transaction details that contribute to the credit exposure amounts.
    - Sales orders

    - Invoices

    - Receipts

    - Commitments applied

    - Past-due invoices

- Update the sales orders on the HTML page by performing the row-level action.

Access the **Credit Check Hold Analysis** page using the following navigation.

Orders Dashboard > select "**Orders on Credit Check Hold**" seeded search in the Search component >**Orders** or **Order Lines** results table >**Credit Check Hold Analysis** (row-level) action.

Important

1. Your system administrator must run the *OM Command Center Credit Check Data Load* program so that the credit check hold details are available. Otherwise, credit details for the selected sales order or sales order line are not displayed on the page.

2. The Credit Check Hold Analysis page does not support:
    1. Online credit checking

2. Item category credit limit, or operating unit credit limit.

3. Credit hold, if enabled in the customer site, customer, or party profile

4. Party hierarchy

The data security of the transaction details shown under the Exposure Details results tables is controlled by the Multi-Org Access Control (MOAC) set up by your administrator. Based on the set up, you can view the Exposure Details from all the accessible operating units.

Credit Check Hold Analysis Page

Credit Check Rule Tab

Credit Check Hold Analysis   Orders Dashboard

≡ ↺ ⌥ ⓘ

Credit Limit and Exposure   **Credit Check Rule**

Rule Definition

Name : VSCCL	Effective Start Date : 20-Feb-2024	Effective End Date : 30-Jun-2024
Options		
Credit Check Level : Sales order line	Credit Hold Level : Sales order line	Check Item Categories : No
Conversion Type : Corporate	Days to Honor Manual Release :	Send Hold Notifications : No
Tolerance Percentage :	Tolerance Currency :	Tolerance Amount :
Exposure		
Use Pre-Calculated Exposure : Yes	Include External Exposure : No	Maximum Days Past Due : 0
Include Open Receivables Balance : Yes	Include Payments at Risk : No	Open Receivables Days :
Include Uninvoiced Orders : Yes	Include Freight and Special Charges : No	Include Tax : No
Include Orders Currently On Hold : No	Include Returns : No	Scheduled Shipping Horizon Days :
Scheduled Lines Only : Yes	Shipped Lines Only :	

Exposure Details

Sales Orders   **Invoices**   Receipts   Commitments Applied   Past-Due Invoices

☐	Transaction Class ⇕	Number ⇕	Transaction Date ⌄	Currency ⇕	Amount ⇕	Due Date ⇕	Status ⇕	Payment Term ⇕	Customer ⇕	Operating Unit ⇕
☐	Invoice	10035924	22-Feb-2024	US dollar	1,900	23-Mar-2024	Open	N30	NP_FEB-22(23222)	Vision Operations

0 records selected   Page   1   of 1   (1 of 1 items) |⟨   ⟨   1   ⟩   ⟩|

Credit Check Hold Analysis Page Components

Component	Description

Credit Limit and Exposure (tab)	This tab includes the following results grids:
	
	• **Hold Details**: Displays order number and hold comments.
	
	• **Order Credit Limit and Exposure**: Displays the following details:
	
	  • Whether the hold is applied due to overdue invoices
	
	  • Credit limit currency
	
	  • Order limit
	
	  • Order exposure, which is the exposure amount of the sales order, in the credit limit currency, calculated based on the credit check rule.
	
	• **Overall Credit Limit and Exposure**: Displays the following details:
	
	  • The level at which the credit limit is breached (site, customer, or party)
	
	  • Name, which can be party, bill-to customer, or bill-to site
	
	  • Credit limit currency
	
	  • Credit limit
	
	  • Exposure, which is the overall exposure amount, in the credit limit currency, calculated based on the credit check rule. Available credit

Credit Check Rule (tab)	This tab contains results grid with columns to show all the fields of the credit check rule that is setup.

Component	Description
Exposure Details (tabbed region) **Sales Orders** (results table)	This table shows transaction details of sales orders contributing to the credit exposure amount. You can review information such as order number, order date, status, and operating unit. To edit details of a selected sales order on the Sales Order HTML page, click the row-level action, **Update**. For example, you can review priority orders and reduce the overall credit exposure by unscheduling non-priority orders or pushing out their request or schedule dates outside the Scheduled Shipping Horizon. After your administrator runs the *OM Command Center Credit Check Data Load* program, the Exposure field in the Overall Credit Limit and Exposure result grid displays the recomputed credit balance. You can then release credit check hold on the priority orders and expedite their fulfillment.
Exposure Details (tabbed region) **Invoices** (results table)	This table shows transaction details of invoices contributing to the credit exposure amount. You can review information such as transaction class, transaction date, currency, amount, due date, status, payment term, customer, and operating unit. **Note:** The Invoices tab will always list all the eligible invoices. Out of these invoices, if any record surpasses the "Maximum Days Past Due" validation, then the same records are shown in the "Past-Due Invoices" tab also.
Exposure Details (tabbed region) **Receipts** (results table)	This table shows transaction details of receipts and credit memos contributing to the credit exposure amount. You can review information such as transaction class, transaction date, currency, amount, customer, and operating unit.

Component	Description
Exposure Details (tabbed region) **Commitments Applied** (results table)	This table shows transaction details of applied commitments contributing to the credit exposure amount. You can review information such as order number, currency, applied amount, and operating unit.
Exposure Details (tabbed region) **Past-Due Invoices** (results table)	This table shows transaction details of past-due invoices. **Note**: The Past-Due Invoices tab shows data only when there are past-due invoices. The Past-Due Days is a calculated field. The calculation is as follows: (System Date -Due Date) – Max Days Past Due (*according to the Credit Check Rule*) For example: • Due Date is 15-November-2023 • Credit Check Rule: Max days past due is set to 5 • System Date is 24-November-2023 The Past-Due Days is calculated as 4 = (24-November-2023 - 15-November-2023) – 5

Returns Dashboard

See Order Management Command Center Overview, page 2-2.

Use the **Returns Dashboard** to:

- Gain insight into historic returns data and analyze returns trends.

- Review reasons for and sources of returns using attributes such as warehouse, return reason, customer, product, and carrier.

- Improve returns management.

  - Track and address customer issues.

  - Identify bottlenecks and address concerns in the supply chain process.

- Reduce operational costs and revenue leakage.

Access the **Returns Dashboard** using the following navigation:

Order Management, HTML User Interface responsibility >**Command Center**

Returns Dashboard

Understanding Metrics and Chart Dimensions on the Returns Dashboard

> **Important:** The Returns Dashboard considers only the closed return lines that are not canceled.

The following sections explain how the dashboard calculates the metrics and chart dimensions.

Rolling Sales

Rolling sales is the monthly average sales or the sum of outbound order lines for a given period that ends with the given month. For example, if 3 months is the period, then Rolling Sales for month Oct-21 will be the total of sales for Aug-21, Sep-21 and Oct-21, divided by 3.

Total (Overall) Sales

Total (overall) sales is the sum of rolling monthly sales.

For example, if the OM: ECC Months of Returns to Load profile option is set to 12, then the calculation is as follows:

Total (overall) Sales = Sum of Rolling Monthly Sales for the last 12 completed months

Return %

The Return % metric represents the percentage of sales that has turned into returns. The Return % calculation is different in the Monthly Trend and Top Attribute by Return % charts. The following subsections describe the calculations.

- **Return % Calculation in the Monthly Trend Chart**

  The calculation of Return % in the Monthly Trend chart is as follows:

  Return % = (Return Lines Total / Rolling Sales) * 100

  For example, the return month is October 2021 and the OM: ECC Rolling Sales Period profile option is set to 3.

  The application calculates Return % for monthly trend as follows:

  1. Calculates the return lines total in the currency that is specified in the OM: ECC Currency for Returns profile option for the October month.

  2. Calculates the average monthly sales total (rolling sales) in the currency that is specified in the OM: ECC Currency for Returns profile option for the months of October, September and August.

     Note that for the calculation of sales totals, the application considers all outbound lines that are eligible to be invoiced except the service items.

  3. Divides the return total by the sales total.

  4. Multiplies the result by 100.

  Return% = (Return Lines total for Oct-21 / Rolling Sales for Oct-21) * 100

- **Return % Calculation in the Top Attribute by Return % Chart**

  The Returns Dashboard contains the following Top Attribute by Return % charts:

  - Top Return Reasons by Return %

  - Top Customers by Return %

  - Top Products by Return %

  - Top Warehouses by Return %

  - Top Carriers by Return %

  The calculation of Return % in these charts is as follows:

  Return % = (Return Lines Total / Total (Overall) Sales) * 100

Average Turnaround Time

The average time taken to complete the returns in days.

This example explains the calculation of the average turnaround time.

The following table shows the data that is available for return lines with the date and activity.

Date	Activity
19-November-2021	Create a new return order with two lines 1.1 and 2.1. Book the order.
19-November-2021	Process line 1.1 to closure, which means that the line is in the Closed status.
20-November-2021	Enter a new line 3.1.
22-November-2021	Process line 2.1 to the Closed status.
27-November-2021	Process line 3.1 to the Closed status.

This table shows the calculation of the average turnaround time.

Line Number	Entered Date*	Order Booked Date	Returned Date*	Turnaround Time in Days
1.1	19-April	19-April	19-April	0
2.1	19-April	19-April	22-April	3
3.1	20-April	19-April	27-April	7

> **Important:** * Entered Date and Returned Date are not fields in Oracle Order Management. The application derives these dates for the purpose of the dimension calculation. The entered date is the line creation date and the returned date is the last update date of the closed return line.

Formula for turnaround time calculation = Returned Date - Maximum of (Booked Date or Entered Date)

Average turnaround time calculation = Sum of individual turnaround time in days (10 Days) / Number of return lines (3) = 3.33 Days (rounded up to two decimals)

Returns Dashboard

The following table describes the dashboard:

Component	Description
Return Orders (summary bar)	This summary bar displays key metrics. You can further refine the data by clicking a metric. When you do this, a refinement is added to the **Selected Refinements** list and the application refines data across return lines. • **Orders**: This metric shows the number of orders for which return lines are closed. The count of lines includes referenced and nonreferenced lines. • **Amount**: This metric shows the sum of line amounts of closed return lines. • **Referenced Lines**: This metric shows the number of closed return lines that do not reference the outbound sales orders. • **Nonreferenced Lines**: This metric shows the number of closed return lines that do not reference the outbound sales orders. • **Average Turnaround Time**: This metric shows the average time taken to complete returns in days.
By Return Reason (tab)	This tab displays the following charts: • **Top Return Reasons by Return Amount or Volume**: This chart shows the top return reasons by line amount and line count. • **Top Return Reasons by Return %**: This chart shows the return percentage for the top return reasons. • **Monthly Trend**: By default, this chart shows the return reasons by month and return percentage. Select a different metric to view the monthly return trend for a return reason by line amount and line count.

Component	Description
By Customer (tab)	This tab displays the following charts:
	• **Top Customers by Return Amount or Volume**: This chart shows the top customers who returned orders by line amount and line count.
	• **Top Customers by Return %**: This chart shows the return percentage for the top customers.
	• **Monthly Trend**: By default, this chart shows customers who returned products by month and return percentage. Select a different metric to view the monthly return trend for a customer by line amount and line count.
By Product (tab)	This tab displays the following charts:
	• **Top Products by Return Amount or Volume**: This chart shows the top returned products by line amount and line count.
	• **Top Products by Return %**: This chart shows the return percentage for the top returned products.
	• **Monthly Trend**: By default, this chart shows returned products by month and return percentage. Select a different metric to view the monthly return trend for a product by line amount and line count.

Component	Description
By Warehouse (tab)	This tab displays the following charts:
	• **Top Warehouses by Return Amount or Volume**: This chart shows the top warehouses that shipped returned products by line amount and line count.
	• **Top Warehouses by Return %**: This chart shows the return percentage for the top warehouses that shipped returned products.
	• **Monthly Trend**: By default, this chart shows warehouses that shipped returned products by month and return percentage. Select a different metric to view the monthly return trend for a product by line amount and line count.
By Carrier (tab)	This tab displays the following charts:
	• **Top Carriers by Return Amount or Volume**: This chart shows the top carriers that shipped returned products by line amount and line count.
	• **Top Carriers by Return %**: This chart shows the return percentage for the top carriers.
	• **Monthly Trend**: By default, this chart shows carriers that shipped returned products by month and return percentage. Select a different metric to view the monthly return trend for a carrier by line amount and line count.
	Note: The value for carrier is taken from the referenced outbound sales order line. If it is missing there, it is taken from the corresponding delivery.

Component	Description
Turnaround Time (tab)	This tab displays the following charts: • **By Warehouse**: This chart shows the average time taken to complete returns for each warehouse by line amount and line count. • **By Line Type**: This chart shows the average time taken to complete returns for each line type by line amount and line count.
Orders (results table)	This table displays details for return orders, such as return order, line number, customer, and return reason. To view the details for a return order, click the link icon in the **View** column to navigate to the **Sales Order** page.
Order Lines (results table)	This table displays details for return order lines, such as return order, line number, customer, and return reason. For referenced lines, the results table displays the original sales order number. To view the details for a return line, click the link icon in the **View** column to navigate to the **Line Details** page.
Options (table-level actions)	See Performing Actions, page 2-35.

Performing Actions

The following table describes the actions that are available from the **Options** icon in the results tables. Select one or more rows and click the **Options** icon to act on your selection.

Actions for Return Orders

	View	Order Number	Customer	Customer Number	Ship-From Location	Booked Date	Order Amount	Status	Order Type	
☑	🔗	66323	Computer Service and Rentals	1006	Chattanooga	23-Feb-2022	10,200	Booked	Return with Approval	No Value
☑	🔗	66317	Hilman and Associates	1004	Tulsa	22-Feb-2022	4,845	Booked	Mixed	No Value
☐	🔗	66288	ABC Corporation Asia	2535	Tokyo	21-Feb-2022	12,000,000	Closed	Return Only	No Value
☐	🔗	66285	Computer Service and Rentals	1006	Chattanooga	21-Feb-2022	825	Closed	Return Only	No Value
☐	🔗	66180	ABC Telecommunications	2616	New York	14-Feb-2022	1,200,000	Closed	Return Only	No Value
☐	🔗	66178	ISO_Customer	1234		14-Feb-2022	2,400,000	Closed	Return Only	No Value
☐	🔗	66155	A. C. Networks	1143	Provo	10-Feb-2022	20,000	Closed	Return Only	No Value
☐	🔗	66144	NP	2232		06-Jan-2022	8,720	Booked	Mixed	No Value
☐	🔗	66386	bug-1	4343434		11-Jan-2022	3,800	Booked	Mixed	No Value
☐	🔗	66374	BUG	4543535		10-Jan-2022	8,500	Booked	Mixed	No Value

Main ▾ | Compare · View Returns

Actions for Return Order Lines

Orders | Order Lines

Referenced Order ▾ | Compare · View Return Lines

	View	Order Number	Line Number	Customer	Product	Line Quantity	UOM	Return Reason	Monthly	
☐	🔗	66323	1.1	Computer Service and Rentals	AS54888	6	Ea	Accounts Receivables Billing Error	6,380,260.83	
☐	🔗	66317	1.1	Hilman and Associates	AS54888	3	Ea	Accounts Receivables Billing Error	6,380,260.83	
☑	🔗	66288	1.1	ABC Corporation Asia	PKP-ITEM	10,000	Ea	Not Delivered	6,380,260.83	5,3
☑	🔗	66285	2.1	Computer Service and Rentals	RIU-GPR-102	3	Ea	No Reason Entered	229.17	
☑	🔗	66285	1.1	Computer Service and Rentals	RIU-GPR-101	3	Ea	No Reason Entered	229.17	
☐	🔗	66285	3.1	Computer Service and Rentals	RIU-GPR-103	3	Ea	No Reason Entered	229.17	
☐	🔗	66285	4.1	Computer Service and Rentals	RIU-GPR-104	3	Ea	No Reason Entered	229.17	
☐	🔗	66285	5.1	Computer Service and Rentals	RIU-GPR-105	3	Ea	No Reason Entered	229.17	
☐	🔗	66180	1.1	ABC Telecommunications	PKP-ITEM	1,000	Ea	Not Delivered	6,380,260.83	5,3
☐	🔗	66178	1.1	ISO_Customer	PKP-ITEM	1,000	Ea	Not Delivered	6,380,260.83	5,3

Results Table	Action	Description
Orders, **Order Lines**	Compare	Use this action to select multiple rows and to compare information for return orders and return order lines.
Orders	View Returns	Use this action to navigate to the **Orders HTML** page and view details for the return order.

Results Table	Action	Description
Order Lines	View Return Lines	Use this action to navigate to the **Orders HTML** page and view details for the return order lines.

360 View Dashboard

See Order Management Command Center Overview, page 2-2.

The **360 View** dashboard provides you a complete view of the supply status of a sales order or sales order line in a network diagram.

Use the dashboard to:

- Gain an end-to-end visibility into the data related to a given sales order (line).

- Visualize the order-to-cash information comprising of order, order lines, reservations, delivery details, deliveries, requisitions, purchase orders, work orders, payment history, and receivables.

- Access the corresponding ECC dashboard or the product page directly on the 360 View page for additional details or to initiate transactions.

- Review the supply status information to investigate and resolve issues in the fulfillment process. For example, you can investigate the reason for a delivery with exceptions and work with the logistics manager to expedite the order delivery.

Access the **360 View** dashboard using the following navigation.

Orders Dashboard >**Orders** results table or **Order Lines** results table >**360 View** (row-level) action: If you use this navigation, then **Selected Refinements** and network diagram on the 360 View dashboard show the sales order details in the context of the selected sales order or sales order line.

> **Important:** Ensure that you use the **Orders Dashboard** to navigate to the 360 View dashboard. See Orders Dashboard, page 2-4.

360 View

Details of Data Loads for 360 View

360 View

Using the Network Diagram

The following table describes the dashboard:

Component	Description
Data Sets (summary bar)	To display the network viewer nodes, the dashboard uses the following data sets:

To display the network viewer nodes, the dashboard uses the following data sets:

- Orders

- Order Lines

- PCC Requisitions

- Reservations

- Shipping Delivery Details

- PCC Purchase Orders

- Work Orders

- Payment History

- Outstanding Receivables

Click the **Information** icon to access the last successful run of the data loads with the time stamp.

Important: Your system administrator must schedule data load programs to run regularly for the product data sets so that the 360 View network diagram displays the corresponding nodes.

Component	Description
360 View (Network diagram)	The 360 View network diagram shows the supply status of a sales order through the following network nodes.

- **Order**: A customer's sales order recorded in Oracle Order Management. The node shows order number, order date, and status information.

- **Order Line**: A sales order line recorded in Oracle Order Management. The node shows order line number, product, and status information.

- **Requisition**: The request for material supply from a customer recorded in Oracle Purchasing. The node shows requisition number, type, and line information.

- **Internal Requisition**: The request for material supply from an internal organization recorded in Oracle Purchasing. The node shows requisition number, type, and line information.

- **Dropship Requisition**: A supplier's request for material supply directly to a customer recorded in Oracle Purchasing. The node shows requisition number, type, and line information.

- **Reservation**: The material reserved in Oracle Inventory for the sales order line in Oracle Order Management. The node shows reserved quantity, reserved UOM, and item information.

- **Delivery**: Deliveries that are scheduled to be shipped to a customer's ship-to location and recorded in Oracle Shipping Execution. The node shows delivery, delivery status, and delivery exceptions information.

Component	Description
	• **Delivery Detail**: Delivery details (lines) recorded in Oracle Shipping Execution. The node shows delivery detail, detail status, and quantity information.
	Note: To view shipped delivery details that were closed before the current day, your system administrator must set an appropriate value for the *WSH: Days for Full Data Load of Shipped Details* profile option before running the *Delivery Details Data Load* with the full load option.
	• **Purchase Order**: The purchase order that is linked to a sales order and recorded in Oracle Purchasing. The node shows order, line, and status information.
	• **Work Order**: The work order information recorded in Oracle Work in Process (WIP). This node shows work order, status, and assembly information. N
	Note: To enable you to view the Work Order nodes in the network diagram, the *WIP: Single Organization ECC Dashboard* profile option must be set to Yes for the Order Management responsibility that you use to access the 360 View dashboard.
	• **Payment History**: The details of payment made for an invoice of a sales order recorded in Oracle Receivables. The node shows transaction number, transaction amount, and transaction currency information.
	• **Receivables**: The outstanding receivables details for the specific sales order in Oracle Receivables. The node shows
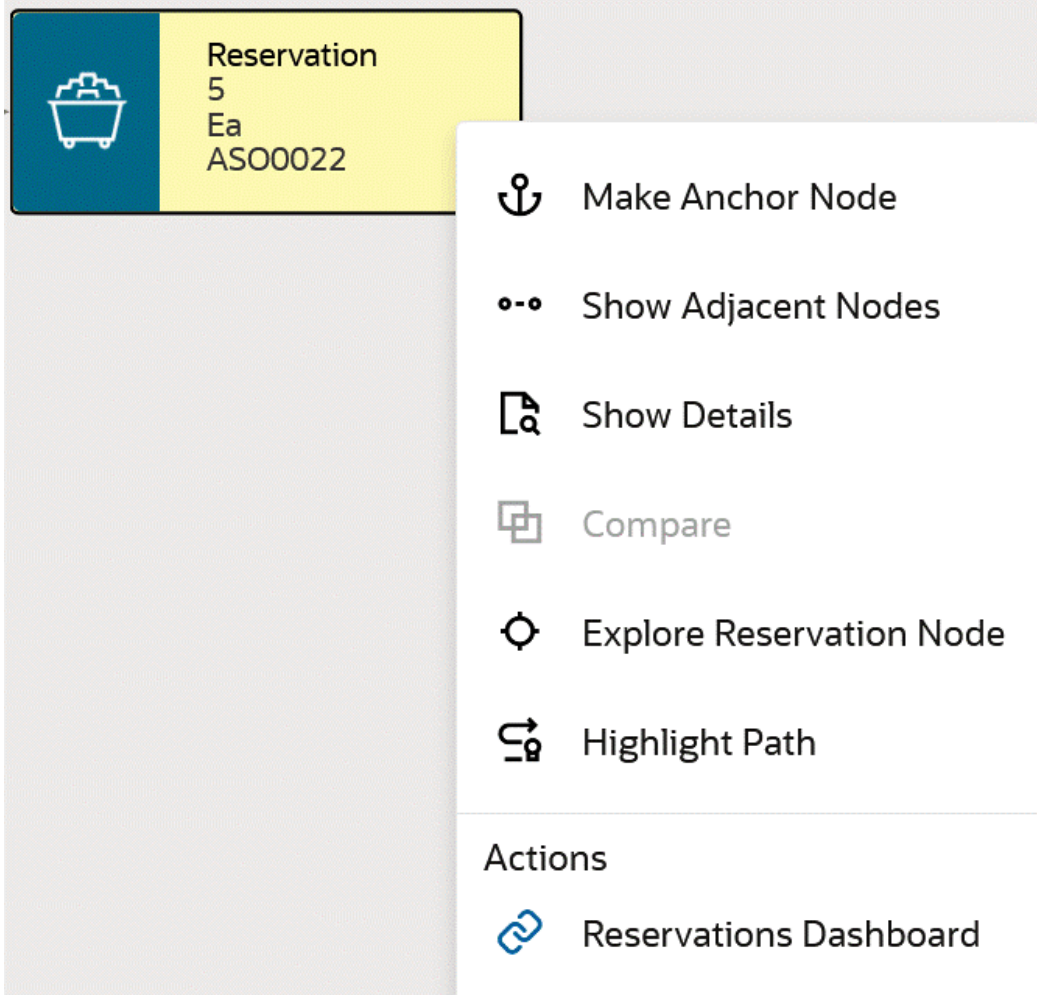
Component	Description
	transaction number, transaction amount, and transaction currency information.

When reviewing the nodes on the network diagram, consider the following points:

- For an Assemble-to-Order (ATO) sales order line with the Production Open status, you can track the related work order through a reservation. After the work order is complete, the work order node is no longer available in the network diagram.

- For a sales order line, you can track Delivery through Delivery Details.

- For a back-to-back sales order line with External Req Open status, use the Reservation node to track the business process from a sales order line to the purchase requisition.

- For a back-to-back sales order line with PO Open status, use the Reservation node to track the business process from a sales order line to the purchase order.

- For a drop-ship sales order, you can track the purchase order line through a requisition line node.

Performing Node-Specific Actions

Reservation Node Actions

Delivery Detail Node Actions

Delivery Node Actions

Payment History Node Actions

Receivables Node Actions

Requisition Node Actions
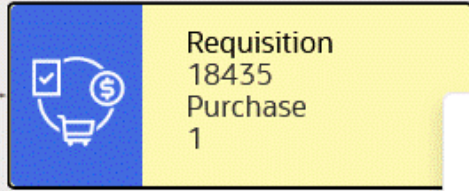
Requisition
18435
Purchase
1

⚓ Make Anchor Node

∘-∘ Show Adjacent Nodes

Show Details

Compare

⬦ Explore Requisition Node

Highlight Path

Actions

⌁ Requisitions

Purchase Order Node Actions

Work Order Node Actions
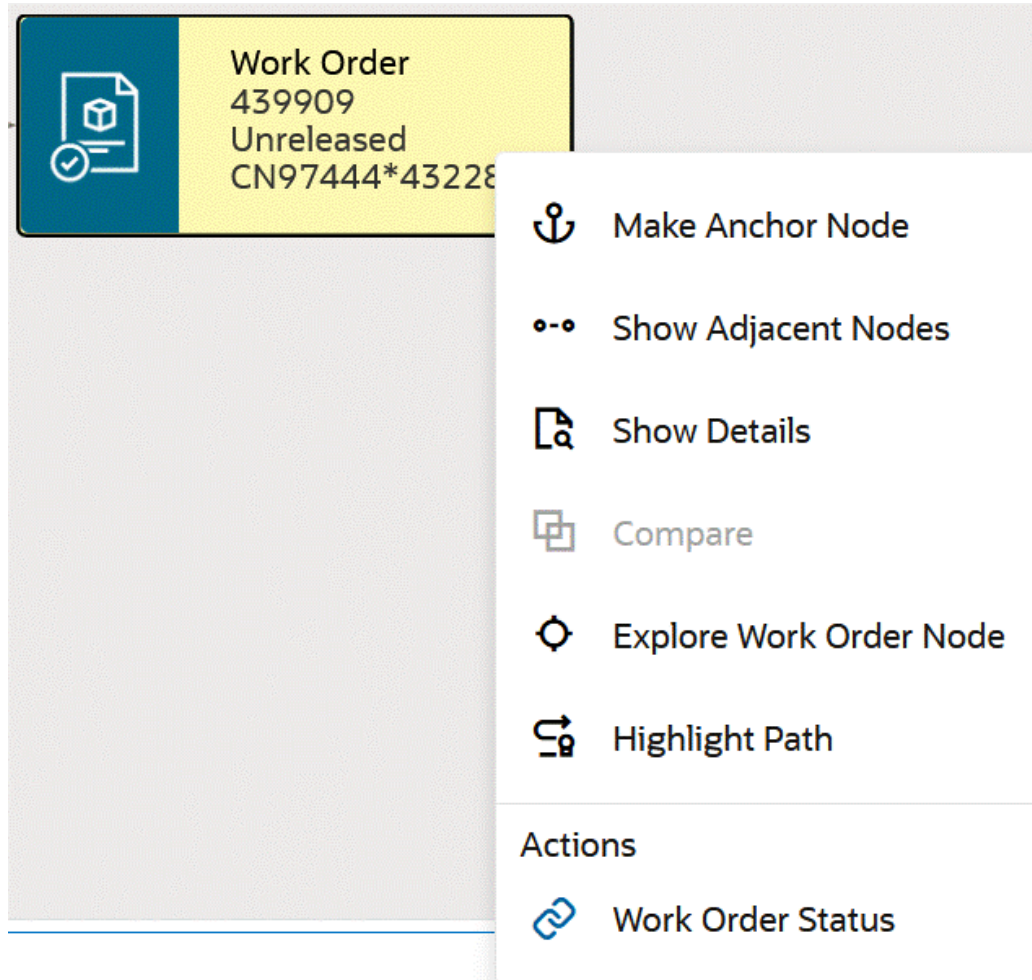
The following table lists actions that are available from network diagram nodes. When you click an action, the corresponding command center dashboard or the application page appears **directly** on the 360 View dashboard with the details of the selected refinement.

Node	Action	Description
Reservation	Reservations Dashboard	Review the reservation details on the Inventory Management Command Center's Reservations Dashboard. See Reservations Dashboard, *Oracle Inventory User's Guide*.

Node	Action	Description
Delivery Detail **Delivery**	Shipping Dashboard	Review the delivery details or information for delivery on the Inventory Management Command Center's Shipping Dashboard. See Shipping Dashboard, *Oracle Inventory User's Guide*.
Delivery Detail	Delivery Detail	Perform shipping related actions on the Detail Results page of Oracle Shipping Execution. For example, you can select the Auto-create Deliveries action to fulfil a sales order. See Overview of Deliveries, *Oracle Shipping Execution User's Guide*. **Note:** Only users granted the *Upgrade Role* are allowed to perform update transactions in Shipping Execution. See Roles and Users, *Oracle Order Management Implementation Manual*.
Delivery	Delivery	Perform shipping related actions on the Delivery Results page of Oracle Shipping Execution. See Overview of Deliveries, *Oracle Shipping Execution User's Guide*.
Requisition **Internal Requisition** **Drop-Ship Requisition**	Requisitions	Review the requisition information on the Procurement Command Center's Requisitions dashboard. See Requisitions Dashboard, *Oracle Purchasing User's Guide*.

Node	Action	Description
Purchase Order	Purchase Orders	Review the purchase order information on the Procurement Command Center's Orders dashboard. See Orders Dashboard, *Oracle Purchasing User's Guide*.
Purchase Order	View Purchase Order	Review and edit the purchase order information on the Standard Purchase Order page of Oracle Purchasing. See Purchase Order, *Oracle Purchasing User's Guide*.
Work Order	Work Order Status	Review the related work order details on the Discrete Manufacturing Command Center's Work Order Status dashboard. See Work Order Status Dashboard, *Oracle Work in Process User's Guide*.
Payment History	Payment History	Review the payment history on the Receivables Command Center's Payment History dashboard. See Payment History Dashboard, *Oracle Receivables User Guide*.
Payment History	Preview	Preview the customer invoice and view details on the Customer Invoice page of Oracle Receivables.
Receivables	Outstanding Receivables	Review the transaction details on the Receivables Command Center's Outstanding Receivables dashboard. See Outstanding Receivables Dashboard, *Oracle Receivables User Guide*.

Node	Action	Description
Receivables	Preview	Preview the customer invoice and view details on the Customer Invoice page of Oracle Receivables.

Common Actions from a Node

Right-click a node to select the following options that are available for a node:

- **Make Anchor Node**: Select this option to set the selected entity as the primary display node with adjacent nodes only.

- **Show Adjacent Nodes**: Select this option to narrow the viewer to adjacent nodes only.

- **Show Details**: Select this to view details for a node. On the Details window that opens, you can select multiple filters and then perform the following actions:

  - Click **Find Similar** to apply selected filters to the diagram.

  - Click **Search Within** to search within the network diagram using the selected attribute in the Details dialog box. Displays only those child nodes that meet the search conditions.

- **Explore Node**: Depending on the node that you select, click this option to explore that specific node.

- **Highlight Path**: Select this option to highlight the complete path for a clear visual.

Additional actions include:

- **Export to Image**: Export the network diagram as a svg or png image file.

- **Export to CSV**: Export the network diagram in a Comma-Separated Values (CSV) file.

- **Export to PDF**: Export the full network diagram in PDF format.

- **Row Expander**: Converts the network diagram to text format with action icons that display details within a dialog box.

Examples of Using the Network Viewer Diagram

The following examples explain how you can use the network diagram to identify

issues in the fulfillment process.

Example 1: Expedite a late order

In this example, the customer sales rep reviews late orders and focuses investigation on a late order with the order number 66572.

The steps that the customer sales representative performs are as follows:

1. Navigates to the **Orders Dashboard**.

2. Reviews the **Late** metric.

3. Clicks the **Late** metric to refine the dashboard data.

4. In the **Orders** results table, clicks the **Actions** icon for the order number 66572.

5. Selects **360 View**. The 360 View dashboard appears.

6. Reviews the network nodes and observes that on the **Delivery** node, *Exceptions* is set to Yes.

Delivery Node Details
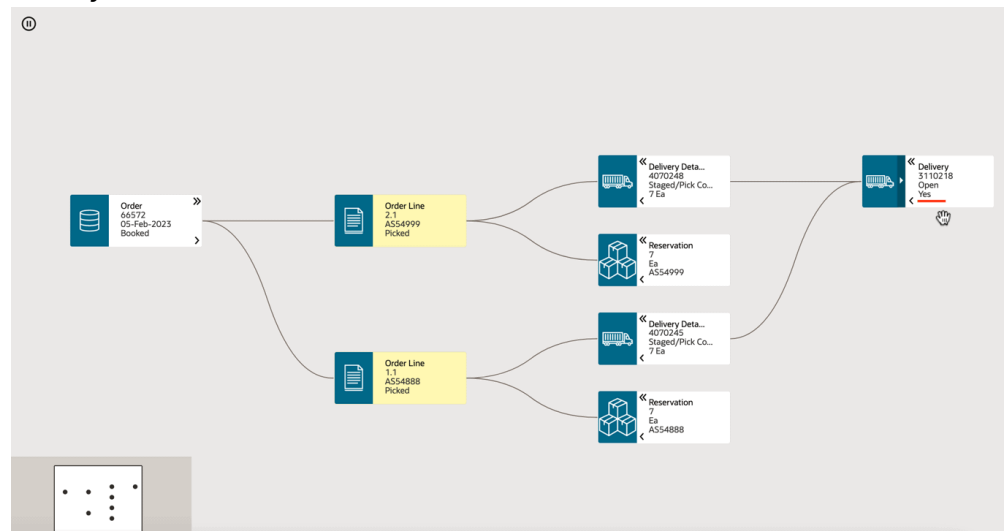
7. To view exceptions, right-clicks the **Delivery** node and selects the **Delivery** action.

Delivery Node Actions
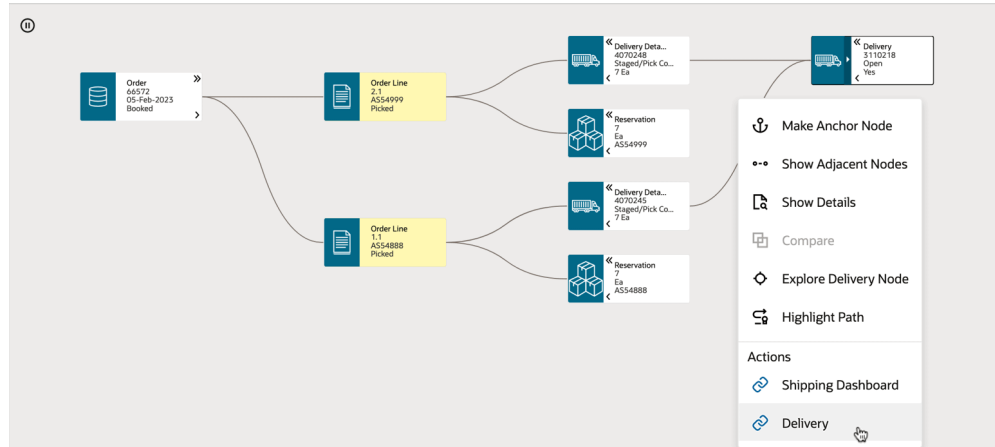
The Delivery Results page appears.

8. Reviews the exception message on the Delivery Results page, Update Exception: Delivery region.

9. Understands that changes were made in Oracle Order Management after the material was picked and staged. Therefore, a system exception was logged, which requires a review and manual intervention.

10. Works with the concerned order fulfillment manager to close the exception and free the order for shipping.

Example 2: Prioritize a Drop Ship Order

In this example, the customer sales rep is monitoring a drop ship order with the order number 66556 to ensure that the fulfillment is progressed.

The steps that the customer sales representative performs are as follows:

1. Navigates to the **Orders Dashboard**.

2. Searches for the order using the **Order Number** refinement.

3. In the **Orders** results table, clicks the **Actions** icon for the order 66556.

4. Selects **360 View**. The 360 View dashboard appears.

360 View
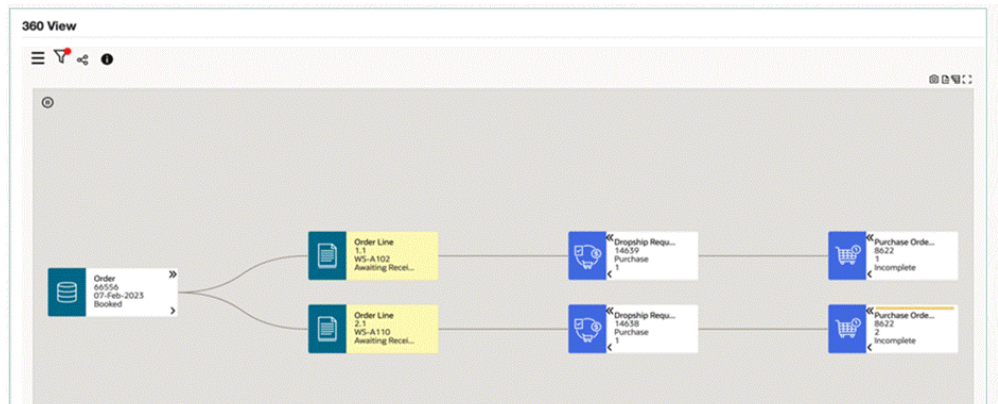
5. Reviews the sales order lines, supply, and the fulfillment progress.

6. Identifies that **Purchase Order** nodes show the status as **Incomplete**.

7. To resolve the issue, works with the purchasing manager to get the purchase orders approved and released to the supplier.

3

Order Capture

This chapter covers the following topics:

- Sales Orders Workbench
- Overview of Sales Orders
- Sales Orders Customization
- Sales Orders Tools Menu
- Defining Sales Order Main and Other Header Information
- Defining Sales Order Line Addresses Information
- Defining Sales Order Line Item Main Information
- Item Orderability
- Overview of Quick Sales Orders
- Integration and Features
- Folder Functionality in Quick Sales Orders
- Line Details Display
- Overview of Transaction Types
- Simple Negotiation in Oracle Order Management Overview
- Quote Numbers
- User Procedures
- Expiration Date Overview
- Expiration Date Major Features
- User Procedures
- Seeded Workflows Overview
- Quick Code Status on the Quote Window
- Major Features Workflow in Quoting - Negotiation

- Negotiation Phase

- Approvals

- User Procedures

- Viewing Workflow Statuses and Processes

- Back-To-Back Orders

- Defining Return Material Authorizations

- Overview of Returns

- Return Material Authorizations and Credit Orders

- RMA Business Flows

- Defining Sales Order Line Return Information

- RMA Setup

- RMA Processing

- Managing RMA Exceptions

- Drop Ship Return Flow

- Order Import

- Data Values and Options

- Order Import Validations

- Open Interface Tracking User Interface

- Overview of High Volume Order Processing

- HVOP Parameters

- HVOP Processing Results

- Output File

- Importing High Volume Orders

- Booking

- Manual Booking Process

- Deferred Booking Process

- Fulfillment in Oracle Order Management

Sales Orders Workbench

The Sales Orders Workbench consists of the following windows: Find Orders, Order Organizer, Sales Orders, Quick Order Organizer and Quick Sales Orders. 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.

> **Note:** User initiated splits are not enabled on a back to back sales order line that is purchase released and the reservations are against Purchase Order or Purchase Requisition. Once the goods are received in the inventory or with no reservation, you can complete user initiated splits successfully.

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, page 6-12.

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.
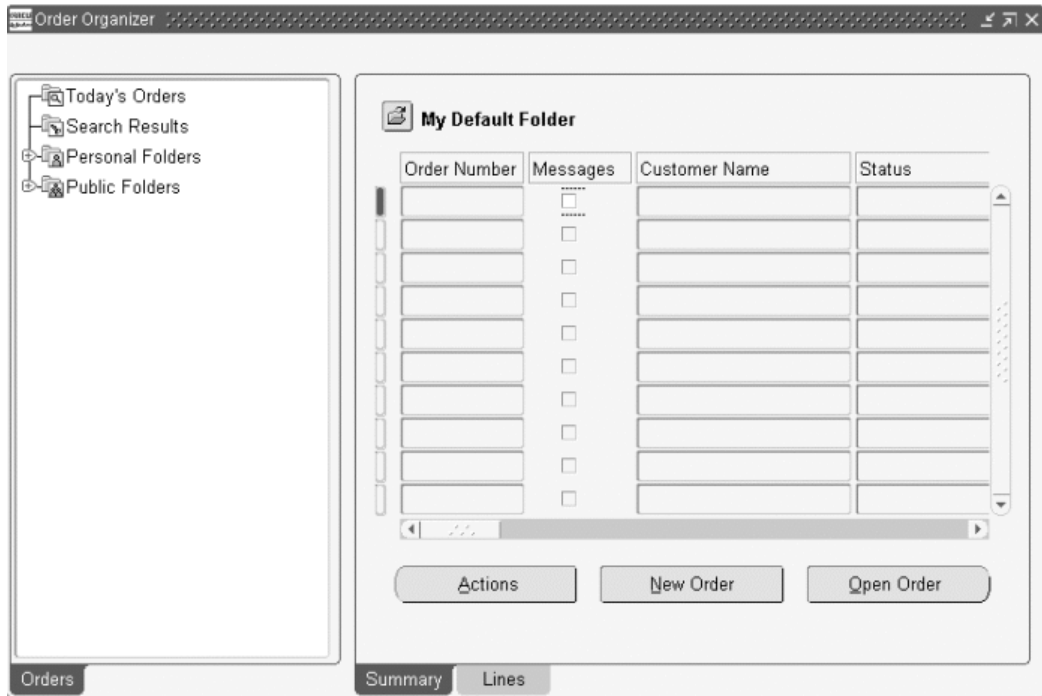
Order Organizer Window

The Order Organizer window consists of the Navigator Tree View and the search results. You can also be notified of any pending messages for an order/line. Using the profile option, OM: Show Process Messages Flag you can control whether or not the Message check box will appear.

Order Organizer Window
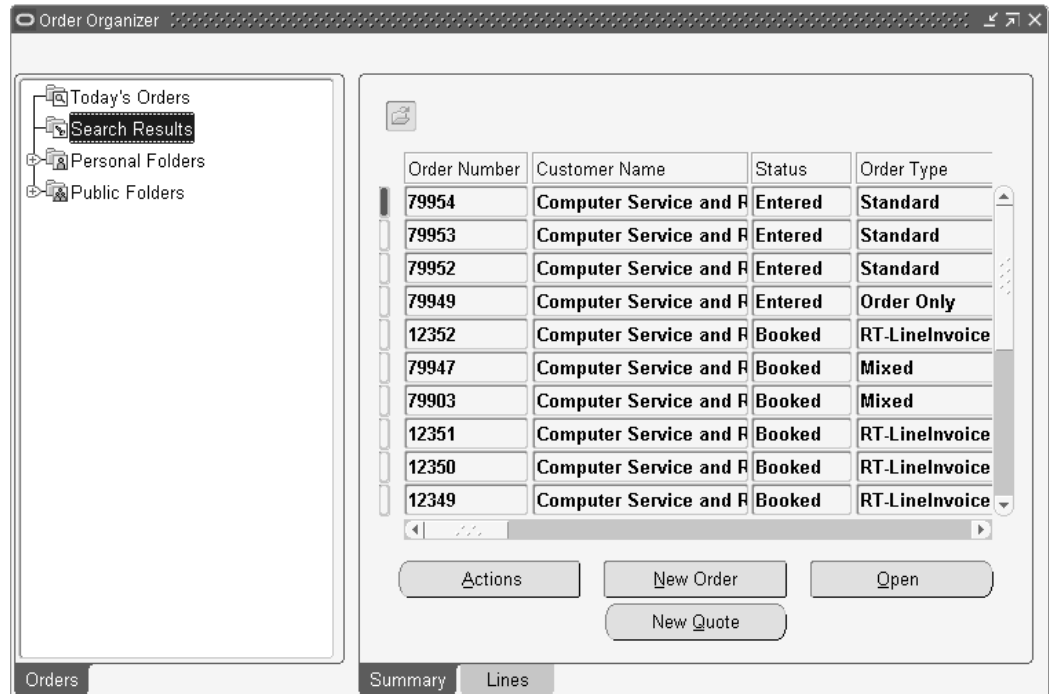
Navigator Tree View

- 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

- Service Contract Details

- Copy

- Horizontal Demand

- Installation Details

  > **Note:** The Installation Details window is available only if you have Oracle Install Base fully installed.

  > See: *Oracle Install Base User's Guide*:

- 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

> **Note:** If you have set the Invoice Freight as Revenue system
> parameter to Yes, then Oracle Order Management calculates the tax
> on freight charges associated with order header and lines. The tax
> value on the order line displays the total tax on the line which
> includes the sum of tax on extended price and tax on freight
> charges. The tax value on the order header displays the taxes on all
> order lines, header level charges, and line level charges. The total
> order amount includes the order tax amount that has tax amounts
> of order lines, line charges, and header level charges. The tax on
> line level freight charges is synchronous in Order Management and
> Oracle Receivables as Order Management sends the line attributes
> to Oracle E-Business Tax for tax calculation. However, tax on the
> header level freight charges is not synchronous as Order
> Management sends header level attributes only for tax calculation.
> As Order Management enables you to quote an estimated tax for
> orders, the actual tax value that appears on the invoice in Oracle
> Receivables may vary.
>
> Similarly, the View Tax Details window from Quick Sales Order,
> Quick Order Organizer, Quote in OM (Sales Order with
> Negotiation Transaction phase), and Sales Order windows displays
> tax on freight charges, if you have set the applicable system
> parameter to Yes.

- New Order--opens the Sales Orders window to enter a new order.

- Open Order--opens the order or return you selected.

If you have access to multiple Operating Units, you can select:

- Book Order

- Cancel

- Get Cost

- Price Order/Price Line

- Release Holds

Tabbed Regions

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

- Lines--displays all lines matching your query.

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

Sales Order Window

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

- Service 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.

   Note: Once you click Related Items, a message displays if there are no related items available for the ordered item.

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 guide.

Sales Order Header Level

Defining Sales Order Main and Other Header Information, page 3-26

Sales Order Lines Level

Defining Sales Order Line Item Main Information, page 3-35.

Defining Sales Order Line Pricing Information, page 5-20.

Defining Sales Order Line Shipping Information, page 12-1.

Defining Sales Order Line Addresses Information, page 3-34.

Defining Sales Order Line Return Information, page 3-113.

Defining Sales Order Line Services Information, page 13-85.

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Sales Orders Tools Menu, page 3-25.

Copying Orders, page 7-34.

Order Import, page 3-129.

Sales Orders Customization, page 3-10

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 E-Business Suite User's Guide*.

Allowed Customizations

You can choose from these possible customizations.

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

> **Note:** If you intend to display a currently hidden field within the Sales Orders 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.

> **Note:** 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.

> **Note:** 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

The following is the list of 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

- Customer Location

- Deliver To

- Deliver To Address1..5

- Deliver To Contact

- Deliver To Customer

- Deliver To Customer Number

- Deliver To Location

- Discount

- E-Mail

- Extended Price

- GSA

- On Hold

- Operating Unit

- Order Source

- Order Source Reference

- Ordered Date

- Pending Amount

- Prepaid Amount

- 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

- Shipment

- Tax Handling

- Terms

- Transaction Phase

- User Status

  Note: Quote attributes may also be displayed in your folder configuration.

- Version

  Note: Booked Date is available as a read-only folder-enabled field.

Sales Order Header Others Tab

The following 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

- Transaction Phase

- User Status

- Customer Address Lines

Conversion Rate: When the currency defaults to the base currency, you cannot update the **Conversion Type** and the **Conversion Rate** fields.

When you change the base currency to a foreign currency, then the field **Conversion Type** is enabled. If the **Conversion Type** is a predefined (nonuser) and if you enter a

value in the **Conversion Date** field, then the conversion rate is displayed based on the profile option **Journals: Display Inverse Rate** and on the Daily Rates (GL) setup.

> **Note:** If the Conversion Type is **User**, then you must enter the conversion rate.

The conversion rate is displayed for a predefined type where the foreign currency is different from the base currency. To calculate the price at invoicing, the conversion rate is determined in Accounts Receivables depending on the conversion date.

The value in the **Conversion Rate** field is determined by the values defined in the **Daily Rates** window in General Ledger and is based on the value (Yes or No) that is set up for the profile option Journals: Display Inverse Rate.

Journals: Display Inverse Rate Profile Option
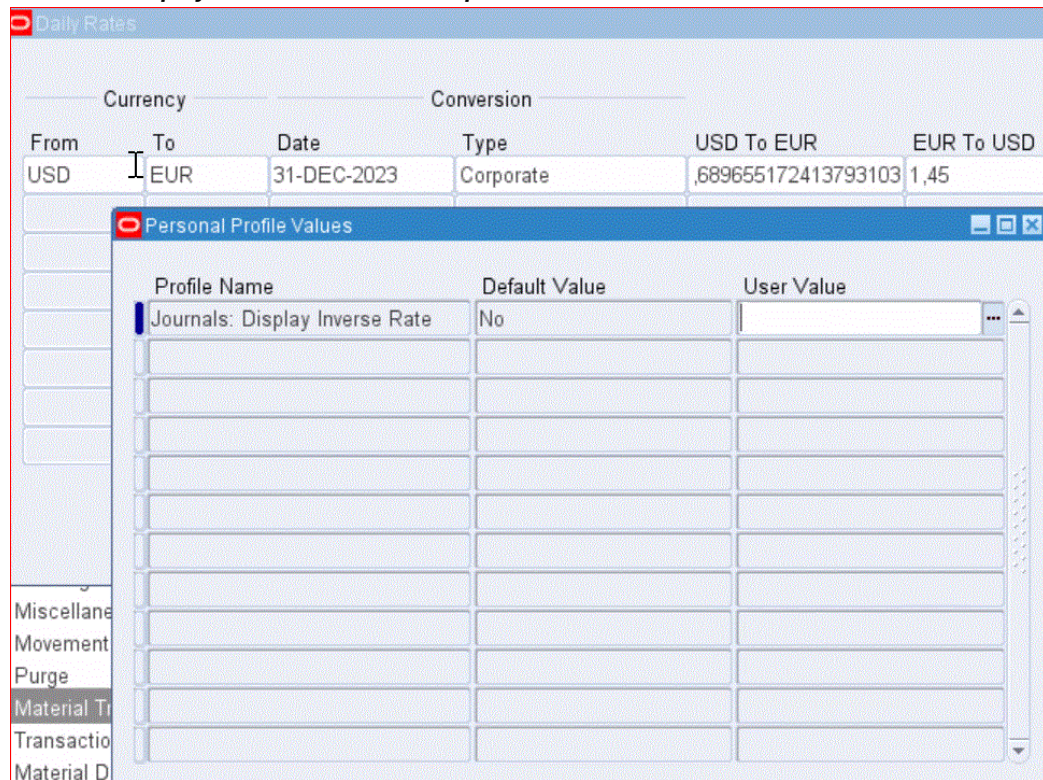
> **Note:** Neither the profile option nor the conversion rate determines the price calculations.

> **Note:** The field, **Deliver To** is hidden by default. It is intended to display an internal address. For example, 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.

> **Note:** The field **Your Ship To** address is displayed as: XYZ Offices, 500 Alcatel Drive, Dallas, TX (the location of the XYZ mail room).

The field, **Deliver To** is displayed as the internal delivery address: James Smith, Building 3, Mail Stop 3624.

Sales Order Line Items Main Tab

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

- ATO

- Adjusted Unit Cost

- Agreement

- (Agreement: Revision)

- Arrival Set

- Bill Amount

- Billing Validation

- Cascaded Hold

- Change Periodicity

- Commitment

- Component Number

- Customer Job

- Customer Number

- Customer PO Line Number

- Customer PO Number

- Customer PO Shipment Number

- Demand Bucket Type

- Enrollment Number

- Enrollment Status

- First ACK code

- First ACK Date

- Grade

- Industry Information

- Instance Name

- Internal Item

- Invoiced Quantity

- Item Description

- Item Identifier Type

- Item Revision

- Item Type

- Last ACK code

- Last ACK Date

- Line

- Line Number

- List Price

- List Price per Pricing UOM

- Margin %

- Margin Amount

- Model Serial Number

- On Hold

- Open Messages

- Option

- Order Number

- Order Type

- Original Internal Item

- Original Item Identifier Types

- Original Ordered Item

- Over Ship Reason

- Payment Terms

- Price List

- Pricing Date

- Pricing Quantity

- Pricing UOM

- Production Line

- Promise Date

- Recurring Billing Line Type

- Retrobilled Price

- Sales Agreement Line No.

- Sales Agreement Name

- Sales Agreement No.

- Sales Agreement Version No.

- Schedule Arrival Date

- Selling Price per Pricing UOM

- Secondary Qty Cancelled

- Secondary Qty Shipped

- Secondary Quantity

- Secondary UOM

- Ship Set

- Shipment

- Shipping Method

- Sold To

- Tax Group

- Unit Cost

- User Item Description

- Version

- Visible Demand Flag

- Warehouse

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 your 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.

The fields **List Price per Pricing UOM** and **Selling Price per Pricing UOM** are read-only and hidden by default. To view these fields, use the Oracle Folder functionality.

There is an indirect dependency of order type on agreement: "invoice to" is dependent on agreement and order type is dependent on "invoice to". Thus, updating the agreement results in re-defaulting of order type. The only way to turn off the dependency is through an API hook which you can update.

For more information about the API hook, see the Oracle Integration Repository (iRepository).

Sales Order Line Items Pricing Tab Window

The following 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

- Customer Net Price

- Customer Payment Terms

- Invoicing Rule

- List Price per Pricing UOM

- Tax Code

- Tax Date

- Tax Exemption Number

- Tax Exemption reason

- Tax Handling

- Unit List percent

- Unit percent base price

- Unit Selling Percent

- Selling Price per Pricing UOM

- Subinventory

- Split By

- Shipped to Customer

> **Note:** The fields **Customer Net Price, Customer Payment Term,
> List Price per Pricing UOM,** and **Selling Price per Pricing UOM**
> are hidden by default in the Pricing tab of the Lines region in the
> Sales Orders window. To view these fields, use the Oracle Folder
> functionality. See *Oracle E-Business Suite User's Guide* for more
> information on the Folder functionality.

The List Price per Pricing UOM and the Selling Price per Pricing UOM are read-only
fields.

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

- Fulfillment Base

- Latest Acceptable Date

- Model Group Number

- Over-Shipped resolved flag

- Over-Ship Tolerance

- Promise Date

- Qty Fulfilled

- Request Date

- Rounding Factor

- Schedule Date

- Ship Complete

- Ship From Location

- Ship Model Complete flag

- Ship To

- Ship To Address1..5

- Ship To Contact

- Ship To Location

- Shipment Priority

- Shipment Quantity

- Shipment UOM

- Subinventory

- Undership Tolerance

Sales Order Line Items Addresses Tab

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

- Bill To Customer

- Bill To Customer Number

- Bill To Location

- Deliver To Address1..5

- Deliver To Customer

- Ship To Customer

- Ship To Customer number

- Ship To Location

Sales Order Line Items Return Tab

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

- Container Number

- Equipment Number

- Line

- Option

- Reference Type

- SCAC

- 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

The following 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

> **Note:** The Intermediate Ship To field displays the default value based on the defaulting rules defined for the Intermediate Ship to Org attribute at the order line. See: Define Defaulting Rules, *Oracle Order Management Implementation Manual*

Sales Orders Tools Menu

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

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, *Oracle Inventory User's Guide*.
Add Customer	See: Adding Customers
Mass Change	See: Overview of Sales Orders.
User Sets	See: Order Management Sets
Purge, Archive	See: Order Purge. See: Archive Orders.
Create Hold Source	See: Defining Holds.
Scheduling	See: Overview of Sales Order Scheduling.
Quick Customer entry	Invokes Oracle Receivables Standard Customer window
Pricing Engine Request Viewer	See: *Oracle Advanced Pricing User's Guide*
Show Line Details	Invokes the order Lines tab.

Option	Information
Show Shippable Lines Only	Displays only the shippable items in the Configured Model along with the parent model line if the Show Line Details check box is selected. This option has no effect if Show Line Details check box is not selected.
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 security profile with the operating units that you want access to. For more information on setting up operating units, refer to the *Oracle Order Management Implementation Manual.*

- 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. For more information see the *Oracle E-Business Suite User's Guide*.

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

Multi-Org Access Control in Sales Orders window

The Sales Order window allows you to enter orders in any of the Operating Units accessible to you.

The Operating Unit field is mandatory on the sales orders window, Headers tab. It is folder enabled and displays your default Operating Unit. If you need to enter orders in operating unit(s) other than the one that is defaulted, you should make the field visible, so that you can pick the appropriate value.

Fields such as Date Ordered will default if there is a default Operating Unit. If there is no default value then all the fields except the Operating Unit will be disabled. Initial defaulting occurs once you specify an Operating Unit and tab out. After specifying other order information, if you change the Operating Unit, a message is displayed indicating that all the fields will be cleared if the Operating Unit is changed.

If you have access to multiple Operating Units, and you want to enter an order in an Operating Unit that is not your default, you should pick the appropriate Operating Unit from the list of values before specifying any other information.

Once you navigate out of the Header region, you cannot change the Operating Unit on the transaction.

The window title bar displays the Operating Unit for the order being created or queried.

To define header main information for an order:

1. Navigate to the Sales Orders window and select the Main tabbed region.

2. If you have access to multiple Operating Units, and you want to enter an order in an Operating Unit that is not your default, you should pick the appropriate Operating Unit from the list of values before specifying any other information. For more information on multi-organization access control in the sales order window, refer to the MOAC in Sales Orders window section.

3. 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.

4. 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.

5. 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.

6. 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

> **Warning:** 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.

7. 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.

Note: Order Type can be changed even after saving the order header as long as:

1. The Order Number generate is not set to "Gapless."

2. The order is Unbooked.

3. The order doesn't have any lines.

You can check these constraints from Setup->Rules->Processing Constraints.

8. 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 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 as lines without the PO Number do not get interfaced to Accounts Receivables. However if you have enabled Cascading, the existing open lines get automatically updated.

If the Purchase Order Required box is selected in the Transaction Types window,

the Purchase Order Number is required on all orders of this order type when the order is booked. You can update the Customer PO Number on the order line anytime before Invoice Interface by disabling the system processing constraint that prevents updates to the Customer PO number after an order line has been ship confirmed. The Invoice Interface process reads the Customer PO at the sales order line. The Customer PO at the sales order header can be updated until the order is closed. In some business situations, customers try out an item for a period of time before they decide to purchase it. In such cases, a sales order is created in Order Management with reference to a dummy customer PO Number to ship the item to the customer site. The Customer PO Number is updated in the sales order when the customer decides to purchase the item and provides the actual PO Number. So if the order line is already ship confirmed, the system processing constraint do not allow the Customer PO Number field to be updated. The processing constraint has been modified to allow updates to the Customer PO Number field on an order line even after it is ship confirmed, as long as the line is not Invoice Interfaced.

9. Define the Date Ordered or accept the default.

10. 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.

11. 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.

    > **Note:** 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.

12. 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.

13. 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.

   If you update the salesperson information in the order header/line, a message appears, asking you to use the Sales Credit window to review and update the salesperson details.

14. Select a currency for the order.

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

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

   1. the Sold To customer and the Bill To location, which provides the Bill To customer name and customer address details.

   2. 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.

   3. 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 it's 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.

   4. 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)

16. 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.

> **Note:** The LOV for fields Customer Contact, Ship To, Bill To, and Deliver To, display both contact name and E-Mail address.

> **Note:** All contacts for a customer are displayed at the header level regardless of the customer role.

> **Note:** 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, page 9-1.

Use the Other tabbed region to enter miscellaneous information for the sales order.

Cancel Unshipped Lines

The value of this check box defaults from sold to customer value using defaulting rules. This value can be changed by the users. This check box is editable until an order line is not Picked or Shipped. When a line moves to Picked or Shipped status, this check box cannot be edited and displays an error.

> **Note:** The application creates line sets based on the warehouse attached

to the order line automatically using the value of the Assign New Ship Set for Each Warehouse system parameter. When you set up the Line Set value as Ship in the Other tab at the sales order header level while entering a sales order and the items that you select for the sales order lines have different default shipping organizations, then the application creates line sets based on the warehouse attached to the order line automatically in conjunction with this system parameter's value. See Seeded System Parameters, *Oracle Order Management Implementation Manual*.

Since the ATO attributes on the line (ato flag, ato line ID) are dependent on the warehouse entered on the sales order line, the application does not allow you to change the warehouse on a line, if the ATO item is part of a ship set, or an SMC KIT, or an SMC PTO Model:

- if it might result in change in ATO attributes

- after booking

- after the 'Branch on source type' workflow activity is completed

If you try to perform such a change, then the application displays an error message saying that you are not allowed to update the warehouse because changing the ATO flag is prohibited at this point. This message appears if workflow activity 'Branch on Source Type' does not exist at all in the order line's workflow. It is important to note that, in case you are using a custom workflow for this feature, then you must ensure that the workflow activity 'Branch on Source Type' exists in the custom workflow. You can change the warehouse prior to booking as the application changes the ATO attributes on the line accordingly.

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, page 3-26.

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. If you have a deliver-to field in the order header, you must be able to populate the line deliver to field from the header field. This is done by setting up a defaulting rule for the line deliver to field so that it defaults the value of the header deliver to field.

5. End Customer selection does not look at the Customer Relationship setting. Any customer location or contact can be selected for End Customer.

Defining Sales Order Line Item Main Information

- Set up your units of measure. See: *Oracle Receivables Implementation 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.

  Additional Information: 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 aspecific 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.

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 and 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

        > **Note:** If you select a serviceable buy item for which you have set up the promotional good modifier in Oracle Advanced Pricing, then Order Management adds an extended warranty (service) line to this serviceable item automatically. This extended warranty (service) ensures that the item has a contract item type of SERVICE in the master item window. The service line created has the reference on the serviceable buy item and the quantity on the service order line is equal to the order quantity on the serviceable buy item order line. The service duration and period of the service

line added through the promotional goods modifier cannot be updated. If you override to a value other then what is setup in the modifier then after saving it restores to the old value defined in modifier setup. For example, in the modifier, if you have defined to get service item with service duration and period as 3 year, then the service line is created for service duration and period as 3 year. If you override it to 1 year or 5 year, then after saving it restores to 3 years. The service line has service duration, period, start date, and end date equal to the service duration, period, start date, and end date set up in the promotional good modifier. For example, if service duration and period is 1 year, then if service start date is 01-Jan-2013 then service end date will be 31-Dec-2013. If you try to assign end date as 31-Dec-2015, then service duration and period changes to 3 year. However, after saving, the end date restores to 31-Dec-2013 and service duration and period changes to 1 year as in the modifier setup, you have defined to get 1 year of service line free. This behavior ensures that you provide correct service duration, period, start date, and end date as per the setup. See Promotional Goods in Modifier Type Setup, *Oracle Advanced Pricing Implementation Guide*.

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 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 parameterItem 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. Provided the secondary unit of measure has been enabled for the item in Inventory, you can define a dual UOM for the item. 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 cannot be updated. If the check box is selected, the order line contains an ATO item.

13. Select or accept the default for Line Type.

14. Select the Billing Validation check box if you want billing plan lines to be validated. This field is hidden by default and when unhidden appears clear. This field is used by the recurring billing functionality.

    For more information about recurring billing, see:

    • Recurring Billing Overview, page 14-45

- Recurring Billing User Procedures, page 14-53

- "Recurring Billing" chapter in the *Oracle Order Management Implementation Manual*

15. The amount billed against the bill plan for the sales order line displays in the Bill Amount field. This field is hidden by default and when unhidden displays the bill amount if it exists. This field is used by the recurring billing functionality.

   For more information about recurring billing, see:

   - Recurring Billing Overview, page 14-45

   - Recurring Billing User Procedures, page 14-53

   - "Recurring Billing" chapter in the *Oracle Order Management Implementation Manual*

16. The recurring billing line type displays in the Recurring Billing Line Type field. This field is hidden by default and when unhidden displays the recurring billing line type of Source Order Line or Billing Line. This field is used by the recurring billing functionality.

   For more information about recurring billing, see:

   - Recurring Billing Overview, page 14-45

   - Recurring Billing User Procedures, page 14-53

   - "Recurring Billing" chapter in the *Oracle Order Management Implementation Manual*

17. Qty Cancelled: this field will display a value only if an order line's quantity was changed as a result of a cancellation.

18. Qty Shipped: this field will display a value only if an order line has been shipped, either partially or completely.

19. Reason: This field cannot be updated 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.

20. Comments: This field is cannot be updated, 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.

21. Select the Salesperson, if not defaulted.

22. Order Source, the value for this field is determined by the creating application when a sales order is created. This field cannot be updated, and valid values are:

    - Internal

    - External

23. 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.

24. 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.

25. Select the Tax Code, if it does not appear by default. You are only able to select a Tax code if the profile option EBTax: Allow Override of Tax Code is set to Yes.

    > **Note:** To automatically default tax code on Sales Order lines, select the Default Tax Classification check box in the corresponding Receivables Transaction Type window.

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 default per the 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

As a result of the converged Oracle Inventory model, you can access fields like dual quantities, grade, unit of measure in the sales orders line and the Order Organizer windows. The field are folder enabled in both windows.

If the item in the organization, in which it's being transacted, is tracked in Primary and Secondary or the pricing source for the item is secondary, then the Secondary Quantity field is enabled and required. The secondary UOM field is defaulted from the item's secondary inventory UOM and is a view-only field. The Grade field has been added to the sales order line to enable you to specify a preferred quality grade for a grade controlled item. You can enter grade for any item that comes from a discrete or a process inventory organization. You can enter grade in the sales order line, and is displayed in the delivery line, however you cannot update it in shipping. Defaulting rules enable the value of the grade field to be defaulted on the order line. The Grade field has now been extended to 150 characters.

An item is termed lot-indivisible when it must be consumed in its entirety. This is a process inventory feature that is now available to users of discrete inventory. You cannot split a sales order line that contains a lot-indivisible item reserved. The Sublot field is removed.

- 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:*Oracle Process Manufacturing User's Guide*

Item Orderability

Businesses need to be able to order specific products depending on specific customers.

Instead of being able to view and select all items for all customers in the sales orders window, you can restrict the item list based on customer and other related criteria. For example, you may want to take an order only for a set of products for Customer A, which may not be applicable to Customer B. In addition, orderable products are useful for business flows such as private labeling, franchises, licensing / certification, product suitability etc. Orderable Products functionality is required in different industries such as entertainment and media, manufacturing, wholesale distribution, retail and high-tech.

The Ordered Item List of Values (LOV) is populated by listing all the items available in the item validation organization of the current operating unit. Item Orderability rules are defined at Operating Unit Level. Item Orderability rules support standard items and top model items. These rules are not applicable for components of a model and service items. The Item Category and Items LOV are always displayed based on the Master Organization or the Item Validation Organization attached to the operating unit. However, the Ordered Items LOV will not display all items; the list is populated depending on the Item Orderability Rules you have set up. If you have not set up the Item Orderability Rules, then the Item Orderability functionality is disabled or the functionality cannot be used. Additionally, RMA/Returns do not validate or honor the Item Orderability rules. Returns do not need to validate item orderability rules, as you can return goods that you ordered earlier but are not currently allowed to order.

If the value of the profile option OM: Use Materialized View for Items LOV (Honors Item Orderability Rules) is set to No, then the Ordered Items LOV lists all the items of the item validation organization for the current operating unit. The defined item orderability rules are not considered, however if there is a defined rule that prevents the item from being ordered, then an error message is displayed during the saving of the order. You will not be able to save the order.

If the value of the profile option OM: Use Materialized View for Items LOV (Honors Item Orderability Rules) is set to Yes, then the Ordered Item LOV displays only those items which are based on the rules defined. The Ordered Item LOV is then dynamically populated based on Item Orderability Rules and the current attribute values on the line.

Searching for Item Orderability Rules

Use the F11 Ctrl F11 key combination to enter search criteria to retrieve item orderability rules.

If you enter the operating unit in the Operating Unit field or select an operating unit from the LOV, and then search for the rules by pressing Ctrl F11, records will be retrieved for the item and operating unit combination.

If you do not enter anything in the Operating Unit field, or enter a partial search criteria (for example, Vision) or enter an invalid operating unit, the Operating Unit LOV displays and you need to select an operating unit to continue with the search.

This is required as the Item field is flexfield enabled and will display an error if the organization is not selected.

This search is applicable to searches based on the Item field only. Searches based on any

other field will not invoke the Operating Unit LOV.

The following section describes how to set up Item Orderability Rules.

Setting Up Item Orderability Rules

Item Orderability window

The Item Orderability window displays the Item Orderability Rules that you can set up. Depending on the value of your security profile, the relevant operating unit will be displayed in the window. If you need this rule in another operating unit, you need to repeat the setup for the rule in the other operating unit. Navigate to Setup > Rules > Item Orderability.

When in Enter query mode, you need to enter an operating unit and then enter the Item Category or Item or other criteria. If you manually enter the operating unit, for example, Vision Ope%, in enter query mode, the query will not fetch any data, and will raise an error message. This is because items are based upon Inventory Organizations, and this setup is based upon Operating Unit. So once the Operating Unit is chosen, we use the Item Validation Organization defined under Order Management System Parameters window for the selected Operating Unit to query the Item details.

You can set up rules based on either Item or Item Category. If you set up a rule for an item, which belongs to a category that has a rule already defined, you will not be allowed to set up a rule and the following error message displays:

Item Orderability window

The rules state that an item or item category will be generally available (if the Generally Available box is selected) except for the conditions set up at the Rule Level. The conditions are based on the following line attributes:

- Customer

- Customer Class

- Customer Classification

- Customer Category

- Region

- Order Type

- Ship To

- Bill To

- Deliver To

- Sales Channel

- Sales Representative

- End Customer

For example, you can set up a rule that says Item Category COMPUTER.MISC is generally available except for when Order Type equals Order Only or Customer equals AC Networks.

> **Note:** The OR condition is applicable when evaluating multiple conditions. In the example above, either the order type or the customer is taken into consideration.

> **Note:** You can also specify Customer Classification as a rule level. The rule level value dropdown enables you to select the appropriate Customer Class Code for the rule level Customer Classification. Customer Classification enables you to group multiple customers under an umbrella classification. This makes the task of creating and updating item orderability rules easier and faster for groups of customers, instead of creating rules for individual customers.

Similarly, you can set up rules to define when an item or item category is generally not available (the Generally Available box is unselected) with the conditions available for that rule. For example, Item X is generally not available, however, since you have set up conditions at the Rule Level, it is available for a particular customer, or region or customer class. This is illustrated in the window below:

Item Orderability window

When you select rule level values for rule levels of Customer, End Customer, Ship To Location, Bill To Location and Deliver To Location, you will see the customer number appended to the above-mentioned rule levels. For example, there could be multiple customer accounts with the same customer name. Thus, the unique customer number that is appended to the customer name ensures the uniqueness of the customer data in the Item Orderability window at the Rule region.

Using Item Orderability in the Sales Orders Window

1. Enter an order with a customer that you have specified an item orderability rule for.

2. Click the Ordered Items LOV and see if the item you specified in the rule is displayed. The visibility of the item in the LOV depends on the value of the profile option OM: Use Materialized View for Items LOV (Honors Item Orderability Rules). If the value of the profile option is set to No, then the Ordered Items LOV lists all the items of the item validation organization of the current operating unit. If the value of the profile option is set to Yes, then only those items or item categories to which the rules apply will be displayed.

Sales Orders window
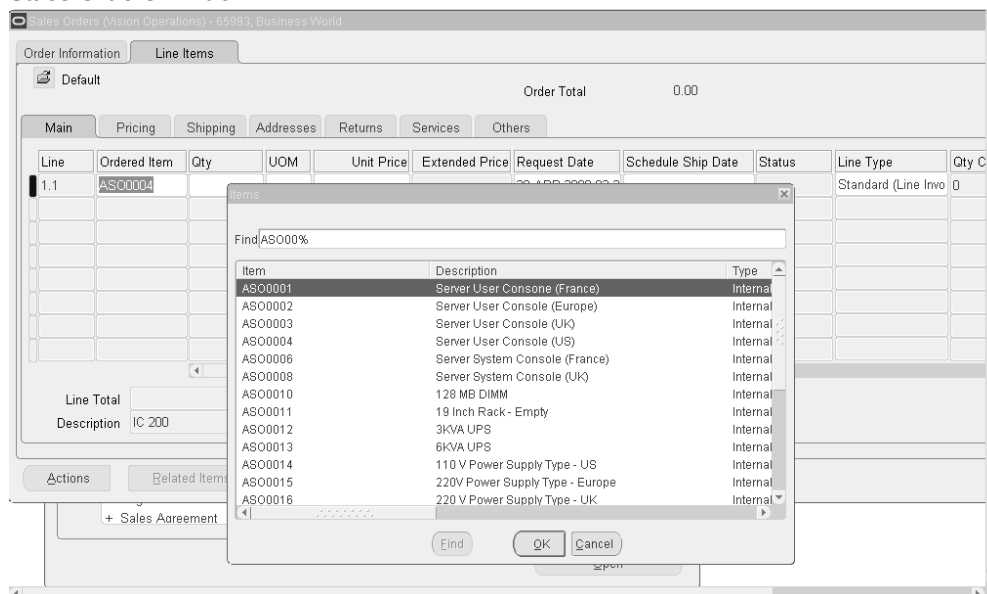
3. In the above figure, the item (ASO0005) for which you created a rule in the section Setting Up Item Orderability Rules, is not displayed as the profile option is set to Yes. If the profile option were set to No, an error message would have been displayed.

4. Run the concurrent program Refresh OM Materialized Views periodically to refresh the materialized views OE_ITEMS_MV and OE_INT_ITEMS_MV. If you have changed any data in Inventory, it is advisable to run this concurrent program so that the data in Inventory and Order Management stay synchronized. If the performance of the program is unsatisfactory, you can try setting the parameter Rebuild Indexes (Yes/No) to Yes. This should help reduce the execution time, however the performance of the Order Item LOV may be slower while the refresh is in progress. Hence, you may wish to run this program during non-peak hours with this setting of the parameter.

Item Orderability rules are effective when orders are created from Order Import, Process Order and HVOP also. The public API OE_ITORD_PUB. Import_Item_orderability_rules allows creation of Item Orderabilty rules from PL/SQL, rather than entering data in the Item Orderability Rules window.

The public API OE_ITORD_PUB.Import_Item_orderability_rules also enables system administrators to update and delete existing Item Orderability rules.

> **Note:** Item Orderability Rules in Order Management are applicable to all orders accepted in Order Management. Hence, orders coming from other order capturing applications such as Quoting, iStore or third

party applications will not be accepted in Order Management if the incoming orders do not comply with item orderability rules. These external applications can use Order Management item orderability rules through OE_ORDER_PUB.VALIDATE_ITEM_ORDERABILITY public API and pass the input parameters to validate whether an item can be ordered in Order Management.

Custom Hook for Item Orderability

You can customize the custom hook (OE_ITORD_EXTN.Validate_Item_Orderability) for fields (DFF fields/payment terms/price lists, and so on) that are not part of the Item Orderability setup window; or fields that are available in custom tables.

Order Management has provided a flexible and extensible platform to define the Orderability rules in a new custom hook OE_ITORD_EXTN.Validate_Item_Orderability where rules can be defined at Item/Item Category level. Using this API, you can write your own custom logic using one or more attributes available at line level entity or fields that are available in custom tables. When called, this function will return Item True/False value to indicate whether item is orderable or not.

If the returned value is TRUE, the system allows the item to be ordered. If the returned value is FALSE, the order cannot be placed. To enable this option, a new system profile OM: Use Item Orderability Custom Hook should be set to Yes.

When setup and enabled, the system will evaluate the custom hook in addition to the rules defined on the Item Orderablity. This is done when saving the order line to arrive at the Orderability of the item. For the item Not Orderable, a message is displayed similar to currently displayed on the Sales Order windows. This custom hook works similar to the OM: Use Materialized View for Items LOV (Honors Item Orderability Rules) value of No. This is regardless of its value being set to either Yes or No. This implies that there is no change to the Ordered Item list of values in the Sales Order window/ Quick Sales Order/ Sales Order HTML UI page. When the sales order line in saved, a message appears, that informs about the item orderability restrictions (if the items are not orderable according to the custom logic).

The Item Orderability Custom Hook functionality supports all existing methods of sales order entry, For more information on the profile option OM: Use Item Orderability Custom Hook, see: *Oracle Order Management Implementation Manual*.

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, page 3-53

Folder Functionality in Quick Sales Orders, page 3-57

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.

> **Note:** Booked Date, List Price per Pricing UOM, and Selling Price per Pricing UOM are available as a read-only and folder-enabled fields.

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 when an order is being entered. When a customer calls to place an order, using the phone number of the customer, CSR can enter/derive the other customer related information onto the sales order form. So the phone number can be used as a driving attribute for identifying the customer. The phone number can be either a customer phone number or a phone number associated with a specific address.

Only if the phone number is used to identify the customer while entering the order, the phone number is stored.

> **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 with out 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.

Operating Unit

The Quick Sales Orders window has the Operating Unit field available through folder functionality. The Operating Unit field works in the same way as it does in the Sales Orders window.

Cancel Unshipped Lines

The value of this check box defaults from sold to customer value using defaulting rules. This value can be changed by the users.

This check box is editable until an order line is not Picked or Shipped. When a line moves to Picked or Shipped status, this check box cannot be edited and displays an error.

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. Please refer to the Oracle Order Management Implementation Manual for more details.

Additionally, you can improve the time taken for tax calculation by setting the OM: Delayed Tax Calculation profile option to Yes. See: Profile Options and Order Management Profile Option Descriptions and Settings topics in Oracle Order Management Implementation Guide.

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.

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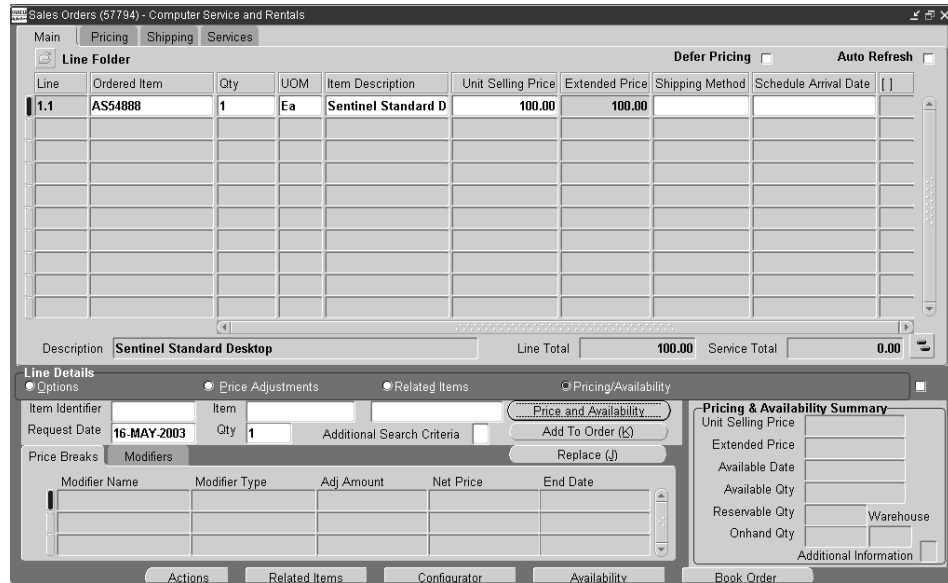
There is integration to Pricing for coupon redemptions and other advanced features (Buy one get one free), Ask For/ promotions. You can assign manual discounts when permitted via discount profile options.

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

Gross Margin Display, page 11-104

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.

Finding Customer Information, page 6-41

Advanced Item Search, page 6-43

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.

The Copy function enables you to create RMAs, copy across operating units, and copy multiple lines; additionally, you can copy sets, configurations, service lines, attachments, holds, user defined attributes, and so on.

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.

Related Items and Manual Substitutions, page 5-7

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.

Create New Folder Window - Configure Buttons

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.

Create New Folder Window - Others

5. Click OK to save the folder.

Sales Orders Window - Others Tab

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.

Create New Folder Window - Line Tabs

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.

5. 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.

Overview of Transaction Types

Transaction Types are used to associate workflows for various phases of sales document (sales orders or sales agreements) processing. You can also associate various values like transaction phases, layout templates, approvers to a transaction type and these will be defaulted on the sales order or sales agreement. For more information on setting up transaction types, please refer to the *Oracle Order Management Implementation Manual.*

The Operating Unit field has been introduced in this release and it's LOV displays the list of operating units that you have access to.

When you enter a new transaction type, the Operating Unit field displays a default. You can specify a different Operating Unit that you have access to. The fields listed below will be disabled if the Operating Unit field has no value.

- Default Return Line Type

- Default Order Line Type

- Invoice Source

- Non Delivery Invoice Source

- Receivables Transaction Type

- Price List

- Cost of Goods Sold Account

- Contract Template

You cannot change the operating unit value for existing transaction types – the field will be disabled.

Simple Negotiation in Oracle Order Management Overview

A quote encompasses many stages before becoming a sales order or sales agreement. These stages can include a draft, customer negotiations, internal and external business approvals. Versioning can capture changes and the transaction seamlessly converts to a sales order or can be archived as a lost or expired quote. Quoting draws all relevant information from the Order Management schema for use by the customer service representatives (CSR), enabling a seamless flow from a quote status through a sales order.

Quoting Provides:

- The creation and management of quote as a negotiation tool and transitioning the quote to a sales order, thus acting as a single point of entry into Order Management.

- Preparation of quote for assisted selling of products and services to customers and business partners.

- Processing the quote with or without approvals.

- Quick entry of order lines with minimum data entry as the information captured on the quote gets carried forward into the sales order.

  Using Quotes you can:

- Create, modify, and select quotes

- Configure complex products

- Manually adjust quote prices

- Perform real time global availability checks

- Up Sell, Cross Sell

- Calculate taxes

- Assign sales credits

- Convert quotes to sales orders

- Support E-Business requirements

- Reduce administration expenses and increase a sales person's productivity

High Level Flow Depicting Inputs to a Quote

```
┌──────────────────────┐
│ Sales rep creates    │
│ quote as a draft     │
│ and negotiates       │
│ with the customer    │
└──────────┬───────────┘
           │
           ▼
┌──────────────────────┐                              ┌──────────────────────┐
│ Sales rep submits    │◄─────────────────────────────│ Sales rep changes    │
│ the quote for        │                              │ the quote and        │
│ approval             │◄──────────────────┐          │ negotiates with the  │
└──────────┬───────────┘                   │          │ customer             │
           │                               │          └──────────────────────┘
           ▼                               │                      ▲
       ◇ Is quote ◇ ──No──► ┌───────────────────┐                 │
       ◇ approved? ◇         │ Quote is returned │                 │ Yes
                             │ with status       │                 │
           │                 │ 'Rejected'        │                 │
           │ Yes             └───────────────────┘                 │
           ▼                                                        │
┌──────────────────────┐                                           │
│ Internally approved  │                                           │
│ quote submitted for  │                                           │
│ customer approval    │                                           │
└──────────┬───────────┘                                           │
           │                                                       │
           ▼                          ┌──────────────────────┐     │
       ◇ Customer ◇ ──No──►           │ Is customer willing  │─────┘
       ◇ approved  ◇                  │ to negotiate         │
       ◇ quote? ◇                     │ further?             │
                                      └──────────┬───────────┘
           │ Yes                                 │ No
           ▼                                     ▼
┌──────────────────────┐              ┌──────────────────────┐
│ Quote becomes an     │              │ Quote is "lost"      │
│ order                │              │                      │
└──────────────────────┘              └──────────────────────┘
```

Quotes

A new menu option for quotes is seeded under the main menu Negotiation, and the windows are preconfigured to display quote attributes for the Order Management Super User. Also quotes can be entered using the existing Quick Sales Orders window or the standard Sale Orders window by displaying quote-specific attributes using folder functionality. All the quote specific attributes are hidden by default when the window is opened using this menu option. A folder can be saved in the Quick Sales Order window or the standard Sales Orders window with quote related attributes and the folder can be used for entering quotes through either of the two sales orders windows.

Quote Number, Version, Quote Name, Expiration Date, and Quote Date are displayed by default when the window is opened using the Negotiation menu option. Transaction Phase, User Defined Status, and Comments fields are hidden and can be displayed using folders functionality. These fields are available in both the Main and Others tab.

Note: The Negotiation menu has two windows - Quote and Quick Quote. It is possible to directly generate a quote from either of these two options. In addition to these, it is possible to generate a quote from either the Standard Sales Orders window or the Quick Sales Order window.

Operating Unit

The Quote and Quick Quote windows have the Operating Unit field available through folder functionality. The Operating Unit field works in the same way as it does in the Sales Orders window.

Quote Transition to Sales Order

You can define various Document Types (Transaction Types) to categorize different kinds of Quotes. When a new Document Type is defined, a new Document Sequence Category is automatically created. Using document sequencing setup, quote numbers can be generated automatically or be manually input by the user. When a number is specified, the system validates that it is unique for the given document type.

> **Note:** Attributes security will not be re-checked if the transaction phase is updated. For example, a constraint price list is non-enterable by the user for the fulfillment phase and is enterable for the quote phase. When creating a sales order a constraint dictates that the price list is defaulted and non updateable. The constraint has not been defined for the negotiation phase of the order and so users may select a price list and process through to fulfillment. This will be allowed. If this has to be prevented, a constraint is placed on the transaction phase so that user cannot change between phases when entering a transaction. If they are allowed to change the phase, they are allowed to change other attributes on the transaction using the above workaround.

To provide flexibility when the quote is firmed:

• The original quote document number generated during negotiation can be retained

in the fulfillment phase.

> **Note:** This is the preferred method for document sequencing retaining the document number as a single transaction that moves across phases. The order number (the same as the quote Number) is placed in the order number field but will be masked from the user until transition to fulfillment.

OR

- Generate a new document number for sales order during fulfillment and reference the quote (generated during negotiation) in the sales order.

> **Note:** This method is required if the sequence generation is GAPLESS. The order number (the quote number) is placed in the order number field but will be masked from the user until transition to fulfillment when it will be over written.

Identify Unique Quotes

You can identify unique quotes within a transaction phase in the system. A document number will be unique within an Order Type.

This check is performed from within Order Entry, that is when a number is generated (for automatic/gapless sequences) or manually entered by the user (for manual sequences) the system will validate that it is a unique number for the specified Order Type.

History

Quoting features are utilized during the negotiation phase, a phase that can prove to be very involved as the more complex products and values can be continuously changed before the document is approved.

Previous versions of the document are retained in history whereas the current version of the document is available to amend as required. You can require tracking changes over a period of time and view those changes.

Only the most active version can be amended/maintained. Previous versions are read-only or used as templates for creating new quotes via Copy. You can display a comparison of changes across versions.

Offer Expiration

Offer Expiration can be entered only during the Negotiation phase. During the Fulfillment phase, the Expiration Date field is disabled.

> **Note:** The system will enforce that the expiration date cannot be less than the current date.

The expiration date may be defaulted based on the defaulting rules during the Negotiation phase. The offer expiration date can be changed at any time during the Negotiation phase. The Find window includes a check box called Null Expiration Date for finding quotes or orders without an Expiration Date.

When the quote is due to expire, a notification can be generated to alert the CSR. The user may require the notification five days before the offer expires. This duration/notification initiation may vary or may not be required at all.

Associating User Defined Statuses to Quotes or Orders

User-defined statuses can be associated to quotes or orders for internal tracking purposes by salespeople. The user-defined statuses will be based on the quick codes and is definable and extensible by customers. The user-defined statuses are not validated against the Order/Quote workflow status.

Versioning

Manual versioning and automatic versioning are supported for Quotes and Orders. Version History can be viewed if prior versions exist for the quote or order. Once a quote transitions to an order phase then the quote information can be viewed only through the Version History on the sales order. The order corresponding to the quote is displayed in the Quote window and the Quick Sales Orders or standard Sales Orders window, and the quote is displayed in the Version History window.

Please refer to the section on 'Versioning' for additional details on how Versioning can be used in Order Management.

Entering a Reason and Comments

A common framework for entering a reason and comments is provided. Each action on a sales document may require a reason and comments. The reason context is a display only field in this window. This window is accessible from the Sales Orders, Quotes, and Sales Agreements windows. This window can be invoked manually and also the system will popup the window automatically if a reason and comments are required for a particular action on the sales document. The right mouse menu has options to enter a reason and comments for a specific action.

Reasons and Comments Window
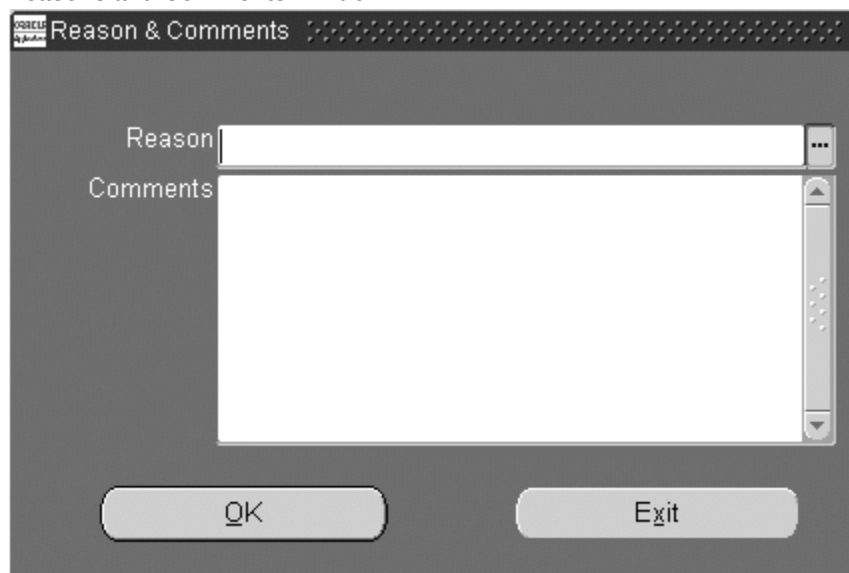
Viewing Reason & Comments

The reason and comments that are entered corresponding to various actions can be viewed through this window. This window displays the reason type, reason and comments and is multi-row block. The reasons are ordered by reason type and creation date. This window is accessible for the Sales Orders, Quotes, and Sales Agreements windows using a right mouse menu or from Actions Button. In the Quick Sales Orders window, this window can also be accessed by displaying it as a button through the configure buttons functionality.

Basic Quote/Order Lines

The following is a summary of additional views/data fields included on the Sales Orders window:

Document Header

New Data Field	Available for the Find Function	Available for Quote/ Sales Orders	Additional Comments
Quote Number	Yes	Both	Provides a view of the Quote number in fulfillment.

New Data Field	Available for the Find Function	Available for Quote/ Sales Orders	Additional Comments
Version	Yes	Both	Used in conjunction with the document number
Transaction Name	No	Both	User defined at data entry - Non updateable in fulfillment.
Offer Expiration	Yes	Quotes Only	
Creation Date	Yes	Quotes Only	
Offer Date	Yes	Quotes Only	
User Status	Yes	Quotes Only	Find in Conjunction with Sales Person.
Transaction Phase	Yes	Both	
Reason Code	No	Both	
Comments	No	Both	Free Format
Customer Location	Yes	Both	

Find/View Quotes/Order Lines

Fields available to find a single or summary of existing quotes/lines:

Finding Orders and Quotes

New Data Field	Available for the Find Function	Available for Quotes and Sales Orders	Additional Comments
Quote Number	Yes	-	-
Version	Yes	Both	Used in conjunction with the doc.No

New Data Field	Available for the Find Function	Available for Quotes and Sales Orders	Additional Comments
Offer Expiration	Yes	Quotes Only	Single/Range
Creation Date	Yes	Quotes Only	-
Offer Date	Yes	Quotes Only	-
User Status	Yes	Quotes Only	Find in Conjunction with Sales Person.
Transaction Phase	Yes	Both	-
Customer Location	Yes	Both	Header Only. Bus. Purpose = Sold_to
Null Expiration Date – Check box.	Yes	Quotes Only	-

Change Control

Allows a quote attribute to be changed only if certain conditions are met. The conditions for making a change may include the role of the user performing the change, the status of the object/entity at the time of the change, etc. A drop down selection window indicates if the constraint should apply to an Fulfillment phase, Negotiation phase, or generic (all).

If any of the security constraints are violated, the user will not be allowed to make the changes. Use the role-based constraints to provide a higher level employee like a manager to make the changes for quotes.

> **Note:** Predefined constraints will not be delivered as part of the seed data for quotes.

Audit Trail

Versioning will capture amendments according to setup. Audit trail may be setup to capture history of changes but if versioning captures a like change then versioning control will take precedence.

An example of both features implemented to capture changes could be:

Versioning captures the history of a change when it applies to the amendment of payment terms and price list. If a user then amends the ship to audit trail is set up to capture the history of this change and the information is stored and can be viewed via

concurrent program.

For additional details on this feature, please refer to the section on Order Audit Trail, page 8-18.

Purge

Quotes need to be purged when the data is no longer needed within the operational requirements of the customer service representative (if an expiration is not assigned or the quote has not transitioned to a sales order you will be required to transition the document to a closed status), or the quote has expired or transitioned to an order and has been closed automatically via workflow.

Purge Restrictions:

- This non live data is taking storage space and adds no value to the business.

- Any quotes, that are closed, should be considered candidates for purging.

- Purge will validate that the above conditions have been met.

For additional information on this feature, please refer to the section on Purge Set/Order/Quote Purge Selection Concurrent Programs , page D-51

Credit Checking

Credit checking is not available until the transaction enters the fulfillment phase.

Quote Numbers

Defining and Generating Quote Numbers

You can optionally retain the quote number to be the same as of that of sales order number, when the quote transitions to a sales order. Please refer to the section on 'Transaction types' for additional details.

Gapless Sequence for Quote Numbers

If a gapless sequence is used for the quote number then you cannot delete quotes. You must status them as Lost, and retain the quote. The only way to remove them from the system is by running a purge program.

Manual Numbering for Quotes

You can choose manual numbering for quotes and if the order number is the same as the quote number then the system will automatically populate the order number with the quote number.

If the transaction is a quote and you have a requirement to manually number the orders then you must always choose manual numbering for quotes and use same number for the orders.

Manual Numbering for Sales Orders Starting With the Negotiation Phase

For sales orders that start with the Negotiation phase and have a requirement for a manual number, you must define the quote number as manual and pass the quote number as the order number.

> **Note:** A sales order that starts with the quote phase and has a manual numbering requirement, and cannot have a number different from quote number.

Quote Date

Quote creation date is captured when a quote is saved. The date defaults to the system date but it is possible to edit this field.

Note: A sales order that starts with the Negotiation phase and has a manual numbering requirement, cannot have a number different from the quote number.

User Procedures

To set up a transaction type/Phase:

Use the Define Transaction Type window to define a new order or line Transaction Type and assign pre-defined workflows to it from quotes through firm order.

To define an order transaction type:

1. Navigate to the Transaction Types window.

2. Enter a value of ORDER for the Transaction Type Code. Assign a value of ORDER or MIXED for the Category code. When an Order Type is assigned to an order, the category code determines whether both inbound and outbound lines (in the case of the firm order) can go on it, or only one of the two kinds. The Negotiation phase of the order will not support return lines. A value of MIXED will allow the sales order to have both kinds of lines on it.

3. Controlling Document Numbering - When an Order Transaction type is created, the window will automatically create a Document Sequence Category of the same name in AOL. Use the AOL Sequence Assignments window to assign a sequence you have already defined to this newly created Category.

4. The Quote Number field is either user enterable/non-updatable depending on the transaction type that is entered on the quote. If the transaction type that is entered on the quote has a manual document sequence type assigned to it, then the quote number field is user enterable. When a quote number is specified for a quote, Order Management validates that it is unique for a given transaction type.

   Please refer to the section on Transaction Types for more information.

   > **Note:** Transaction Types are MLS compliant but Document Seqnce

Categories are not. Please create your Order Types in the Base Language to minimize confusion.

5. Assigning a workflow to an order type - Specify the Header Flow name for the Fulfillment phase and the Negotiation phase.

> **Note:** Workflow assignment is required for a given Order Type to support the creation of orders and quotes using that Order Type. You can use the Transaction phase value to determine where to start in the flow. The quote does not support line types.

6. Assigning a Default Line type to an order type - Specify a line type that will serve a default for all lines on a sales order with this order type. If you are defining a MIXED order type then specify both an outbound default Line type and an inbound default line type. Defaulting rules are set up so they default the transaction type on a line in the sales order based on its category code. The Sales Orders window will populate the appropriate line category based on the sign of the ordered quantity. You can create a return line when the quote has transitioned to a sales order, with negative quantities, the controller will populate a category code of Call Process Order to default the correct line type onto the line.

7. The default for the transaction phase can be set at the header level and defaulting rules can populate this value directly onto the transaction irrespective of type (Sales Order/Quote).

   The values will be:

   - Negotiation

   - Fulfillment

   - Null (Null represents both)

8. Use the Define Line Transaction Type - Enter LINE for the Transaction Type Code. Assign a value of ORDER or RETURN to the Category code. This determines whether this is a type for Inbound or Outbound Lines. This in combination with the Category code on the Order Type restricts what kinds of lines go on an order.

9. Assigning Workflows to Line Types - A pre-defined line flow can be used with only certain header flows because wait-for-flow and continue-flow activities need to pair. This may require that the same line transaction type when used with different order transaction types need to follow a different line flow.

   > **Note:** Workflow assignment is required for a given Line Type to

support creation of lines using that Line Type.

Transaction Phase Default

The transaction phase will default either to Negotiation or Fulfillment based on Order Management defaulting rules when the Quick Sales Orders or standard Sales Orders window is opened. The transaction phase always defaults to Negotiation independent of the defaulting rules when the window is opened through the Quote menu option. The transaction types displayed in the transaction LOV will be restricted based on the transaction phase. So if the transaction phase defaults to Negotiation then only the transaction types that also have a negotiation phase (Quote workflow) associated with it are displayed.

Without a set default, the Fulfillment phase will be populated by the system. If the Transaction phase is changed after entering values in other fields, a message displays indicating that the defaulting security due to phase change will not be triggered again.

The Transaction phase can be changed until the transaction is saved or before lines are entered. Once the transaction is saved or lines are entered, the Transaction phase cannot be changed and the Transaction Phase field will be non-updatable. The Copy Quote/Orders feature allows amendment to the transaction phase.

> **Note:** Using Copy Quote/Orders feature results in a separate new transaction being created.

To enter quotes using the Quote menu option:

A new menu option, available in the default Navigation layout, Negotiation is seeded for the Order Management Super User, that contains the properties and attributes, that are specifically applicable for quotes. There are also other attributes in addition to the quote specific attributes. It is possible to enter quotes either through the 'Quote' window or through the 'Quick quote' window.

Quotes also can be entered using the existing Quick Sales Orders or standard Sales Orders window by displaying the quote specific attributes using folder functionality. A folder can be saved in the Quick Sales Orders or standard Sales Orders window with quote related attributes and the folder can be used for entering quotes through the Quick Sales Orders or standard Sales Orders window. You can browse the orders and folders for entering the orders/quotes using the same sales orders windows.

1. Navigate to the Negotiation menu.

2. Select the Quote Menu option; the default folder window for Quote appears.

Quote Window Through the Quote Menu Option

3. Enter an existing customer name and that customer's details populate the Quote window.

4. Navigate to the Find Customer window and search for the customer record. Select an existing record. If your search does not return any results, you can optionally create a new customer record.

5. Navigate to the Add Customer window to add the customer record. The addresses associated with this record can be identified as valid Bill To/Ship To/Deliver To/Sold To.

6. Enter a transaction type and navigate to line details, select the items and save the quote.

7. Enter a transaction type and navigate to the Price and Availability line details, perform Pricing and Availability against a series of items and add those items as quote lines.

8. Add associated lines, sub tasks may include a Pricing and Availability with the Add to Order option or the selection of related items.

   Possible steps:

   1. Save the document with a unique transaction name, the document requires subsequent approval.

2. The manager queries their notifications and views the quotes that require acceptance.

3. The manager *accepts* the quote and the quote is ready for customer acceptance.

4. The manager *rejects* the quote and the CSR must review quotes in a draft status due to internal approval rejection.

9. The CSR reviews the quote and makes amendment to the offering, gets internal approval, and submits for customer approval.

   1. The customer *accepts* quote and the CSR registers customer acceptance on the quote on behalf of the customer. The quote transitions to a sales order in an entered Status.

   2. The Customer verbally rejects the quote and the CSR rejects on behalf of the customer online. The quote moves to a status of Draft – Customer Rejected.

10. The customer does not wish to pursue the offer and the quote is progressed to a lost status. Once lost the quote will close.

11. When the customer wishes to renegotiate, the quote that is in a Draft Customer Rejected status has to be reworked/evaluated and the approval process has to be started again.

To enter quotes using the Quick Sales Orders or Standard Sales Orders menu option:

1. Navigate to the Quick Sales Orders window or the Standard Sales Order window.

2. Using folder functionality, invoke the quote related attributes in the sales order form and use the transaction phase as 'Negotiation' to enter a quote.

3. Use the steps as given above under the 'Enter quotes using the Quote menu option' to complete the remaining steps.

Quick Sales Orders - Quote Folder Enabled Fields

To find or view orders and quotes:

Existing quotes can be viewed/searched using Find Quote/Orders. The Find window includes the quote-related attributes as mentioned below:

Quote Number, Version, Offer Expiration, User Status, Transaction Phase, and Customer Location fields are on the Order Information tab of the Find window.

> **Note:** The Order Information tab has been renamed to Quote/Order Information tab. Any combination of values may be used. The version number is enabled in the Find window only when the document number is entered. Otherwise the version number field is disabled.

A Quote can be viewed/queried in the Quick Sales Orders or standard Sales Orders window or Quote windows and in the Order Organizer only while it is in the Negotiation phase. The active/current version of the quote is displayed in the Order Organizer when the version number of the quote is not specified as one of the search parameters and a find operation is performed from the Find window.

The Version Number field will be disabled while querying for a quote directly in the Quick Sales Orders, standard Sales Orders, or Quote pads as only the active version of the quotes are displayed in these pads. A value can be entered for the version number field only in the Find window for querying prior versions.

If an older version number of a quote is specified in addition to the quote number as search parameters on the Find window, then the Version History window is displayed

instead of the Order Organizer, for querying the older version of a quote in the Version History window.

To find or view quotes that are in the order phase:

Once a quote transitions into an order then the corresponding sales order will be displayed in the Quick Sales Orders, standard Sales Orders, or Quote Pad and Order Organizer when queried by quote number or based on any other search parameters. The quote corresponding to the order can be viewed by choosing the Version History window by selecting Quote Details on the Quick Sales Orders, standard Sales Orders, or Quote Pad, and Order Organizer.

To find or view quotes and orders using the version number:

The Version number field is available on both the Quote Number and Order Number fields in the Find window, both are initially disabled. Depending on if the quote number or order number is entered, the corresponding Version Number field will be enabled. Both the Version Number fields are mutually exclusive. If the Quote number is entered then the Version Number field corresponding to the order number is disabled. Similarly if the Order number is entered then the version number corresponding to the quote number is disabled.

If the version number is not entered while finding quotes or orders, then the most active or current version of the quotes or orders are displayed in the Order Organizer and Sales Orders, Quote windows. Prior versions of the quote or order can be accessed by accessing the Version History window. If a quote or order number is entered in the Find window then the Transaction Phase field can be selected only either as a Negotiation or Fulfillment.

1. Navigate to the Sales Orders or Quote window.

2. Enter a quote or order number.

3. Select a Version and select Find.

   Or

4. Enter a document number and select Find. The most active/current versions of the quotes or orders are displayed in the Order Organizer and Sales Orders or Quote orders windows. Prior versions of the quote/order can be accessed by accessing the Version History window.

To use the Transaction Phase field in the Find window:

The Transaction Phase field in the Find window has values of Negotiation, Fulfillment, or Null. If Transaction phase is selected as Negotiation in addition to other search parameters, and if the quote or order number are not specified in the Find window then the Order Organizer will only display quotes that are still in Negotiation phase. If Transaction phase is selected as Fulfillment in addition to other search parameters, and if the quote or order number are not specified in the Find window then the Order Organizer will display only sales orders.

If Transaction phase is selected as Null in addition to other search parameters, and if the quote or order number are not specified in the Find window then the Order Organizer will display sales orders and quotes that have not transitioned to the Fulfillment phase and are still in the Negotiation phase. If an order number is entered in the Find window, then only the valid option for Transaction phase is Sales Orders. The Order Organizer will only display the sales orders when find operation is performed.

If a quote number is entered in addition to the transaction phase as Negotiation then the quote information is queried either in the Order Organizer or in the Version History window depending on the phase of the quote. If the quote is still in Negotiation phase then the quote is displayed in the Order Organizer and if the quote is in Fulfillment phase then the quote information is displayed in the Version History window.

1. Select the Negotiation Transaction phase in the Find window. The Order Organizer will display only quotes that are still in Negotiation phase.

2. Select the Fulfillment Transaction phase and select Find. The Order Organizer will display only sales orders.

3. Select the Null value for the Transaction phase in the Find window and select Find. The Order Organizer will display sales orders and quotes that have not transitioned to the Fulfillment phase and are still in the Negotiation phase.

   Business Rules

4. Transaction phase cannot be null. If there are no defaulting rules and you are entering via the Sales Orders window or Quick Sales Orders window it must always default to Fulfillment, if entering via the Negotiation menu the default will be Negotiation.

5. You can override the transaction phase before the sales transaction is saved.

6. Transaction phase is not to be allowed to change once the sales transaction is saved and a flow has been started.

7. System must enforce quote flow on Transaction Types window if you select default transaction phase as Negotiation.

Restricting Actions on Quotes

Certain actions like scheduling, holds, and splits are not valid for Negotiation phase. The Actions button does not contain these options while the transaction is in the Negotiation phase. Similarly the right mouse menu entries are disabled in addition to greying out any buttons, that are not applicable for Negotiation phase.

Expiration Date Overview

A quote is an offer to do business and the validity of that offer is often limited to a specific period of time (represented by X No of days/X No of months). If the customer

does not complete negotiation by a specified time, then the offer can be closed. This process of closure is automated.

The offer expiration date of the quote affects all the associated order lines. An amendment of the expiration date may result in a new version (optional). The expiration date may be updated at any time, processing constraints allowing, and as long as the quote remains open.

Expiration Date Major Features

You can capture the offer expiration date for the quote and apply it to the header level, including all lines.

Offer Expiration Date

Quotes often go through many changes before customer acceptance.

An offer expiration date may be optionally required. Quotes will always expire on the end of business day (23:59:00). Dates entered will be honored by the workflow and when the date has passed the quote will automatically move to a Closed status in the Work Flow and become eligible for purge. Although the user may amend the time stamp there will be no validation during processing. Any document in the negotiation phase whose expiration is equal to same day will result in an immediate notification. You must remove this activity if the life cycle of the quote is very short to avoid generating immediate notifications. The expired quote will not be available for renewal.

> **Note:** You can copy the expired quote to create a new quote.

If the offer expiration date field is left null then the quote will remain open until an expiration date is entered or you process the quote to a lost, accepted, or rejected status manually. Quotes, that are customer accepted, will progress through to fulfillment and close.

Find Quotes by Offer Expiration Date

The Find/View Quotes window includes the ability to search for:

- Expiration dates within a range

- Documents in the negotiation phase that have not had an offer expiration date defined will need to be identified so that actions can be taken to complete flows through to lost, rejected, or acceptance in the workflow. Failure to do so will result in the collection of multiple records that need to be purged. (Defaulting Rules can be set up to ensure a date is always entered).

- A check box for null expiration date on the Find Quote/Order window will enable you to query these documents and process them directly from the window. If the query does not contain any other criteria a warning is displayed, as there will be a performance impact if the query is for documents in this state only. The check box

prompt is Null Expiration Date.

Validation

The Offer expiration date cannot be less than the current date. There is no validation against time.

> **Note:** Even though there might be amendment documents, the quote will expire at 23:59:00.

Defaulting the Offer Expiration

The offer expiration date can be entered manually or by the defaulting rule framework for example: sysdate, sysdate+ 7 Days etc.

You can override the date at any time unless the processing constraints are defined to manage who and when may amend this date.

Expired Quotes

1. A quote closes automatically after offer expiration date has passed, and will be eligible for purge. When the offer has moved to fulfillment, expiration will not apply. You can also progress a quote through to closure prior to offer expiration.

2. When a quote has expired it remains available to copy only, however, once the quote is purged you will no longer be able to requery it.

Work Flow Notifications

When the quote is due to expire a notification can be generated to alert the CSR. For example, you may require the notification ten days before the offer expires. This duration/notification initiation may vary from transaction type to transaction type.

A seeded Workflow with a notification event will be delivered and a % of the number of days generates reminders that the quote is due to expire. For example:

Quote duration = 100

Notification period = 10%

Reminder generated 10 days prior to expiration.

Please Note:

10.1 days = will be rounded up to = 11days

If the calculation results in a non integer number it will be rounded up to the next integer number.

If the client does not wish to generate reminders the notification activity should be removed or set to 0.

If you wish to amend the % time then the workflow should be copied and amended.

Calculation For Workflow Notification Following Amendment

Example I

A document created on May 12, offer expiration is May 16, valid for 5 days.

10% of total time = .5 (1 day)

Notification sent on May 15

On May 14, the offer expiration is amended to May 23, valid for 9days, 10% of total time = .9

Notification is sent on the 22nd

Example II

A document is created on May 12, the offer expiration is June 21, valid for 42 days.

10% of total time = 4 .2

Notification is sent on June 16

On May 19, the offer expiration is amended to July 2, valid for 45 days, 10% of total time = 4.5.

Notification is sent on June 27

Calculation commences from the date the quote offer date is amended to the amended expiration date

Expiration Notification Messages

Offer Pre-Expiration Notice

The following offer will expire in <__> day(s).

Offer Expired

The following offer has expired.

User Procedures

To Enter the Expiration Date on a Quote Header:

On the Quoted Orders window, Main tab, Expiration Date is available as an optional field on the Quote header. You can set up a defaulting rule to default a value in the field. Since it is an optional field, if left blank, the quote never expires.

Quoted Orders window - Expiration Date

The entered value is validated as being greater than current date and time. Based on this value, the negotiation workflow decides when to close the expired quote flows.

To Set Defaulting Rules for an Expiration Date:

The Expiration Date was added as an attribute on the order header. This attribute is defaultable and you can specify the defaulting rules. Some examples could be SYSDATE + 7 and so on, where the number 7 will be treated as days.

Messages

Message Text: **Offer Expiration Date can not be in the PAST.**

Seeded Workflows Overview

Quotes in Order Management go through these principle statuses:

- Draft. Initial status

- Draft Submitted. Initiating negotiation.

- Pending Internal Approval.

- Internal Approved.

- Draft. Internal Rejected.

- Pending Customer Acceptance.

- Draft Customer Rejected.

- Customer Accepted.

- Offer Expired.

- Lost. Negotiation unsuccessful.

Depending on how the status is defined, updates either overwrite the previous quote or create a new version. Updates may or may not be allowed. The quoting status is used to query for information, and to communicate the progression of a quote.

The workflow processes used in Order Management can automate and standardize the quoting process. Workflow enables the business to standardize its process flows, and view the progress of each quote.

The process begins with the quote and goes through the various negotiation phases. Initially the quote is not approved by management or accepted by the customer, and remains in the draft phase. Once a quote has been drafted, prior to submitting the quote to the customer, various approvers within the supplier organization must approve the quote. You can get approval of a contract document from a chain of approvers prior to customer submission. Once approved, the package may be presented to the customer for acceptance.

A Sales Agreement (SA) goes through various stages in its life. The system provides the status of the document. For example, you need to know whether the SA has been approved or not, whether it has received customer acceptance, or whether it is effective.

Approve, Reject, or Reassign

The system captures an approver's actions for:

- Approval – the approver may approve the document. After approval, the document continues in the approval chain to the next approver, or if there are no additional approvers, the document status becomes Approved.

- Rejection – the approver can reject the document. A rejection stops the approval process and the person who initiated the approval is notified of the rejection and rejection reason.

  - When rejecting, the reviewer can add rejection comments, (why it was rejected), and can specify exactly what should be changed. This information is accessible and viewable by other approvers or by the initiator.

- Reassignment – the approver, after reviewing the approval chain, may decide that someone else in the organization should be reviewing and approving the contract

document, rather than him. By reassigning the approval to someone else, that original approver's approval is not captured, and instead, the person who has been reassigned as the approver takes his place.

Reason Codes for Lost and Rejected

Many users want a root-cause analysis to determine why a bid was lost or rejected. They can either require a reason for Lost / Rejected, or not require a reason. The reasons are pre-defined, not a free form comment. You can query lost and rejected quotes by this reason code at the header level.

For any rejections, the quote will transition back to the Draft activity. The status will be set to Draft-Customer Rejected.

Sales Agreements:

There is a difference between lost and rejected; lost may mean it will not be re-presented to the customer, whereas rejected may mean it can be modified and resubmitted for customer acceptance. In the first situation, there may be pre-defined lost reasons, whereas in the case of rejected, you typically enter a very specific rejection reason detailing how to change the quote so that it can be modified to meet customer's needs so that the quote will be accepted.

Contract Behavior Based on Status (SA) (Processing Constraints)

The system allows or prevents certain behavior based on the status of the document. To provide flexibility, system administrators can assign behavior based on status, to set what is allowed or what should be prevented.

For each status, administrators can specify:

* Whether you can delete proposals from the system

* Restrict changes to a contract if on hold, if approval is pending, if it is pending customer acceptance, or if it is active

* Who can switch from one status to another, for example, who can take a contract off hold, who can submit for approval, or who can terminate.

View the Quote Flows If the Order is Open

You can view the quote flow if the order that it was converted from is still open. So, if the quote is converted to an order and the flow for the quote is closed, but the order is still open, it is assured that the quote flow is not purged.

Quick Code Status on the Quote Window

The Quote page displays the Status. Optionally, it displays the quick code status, in the field User Status. The acceptable values for User Status are defined as extensible OM quick codes (lookups). The Status field tracks both quote status and order status. In some businesses, the salesperson is responsible for following the order through to

completion. In that case, you can view order status and order holds.

User-definable Quick Codes for Reports and Queries

You can query quotes either by workflow status, or by quick code status, and query orders by customer, and then discuss the status of a quote with the customer. Both workflow status and the quick code status are visible. Engineering can query on a status such as Waiting on Engineering, or a salesperson might want to query on "Ready to Present to Customer."

The use of quick code status is optional. Quotes flow through automatically, but quick codes are available to provide additional status information. You can update quick codes.

Status Management for Sales Agreements

The following are the Statuses are for Sales Agreements in addition to the statuses in the negotiation phase.

Entered: If the sales agreement did not start from the negotiation phase, then the sales agreement will have an Entered status as the first status.

Awaiting Start Date: The Effectivity start date of the sales agreement is in the future and is awaiting to become Active.

Active: After the proposal has been signed by both the parties, and the effective date has been reached, the sales agreement becomes Active.

Terminated: When an agreement is in effect (active) either the customer or the supplier may terminate the agreement. Typically there are termination clauses in the contract specifying who can terminate, when, and under what conditions penalties will apply. Draft or approved proposals cannot be terminated.

Expired: (Effective End Date Reached) When an agreement reaches its (effective) end-date, it expires.

Automatic Status Changes (SA)

In addition to supporting manual status changes, such as to Lost, or Terminated, the system automatically changes the status based on fulfillment of some criteria.

- When the sales proposal is created, the system automatically assigns a Draft status to the proposal.

- When you initiate the approval process, the system automatically shows this proposal is Pending Approval.

- Once all approvers in the approval chain have approved the contract, the status automatically changes to Pending Customer Approval.

- If a document has already been approved and accepted (signed status) and the start date is reached, the system automatically updates the status to Active.

- When the end date is reached, the system automatically changes the status to Expired.

Modifying the Time Percentage component for Pre-Expire

The Pre-expire notification time is expressed in time percentage, or the percentage of the time before expiration. So if the percentage is set to 10%, and the offer expires in 30 days, then a pre-expire notification will go out 3 days before the quote will expire.

The pre-expire percentage time is defined at the workflow process attribute level. To modify this value, copy the flow and then modify the value in the Workflow Builder. The value of this can be modified to any positive integer value from 0 to 100%. If the value is 0, there will be no pre-expire notification. If the value is 100%, a notification is sent immediately.

You should modify the value of the following process attribute after copying the flow:

- Pre-Expiration Time Percentage

Message - Termination of Sales Agreement Sales Agreement terminated

The following Sales Agreement has been terminated by <_____>.

Major Features Workflow in Quoting - Negotiation

There is now a common negotiation phase for both the Quote sales order and sales agreements. Both the sales order and Sales Agreement can start with the same negotiation phase. The negotiation phase is optional and the customer can choose which negotiation phase to attach with the transaction using the Transaction Types window.

> **Note:** There are two seeded negotiation flows and one Sales Agreements flow.

Defining Negotiation Flows

The Negotiation functionality is seeded with the following two flows.

- Negotiation Flow – Generic: This is the simple negotiation flow without any internal approval process. It prepares for the negotiation then proceed to the management approval and then get the customer acceptance and finally converts negotiation to sales order or Sales Agreement.

- Negotiation Flow – Generic with Approval: This flow requires Internal Approval(s) during the negotiation flow. The user prepares a quote, gets management approval, get customer acceptance and finally converts negotiation to either Sales Order or Sales Agreement.

For both the above negotiation flows, the line will inherit the Header level flows.

In addition, it comes with the various functional activities, notifications, and sub-process that can be utilized to create a flow. A typical Approval flow would send notification to one recipient and wait for the approval and if there are multiple recipients, then they would extend the approval sub process to add as many recipients.

The approver(s) can be defined and then assigned to in a Transaction Type through Approval window in the Transaction Type window.

Sales Agreements Flows

The Sales Agreement functionality is seeded with the following flow:

- Sales Agreement Flow – Generic

In addition, it comes with the various functional activities, notifications and sub-process that can be utilized to create a flow.

Item Types

Workflow Item Types are seeded to support the Negotiation and Sales Agreement.

- **OENH**: OE Negotiation Header

    OEBH: OE Sales Agreement Header

Negotiation Phase

Negotiation Flow with Approval

Negotiation Flow for sales orders and Sales Agreements.

Negotiation Flow with Approval
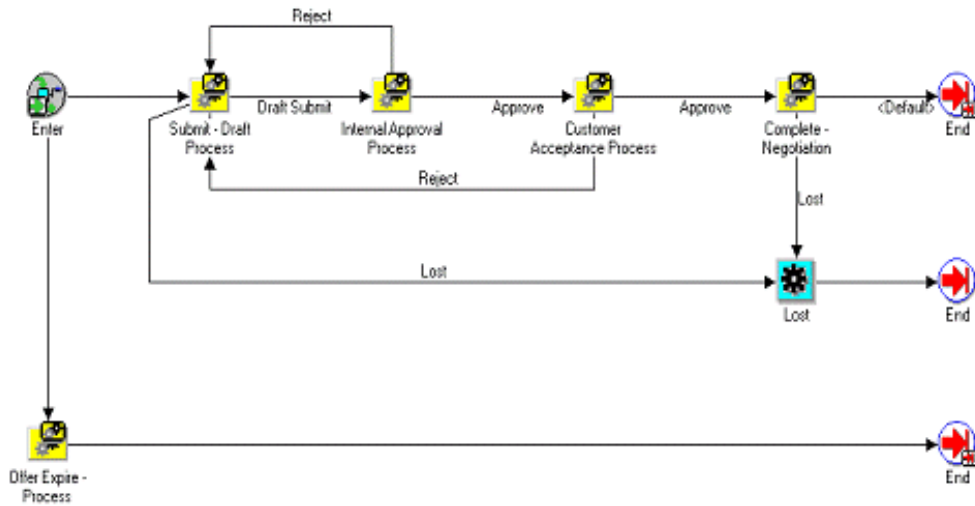
Submit Draft (Sub-Process)
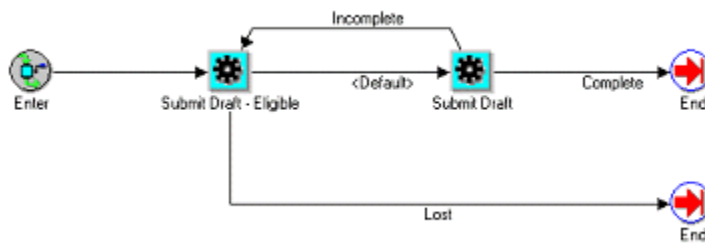
Internal Approval Process
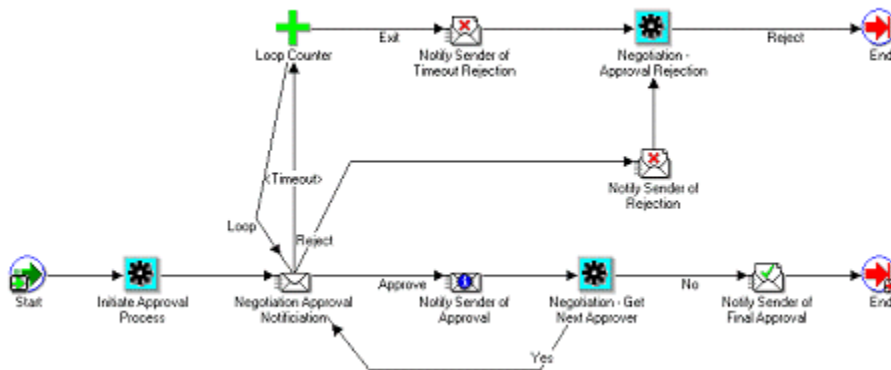
Customer Acceptance Process
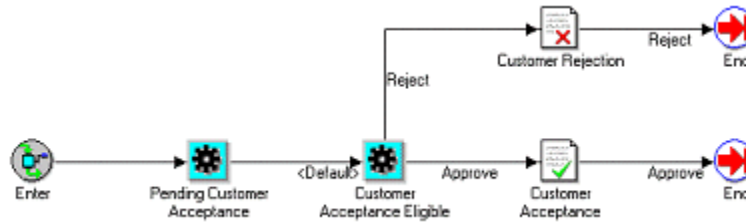
Offer Expire Process
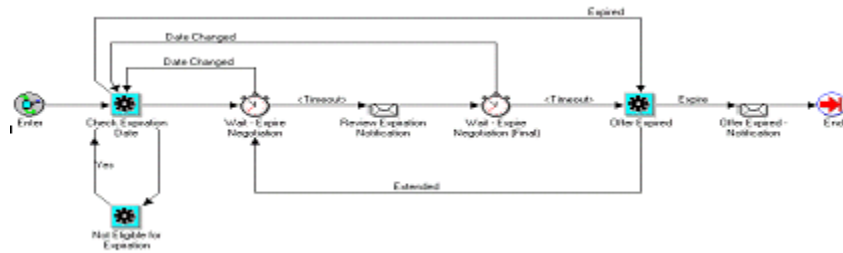
Offer - Complete Negotiation Sub-Process
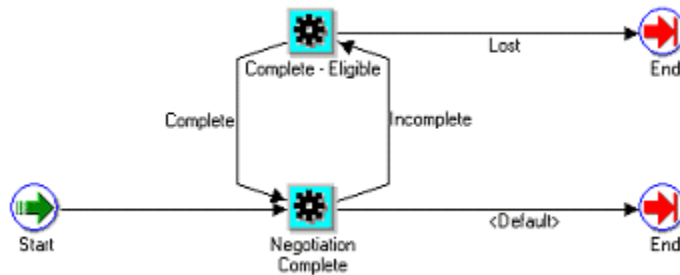
Subflow

The Sales Agreement/Sales Order Generation sub-flow is seeded as part of the Order Management Negotiation Header workflow item type and is available for the customers to copy and extend the seeded flow by adding this sub-flow.

> **Note:** Please note that the Sales Agreement/Sales Order Generation sub-flow is not seeded as a part of any of the main workflows.

Sales Agreement/Sales Order Generation - Subflow
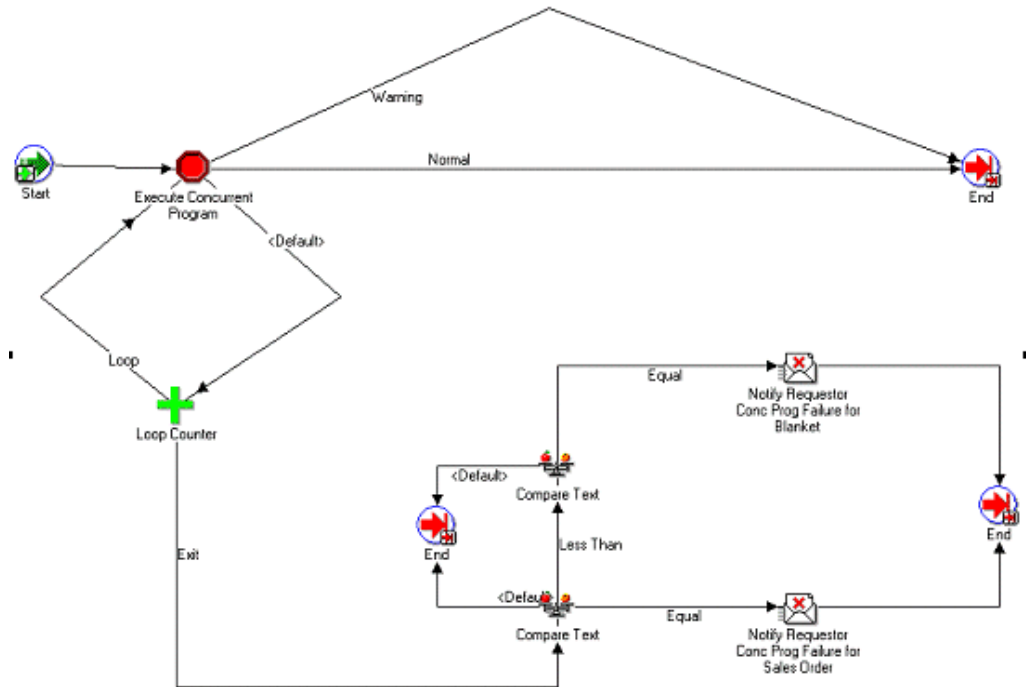
Approvals

View a Quote or Sales Agreement before Approving or Rejecting

When the next approver in the chain of approvers is notified that a document requires review and approval/rejection, the approver can either:

- View a summary or abstract from the workflow (WF) e-mail notification, including: Quote or Sales Agreement number, Description, Customer name, Forwarded from, Requester, Total Amount

- View the entire sales document as it would appear for printing, including all products/services, pricing/discounts, and all other terms from the PDF link on the workflow notification

You can view the summary information from the notification, and view the entire sales document from an attachment on the WF notification.

Approval Recipient(s)

With this approach you can send notifications to a different set of recipients based on the setup in the Order Management Approval setup window. This gives more flexibility for setting up different hierarchical lists for different transaction phases and transaction type combinations.

Define Approvals

This window is used to setup the list of the approvers, which could be associated to the transaction type and/or transaction phase.

You can define a different set of approvers for different transaction types and the transaction phase combinations. E.g. we have defined two transaction types, "Standard A" and "Standard B." You can use one set of approvers for Negotiation and "Standard A" transaction type and another setup of approvers for Negotiation a "Standard B" transaction type.

The Operating Unit is displayed along with the order type. If you query an approval list, only those approval lists that belong to the operating unit that you have access to will be displayed.

> **Note:** Currently, the approval activity is only seeded in the Negotiation phase. For the Fulfillment phase, approval related activities have been seeded in the OM Standard WF item type. You can use this to create an approval subflow.

Messages Quote Notification Messages

Negotiation Approval Message

This quote requires your approval:

- Quote number

- Customer

- Expiration Date

- Salesperson

- Creation Date: <Date>

- Ship To Customer

- Invoice To Customer

- Credit Holds? <Y/N>

- Currency

- Total Amt

- Gross Margin

- Payment Terms

Line Details:

- Line Number

- Items

- UOM

- Quantity

- Unit Selling Price

- Margin

Quote Notify Sender of Timeout Rejection

This quote has timed out and been rejected:

Notify Sender of Quote Rejection

The following quote has been rejected by <____> with the following note: <____>.

Notify Sender of Quote Approval

The following quote was approved by <_____>.

Notify Sender of Quote Final Approval

The following quote has received final approval:

Sales Agreement Notification Messages (Negotiation Phase)

Sales Agreement Approval Notification

This Sales Agreement requires your approval:

Sales Agreement Number Customer Salesperson

- Creation Date

- Activation Date

- Expiration Date

- Ship To Customer

- Invoice To Customer

- Credit Holds.

- Payment Terms

- Min Max Amount for Sales Agreement

- Min Max Amount for Sales Agreement

Sales Agreement Notify Sender of Timeout Rejection

This Sales Agreement has timed out and has been rejected:

Notify Sender of Rejection of Sales Agreement

The following Sales Agreement has been rejected by <_____>:

Notify Sender of Approval of Sales Agreement

The following Sales Agreement was approved by <_____>.

Notify Sender of Final Approval of Sales Agreement

The following Sales Agreement has received final approval:

User Procedures

Notification Timeout

The approval activity has a seeded 3 day wait period, before it times out. The first notification is sent to the approver. If after 3 day (can be changed in WF if desired) the approver will receive the notification a second time. If the Approver still does not respond with approval or rejection of the transaction, the notification will either be rejected (approve is final approver on the list) to progress to the next approver on the list.

Negotiation Flow With the Document Creation Sub-flow

The workflow sub-process, Sales Agreements/Sales Order Generation, generates and saves the printed document (quote or SA), attaches to the notifications in the internal approval process. The customers can extend workflow by copying the seeded flow and then adding as well as creating an attachment on the sales document.

Sales Agreement/Sales Order Generation
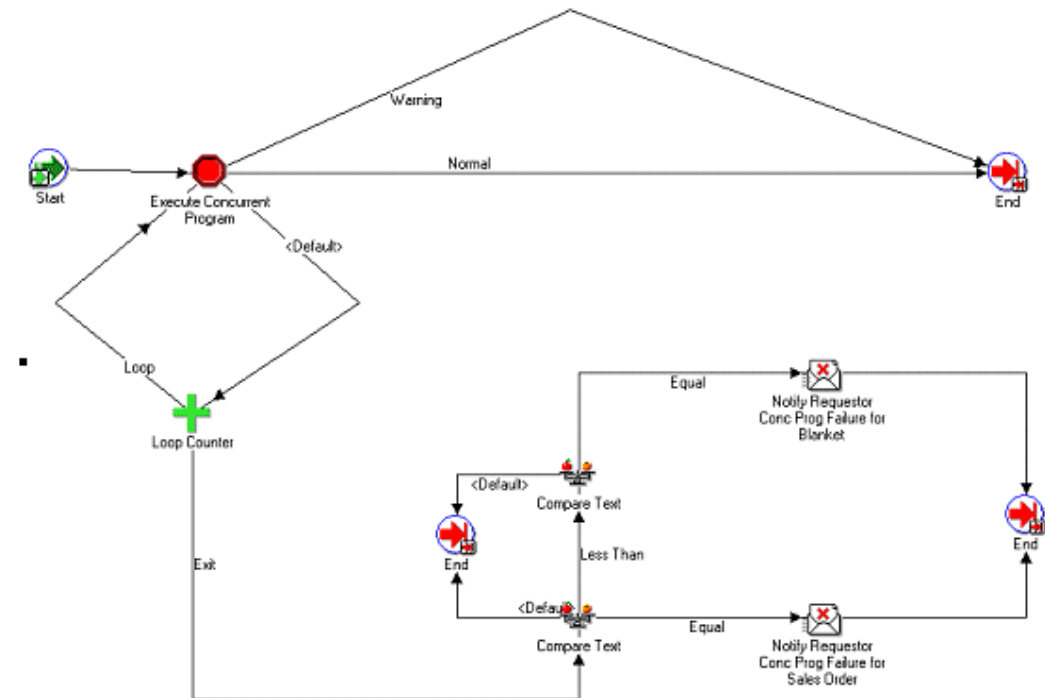
Viewing Workflow Statuses and Processes

- 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.

Workflow Status Page

Standard Order Header: OM Order Header, 131048
Started: 01-07-2000 (0 Days)

Activity Status Options
☑ Active ☑ Complete ☑ Error ☑ Suspended

Activity Type
☐ Response Notifications ☐ FYI Notifications ☑ Functions ☐ Standard Workflow Items   Filter Activities

Status	Who	Parent Activity	Activity	Started*	Duration	Result
Active	Workflow Engine		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.

Workflow Monitor Page

Back-To-Back Orders

Often customers order products that you do not typically stock but that you do not manufacture either. You may want to purchase that item specifically for this order, have the supplier ship it to you, and then combine it with other items you may have purchased or stocked to create one shipment to the customer. This is a common scenario for Wholesale Distributors who use the S3, or Sell-Source-Ship business model as well as for other demand channels. We call this Back-To-Back orders or Procure-To-Order.

For details on required setup and general implementation processes related to Back-To-Back Orders, please refer to the *Oracle Order Management Implementation Guide.*

User Procedures

1. Enter the item on the sales orders line.

2. Run AutoCreate Requisition as a concurrent program or you can initiate it for a single order by using the Progress Order action on the sales order if it is in status Create Supply Line – Eligible.

3. Run Requisition Import to create the purchase requisition tied to the sales order line. This can be done by manually submitting the Requisition Import concurrent program, or you can schedule it to run automatically.

4. A Purchase Order is created and approved and sent to the necessary supplier, or a release of a previously created Sales Agreement is used.

5. Once the PO or release is received, the items are recorded in inventory and a reservation is automatically made to the sales order line.

6. The sales order can now be pick released, shipped and invoiced just like other stocked items.

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. Referenced RMA lines inherit the value of fulfillment base from the original sales order line, whereas non-referenced RMA lines have the fulfillment base of primary or secondary as evaluated independently, on the similar lines of outbound lines.
>
> 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.
>
> For any other type of reference like Sales Order, Customer PO or Serial Number, the system tries to derive the value, otherwise you should enter a value in this field. When you enter a value for the Reference field, the credit will be applied against the Invoice Number specified. If the value of the field is Null, a separate Credit Memo will be generated.

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, and place your cursor on the return line.

2. Click the Actions button and select the Return Lot and Serial Number option.

   Note: You can also view the Return Line Lot/Serial window through Actions when you are on the Returns tab of the Sales Orders window.

Return Line Lot/Serial Numbers window

The Return Line Lot/Serial Numbers window appears.

This window includes Secondary Quantity and Secondary UOM fields.

> **Note:** The Return Lot and Serial Numbers actions option is
> disabled if your cursor is not on a return line or if the item being
> returned is not lot/serial controlled and is not serial tagged at sales
> order picking. You can enter serial numbers for a returned line
> where the item is not serial controlled but for which serial tagging
> is enabled at the sales order pick level.

3. 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.

4. Click the OK button.

> **Note:** If you perform a delete action, the transaction is not saved until you click the OK button.

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.

You can enter returns in any operating unit accessible to you, however the selected operating unit should be the same as the operating unit in which you created your order.

The Operating Unit field works in the same way as it does in the Sales Orders window.

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 received. However, you can update project and task on a return line, even after the order is booked, until the line is received, fulfilled, or invoiced. To update project and task after the order is booked, you must disable the condition that has the validation template 'Booked Return Line' attached to the predefined constraint on update of Project and Task columns of Order Line entity.

- 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.

Additionally, a processing constraint is available to stop creation of return lines once

the return approval is rejected on order.

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 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.Material Movements

- 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.

- 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.

> **Note:** Since Order Management supports integration with other legacy systems, there is no validation for revision, lot, or serial numbers against inventory tables. These are numbers entered from the customer when creating a RMA. Additionally, the serial numbers are those which were shipped out on order lines, created in the same operating unit and for the specified customer and currency.

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 Implementation Manual*, Order Management Profile Options.

Order Management checks if the originating lines have been fulfilled. The OM: Return Unfulfilled Referenced 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

1. At the current price list value

2. At the price list value ruling on the date of the original order

3. At the original price paid by customer

Create and Price credit return lines

Creation Method	Pricing option 1	Pricing option 2	Pricing option 3
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.

 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.

Tax Code: The tax code on referenced RMA line is non updateable.

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 polices 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 polices 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.

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. Referencing 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.

> **Note:** A default return line type can be defined when defining the order type; the default may be overridden.

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.

You can also create and save a return line with the item attribute as Inactive (Customer Item).

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: NoReturnable: Yes.

- If you generate credits from returns, it is not advisable to modify an item's Invoice Enabled item attribute, as you may generate an invoice for the original order and later be unable to create a credit for the return because you modified the Invoice Enabled item attribute.

Document Sequences

Automatically number your RMA's by using document sequence. A document sequence must be assigned to the order type you use. You can create as many separate document sequences as desired. OM Transaction types can have a unique document sequences or can share sources. Consequently, you can have individual sources for each RMA order type, one source for all your RMA's, or a shared number source between

RMA's and sales orders.

Oracle Order Management 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 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. Use the **Sales Orders** window to authorize a new return.

Reference Source

In the **Returns** tab of the **Sales Order Line Items** window, enter the data for a return line or 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. After you specify a reference document, you must specify which line on the document the customer is returning. Order Management uses 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.

Use the **Sales Orders** and **Quick Sales Orders** window to search for products using the Customer Product Reference list of values in the Lines region (Services tab). This LOV is populated from Install Base. Use the following categories to search:

- Product: Serial Number: Reference Number

- Description

- System

The first column consists of concatened values with ":" as the delimiting character. Use the Sales Orders window to search for either or all the values in the concatenated string of Product/Serial Number/Reference Number instead of searching by product name. The field **Service Ref Customer Product** holds the value of the Product name: Reference Number: Serial Number. This field is view-only.

Ordered Quantity

For referenced returns, the ordered quantity of original (outbound) sales order is used as the default, instead of shipped quantity. When the value of the system parameter **Overshipment Invoice Basis** is set to **Invoice Shipped Quantity**, then the ordered quantity on the referenced RMA is equal to the shipped quantity of original (outbound) sales order.

Credit Memos

If the return workflow includes the Invoicing Activity, you can create applied credit memos or account credits from your returns. In this case, if you use a reference source, the **Credit to Invoice** field is automatically populated if there is an invoice on the referenced line and the return creates an applied credit memo.

> **Note:** You cannot update the **Credit to Invoice** field.

If you use **Invoice** as a reference source, then it defaults to *Credit To Invoice.* If you leave the field blank, the return creates an on account credit. If you do not use a reference source, then 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. Oracle Order Management does not allow creating or generating multiple invoices for the same order line.

> **Note:** Order Management automatically splits an order line into two separate lines if a order line has been shipped partially. This eliminates creating multiple invoices for a single order line.

Oracle Order Management enables you to enter return line information without defaults and reference source. This results in creating 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 two return lines regardless of the reference document, because you must specify each invoice as a Credit To Invoice. You cannot enter 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 invoicing attributes and the lines flow has invoicing activity in it.

Configuration Return without a Reference Source

- Order Management enables you to enter ATO/PTO configuration (model, class, or options as individual lines) without any reference information as long as items are returnable.

- For RMAs without a reference source, if the profile option *OM: Enable Configuration UI for RMA* is set to **Yes**, Oracle Order Management allows you to configure the model from **Sales Order** or**Quick Sales Order** windows. All selected options and included items must be returnable. Order Management explodes included items and creates options and option classes in a way similar to outbound orders (with **Model_RemnantFflag** set to **Yes**). The application creates all selected components with same line number but different option or component number, for example, 1.1, 1.1.1 , 1.1.2. Additionally, the application does not allow re-configuration and/or deletion of any line if any line in the same configuration is received, fulfilled, closed, cancelled, or split. See OM: Enable Configuration UI for RMA in Order Management Profile Option Descriptions and Settings, *Oracle Order Management Implementation Manual*.

- For ATO Models, the application does not provide any option to create CONFIG item (or STAR item). You need to enter the config item manually.

- The ATO configured item or PTO included item should be on a price list to be received and credited.

Configuration Return with a Reference Source

Reference Order Line has the following options:

- All the configuration lines including model, class, and options

- ATO configured items

- PTO included items

You can select any of these lines Oracle Order Management explodes the children beneath a referenced line, including the ATO configured item or PTO included items. The **Sales Orders** window displays the returnable child lines. You can delete lines that you do not want to return.

Only the lines that can be returned are populated automatically. Ensure that you set the item attributes correctly.

ATO configured items are 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 the Copy Order functionality to create RMA lines. Copy Order works similar to the Reference functionality in the Sales Orders window.

To create reference RMAs for a model, you must create reference on a model line before you add any of its components. When you configure a model line or create a child lines, you cannot create reference details on that line. The application displays a message that return reference is not allowed on configured RMAs.

Copy Globalization Flex Fields for Referenced RMA Lines

When you enter an RMA Line with the return reference as customer purchase order, sales order, invoice, or serial number then all the globalization flex fields from the source order line are copied to the referenced RMA line. If you modify the return reference for a RMA line, then all the globalization flex fields from the source order line are copied to the referenced RMA line based on the new reference.

If you create an RMA line with any of the references (sales order, invoice number, serial number, or customer PO number) and select the Model/Kit as the reference, then all the returnable lines of that Model/Kit from the referenced order will be copied over to the referenced RMA as standard lines. In such cases, the line to line reference is still maintained between the referenced order lines and the RMA lines and the globalization flexfields of the RMA lines will be copied through that reference.

If there are no globalization flex fields for a sales order, then the globalization flex fields are populated as Null.

Change of UOM on Referenced RMA

You can enter Referenced RMAs for standard lines, config items, included items, and options in any UOM as long as the UOM conversion is defined between the UOM on the referenced line and the Referenced RMA line. The referenced RMA for model, class, or kit line cannot be entered in a different UOM. You cannot update of UOM on the Referenced outbound line, if there exists at least one referenced RMA for that line. Even if the UOM on the referenced RMA line is different from the UOM on the referenced line, the price is calculated for the referenced RMA line with respect to the UOM on the referenced line on a pro-rata basis.

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, page 7-34.

The table below describes line creation options for processing an RMA for configurations with either an existing reference source or no reference source.

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.
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. Use the **Workflow Monitor** to view approval history. RMA approval notification receivers can view the details of the returned product on the notification. They do not have to log in to the application to view the detail prior to approving or rejecting the RMA. The approval notification displays order details for the five open RMA lines. Notification receivers can view the following RMA line information in the notification:

- Return Line Number

- Returned Component Number

- Returned Component Quantity

- Returned Component UOM

- Returned Component Unit Price

- Return Reason

- Return Order Reference

- Return Invoice Reference

> **Note:** The **Return Reason, Order Reference, and Invoice Reference**

fields are hidden by default and you can view them using the Personalization feature on the page.

For an internal sales order RMA, the application populates the **Return Reason** as *No Reason Entered*.

The application displays the additional order details in the RMA approval notification for the orders that use the predefined workflow processes since these processes use the message *Approve Return Order Message* in the approval notification:

- Order Flow - Return with Approval

- Order Flow - Return with Approval and Header Invoicing

- Order Flow - Mixed or Return with Approval (If AME approval is used, then the message *Approve Return Order Message* in AME approval flow process will show the complete RMA details)

Notifications pertaining to orders that use any other workflow process (customized) that use the seeded message *Approve Return Order Message* also display these additional order details.

When the approver rejects an RMA order with approval, the order and return lines display the RMA order header or lines status as *Rejected – Pending Cancellation* (for workflows *Order Flow - Return with Approval* or *Order Flow - Return with Approval and Header Invoicing*) or *Return Rejected* (for workflow *Order Flow – Mixed or Return with Approval*). If the approver rejects the return order, you cannot create new return lines on it.

Create a Replacement Order

Use the **Sales Orders** window to create replacement orders for items your customer is returning. You can copy the entire RMA, or just the lines, directly to a sales order. After 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 or directly enter the replacement order.

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 may 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 may want the replacement order to use a workflow that does not include the Invoicing Activity to avoid double-billing your customer.

See: Copying Orders, page 7-34.

Receive Customer Returns

Use the **Purchasing Receipts** window to receive returning items into inventory. Oracle Purchasing communicates the quantities received in this window to Oracle Order

Management. Entries in this window affect the order lines in Order Management. If any partial amount of the returning quantity is accepted, then Oracle 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.

> **Note:** 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 received into a subinventory through the **Receive Customer Returns** window.

> **Note:** When RMA line processing involves inspection and if all quantity is rejected, then returning all quantity back to customer automatically cancels the RMA line. However, in other cases returning all quantity back to the customer does not automatically progress/close/cancel the RMA line. To progress, you must manually cancel this RMA line from the Sales Order window.

Generate Credits from Returns

Run the *Invoicing Activity* to indicate the RMA lines to generate credits. Order Management interfaces to Oracle Receivables any returns that include the predefined Invoicing activity for the Order Lines workflow. When the Invoicing Activity is complete , you submit **AutoInvoice** from Oracle Receivables to import credit data into Oracle Receivables.

See: Invoice Processing, page 14-2.

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

Use the **Order Organizer** window and the **Sales Orders** or in the **Workflow Monitor** to see the current status of a return or return lines.

Report on Returns

Perform cause analysis for your returns based on return reasons entered on RMA lines in the Return By Reason Report.

Creating an RMA for an Internal Sales Order

You can create an RMA for an internal sales order (ISO) in the following scenarios:

- Internal RMA - when the ISO shipment is received in the destination organization, see Internal RMA, page 3-124.

- Internal In-Transit RMA - when the ISO shipment is still in transit and is yet to be received in the destination organization, see Internal In-Transit RMA, page 3-125

Internal RMA

You must create a return for the internal requisition (IR) in the destination organization, which interfaces the RMA to the source organization of the ISO and creates delivery details (WDD) in the destination organization of the internal requisition.

The Order Import request creates the RMA in the source organization with the ISO as reference and order source as *Internal Return*. The value of the profile option *RCV: Return Order Type for Internal RMA* that is defined at the source organization level determines the order type used by the RMA. The order type defined in the profile option must have a default return line type defined in the Oracle Order Management **Transaction Types** setup so that all the RMA lines are created with that line type. After you import the RMA into the source organization and it is approved (if the RMA requires approval), you can ship-confirm the WDD in the destination organization.

You can progress an RMA by creating a receipt for the corresponding RASN. The RASN Number that is used to create a receipt is the same as the delivery number in the destination organization through which the IR return has been shipped. An RMA created for an ISO is not eligible for invoicing.

Change Management for the Internal RMA

Change management exists between the RMA in the source organization, the IR Return, and the WDD in the destination organization in the following cases for the Internal RMA:

- When you cancel an RMA in the source organization, the IR Return and WDD are canceled in the destination organization if these are eligible for cancellation.

- When you cancel an IR Return, the WDD is cancelled in the destination organization and the RMA is cancelled in the source organization. If the RMA is not yet imported and if the IR Return data is still in the Oracle Order Management interface tables, then the corresponding data is purged from these interface tables.

- You cannot partially cancel an ISO RMA in Order Management. You can partially cancel an ISO RMA if you cancel in the IR Return or from the RASN corresponding to the shipment from the destination organization.

Internal In-Transit RMA

The ISO shipment in the source organization creates an RCV shipment in the destination organization. You can cancel the RCV shipment or some lines of the RCV shipment if it cannot be received for the IR in the destination organization. Cancellation of the RCV shipment or its lines in the destination organization is interfaced to OM interface tables to create an RMA that references the ISO in the source organization with the order source as *Internal In-Transit Return*. The Internal In-Transit RMA can then be imported through Order Import.

The value of the profile option *RCV: Return Order Type for Internal RMA* that is defined in the source organization determines the order type that the RMA uses during import. For the order type defined in the profile option, set a default return line type in the Order Management **Transaction Types** window so that all the RMA lines are created with that line type.

After you import the Internal In-Transit RMA, the RMA lines can be received through the RASN (Return Advance Shipment Notice) that correspond to the canceled RCV shipment or some RCV Shipment lines. After you cancel the RCV Shipment or some lines of an RCV Shipment, the RASN can be generated in the **RCV Shipments** window in the destination organization. Use the RASN to perform the receipts in the source organization.

Change management exists between the Internal In-Transit RMA in the source organization and the canceled RCV Shipment or RCV Shipment Lines in the destination organization. You can revert cancellation of the RCV Shipment or RCV Shipment Lines by canceling the corresponding Internal In-Transit RMA or the Internal In-Transit RMA in the source organization.

Processing an Internal RMA or Internal In-Transit RMA

You cannot split an Internal RMA or an Internal In-Transit RMA line created for ISO. When an RMA line is received partially or when there is a negative correction on the matched and received RMA line, Oracle Order Management adjusts the shipped quantity and the fulfilled quantity on the RMA lines to match the received and delivered quantities.

- If the shipped quantity on the RMA line matches the ordered quantity, then the RMA line flow status progresses from *Awaiting Return* to *Awaiting Return Disposition*.

- If the shipped quantity on the RMA line matches the ordered quantity and the fulfilled quantity, then the RMA Line progresses from *Awaiting Return Disposition* to *Returned*.

- If an RMA line is received but yet to be delivered, then the status of the line is *Awaiting Return Disposition*.

- If you perform a negative correction on an RMA line that is received but yet to be delivered, then the workflow reverts to *Wait for Receiving* activity and line flow

status is updated to *Awaiting Return*.

You cannot add or delete lines in any of the reference RMA created for an ISO (Internal RMA or an Internal In-Transit RMA). You cannot update or delete the reference fields on an Internal RMA or an Internal In-Transit RMA line.

For RMAs created for an ISO (Internal RMA or Internal In-Transit RMA), you cannot update the following fields on the header:

- Customer

- Bill To

- Customer Location

- Warehouse

- Ship To

For RMAs created for an ISO (Internal RMA or Internal In-Transit RMA), you cannot update the following fields on the RMA lines:

- Warehouse

- Order Quantity

- Secondary Quantity

- Ordered UOM

- Source Type

- Ship To

- Bill To

See *Oracle Inventory User's Guide* for information about the return to vendor process.

See *Oracle Warehouse Management User's Guide* for information about performing an return advance shipment notice (RASN).

See Return of Items Received Through an Internal Sales Order Shipment, *Oracle Inventory User's Guide* for information about RASN.

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 be 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.

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, page 3-105

Copying Orders, page 7-34

Order Import

The analysis of the Order Import interface tables does not occur 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. Additionally, Order Import supports calculation of tax on freight charges associated with order header and lines if you have set the Invoice Freight as Revenue system parameter to Yes. Additionally, Order Import enables payment records to be imported by specifying the payment percentage and selecting the Defer Payment Processing flag.

You can use the Order Import Correction Payments 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:

- Ensure that if Multi-Org Access Control is enabled, you populate the ORG_ID column on the interface records. If the column is not populated then the records will be processed for your default Org if it is set via MO: Default Operating Unit.

- 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.

If you have Multi-Org Access Control enabled, you can use Order Import to import Orders into all Operating Units accessible to you.

Order Management System Parameters

The following parameters affect the operation of the Order Import program:

- Item Validation Organization: Determines the organization used for validating items and bill of material structures.

- Reservation Time Fence: Controls automatic reservations during scheduling.

Profile Options

- OM: Apply Automatic Attachments: This profile option determines whether rule-based attachments are applied without user intervention.

- OM: Order Lines Threshold For Large Order Processing in Order Import: This profile option indicates the minimum number of lines in an order that are considered for large order processing in Order Import. Any order that contains order lines greater than what is entered in this profile option is considered a large order.

- OM: Purge Records With No Org Specified: By default it will be set to Y. If the interface table contains data with no Operating Unit specified, and you run this program without specifying an Operating Unit (or specifying one that is the same as the Default Operating Unit), and this hidden parameter is set to Y, then the program will purge records that have no Operating Units specified.

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.

> **Note:** 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. Top model line ref need to be populated for all lines including the model line for importing configurations.

For more information about importing Configurations, see Oracle Integration Repository (iRepository).

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. When you update line level information using Order Import, the import process checks if the Calculate Price flag is populated in the interface tables and honored if populated. Else, the application fetches the calculate price flag, unit list price, and unit selling price from the existing line and imports the order with appropriate values.

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. If it is a Customer Preference Set, you need to enter the set code in the Customer Preference Code field and not the set name or value.

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.

> **Note:** Inventory information does not get updated during import of the closed order. If you need to update Inventory information, you have to perform additional customizations.

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, page D-35.

Key Change Project

Sold To Org Id, Sold To Org, and Change Sequence are now parameters for running the Order Import Concurrent program. This will allow users to import all the Orders for a specific Customer and also enable users to import an order with a specific Change Sequence for a given Customer and Reference. These new parameters to the Concurrent program will be enabled, but will not be displayed by default.

The functionality is controlled via a new profile option called OM: Unique Order Source, Orig Sys Document Ref Combination For Each Customer. If this profile is set to Yes the new functionality will be turned on and the customer will become a part of the order import key. If this profile is set to No or not set at all (default) order import will

function as it did previously.

Performance Enhancement

With the introduction of the new queueing method, Order Import will now only assign an order to a child request once that request has finished processing its previous order. This will help to maximize throughput as available child processes will always be assigned orders to process. Previously, while other processes may have completed already, orders could still be waiting in the queue of a child request that was taking longer to complete processing (perhaps because of a particularly large order). Now an order will only be assigned to a particular child request once that request is ready to process it.

The default behavior of Order Import will be the new functionality, but customers will be able to revert to the old functionality when importing orders through the Order Import Concurrent Program form by enabling the display of the new parameter "Enable Single Line Queue" and changing the value from the default of Yes to No.

Additional Considerations

If the calculate price flag is send as 'N', user of the order import/HVOP should pass the Price List, Unit Selling and List price too. If they do not pass these values import will fail.

To Import Orders or Returns:

1. Navigate to the Order Import Request window.

Parameters window

The Parameters window appears.

2. Select the Operating Unit from which you want to import orders. If you want to import orders across multiple operating units accessible to you do not enter a value in the field.

3. Order Source: Select 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.

4. Order Reference: You can enter the System Document Reference if you want to run Order Import for a specific order. This field is optional.

5. Validate Only (Yes/No): Select 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.*

> **Note:** After validation, if you re-run the Order Import with No as the Validate Only option, the application does not pick up any previously validated data. To re-import the order with No as the option for Validate Only, navigate to the Corrections window and

manually delete the previously generated request id so that the new request id is populated. Else, you can directly revalidate from the Corrections window and later import the order directly from the Corrections window.

6. Instances: Enter the number of instances (child requests) for the Order Import process. Four appears by default. This field is optional.

The Instances field is used along with large orders (orders that contain order lines that are greater than that entered on the profile option: OM: Order Lines Threshold For Large Order Processing in Order Import) and the parameter Enable Single Line Queue for Instances set to the value of No. Then when you run the Order Import process for large and small orders, the large orders are processed across multiple child requests (instances) spawned instead of a single child request. During parent request execution, the order header is created first and then all the lines are assigned to child requests which are added to the order header created through the parent request. After the lines are added successfully through child requests, the parent request resumes and the data in the interface is deleted.

7. Click OK, then Click Submit.

> **Note:** For more information on hidden parameters like Default Operating Unit and how to view them in the concurrent program window, see the Oracle Integration Repository (iRepository).

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.

A successful completion does not always mean that the order is imported, you must rely on the order import status, for example the number of orders imported.

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.

> **Note:** Order Import does not support the importing of free goods, promotions, and other item discounts for manual pricing.

> **Note:** Additionally, if the value of OE_LINES_IFACE_ALL is null, Order Management will set the value of Calculate Price Flag 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.

When the Order Import concurrent request is submitted in Validate Only mode (where the parameter Validate Only is set to Yes), the validations are carried out to verify the correctness of the data inserted into the Order Management interface tables. However, the processing related errors are not evaluated.

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 Operating Unit, Request ID, Order Source, Original System, Document Reference, and Change Sequence.

The OrgID field, added to the Find window, displays the default operating unit ID. You can choose a different Operating Unit from the LOV or leave it blank to search across all Operating Units accessible to you. The LOV for the Order Source and Order Reference fields display the operating unit as well. If you select an order reference, the corresponding Operating Unit ID will be populated in the window.

In the Corrections window, the Org ID is a folder enabled field. The Corrections window will display all records even if no operating unit is specified. If you want to sort records then Org ID will be the last sorting parameter.

Use the order import corrections window to make corrections to the order import interface tables. This window does not perform any validation. It does not perform referential integrity checks. Hence, you will be able to delete data from the header interface table while retaining data from the lines interface table, and other child interface tables. This window does not provide any List of Values for selection. Use this window to correct data that causes order import to fail. If you cannot correct data easily, you can delete an entire entry and recreate it.

To View Imported Orders:

1. Navigate to the Order Import Find window.

2. Determine the parameters to limit the orders you wish to review.

3. Click Find Orders.

4. The Summary windows displays order headers, lines, sales credits, price adjustments, payments, lot serials, reservations, and action requests information within available tabbed regions. You have the ability to limit fields using Oracle Application Folder functionality.

5. 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, sales credits, and payments

- Add a new customer (add customer button)

- Import new or updates orders (Iimport 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

- Submit a request by selecting Order Import Request and select the appropriate parameter and choose Submit

- Mark an order or a line to be rejected by setting the REJECTED flag

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

- Payments (Header and Line)

- 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.

- Lot serials (only at line level)

- Reservations (only at line level)

Columns in the Order Import Interface Table

The following table displays the columns that are in the Order Import Interface table, but are not visible in the Order Import Corrections Form.

Object Name	Column Name
Header	price_request_code
Header	batch_id
Header	attribute_status
Header	ship_to_customer_id
Header	invoice_customer_id
Header	deliver_to_customer_id
Header	sold_to_phone_id
Header	supplier_signature
Header	supplier_signature_date
Header	customer_signature

Object Name	Column Name
Header	customer_signature_date
Header	orig_sold_address_ref
Header	order_firmed_date
Header	ib_location_code
Header	orig_sys_end_customer_ref
Header	orig_end_customer_address_ref
Header	end_customer_contact_ref
Header	end_customer_site_use_code
Line	return_context
Line	price_request_code
Line	attribute_status
Line	ship_to_customer_id
Line	invoice_to_customer_id
Line	deliver_to_customer_id
Line	ship_to_customer_name
Line	invoice_to_customer_name
Line	invoice_to_customer_number
Line	deliver_to_customer_name
Line	line_category_code
Line	actual_shipment_date

Object Name	Column Name
Line	planning_priority
Line	order_firmed_date
Line	actual_fulfillment_date
Line	end_customer_site_use_code
Line	end_customer_contact_ref
Line	orig_end_customer_address_ref
Line	orig_sys_end_customer_ref
Price Adjustments	price_adjustment_id
Pricing Attributes	order_price_attrib_id
Pricing Attributes	override_flag
Credits	sales_group_id
Credits	sales_group_updated_flag
Lotserials	quantity2
Lotserials	sublot_number
Customer Info (Add customer)	site_number
Customer Info (Add customer)	location_number
Customer Info (Add customer)	org_id
Customer Info (Add customer)	is_sold_to_address
Customer Info (Add customer)	new_address_id_sold_to

References

See: Oracle Order Management Implementation Manual:

- Oracle Order Management Recommended Setup

- Defining Order Import Sources

- Order Import

Open Interface Tracking User Interface

This window enables the user to view tracking information for standard Order Import from the Order Management Open Interface tables (HVOP and Closed Order Import are not supported). This read-only window consists of a Find window, a Summary window, and a Details window.

User Procedures

To enable tracking for Order Import of non-EDI or XML orders, set the site-level profile "OM: Electronic Message Integration Event Sources" to "All" (other options are "XML" and "EDI & XML").

To View Tracking Information:

1. Navigate to the Open Interface Tracking window.

Find window

2. Enter the query criteria and click Find. You can search by Operating Unit, or if you leave the Operating Unit field blank, you can search across all operating units accessible to you.

3. The Summary window shows orders grouped by Order Source, System Document Reference, Operating Unit and Sold To Customer.

Open Interface Tracking Window
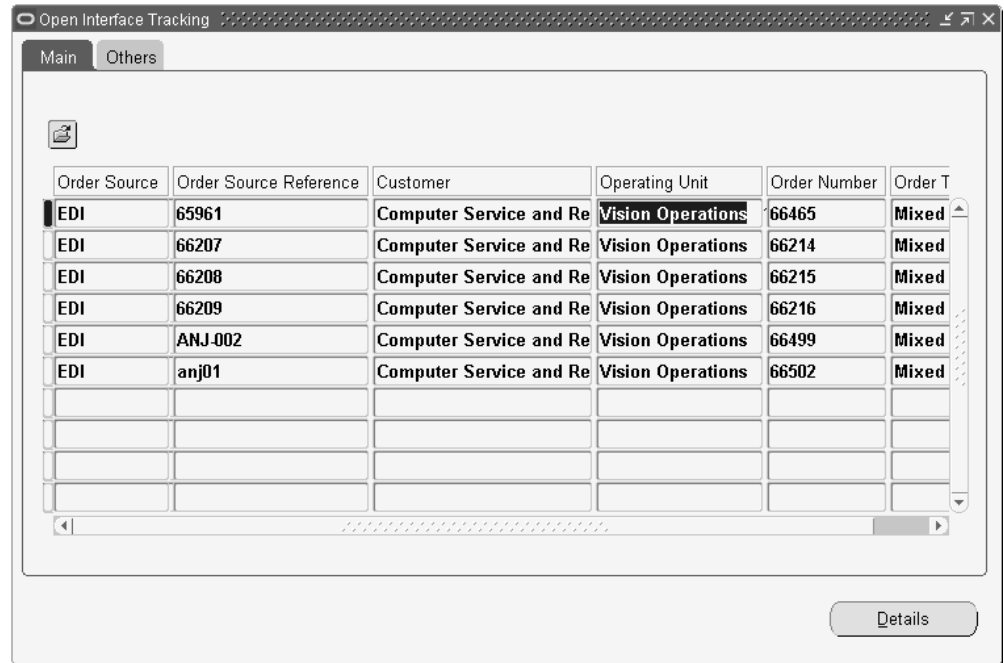
4.   Click Details.

5.   The Details window shows the user to all the information for a particular record in the Summary window.

Open Interface Tracking Details Window

> **Note:** You can navigate to the Corrections window whether or not the
> record was imported. If the record was imported, you can use the
> window to insert new records or query other records. If the record was
> not imported, then use it to display that record in the Corrections
> window to correct it.

You can:

- Check the status to see whether Order Import failed or succeeded for a particular order. (In addition, the field EM Request Id displays the corresponding concurrent request identifier for Order Import).

- Optionally navigate to the Order Import Corrections window to view, correct or enter data. If order failed to import initially, but was subsequently re-imported successfully, tracking information is overwritten.

- Optionally view associated Workflow diagram (only applicable for new EDI acknowledgment framework and XML messages).

- Optionally view associated XML (only applicable to XML messages).

To purge tracking data:

Tracking data that is no longer required can be purged using the Purge Open Interface Data concurrent program.

See the Oracle Integration Repository (iRepository).

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.

Manual pricing adjustments and booking are supported. Shippable and non-shippable flows are supported. Tax calculation at invoicing is supported. Item cross references, holds processing, and acknowledgements are supported.

Performance improvements applied to HVOP order import are also applied to progress lines imported in Booked status through to Shipping Interface. This allows lines to interface to shipping in less time.

Both Basic and Advanced Pricing are supported. Pricing is optimized. Commonly used features such as discounts, surcharges, freight and special charges, static or dynamic formulas, and GSA pricing are supported. However, pricing attributes, coupons, and ask-for promotions are not supported. Attribute sourcing is somewhat restricted, because orders are priced before posting to the database.

Credit Checking is supported. You can use either real-time credit exposure calculations or pre-calculated exposures, a feature introduced in Order Management. For best performance, use the pre-calculated exposure functionality, and consider limiting the use of Credit Checking to higher-risk customers.

If Multi-Org Access Control is enabled you can use HVOP to import orders across all Operating Units accessible to you.

> **Note:** Closed orders cannot be imported with HVOP.

HVOP supports calculation of tax on freight charges associated with order header and lines if you have set the Invoice Freight as Revenue system parameter to Yes.

HVOP Parameters

Operating Unit

Choose the Operating Unit that you want to import orders for. You can choose any Operating Unit that you have access to. If you leave this parameter blank, the program will process records for all Operating Units that you have access to.

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.

> **Note:** Formerly, using any unsupported Descriptive flexfield (DFF) validation, an error was returned showing that it is not supported when validating Descriptive flexfields in Process Order, and your processing was stopped. Now: the validation is bypassed if any unsupported Descriptive flexfield validation is used. The FND error message is displayed, but treated it as warning , not a hard error so that you can still keep going. However when you see the unsupport FND message, you should know that it is your responsibility to validate those DFFs again since they are not yet validated. You can validate the DFFs by querying the order in the Sales Orders form and validate the DFFs there.

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.

> **Note:** If you do not need to do multiple updates on the same order, leave Change Sequence as NULL and you can enter the Number of Instances parameter as any number greater than 1. If importing with blanket sales agreement (BSA) populated, then set the number of instances to 1 to avoid locking of the BSA when multiple orders are using the same BSA.

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:

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.

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.

For more information on hidden parameters like Default Operating Unit and how to view them in the concurrent program window, see the Oracle Integration Repository (iRepository).

Process Tax

Tax calculation is supported during HVOP.

The default value of this parameter is N, then HVOP does not calculate tax. If this parameter is set to Y, tax is calculated while importing the lines depending on the Tax attributes: Tax is calculated if Tax Event Point is set to Entry or Booking and the transaction is taxable.

Support Configurations

You can import pre-configured records or import to create new configurations. When using Configurator and importing a pre-configured model:

- Specify either the MODEL line or Model Line with All Child lines.

- Config Header Id, Rev Number and (component_code/Configuration ID) are mandatory attributes.

When importing to create a NEW configuration then all lines in the model are needed and you require to specify component_code on each line.

Specify item_type_code = MODEL on top model line. Specify top_model_line_ref on all lines in a configuration. There is no item substitution support with imported configurations.

Process Configurations

If this parameter is set to Yes, then Models, Configurations, and ATO Items are processed in addition to Standard Items and Kits.

If this parameter is set to No, then Orders with Models, Configurations, or ATO Items are not processed; only Standard Items and Kits are processed.

Validate Configurations

This parameter is enabled only if the Process Configurations parameter is set to Yes.

Validation is based on a profile option OM: Use Configurator. If this profile option is set to Yes, validation is done via Configurator (CZ). If set to No, validation is done via

BOM (Bills of Material). This concurrent parameter executes depending on whether the validation is carried out via Configurator or Bills of Material.

If you select to use Configurator for validation i.e. OM: Use Configurator is set to Yes, and if the configuration is new, the Configurator validation will take place regardless of the setting of this concurrent program parameter. If using BOM for validation i.e. OM: Use Configurator is set to No, the system will not validate the configuration.

Schedule Configurations

This parameter is enabled only if Process Configurations = Yes.

The parameter setting controls whether to schedule configurations imported through HVOP. If this parameter is set to Yes, the logic to derive whether or not to schedule a standard/KIT item, will be applied to configurations. HVOP program will not schedule configurations if this parameter is set to No.

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:

1. From the Navigator, select Reports, Requests > Run Requests.

2. Select Single Request.

    The Submit Request screen appears.

3. In the Name field, select High Volume Order Import.

The Parameters screen appears.

The Parameters screen

- Please refer to the Parameters section for information on how to fill out the fields in this screen.

- After filling out the Parameters screen, click OK.

  The Submit Request screen reappears with filled in values.

- Select Submit.

- View the request status/log file/output file from the View Requests window.

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.

Note: 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, page 3-155.

 Deferred Booking Process, page 3-155.

Manual Booking Process

Book Order - Manual (BOOK_PROCESS_ASYNCH)

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.

Manually Book Order Process
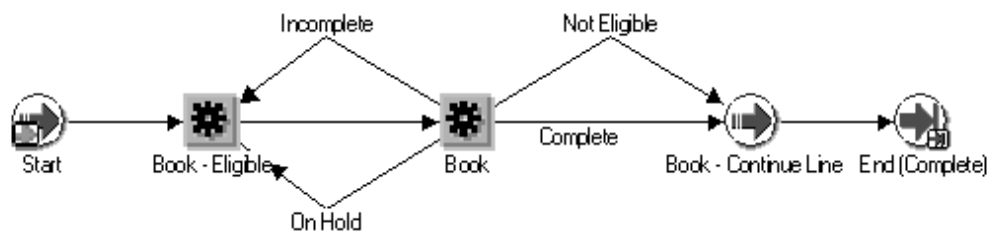
Deferred Booking Process

Additional Information: 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.

Deferred Book Order Process

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 Line Level Sub-Process must be included as the first activity or process in a line flow.

Enter - Line (ENTER) - This is included in all the seeded line flows.

Line Level Sub-Process
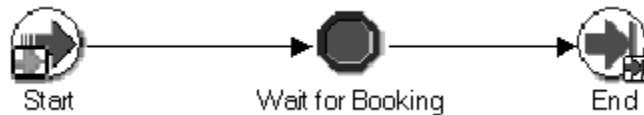
Instead of the Enter-Line sub-process you can also include just the Wait for Booking (BOOK_WAIT_FOR_H) activity as the first activity in a line flow.

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 Order Management Processes 5-5 flag is set to Yes. The fulfillment process then performs a check to verify if the line is part of a fulfillment set:

- If the line is not part of a fulfillment set, then the order line completes the Fulfillment activity and continues with the next activity within its order line workflow process.

- If the line is part of a fulfillment set, the fulfillment process performs an additional check to verify if remaining lines within the set have been fulfilled:

  - If any lines within the set are not fulfilled, the order line will wait at the fulfillment activity.

  - If all lines within the set are fulfilled, the order line completes the fulfillment activity for all the lines within the fulfillment set.

Setup

No setup is required to use the fulfillment functionality with the seeded workflows. If you create your own workflows, include the fulfillment activity before invoicing in each process. This will provide two benefits: Update the fulfilled quantity for the lines and 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.

4

Sales Agreements

This chapter covers the following topics:

- Overview of Sales Agreements
- Sales Agreements Headers
- Sales Agreements Lines
- Releases
- Release Lines
- Transaction Types
- Sales Agreement Process
- Workflow
- Lost Agreement
- Expiration
- Termination
- Closing a Sales Agreement
- Security
- Defaultable Attributes
- Configurations
- Pricing and Releases
- Sales Agreement – Windows
- Create a Sales Agreement
- Creating a Simple Price List
- Entering Releases Against a Sales Agreement
- Creating Order Lines Automatically During Sales Agreement Release
- Adding Items from an Active Sales Agreement to an Existing Sales Order

- View Sales Agreements

Overview of Sales Agreements

A Sales Agreement is defined as an agreement for a customer that has specific characteristics between a customer and a supplier. Sales Agreements are similar in functionality to the Sales Agreement 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 Sales Agreement is entered for a customer, multiple releases (shipments) against the 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 Sales Agreement. Tracking information will also be accumulated for 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 Sales Agreement.

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

Use the Sales Agreements functionality to :

- Use Windows such as Find Sales Agreements, Sales Agreements Summary, and Sales Agreements

- Record agreement information

- Enforce Sales Agreement terms: price list, shipping method, payment terms, ship to, bill to, etc.

- Track revisions to the Sales Agreements

- Secure who can enter Sales Agreements

- Create simple price lists during Sales Agreement creation

- Specify defaulting rules for Sales Agreement attributes

- Support Standard, ATO items, and Kits

- Support Item Categories and all items

- Create releases by Order Import and Process Order API

- View releases of Sales Agreements

- Process the releases to the Sales Agreement

- Default information from the Sales Agreement to the release

- Aggregate information about the releases and access that consolidated information from the Sales Agreement

- Integrate with Advanced Pricing and Release Management

- Check effective dates of the agreement

- Enter related customer information in the Sales Agreement

- Create order lines automatically during Sales Agreement release. This feature is available in the Sales Agreement window only.

- Add the items of an active Sales Agreement to an existing sales order. This feature is available in the Sales Agreement window only.

Workflow enhancements:

- Negotiation and Fulfillment phases

- Internal Approvals
  - Create Internal Approver List

- Attach Adobe Portable Document Format (PDF) of the current Sales Agreement for Approvers automatically and ensure easy reference

- Validate and assure quality for contractual terms and conditions included in Negotiation flow

- New processes to manage the Sales Agreement life cycle such as:
  - Draft

  - Internal Approval

  - Customer Acceptance

  - Terminate

  - Expire

  - Lost

  - Close

- Direct access to Oracle Sales Contracts

- Automatic and Manual Versioning

- Create a customer-specific Price List

- Add customer items to a Price List

- The Pricing tab offers:
  - Update Price List and Modifier List that have been created through the same Sales Agreement and are therefore unique to that Sales Agreement

  - Inline pricing on the Sales Agreement lines for line-level discount % or discount amount

  - Negotiate Range Breaks across release orders

  - Accumulate quantities and amounts ordered against a sales agreement and price accordingly

- Enhanced configuration support:
  - Define options and option classes on the Sales Agreement to hold price for configurations on releases

  - Define service items on the Sales Agreement to hold price on releases

  - Associate service items with a standard item or as part of a configuration

  - Print documents

  - Security through Processing Constraints

  - Copy

  - Add Attachments

Multi-Org Access Control

Multi-Org Access Control allows you to enter Sales Agreements in any of the Operating Units accessible to you. The Operating Unit field is folder enabled and has a default value. You can a select a different Operating Unit that is accessible to you from the LOV.

You cannot specify any other fields on the Agreement unless the Operating Unit field has a value. If you clear or change the Operating Unit while entering a Sales Agreement all the other fields will be cleared. You cannot change the Operating Unit on a Sales Agreement once it is saved. The window title bar shows the Operating Unit on the Sales

Agreement.

Sales Agreements Headers

Sales Agreement Header

Sales Agreement headers include:

- All information that other order headers include such as customer, ship to, bill to, and version of the sales agreement.

  Depending on the value of the system parameter Customer Relationships, you can enter related customer information in the Ship To, Bill To and Deliver To locations. If the value of the system parameter is set to Related Customers, you can enter related customer information. If the value of the system parameter is set to All Customers, you can enter any customer information without the customers being related. If the value of the system parameter is set to Single Customer, you can enter information only for a single customer.

- Effective dates of the sales agreement.

- Terms between the customer and vendor such as payment and freight terms.

- Minimum and maximum value of the sales agreement. This is represented by a maximum monetary value that the buyer can purchase over the life of the sales agreement, and by a minimum monetary value that the buyer must purchase over the life of the sales agreement, across all items on the Sales Agreement. The minimum and maximum values are independent of a particular item.

- Control maximum values: You can control whether you can exceed the maximum value.

- Pricing information such as standard price list, sales agreement specific price list (New Price List), Sales Agreement specific modifiers (New Modifier List).

Sales Agreement Information

You can record a sales agreement 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 Sales Agreement Information

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

Accumulation Summary on the Sales Agreement header Fulfillment tab displays:

- Unreleased and Released Amounts

- Unfulfilled and Fulfilled Amounts

- Amount in Process

- Returned Amount

Amount Based Sales Agreement

You can define a Sales Agreement that is not item based but based on an amount For example, Company A can have Sales Agreement for a $1,000,000 with Company B. This Sales Agreement will cover all items. To implement this, you can define a Sales Agreement header with one Sales Agreement line of item identifier type All Items and Minimum Amounts or Maximum Amounts.

Sales Agreement Numbers

The Sales Agreement numbers are assigned automatically by the system with numeric characters only.

Sales Agreement Type

You can assign the transaction type for the Sales Agreement type. Select from the list of valid transaction types. If a default transaction type has been assigned, it is displayed here.

Sales Agreement Name

You can define an (alphanumeric) name for a specific sales agreement. If you do not specify a name, the Sales Agreement Number will be the default value. You can override this value.

Sales Agreement Currency

You may negotiate your agreement in any currency. The amount of the Sales Agreement will be represented in this currency. Sales Agreement 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 Sales Agreement if release currencies are to be different from Sales Agreement currency.

Enforcing Terms on 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 Sales Agreement will ensure the value on the release matches with the value on the Sales Agreement line.

Pricing

The Price List on the header will only serve as a defaulting source and will always be LOV validated.

> **Note:** You cannot enter a new price list in this column.

To create a new price list, define the name in the **New Price List** field. Prices for this list can be defined on the Sales Agreement lines.

To create a modifier for this Sales Agreement, define a modifier name in the **New Modifier List** field and define the discount amount or discount % that will default to the Sales Agreement lines.

Acceptance

You can record the customer name, supplier name, and date as signatories for the Sales Agreement in the Sales Agreement Acceptance tab. These fields are optional.

Versioning

See Versioning Overview, page 8-1

Sales Agreements Lines

The Sales Agreement lines include:

- Item categories to store the categories and All Items to cover all items

- Fixed minimum or maximum quantity agreed between the customer and supplier

- Decimal quantities for minimum or maximum quantities and also for the minimum or maximum release quantities.

- Price including choice of Price List and line level modifiers: Discount % and Discount amount

- Grade

- Effective dates are optional. If there are no effective dates, the Sales Agreement 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 cannot enter effective dates on the lines that are outside the effective date range for the header.

- Sales agreement amount and the open balances on the sales agreement.

  > **Note:** When the **Item** is NULL, the **Items** list of values shows only internal items by default if you do not select **Item Identifier Type**.

Multiple Sales Agreement Lines for Same Item

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

different time periods.

If a sales agreement extends for a year, then you can keep the totals month-wise. There will be 12 occurrences of the items on the agreement and the effective dates for each line will be 1 calendar month.

You can create multiple lines in a blanket sales agreement for the same item with different ship-to-locations and with the same effective date range. You can create only for Internal Items and not for other Item Identifier Types such as **Item Category and All Items.**

If you have multiple BSA Lines with the same item and different ship-to locations, then the sales agreement line number on the sales order lines referencing BSA is defaulted based on the Ordered Item, Request Date, and Ship-To location.

Sales Agreements Configuration Support

Models and configurations will be supported by extending the Sales Agreement to define options and option classes. The ability to define a top model already exists. For pre-configured models, the customer can define the model (ATO or kit) in BOM and reference the top model on the Sales Agreement with a price for the model. For customers that require more flexibility and will configure at the time of release, models, option and option classes can be defined on the Sales Agreement and a price is established for each component. When the configured item is created on the release (Sales Order) the total price will reflect the combination of the individual component prices.

Item Types and Categories

Sales Agreement orders may be for shippable items, such as office supplies and for non-shippable items, such as consulting services and training. The Sales Agreement order line may be represented by the customer item number, rather than the supplier's item number. You can also enter different ordered items (customer items, cross-reference items, internal items) that point to the same internal item over the same effectivity period in the Sales Agreements window. Item Types supported are:

- Standard Items

- ATO standard Item

- KIT

- MODEL

- CLASS

- OPTION

Service Items

Sales Agreement lines are allowed for item categories, or specific items. When the sales agreement release is created, the exact item is specified.

Minimum/Maximum Quantities for a Sales Agreement Line

The minimum and maximum quantity on a Sales Agreement can be used to designate a minimum or maximum quantity for that item. The min/max quantity for a Sales Agreement can be blank, which will allow the customer to buy an unlimited quantity against the Sales Agreement. 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 Sales Agreement.

For example, the minimum quantity on the 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 Sales Agreement line indicates that an individual release line cannot be less than the minimum quantity.

Minimum/Maximum Amount for a Sales Agreement Line

You can specify a maximum *amount* limit for a Sales Agreement or an item on a sales agreement. This is optional, as the sales agreement header defaults a minimum or maximum value to the agreement lines.

For each Sales Agreement line, there should be:

- Maximum amount for the Sales Agreement line

- Maximum amount for the order release line

- Maximum quantity for the Sales Agreement line

- Maximum quantity for a release order line

Releases

Holds

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

- Number - Item

- Sales Agreement Number - Ship To

- Sales Agreement Number - Bill To

- Sales Agreement Number – Warehouse

- Sales Agreement Number – Sales Agreement Line Number

Mass Change

The sales agreement number is enabled on Mass Change window. Any changes you make to the sales agreement 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 Sales Agreement number will be limited to only that customer.

You must be careful when performing a mass update of a sales agreement number since the sales agreement 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 sales agreement number.

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

For example, the initial agreement is to ship 100 every week for 52 weeks, and you built the release lines accordingly. A few months after the Sales Agreement is placed, the customer re-negotiates quantities with you. They now want only 80 per week. 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.

Returns of Configured Items

Returns can only handle standard items. Included items or component items of a configuration are returned on individual lines as standard items. Returning a kit item therefore may not update the sales agreement if it was a non-shippable item and cannot be received in purchasing. As an alternative, you need to supply the sales agreement number on the return lines for the shippable components / included items. If sales agreement line referred to on ordered kit line was specific to a kit item, you may not be able to return included items against the same sales agreement line. But you can return against another sales agreement line that is specific to the included item or against an item category/all item sales agreement line instead.

Release Lines

Hierarchy and Precedence

You can set up a 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 Sales Agreements.

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

Item Precedence and Quantity Consumption

A Sales Agreement can have multiple Sales Agreement 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 Sales Agreement 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 Summary tab shows the information about the releases for the sales agreement. Each line includes the fields:

- Released Quantity

- Fulfilled Quantity

- Unreleased Quantity

- Unreleased Amount

- Unfulfilled Quantity

- Fulfilled Amount

- 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 Sales Agreement line is incremented. When a release line is returned and the item is received, the Returned Quantity is incremented. The Unfulfilled Quantity may be stored or may be calculated for display purposes. It should always be equal to the difference of the fulfilled quantity from the sum of the sales agreement released quantity and the returned quantity, (Released quantity - Fulfilled quantity + Returned quantity).

Calculate the BSA Released Amount Considering Taxes and Charges

When you create releases from BSA, the application includes the freight charges and the tax amounts along with the extended price in the calculation of the released amount, the fulfilled amount, and the returned amount on BSA header and lines.

When you modify a BSA release, the minimum and maximum release amount on the BSA lines and the minimum and maximum amount agreed on the BSA header and lines get validated with the released amount considering the tax and freight charges.

For an Active BSA with one or more lines, when you create a release, the released amount on BSA header or BSA line is equal to the sum of the extended price, freight charges, and the tax on the sales order lines. This amount is displayed in the **Fulfillment** tab of the Sales Agreement Header and Summary tab of the Sales Agreement Line.

When an order is booked, the tax is calculated and the released amount on the BSA header or BSA line is equal to the sum of the extended price, the freight charges, and the tax on the sales order lines.

On a BSA Release, when you modify the ordered quantity or apply freight charges, the freight charge amount and taxes get recalculated and the released amount on BSA header or BSA Line is equal to the sum of the extended price, freight charges, and the tax on the sales order lines.

When you enter a maximum amount agreed on the BSA Header or a BSA line, you can save an order only when the sum of the extended price, freight charges, and the tax on all the sales order lines referencing that BSA is less than the maximum amount agreed on BSA header or BSA Line.

For a sales order line that is shipped and progressed to fulfillment, the fulfilled amount on BSA Header or BSA Line is equal to the sum of the extended price, freight charges, and the tax on the fulfilled sales order lines.

When a referenced RMA is created for a BSA release and progressed to fulfillment, the returned amount on BSA header or BSA Line is equal to the sum of the extended price, freight charges, and the tax on the fulfilled return lines.

Sales Orders Window

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

Sales Orders Summary Window

You can view releases for a sales agreement header or a specific sales agreement line from the 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 Sales Agreement information is defaulted to the return release if referenced. The returned amount and returned quantity will be updated on the 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 Sales Agreement as the returned quantity. The return line will copy Sales Agreement information from the shipment line if the reference is provided. For an un-referenced return you can return against any open sales agreement line for that item. No validation is required. You can return against a closed Sales Agreement.

Transaction Types

You can assign the Sales Agreement workflows to the transaction type using the Define Transaction Types window. Each transaction type can have one negotiation phase and one fulfillment phase. The Transaction Type window will allow the users to define which fulfillment phase the negotiation will transition to once the negotiation is complete.

Enabling Workflow

Transaction type framework provides the ability for user to associate a workflow to a Sales Agreement. Depending on the default phase defined on the transaction type, a Sales Agreement can start with either the negotiation phase or the fulfillment phase.

There are two columns on the transaction type to support this.

• Negotiation Phase

- Fulfillment Phase

If an agreement starts with the negotiation it will first take the negotiation flow and then starts the fulfillment phase once progressed beyond customer acceptance.

The Transaction Type setup includes an additional field to set a default phase for each transaction type is on the Transaction Type window. As an example, you can define transaction types that always start with the negotiation phase as the default.

The transaction phase can also be set as a profile and system uses following precedence to obtain a starting phase for an agreement.

- Profile

- Transaction Type

Lookup for the Transaction Phase

Lookup Type	Lookup Codes	User Extensible
TRANSACTION PHASE	Code Meaning	N
	Q Negotiation	
	F Fulfillment	

Sales Agreement Process

Sales Agreements Flow - Generic

For Sales Agreements, the flow will start either after the Negotiation Flow has completed or in case when it does not have the negotiation, it will start when you save it.

Generic Sales Agreement Flow
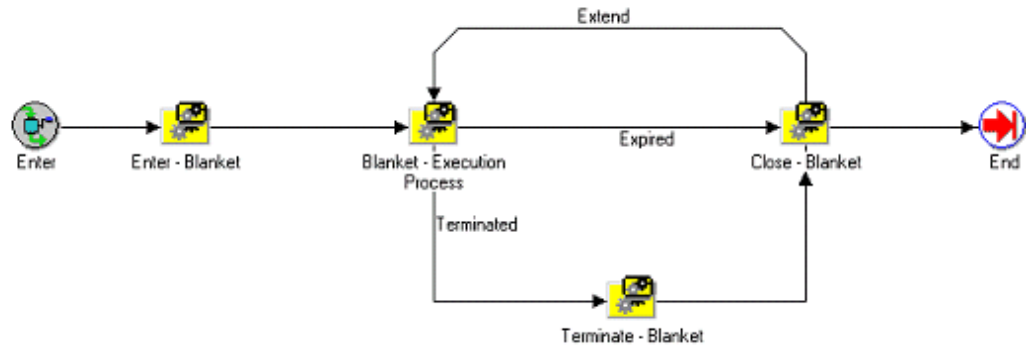
Enter - Sales Agreements (sub-process)
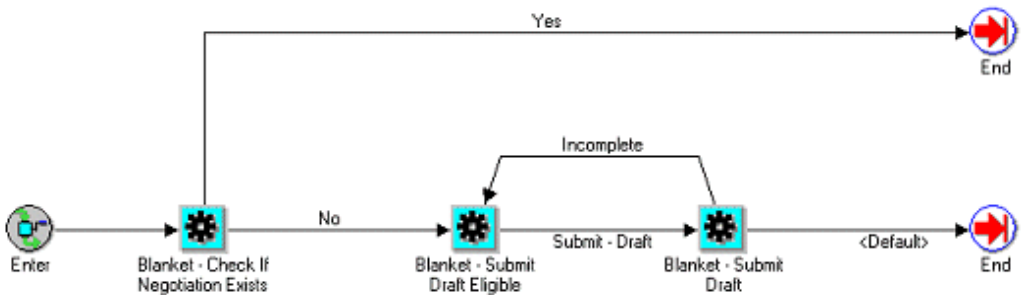
Sales Agreements - Execution Process
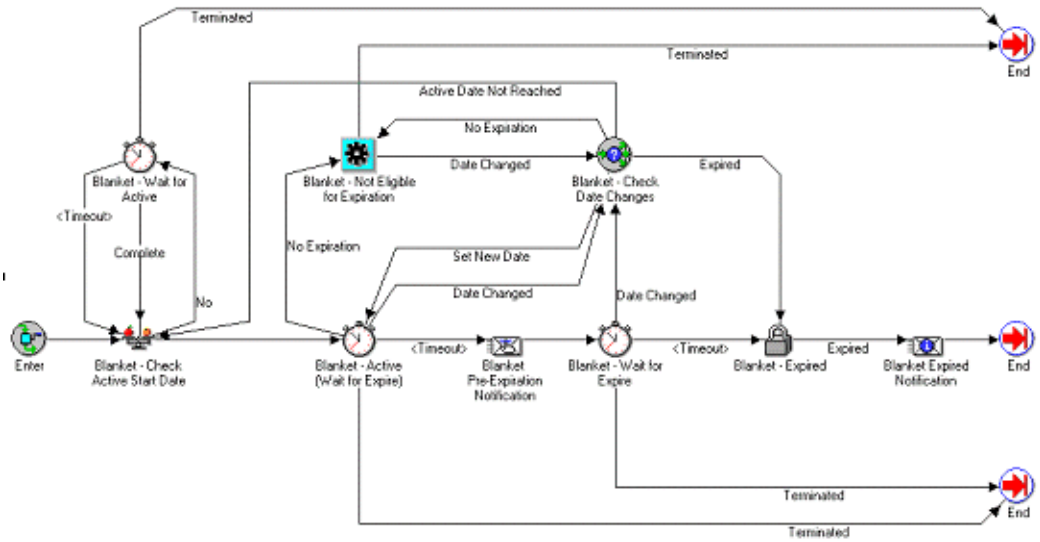
Sales Agreements - Terminate
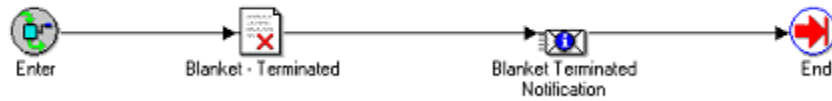
Sales Agreements - Close
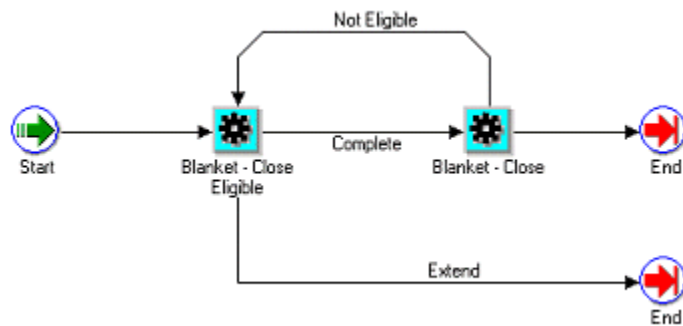
Effectivity Dates (Sales Agreements Requirement)

The Sales Agreement has an effectivity date, that consists of a start date and the end date. The releases against the Sales Agreement can only be created during these dates. All the Sales Agreements has an Active date, however, the Sales Agreement may not

have a end date. If the Sales Agreement does not have a end date, the Sales Agreement may never expire. You can, however, enter the end date to the Sales Agreement at any point when its active. The following are the date fields that will be used to track the effectivity date.

Effective_start_date

Effective_end_date

Versioning

You can define when the version should start, and control whether quotes submitted for approval can be updated. You can define whether the following behavior is allowed or not:

- Restrict modification during the approval process but take the flow from Approval process to Draft, allowing modifications to be made in Draft status.

- Allow changes while the quote is in the approval process.

- Don't allow any changes while the quote is going through the approval process.

- Setup versioning at any point possible.

A seeded system constraint locks the transaction throughout the approval process. The restriction is to prevent scenarios such as the following:

- The first approver could approve shipment of an item on credit hold because the gross margin is good, or the volume is large. But by the time the order line gets to the second approver, the gross margin or quantity could be less, and so the second approver (perhaps a supervisor) criticizes the first approver's lack of judgment.

- The second approver may automatically approve the line just because someone he/she trusts approved it, and a line item could ship when it should not.

Retain Status Change Details (Versioning)

History is retained of status changes, capturing date, time, user, and user comments for tracking purposes.

NOTE: The existing product functionality captures and displays the following status related dates:

- Date Approved

- Date Signed

- Date Renewed

- Date Canceled

- Date Terminated

Assigning and using the Quote Flows

You can assign the quote workflows to the transaction type using the Define Transaction Type window. Each transaction type can have one quote flow and one order flow. The Define Transaction Type window enables you to define which order flow the quote flow is transitioned to after the quote is converted to the order.

Line Flows

The lines in the quote will not have a separate flow. They will be part of the header flow.

Item Attributes

The following are the seeded item attributes.

OENH: OE Negotiation Header

- User ID

- Application ID

- Responsibility ID

- Org ID

- Sales Document Type

- Negotiation Short Descriptor

- Pre expire Time Percentage

OEBH: OE Blanket Header

- User ID

- Application ID

- Responsibility ID

- Org ID

- Sales Agreement Short Descriptor

- Pre expire Time Percentage

Process Activity Attributes

A pre-expire notification is sent before the Negotiation or the Sales Agreement expires. A percentage value is used to determine when the notification goes out. If the value is set to 10, that means a notification is sent after 90% of time has elapsed. E.g. If the Sales Agreement is valid for 1 year, a pre-expire notification is sent 36(365 * 10/100= 35.6 = 36 days) days before it expires. You can modify this value by copying this flow and the

changing the values of the process activity attribute Pre expire Time Percentage.

OENH: OE Negotiation Header

• Pre expire Time Percentage

OEBH: OE Blanket Header

• Pre expire Time Percentage

> **Note:** A notification is sent only for a specific status, i.e. when the Sales Agreement is about to expire and when it is Terminated.

View Comments of Multiple Rejections (Sales Agreements)

You can view all the comments of the approval notification that was rejected. You can view all the rejection comments in case the quote was rejected multiple times. You can accomplish this through the workflow monitor.

Notify Sender of Timeout

Notify Sender of Rejection (Last Approver Timeout)

Notify Sender of Final Approval

Flow 1:Quote/Sales Agreement flow without approval

Workflow Activity Status

-	WF Activity	Transition	Status
1	Enter	Default	DRAFT
-		Default	EXPIRED
2	Draft	Firm	PENDING APPROVAL
-		Lost	LOST
3	CT Acceptance	Ct Rejected	DRAFT-CT REJECTED
-	-	Ct Accepted	CUSTOMER ACCEPTED/
-	-	-	QUOTE COMPLETED

Status Management for Sales Agreements

The following are the Statuses are for Sales Agreements that are needed in addition to the statuses in the negotiation phase.

Sales Agreement Statuses

Status	Activity that sets the status
Entered	When the Sales Agreement is Entered (without negotiation)
Awaiting Start Date	Sales Agreement – Check Active Start Date
Active	Sales Agreement - Check Active Start Date
Terminated	Sales Agreement - Terminated
Closed	Sales Agreement - Closed

Appending From Quotes That Are Inactive or Ordered

You can append lines from quotes that are either Inactive or Ordered to existing quotes. This functionality is provided by the HTML version of quoting. This can be done using the Copy Quote functionality. You can either copy a closed quote or copy an inactivated quote to a new quote.

Expiration Date

There may be an expiration date associated with the quote. The date is populated through defaults and you can over-write it. For more information see Expiration Date Overview, page 3-82

Expiration of Sales Agreements

The following Sales Agreement will expire in <___> day(s).

The following Sales Agreement has expired.

Sales Agreement Pre-Expiration Notification

Sales Agreement expired

Workflow

Statuses

Sales Agreement With Negotiation

Sales Agreements that starts with negotiation phase have the following statuses.

Additionally you have a custom status field to enter your own status.

Sales Agreements Statuses

Status	System Event Point
Negotiation Phase	-
Draft	When the Sales Agreement header is saved.
Draft Internal Rejected	When the Sales Agreement is rejected internal approval and is back to draft.
Draft Customer Rejected	When the Sales Agreement is rejected by the customer.
Draft Submitted	This status is usually not visible for the customer. However if you place a custom activity before the approval process then you might see this status on Sales Agreement.
Pending Approval	Selects action "Submit to approval."
Approved	When workflow finishes approval process. If there is no approval activity in the flow, Status will then be carried to "approved" automatically.
Pending Customer Acceptance	When agreement is approved and awaiting customer acceptance.
Customer Accepted	Not visible unless a custom activity is placed.
Fulfillment Phase	-
Awaiting Start Date	While document is waiting to become active.
Active	When the start date becomes the sysdate the flow will automatically updates the Sales Agreement status to "Active."
Expired	When the end date becomes sysdate – 1 the flow automatically updates the Sales Agreement status to "Expired."

Status	System Event Point
Terminated	Termination automatically closes the agreement.
Lost	The Sales Agreement is void.
Close	You can progress to close when the document is in "expired" status.

Sales Agreement Without Negotiation

You can enter a firm Sales Agreement that starts in the Fulfillment phase. It will have the following statuses. Additionally you can use sub status column to enter your own status.

Sales Agreements Statuses

Status	System Event Point
Enter	When the Sales Agreement header is saved.
Awaiting start date	Waiting to become active.
Active	When the start date becomes the sysdate the flow automatically updates the Sales Agreement status to "Active."
Expired	When the end date becomes sysdate; the flow automatically updates the Sales Agreement status to "Expired"
Terminated	Should termination automatically close the agreement.
Close	You can progress to close when the document is in "expired" status.

Seeded Lookup for Status

All of the above statuses will be seeded as lookup codes under the existing lookup type Order Flow Status. All statuses belong to and are represented only at the Sales Agreement header level.

The Enter and Close can be re-used from sales orders. Some of the statuses will also be used by Quote sales orders. However statuses that are specific to Sales Agreement such as Termination, Expired, Awaiting Start Date, and Active will be only used by the Sales Agreement.

Submit Draft

Submit Draft is available as an action from Sales Agreement window. This is available only when the status of the Sales Agreement is Draft or Entered and the Sales Agreement has not expired.

The following action is performed in submit draft:

- The system progresses the workflow when the submit draft action is taken

Workflow first validates the contract terms. There is a WF subprocess, Sales Agreement/Sales Order Generation, available for customers who intend to view the Sales Agreement/Sales Order/Quote/Release Order as an attachment from notifications within the OM Approval workflow. The workflow process submits a concurrent request to generate the PDF for the transaction and save it as an attachment. This Sub process will be shipped with Order Management Approval WF, but will not be seeded in the default flow. The customer can insert this sub-process into their main Negotiation flow (before the Approval process) to generate the attachments and also view these attachments from the WF notification.

De-normalizing Statuses for Negotiation/Sales Agreement Phase

The following statuses are de-normalized:

Draft Submitted -> Draft_submitted_flag

The Draft Submit activity of the Negotiation and the Submit Draft of the Sales Agreement flow will update this status to Y. If Internal or the Customer rejects the offer in the Negotiation flow, then the status is set back to N.

Lost Agreement

Lost

An Sales Agreement can only become lost during the negotiation phase prior to customer acceptance.

An action to create an Sales Agreement with a status of Lost is provided on the Sales Agreement. A status of LOST retains the Sales Agreement information in the system and allows Sales Reps to review LOST SAs for future sales opportunities. Lost will automatically progress the flow to close eligible and closes the agreement after 30 days. The status will be retained as Lost. Optionally you can enter reason and comments for the lost action The open flag will be set to N. The agreement will then be treated as equal to closed.

Expiration

Sales Agreement Expiration

To automatically expire and set the status to Expired on a Sales Agreement when it reaches its expiration date is built into Sales Agreement flow.

The status of the Sales Agreement is expired and eligible for closure. A pre-expiration notification will be sent automatically before the Sales Agreement expires. This can be configurable using workflow builder. You can also can enter expiration date that triggers workflow to set the status to Expired. You must always expire or terminate a Sales Agreement to make it close eligible.

Extending Sales Agreement

You can extend an agreement if it is in expired state by updating the expiration date. The change in the expiration date will call workflow to reset the flow to the active state. The flow status will be updated to Active.

Termination

Sales Agreement Termination

You can terminate the Sales Agreement after it is accepted and is in the fulfillment phase. You can build security around who can terminate and when in the flow using processing constraints. For example sales agreement can be terminated when it is in accepted state but not in active state or you can terminate the Sales Agreement while it is active but without any open releases etc.

An action is available to terminate the Sales Agreement from the Action menu or right mouse click. The system checks security to allow the termination. The termination changes the status to Terminated and progresses the flow to close eligible.

You can enter the termination reason, Date and comments. If you have to setup a version agreement on termination and reason is enabled through version, then system must use the same reason for termination if the reason is not provided for termination and vice versa.

The Termination date is always defaulted to system date. You are not allowed to enter a termination date for two reasons:

1. If the termination date is in the past and there are releases created against the Sales Agreement after that date, it will not match.

2. If the termination date is in the future and the Sales Agreement is terminated today, the data will not match

   Termination is workflow enabled and a notification is sent to the responsible person when the Sales Agreement is terminated.

> **Note:** Once a Sales Agreement is terminated it can never be re-opened again. A system constraint is seeded to prevent this.

You can have sales agreements in the terminated state but eligible for closure. You must always close the terminated sales agreements manually. Closing a Sales Agreement is a manual action.

> **Note:** Termination is allowed only if the Sales Agreement is accepted and in fulfillment phase. If the Sales Agreement is in the negotiation phase you must take the Sales Agreement to draft and can either delete or perform a lost action on it.

Closing a Sales Agreement

You can close any Sales Agreement that is close eligible. The Sales Agreement is close eligible in the following conditions:

- Sales Agreement Expired

- Sales Agreement Terminated

- Sales Agreement Lost

You cannot close an agreement when it is in active status. It should be either expired or terminated to close.

You can close the agreement in following two ways:

1. The Close action is available from the menu

2. Progress flow from the Action menu or right mouse click will Close the Sales Agreement

> **Note:** Closing a Sales Agreement is always a manual action. Sales Agreement becomes close eligible after it has been either terminated or expired. Expired Sales Agreements can be re-opened. However terminated Sales Agreements will only be allowed to close.

If you take an action to close and the activity is not eligible then the system will display a message.

Security

Processing Constraints

Processing constraints is a common security framework in Order Management where you can define and build security rules around sales entities.

The following new entities for Sales Agreement are seeded.

- Sales Agreement Header

- Sales Agreement Line

- Item identifier type

- Validation templates

Validation templates are conditions that you or the system can use to build security rules for different attributes. For example to prevent any changes to a Sales Agreement once it is closed. The 'closed' is the validation template that is seeded.

The following are templates that are seeded and available:

- Draft Submitted

- Pending Customer Acceptance

- Customer Rejected

- Pending Internal Approval

- Internal Rejected

- Awaiting Start Date

- Active

- Lost

- Expired

- Terminated

- Closed

- Customer Signed

Both modifier and price list will be enabled on the Processing Constraints window under the Sales Agreement header entity for you to define rules to control who can modify the pricing associated with the Sales Agreement.

When you click Price List Setup or access the action Modifier List Setup, the system must first check security to open the pricing windows in view or update mode accordingly. A parameter to indicate if the window should be opened in view mode or update mode will be passed to pricing.

Seeded Constraints

To preserve data integration and to prevent any accidental damage, seeded constraints disallow certain actions at certain states of the document.

The following is a list of constraints seeded for Sales Agreement.

- Pending Internal Approval - on all operations create, update and delete

Closed - on all operations, create, update and delete

Defaulting and Processing Constraints on Releases

- **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.

Sales Agreement number and Sales Agreement line number must be enabled as constrainable columns. The following system constraints will be seeded. The sales agreement 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

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 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 sales agreement number and default attributes like:

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

> **Note:** Flex attributes are not defaulted from sales agreements to release.

Defaultable Attributes

Release Sales Order Header

Columns
Customer
Ship To
Bill To
Deliver To
Price List
Accounting Rule
Invoicing Rule
Shipping Instruction
Payment Terms
Freight Terms
Shipping Method
Sales Rep
Packaging Instruction
Sold To Contact
Ship From Org

Configurations

Defining Configurations on Sales Agreement

You must define ATO configurations as ATO items and PTO models as KIT items. All

configured items on agreements can be pre-configured using BOM and refer them as either KIT items or ATO items on Sales Agreement.

For items that you cannot pre configure and whose configuration varies with each release can be represented as individual component items on the Sales Agreement. These items are independent items and do not have any association with each other. You have the flexibility to configure models when creating each release and refer them to Sales Agreement for terms and conditions, enforced default values, price and accumulation features. Configured Items represented on a Sales Agreement as ATO configuration ATO item, or PTO Model Kit.

> **Note:** All items are represented as independent items on the Sales Agreement and are by no means tied to each other. Item type as in "OM" (Standard, Model, Kit, Class, or Option) is not significant on Sales Agreements since all items are simply items with prices and terms.

Creating a Release

Releases for configurations are handled similar to any other standard items. You can choose individual items in the configuration to associate with the Sales Agreement. The referenced items must be defined on the Sales Agreement for all consumption and validations to take place against that item. The Sales Agreement reference is allowed on any of the following items/item types:

- ATO ITEM

- KIT

- MODEL

- OPTION CLASS

- OPTION

Consumption and validation happens the same as for any standard item.

Cascading

The Sales Agreement number cascades from the model to all its components. It must pick only those options that are part of the same Sales Agreement and are effective at that time.

The system ensures that all items would meet the terms and conditions defined on the Sales Agreement, terms such as

- Min Max Amount and Quantity Controls

- Enforced payment, pricing and invoicing rules

An error occurs if any of these items fail to meet the agreement conditions. It is then

your responsibility to remove from the Sales Agreement and resubmit the request.

> **Note:** The defaulting rule must first use the customer PO on the line to derive the Sales Agreement number when no Sales Agreement number is supplied and then uses the model to get the Sales Agreement number

> **Note:** You can remove any option item from the Sales Agreement. It is not mandatory to have all option items of a model to be in the same Sales Agreement.

Service Items

Sales Agreements can define service items on the lines to determine the price. On the release associated to the Sales Agreement, the service item can only added to the release (sales order) if it has a reference to a serviceable item either on that order or another order. It can not be ordered without the appropriate reference.

Enabling Service Items

Defining Service Items

You can pick service items on Sales Agreements. Service parameters such as Service Start Date, Service End Date, Duration, Period will not be populated on these items. They are independent and not tied to any specific product item.

Releases for Service Items

Releases for service items can be created in different ways:

By passing the Sales Agreement number on the service item line

By passing the customer purchase order on the service item. The Sales Agreement number will be automatically derived if there is one to one correspondence.

By passing Sales Agreement number on the product. If service item is part of the same agreement as product the Sales Agreement number will be automatically cascaded to service item.

However the consumption and validation happens at the individual service item level. The system will error out if the item fails to meet any of the agreement conditions. This is in line with how the system behaves with any other items.

Cascading

The Sales Agreement number cascades from product to its service item. If the product is a model then the Sales Agreement number cascades only to service items associated with the model.

System will pick only those service items that are effective and part of the same agreement.

> **Note:** You can remove any service item from a Sales Agreement. It is not mandatory to have both service and product to be in one Sales Agreement.

Pricing of Service Items

You can define prices based on service attributes. However Sales Agreements do not capture any of the service attributes such as service duration, Period and service start and end dates.

Returns of service items may not reflect on the Sales Agreements.

Pricing and Releases

You can reference a Standard Price List and/or create a simple price list through the 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. The system allows all releases against a Sales Agreement to receive the special Sales Agreement pricing. This is accomplished by enabling Sales Agreement number as a qualifier for pricing entities (price lists and modifiers.)

> **Note:** Enforce price list check box will enforce the price list on the release to match the price list on the Sales Agreement. 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 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 Sales Agreement.

Item upgrades on a release will be handled same as item updates. You must remove the Sales Agreement number and Sales Agreement line number to upgrade the item. If the item on the release corresponds to the item of type item category/ALL item on the Sales Agreement 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 Sales Agreement information will not be copied onto the new line.

> **Note:** You can manually associate the promotional goods line to a Sales

Agreement line.

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

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

On the release, the agreement and Sales Agreement are mutually exclusive. If the Sales Agreement 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 Sales Agreement works in contrast to pricing. The items in the 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 Sales Agreements.

Sales Agreement - Pricing Tab

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

field.

A Sales Agreement can have both default price list (Standard Price List) and a new price list at the same time on a Sales Agreement agreement header. Price lists created from the Sales Agreement and through the Sales Agreement will be automatically qualified with that Sales Agreement number. A qualifier is automatically created when the new price list is saved. Price lists that are created inline from Sales Agreements will be qualified with Sales Agreement number only. There are no line level qualifications allowed in price list hence could not qualify with Sales Agreement line number. A new list line can be created from either the standard price list or the inline price list. The list price field is enabled for either of these price lists, however you must ensure that the price list is attached to the Sales Agreement.

The new price list will be disabled once a new price list is created.

> **Note:** Modifiers and price lists created through a Sales Agreement will be sourced as 'BSO' and are updateable only from Sales Agreement agreements. (Actions: Price List Setup, Modifier List Setup) If you go through the QP menu then you will only see them in view mode.

Customer Items can be defined on Sales Agreement lines and assigned a price. Pricing will recognize the customer item rather than requiring an internal item.

Inline creation of Modifiers

There is a field, New Modifier List, in the Create box of the header level Pricing tab where a modifier name can be defined. Modifiers are created only once when the Sales Agreement is created or saved and are always created for a Sales Agreement line. Lines can be added to the existing modifier list. No header level modifiers are supported. All modifiers created from the Sales Agreement are non-shareable and auto qualified with Sales Agreement number and Sales Agreement line number. The modifier list is always of type discount. No other modifiers types are supported.

You can enter a discount percent (%) or a discount amount on the Sales Agreement header to default to each Sales Agreement line. Discount % and discount amount are mutually exclusive. You can override the line level value. A line can be part of a new price list as well as new modifier list though the case is unusual.

Modifiers and Price lists can work in parallel and they are not mutually exclusive. User should be able to create a simple price list and a modifier list in the same agreement and in the same commit cycle.

You must navigate to the advanced pricing window in order to create other types of modifiers for a Sales Agreement.

Pricing of Sales Agreements

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

Shareability

All price lists and modifiers created from the Sales Agreement will be 'non-shareable'. The price list and modifier created for a Sales Agreement will be always specific to that Sales Agreement and will not be open to any other Sales Agreements. Modifiers and price lists created from a Sales Agreement are not update-able unless you are in the context of that particular Sales Agreement

Agreement and Price List are Mutually Exclusive on the Release

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

Accumulation Price Breaks on Sales Agreement

It is possible to set up discounts on the basis of released ordered amount and released ordered quantity against a sales agreement. Order Management applies volume discounts on the basis of released amounts and released quantities on the blanket. The application calculates released quantities based on the previous orders and excludes the quantity of current order.

As an example for a particular Sales Agreement and item AS54888:

Continuous Price Break Range New Price

1 – 100 $10

100 – 200 $15

200 – 300 $20

Orders are taken and the price breaks applied according to the accumulation:

Order #/Ordered Qty/Applied Disc

1 – AS5488/90/$10

2 – AS54888/120/1 to 10 - $10/10 to 110 - $15/110 to 120 - $20

> **Note:** Since the volume discounts are applied on the basis of released amounts and released quantities on the Sales Agreement and the values of these attributes are changing as releases and returns are created. Currently there is not a way for pricing to credit the correct discounted amount at the time of return.

Please refer to the *Oracle Advanced Pricing User's Guide* for additional details.

Copy

You can copy a Sales Agreement Header, Lines, Price List (PL) reference and clause references to create a new Sales Agreement. Copying of a previous Sales Agreement version will be allowed. (i.e. current version is 10, you want to copy version 3 to create a new Sales Agreement.) You can use copy to create a new agreement from any of the existing one and pick any version of the Sales Agreement for copy. The transaction type

on the source Sales Agreement will decide the initial phase of the new agreement. The new Sales Agreement will have new Sales Agreement number and starts either in draft (if a negotiation flow is associated) or in entered state (for a non-negotiation type). The action to copy is available from both tools as well as right mouse click.

> **Note:** Copy is allowed only at the header level. Line level copy is restricted.

The standard Price List (PL) reference will be copied to the new Sales Agreement. The price list, modifier list, and corresponding discount fields specific to the original Sales Agreement will NOT be copied to the new Sales Agreement. Qualifiers are not created as a copy of a Sales Agreement. Qualifiers will only be auto-created for Sales Agreement specific price lists or modifiers, however, Sales Agreement specific pricing information will not be copied, hence, the qualifier will not be created.

Both standard and non-standard clauses will be copied to the new agreement. Note that the Oracle Sales Contracts license is required for authoring contract terms on the agreement.

Descriptive Flexfield (DFF) will be copied but if invalid, DFF will be nulled out and re-defaulted. Note that DFF (both on sales orders and Sales Agreements) are not defaulted using the OM framework but using the defaults defined on the FND Descriptive Flexfield Setup window.

> **Note:** Attachments, Contract Documents, price lists and modifiers created from the Sales Agreement are not be copied. Additionally, Expiration date will not be copied to the new Sales Agreement and Start Date (or Activation Date) will be re-set to current date, not the date from the original agreement.

Copying Invalid Attributes

Attributes that are invalid must be imported as null. All required attributes for entry must, however, be present on the Sales Agreement when it is saved.

Converting invalid attributes to null is applied to only attribute validations. Any failures down in record level validations must result in an error. This is true in case of both Sales Agreement header and Sales Agreement line.

> **Note:** Since the included items are not priced, the quantity and amounts for an agreement is usually tracked at the parent item. Included items are not captured on agreement but exploded at the time of release. Returns for an agreement are tracked only at the parent (KIT or PTO) level. If there is non-proportional return for a KIT item, the quantity/amount that is returned on a parent item is captured on the Sales Agreement.

Cancellation

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

Deleting An Agreement

Delete operation is enabled on the Sales Agreement. You can define security rules in the processing constraints framework to prevent or enable the delete operation.

A system constraint to prevent deleting a Sales Agreement when open releases exist is seeded.

Versioning of Sales Agreements

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

Versioning is supported only at the Sales Agreement header level and can be automatic or manual. On the line the version is always copied from the header and is not allowed to change.

> **Note:** If you do not change the version number at the header level then the changes on the Sales Agreement line will be saved but no history will be created.

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

Mass Change is not enabled for the version number. Enabling Mass Change could falsely show that the line is at a version 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 version of the Sales Agreement) the system initiates re-defaulting. This is always performed against the current version. It is rare to modify a version whose effectivity does not fall within the Sales Agreement effectivity. Note that changing the version will not cascade the version to the open releases.

See Versioning Overview, page 8-1

Sales Agreement – Windows

Sales Agreements Window
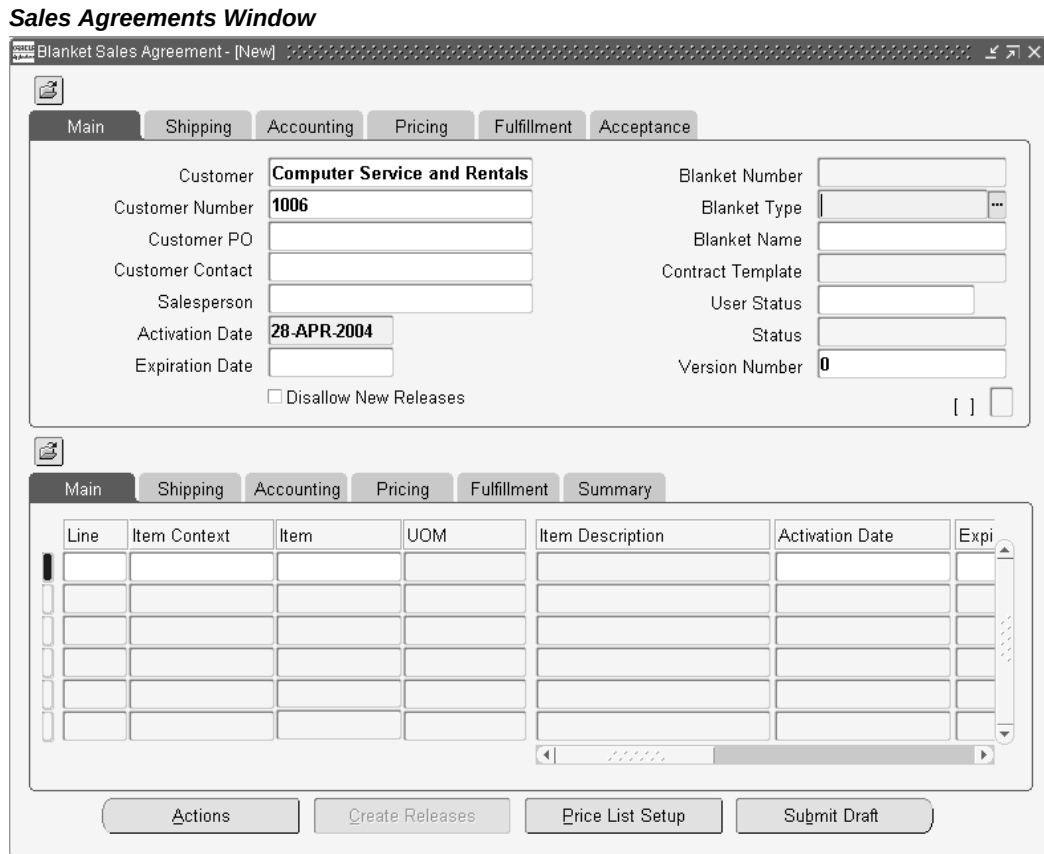
Header Field Description

Field Name	Tab Location	Description
Operating Unit	Main	Displays the default operating unit, with an LOV to select other operating units that you have access to
Activation Date	Main	Date to indicate sales agreement effective start date
Sales Agreement Type	Main	Used to derive sales agreement number

Field Name	Tab Location	Description
Sales Agreement Number	Main	Unique 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 sales agreement 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 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 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
Shipping Instructions	Shipping	Defaulting source

Field Name	Tab Location	Description
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
Enforce Price List	Accounting (check box)	Enforce the price list of the sales agreement on the release
Fulfilled Amount	Fulfillment	

Field Name	Tab Location	Description
In process	Fulfillment	Amount in process to ship
Max Amount Agreed	Fulfillment	Sales Agreement Upper Limit
Min Amount Agreed	Fulfillment	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

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

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

> **Note:** This window is Folder enabled.

Line Field Descriptions

Field	Tab	Description
Activation Date	Main	Date to indicate sales agreement effective start date
Customer PO	Main	Unique customer purchase order
Expiration Date	Main	Date to indicate sales agreement effective end date

Field	Tab	Description
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 Sales Agreement
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.
Ship To Location	Shipping	Customer Ship to

Field	Tab	Description
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 sales agreements
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 sales agreement on the release
Max Amount Agreed	Fulfillment	Sales Agreement upper limit
Max Release Quantity	Fulfillment	Max quantity on the release line
Max Release Amount	Fulfillment	Amount that is allowed on the release line

Field	Tab	Description
Max Quantity Agreed	Fulfillment	Max quantity on the sales agreement line
Min Release Quantity	Fulfillment	Minimum quantity on release line
Min Amount Agreed	Fulfillment	Sales Agreement Lower Limit
Min Quantity Agreed	Fulfillment	Minimum sales agreement 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 sales agreement line amount and quantity controls.
Allow Override Min/Max	Fulfillment (check box)	Allows the user to override the min max sales agreement 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 sales agreement
Returned Amount	Summary	The total amount returned against the sales agreement
Unfulfilled Amount	Summary	Amount to be fulfilled to the customer
Unfulfilled Quantity	Summary	Quantity to be fulfilled to the customer

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

Find Sales Agreements Window

You can search by Sales Agreement Header or Line attributes.

The Operating Unit field is folder enabled and the following fields in the Find Sales Agreement window are operating unit sensitive:

- Sales Agreement Type

- Sales Representative

- Price List

- Customer Location

- Bill To

- Ship To

- Deliver To

- End Customer Location

These fields display values from all the Operating Units that you have access to. The LOVs for these fields will display the Operating Unit. When you select a value for one of these fields, the form will default the Operating Unit and then the LOVs for the other fields will only show values from that Operating Unit.

When you search by price list, and no operating unit is specified, both global and operating unit specific price lists are displayed. If you enter an operating unit as part of the search criteria, then global price lists and those price lists specific to the operating unit are displayed.

The Item LOV in the Sales Agreements Organizer is not based on the Item Validation Org, rather it shows all items. Hence if the Operating Unit is cleared or changed the Item field is not cleared.

You can search for Sales Agreements across Operating Units that you have access to by leaving the Operating Unit field blank.

Sales Agreements Summary Window

This window includes viewing summary and line level information, this window also allows you to open existing Sales Agreements, create new 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.

The operating unit field is folder enabled and can be displayed as part of the search results columns. When the window displays agreements across Operating Units, they will be sorted based on Operating Unit. If you have specified sorting parameters (using folder technology) then the Operating Unit will be the last sorting parameter.

Create a Sales Agreement

To enter a Sales Agreement:

1. Navigate to the **Sales Agreements** window.

   Click **Orders, Returns**, then click **Sales Agreement**.

Sales Agreements Window

2. Enter the sales agreement header information. Specify the operating unit, if you have access to more than one operating unit. Enter the information in the following fields - **Customer, Customer Number, Ship and Bill To Addresses, Customer PO, Customer Contact, Payment Terms, Price List, Freight Terms, Sales Agreement Type, Effective Dates, Enforce payment or shipping controls,** and the**Min. & Max. Amount Agreed**.

3. Enter the sales agreement line information. Enter the following fields - **Item Category for all items, Min. & Max. Quantities, UOM, Price, Effective Dates, Warehouse, Shipping information, Pricing Information**, and any other controls.

4. Optional. Create a simple price list in the **Sales Agreements** window.

5. Save and book the sales agreement. The sales agreement 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 Sales Agreement header, enter your customer information, then choose the Pricing tab.

2. Enter Price List name. If a New Price List is entered, once Sales Agreement is saved, the New Price List will be created. As lines are created and saved, they will be added to the New Price List unless a different Price List is specified.

Price List Name

3. Navigate to the sales agreement lines, Pricing tab. Enter an Item and Unit List Price.

Sales Agreements - Create Price List

4. Save the sales agreement. The New Price List is automatically created with items, the entered Unit List Price, and the Sales Agreement as the qualifier. The New Price List can not be used by any other Sales Agreement. It is possible to add lines to the Sales Agreement, save and the New Price List will add those lines as well.

> **Note:** The items on the sales agreement lines with no Unit List Price will not be part of the price list.

Entering Releases Against a Sales Agreement

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

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

Sales Orders Window

2. Enter the sales agreement number, customer purchase order, or sales agreement name that will default all the sales agreement information on the header.

> **Note:** If the customer purchase order has a unique sales agreement number, the sales agreement number will be defaulted automatically.

> **Note:** Recommend setting up a folder for sales agreements which will display the Sales Agreement Number field and Sales Agreement Name on the release order.

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

Sales Orders Lines Window
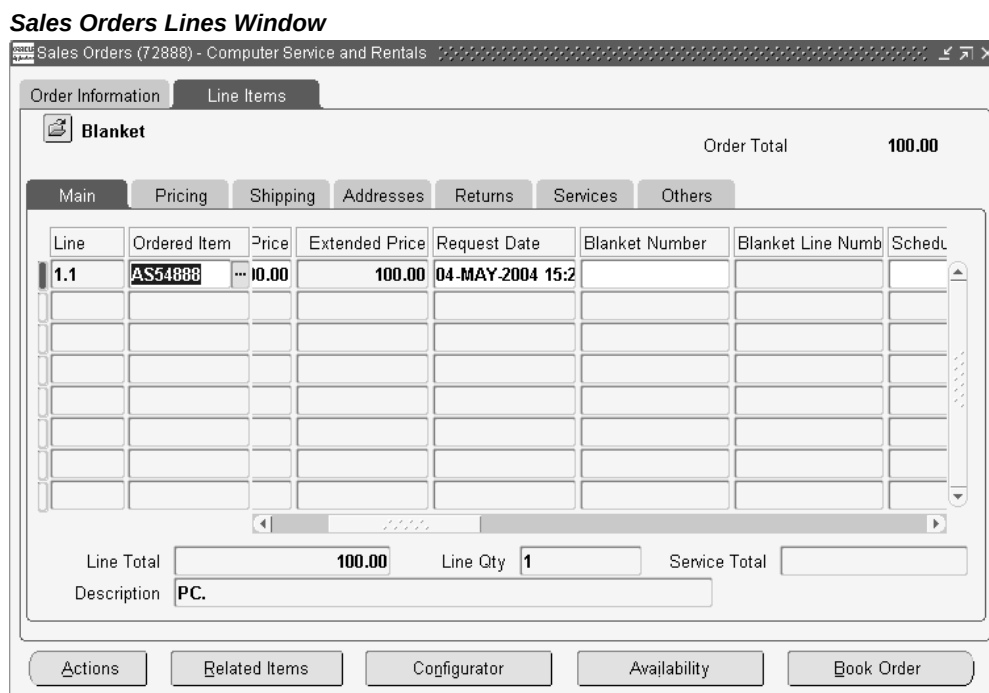
4. Save and Book Order.

5. Schedule the Order.

6. Ship the Order.

7. Fulfill the agreement. The system will update the total fulfilled quantity/amount on the Sales Agreement line once the workflow has progressed through the Fulfilled step.

8. Invoice the agreement.

Creating Order Lines Automatically During Sales Agreement Release

Oracle Order Management enables you to automatically create sales order lines for selected lines for an active Blanket Sales Agreement (BSA). Use the **Blanket Sales Agreement** window to select BSA lines to create a sales order. This feature is available in the Sales Agreement window only.

To create order lines automatically in sales agreement release:

1. Navigate to **Sales Agreement** window and query an active sales agreement.

2. Place the cursor in the line region.

3. Select BSA lines.

4. Click **Actions** and then click **Create Release.**

5. The **Sales Orders** window opens the new sales order with the sales order lines for all the selected items in the status Entered.

6. The sales order does not populate the quantity. Enter the **Quantity** that you have ordered.

7. Save and click **Book Order**.

   The application creates a new order with the selected lines.

Adding Items from an Active Sales Agreement to an Existing Sales Order

Oracle Order Management simplified the process of adding BSA lines to an existing sales order as new sales order lines. This feature is available in the Sales Agreement window only. You can select lines and use the option **Add to Release** to add the lines as indicated in the following steps.

To add the selected BSA lines to an existing sales order:

1. Search for an active BSA in the **Blanket Sales Agreement** window.

2. Select a single blanket line or multiple blanket lines.

3. Click **Actions** and then select **Add to Release**.

4. A list of values opens showing sales orders that are in the status Entered with their sales agreement name and number, order number, and ordered date. This is created for the same customer present on the BSA. The application groups and sorts the sales orders in descending order by their creation dates.

5. Select a sales order number and click **OK.**

   The selected sales order opens in the **Sales Orders** window.

6. Navigate to the **Lines** tab.

   The new selected lines are added to the sales order in the **Entered** status.

7. Enter the quantity that you have ordered for each line.

8. Click **Book Order**.

> **Note:** You cannot use the **Add to Release** option on a single inactive BSA line. The application displays an error message. However, when you select multiple lines with one or more inactive BSA lines, the application creates a sales order with the eligible BSA lines from the selected lines and ignores the inactive BSA lines.

View Sales Agreements

To view releases for existing Sales Agreements:

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

    Orders, Returns > Sales Agreement

Sales Agreement Window

2. Open the Find Agreements window by using the Flashlight icon and enter the order or line find criteria. Click Find.

3. The Sales Agreements Summary window opens.

Sales Agreements Summary Window

Blanket Number	Revision Number	Customer	Blanket Agreement Type	Ship to Locatio
5	0	Computer Sen	Test	Chattanooga
6	0	Computer Sen	Test	
7	0	Computer Sen	Test	Chattanooga
8	0	Computer Sen	Test	Chattanooga
9	0	Computer Sen	Test	Chattanooga
10	0	Computer Sen	Test	Chattanooga
13	0	Computer Sen	Test	Chattanooga
14	0	Computer Sen	Test	Chattanooga
16	0	Computer Sen	Test	Chattanooga
17	0	Computer Sen	Test	
19	0	Computer Sen	Test	Chattanooga
20	0	Computer Sen	Test	Chattanooga
22	0	Computer Sen	Test	
23	0	Computer Sen	Test	Chattanooga
24	0	Computer Sen	Test	Chattanooga

View Releases | Create Releases | New Agreement | Open Agreement | Release Rules

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

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

Sales Agreement Lines Summary

5. Enter order or line search criteria to find your Sales Agreement.

6. Click Find to invoke the search.

5

Items and Inventory

This chapter covers the following topics:

- Inventory Interface - No Ship Order Lines
- Using Item Cross Referencing in Order Management
- Related Items and Manual Substitutions
- Overview of Related Items and Manual Substitution
- Related Item Rules
- Entering a Related Item
- Defining Sales Order Line Pricing Information
- Automatic Item Substitution within Order Management
- Override Item Description
- Overview of Override Item Description
- Override Item Description Procedures
- Decimal Quantities
- Decimal Quantities for Options of ATO Configurations
- Decimal Quantities for Options of ATO Configurations Major Features
- User Procedures
- Catch Weights for Discrete Inventory Overview
- Catch Weights for Discrete Inventory Major Features
- User Procedures
- Catch Weight Support
- Warehouse Management (WMS)
- Choosing Options Using the Oracle Configurator
- Choosing Configuration Options Using the Options Window

- Solution Based Modeling

- Configuration Date Effectivity

- Configuration Date Effectivity Major Features

- User Procedures

Inventory Interface - No Ship Order Lines

Overview

Within Order Management generating transactions can be 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.

- 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.

- Internal Order Lines must go through the regular shipping process to ensure that the application relieves the reservations correctly, receives the corresponding internal requisition, and closes them. Hence, ensure that internal sales order lines never use the "Line Flow - Generic, Bill Only with Inventory Interface" workflows as the application does not relieve the corresponding reservations for the internal sales order lines if you use these workflows. Additionally, the application does not receive the corresponding internal requisitions and hence does not close them; thereby leading to a number of open internal requisitions in the system. These workflows are for "over the counter" orders such as in retail shops where you pick up the goods and buy them. These workflows bill the goods while bypassing the picking and shipping process that is not needed. Though Oracle Order Management does not prevent you from using these workflows for internal sales order lines, you must not use them.

Inventory Interface - Non Ship can:

- Relieve demand and determine 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, serial number except where serial number generation is set to "At Sales Order Issue", item revision, and locator information.

  For non-controlled items, if you do not create a reservation before beginning this subprocess, you must at least provide the subinventory on the line (for example, either reserve it, or at least provide the subinventory).

  > **Note:** Bill only inventory interface (BOII) flows are not supported for items for which serial control is "None" or "At Sales Order Issue" and the item is serial tagged at sales order picking.

Order Lines must wait at the Inventory Interface - Eligible activity until the concurrent program completes. When customizing the 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 window 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.

Inventory Interface Non Ship - Line
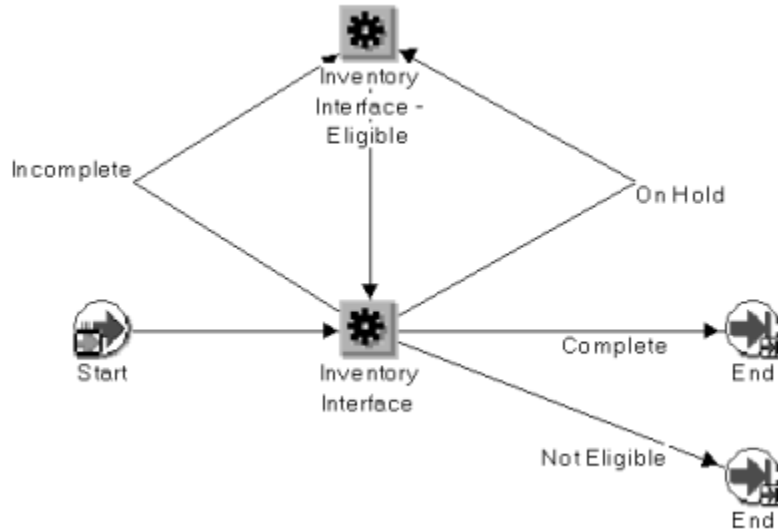
Within the Line Flow Generic, Bill Only workflow below, the Inventory Interface subprocess is invoked after order line booking. This subprocess precedes the Fulfill task because it explodes included items for processing by fulfillment.

Line Flow Generic, Bill Only Workflow
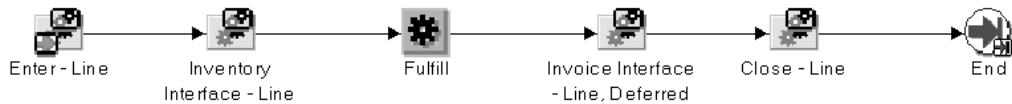
Inventory Interface Non Ship - Line, Deferred:

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.

Inventory Interface Non-Ship Line, Deferred
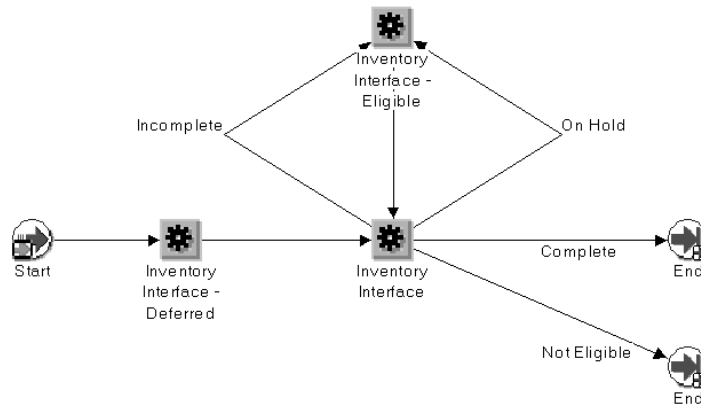
Using Item Cross Referencing in Order Management

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.

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 and 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.

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 Orders 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.

> **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.

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.

Related Items and Manual Substitutions

The intent of the Related Items window is to increase sales and prevent lost sales due to out-of-stock situations. This window can assist with manual substitutions, supersessions, up-selling, and cross-selling. Any ordered item can have relationships defined with many other items. These item relationships are defined in Oracle Inventory. The Related Items window displays these other items and their relationships to the ordered item. The list of related items displayed before and after booking varies by the relationship type defined between the ordered item and a related item. This feature in Order Management enables you to perform functions such as:

- *Up-selling:* Enables you to suggest a better item to a customer who is placing an order.

- *Manual Substitution:* Substitution is the capability to suggest equivalent items.

- *Supersession:* This occurs when a product is replaced (superseded) by another product.

- *Cross-selling:* Enables you to suggest additional items to a customer who is placing an order.

Usability features include:

- The ability to optionally display 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 must 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 Managements Outbound EDI transactions (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 supercessions.

> **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 items UOM is different from the substituted items UOM, the quantity will be converted when substituting the item.

When an order is entered, the Related Items window displays the items defined with any item relationship.

After an order is booked, items defined with an item relationship of Up-sell and Superseded are not displayed in the Related Items window. Items defined with the relationship of Substitute are displayed with additional rules. These rules are:

- A shippable line, that is interfaced to shipping, cannot be substituted if the substitute item is not shippable.

- The line cannot be part of any model (ATO, PTO, or KIT).

- The line cannot be part of a split set.

ATP enables you to view the **Request Date Qty** value, that shows the part of the requested quantity which could be available to promise on the **Request Date.**

Request Date Qty is available in the **Related Items** window/page, in the following:

- Sales Order form

- Quick Sales Order form

- Pricing and Availability form

- HTML Order page

Entering a Related Item

Entering an Item when Related Items Exist

To enter an item in the **Sales Order** window when related items exist (creating an order):

1. Navigate to the Sales Orders window.

2. Enter the header information for the sales order in the Order Information tab - Main

sub tab.

3. Select the Line Items tab, and enter the Ordered Item. After the Ordered Item is entered, if any related items exist for this item, the color of the Ordered Item changes to red. A message is displayed at the bottom of the window to indicate that related items exist.

Sales Orders window - Line Items tab
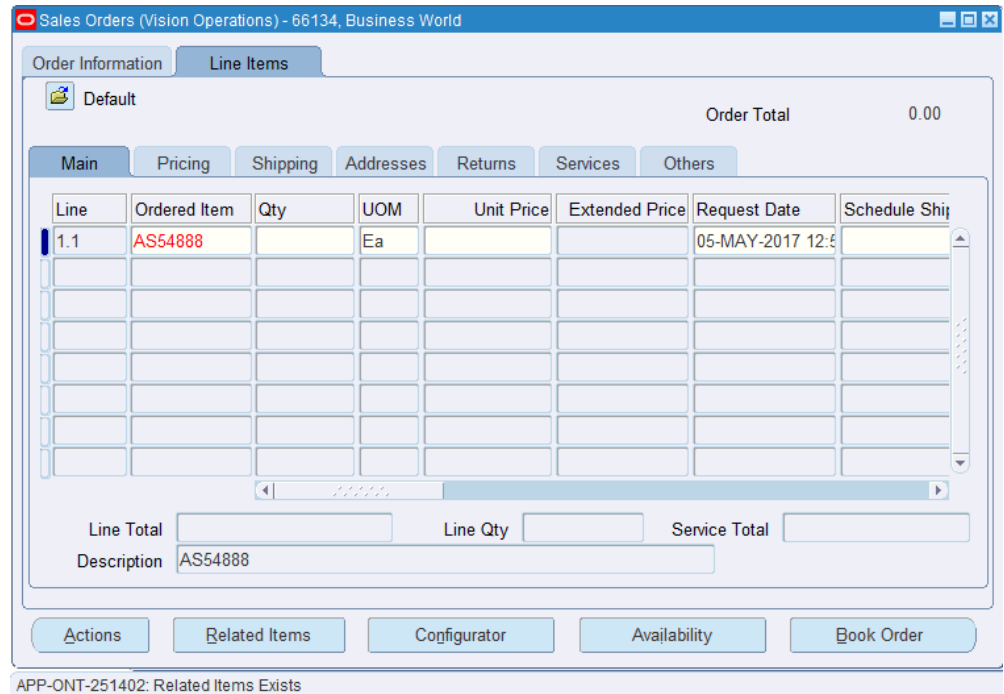
4. Enter the Quantity. The Related Items window appears if the profile option OM: Open Related Items Window is set to Yes. Otherwise, you can click the Related Items button.

> **Note:** The Related Item button is disabled for closed and returned (inbound) order lines. It is also disabled for internal sales order lines, if the value of system parameter Item Substitution on Internal Order is No, Automatic, or null.

Related Items window

ATP enables you to view the **Request Date Qty** value, that shows the part of the requested quantity which could be available to promise on the **Request Date**. **Request Date Qty** is available in **Related Items**, in the following windows or page:

- Sales Order form

- Quick Sales Order form

- Pricing and Availability form

- HTML Order page

> **Note:** The Related Items window or page appears with the first quantity change, if you change the quantity again, then you need to open it manually.

To Select Additional Items from the Related Items Window:

When you select an additional item (for example, cross-sell item or Related item) and close the Related Items window, the item is added to the sales order as a new line.

Below is an example of how the data is displayed on the Sales Orders window when the additional item is added:

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	-	-	-	-

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	AS54888	149	INT	Cross-sell

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. With multiple substitutions, for example, 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.

If item A has an up-sell in relation to item B, the saved item relationship type is up-sell. Similarly, if item B is substituted by item C, the item relationship type is substitute. When there are multiple substitutions then the original item and the original relationship type is stored along with the final substituted item.

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

a) If a line has an internal item:

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	-	-	-	-

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)

b) If a line has a customer item:

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

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	-	-	-	-

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 operates the same way for generic items.

> **Note:** If you choose to substitute an upgraded item or free item, the Order Management window treats this item as any other item.

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

To Enter an Item in the Quick Sales Orders Window When Related Items Exist (Creating an Order):

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. After the Ordered Item is entered and if any related items exist for this item, the Ordered Item changes color, with a message at the bottom of the window, to indicate that there are related items. To open the Related Items window from then Ordered Item field, click Related Items button.

> **Note:** If there are no related items for the ordered item, a message displays.

Quick Sales Orders window - Related Items

4. ATP enables you to view the Request Date Qty value, that shows the part of the requested quantity which could be available to promise on the Request Date. Request Date Qty is available in the Related Items window/page, in the following:

    •   Sales Order form

    •   Quick Sales Order form

    •   Pricing and Availability form

    •   HTML Order page

    Save your work.

To Enter a Model on the Line for Which Related Items Exists (Creating an Order):

1. Navigate to the Sales Orders window.

2. Enter the order header information.

3. Enter a model on the line.

4. Configure the model and save the options.

5. 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 display only add items (for example. cross-sell), if it doesn't have children then it displays all types of items.

To Enter an Item in the Sales Order Window When Related Items Exist (Order is Booked):

1. Navigate to the **Order Organizer.**

    The **Find Orders/Quotes** window appears.

2. Enter search criteria for a sales order that has already been booked and click **Find.**

    The sales order appears in the **Order Organizer** window.

3. Select the order number and click **Open.**

    The **Sales Orders** window appears displaying the sales order and all of its details.

4. Select the **Line Items** tab.

5. Select the sales order line for which you want to enter a related item.

6. Click **Related Items.**

    The **Related Items** windows appears displaying all the available related items for that item, except up-sell and superseded items. Substitute items are displayed only if the order line is not part of a configuration, or split set.

7. Make your selections and click **OK.**

    Lines appear on the **Line Items** tab of the **Sales Orders** window, depending on the selections you made in the **Related Items** window.

To Enter an Item on the Quick Sales Orders Window When Related Items Exist (Order is Booked):

1. Navigate to the **Quick Order Organizer.**

    The **Find Orders/Quotes** window appears.

2. Enter search criteria for a sales order that has already been booked, and click **Find.**

    The sales order appears in the **Order Organizer** window.

3. Select the order number and click **Open.**

Quick Sales Orders Window

The **Quick Sales Orders** window appears displaying the sales order and all of its details.

4. Select the sales order line for which you want to enter a related item.

5. Click **Related Items.**

Quick Sales Orders Window

The related items appear in the lower region of the window. Related items can be of any relationship type except Up-sell and Superseded.

6. Make your selections and click **Apply.**

Quick Sales Orders Window

Lines appear in the **Main** sub tab depending on the selections you made for related 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

- Set up your price breaks and enter line items. See: Defining Sales Order Line Item Main Information

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.

- 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

Automatic Item Substitution within Order Management

Order Management currently supports automatic item substitutions recommended by Oracle Global Order Promising (GOP) during scheduling/rescheduling, post-booking but prior to pick release, and post pick release for backordered items.

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.

- If ATP recommends end item substitution, then the source type on order line won't redefault after the item is substituted.

- 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.

    > **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/rescheduling, for sales order lines that have been booked but not pick released yet or that have been pick released but are backordered.

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.

Substitution Limitations

Order Management supports all-or-nothing and partial item substitutions for standard items only, provided the order has not been pick released. Using the Scheduling Auto Split Criteria system parameter, you can decide where to have All-or-Nothing, or Partial substitution. See: Seeded System Parameters, *Oracle Order Management Implementation Manual*

- Oracle APS currently supports all-or-nothing 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: Oracle Order Management does not support item

substitutions for drop ship orders, back to back orders, models and kits, and any order lines that are split either by the system or by the user.

To enable the item substitution in Order Management till an order line is pick released, you will need to disable a seeded processing constraint. Navigate to the Processing Constraints window, query the Order Line entity's Processing Constraint that has Operation as Update and Attribute as Inventory Item. There are two seeded processing constraints. Go to the Processing Constraint that has the following condition:

Group # 4, Validation Entity as Order Line, Record Set as Line and Validation Template as Booked.

Disable this condition.

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 Ordered 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/rescheduling 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.

Substituting Items on Internal Sales Order Lines

Oracle Order Management enables you to substitute items on internal sales order lines to manage item availability. Source organizations can decide to ship a substitute item in case the original item is not available to be shipped. The application supports manual (using Related Items window) and automatic (using ATP functionality) substitutions. The application does not allow item substitution for the following:

- ATO enabled items (not allowed for automatic substitution)

- Reserved internal sales order (ISO) line (not allowed for automatic substitution)

- ISO lines using back to back flow and if supply is created

- Split ISO lines

- A single UOM item, if the substitute item is dual UOM controlled and vice versa

- A substitute item with a different primary/secondary UOM

After you perform item substitution on ISO line, the application does not update the corresponding internal requisition with the new item. It creates a new notification that intimates the internal requisition preparer detailing about the item update.

To substitute an item on ISO, you must ensure that the value of the Item Substitution on Internal Order system parameter is set to a value other than None. See: Seeded System Parameters, *Oracle Order Management Implementation Manual*. In addition, you must ensure to define substitute item relationships and automatic item substitution setup in the system.

The application provides the option to send notifications when any change happens on the ISO related to quantity or schedule arrival date. You can control these notifications using the OM: Send Notifications of Internal Order Change profile option. See: Order Management Profile Option Descriptions and Settings, *Oracle Order Management Implementation Manual*

Updated Windows

Order Management has enhanced the Availability window, available within the Sales Order windows.

See: ATP Inquiries, page 10-7.

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.

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:

InvoicingIf 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.

Sales Orders Window - User Item Description
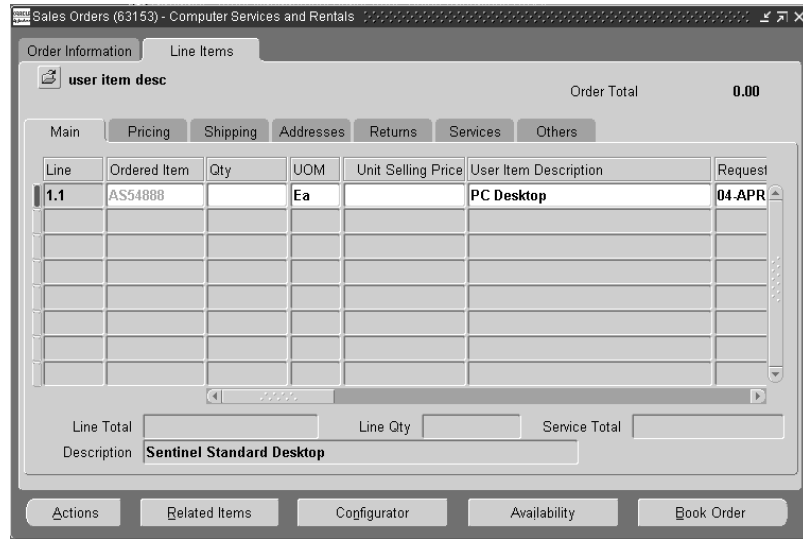
> **Note:** If the line has been invoiced, you will see a message stating you cannot change the description.

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

7. When a return is entered with no reference, then the User Item Description would have to be entered.

8. When a return has reference line information, then the User Item Description will be copied from the reference line.

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.

Please note that quantities like Shipped Quantity will show up differently after ship confirm, due to the different treatment of decimal places in Order Management and Shipping Execution.

See

Overview of Returns, page 3-105

Decimal Quantities for Options of ATO Configurations

While selecting options for a model, you can currently enter quantities but only in whole integers. Some businesses build products that can be ordered in decimal quantities, and need to specify decimal quantities when selecting options, both in the Configurator and in Options windows. Standalone ATO items always supported decimal ordered quantity. We will allow decimal quantity on ATO items that are set up as a part of an ATO model BOM (top ATO or ATO within PTO). Note, that we still will restrict the usage of decimal quantities on ATO items if it is set up as a part of a TOP PTO BOM.

This functionality includes:

- The ability to specify decimal quantities in the Configurator window for options of an ATO Model.

- The ability to specify decimal quantities in the Order Management Options window for options of an ATO Model.

- Change validation of configuration ratios in Order Management for ATO models.

Whether a decimal quantity can or cannot be used to order an item in its primary UOM depends on how the Item Attribute for Order Management Indivisible flag is set in the Inventory Item Master. If the flag is set, you will not be able to order the item in decimal quantities in its primary UOM. You must enter the ATO model in its primary UOM. For example, if the primary unit is Ea., it will not be possible to order the model in dozens.

Decimal Quantities for Options of ATO Configurations Major Features

Specify Decimal Quantities in the Configurator Window for Options of an ATO Model Only

The configurator already allows the use of decimal quantities based on a profile option CZ: Populate Decimal Quantity Flags. However, when turned on, this profile allows decimals at all levels. Today, when returning values to Order Management, the configurator rounds up to the nearest integer. You can set-up their models to allow decimals ONLY on options of ATO models, to pass the values as is to Order Management.

Specify Decimal Quantities in the Order Management Options Window for Options of an ATO Model Only

Now, when configuring ATO models within the Option's Window, you can use decimal quantities for options of the ATO model. The model will be ordered in whole integers.

Change Validation of Configuration Ratios in Order Management

It is important that both Order Management and the Configurator have the same validation. If both the parent and child are set to integer values (indivisible flag on the item master = yes), then the Configurator verifies that the ratio between the child quantity and the parent quantity is an integer, and that the ratio is between the child component's minimum quantity and maximum quantity, inclusive.

If the child allows a decimal (indivisible flag on the item master = no), the ratio should be allowed to take any value between the child component's minimum and maximum quantities.

Any quantity changes at the top level are cascaded by simply multiplying or dividing by the incremental change in quantity. For example, the top ATO Model had a quantity of 4 EA, and its child had a quantity of 5.2 ft. This implies that each model has 1.3ft of the option. Now you change the quantity on the model to 5 EA. This would change the quantity on the child to 6.5ft.

Round Decimal Quantities to 9 Digits in Order Management and Configurator

When configuring ATO models, decimal quantities are rounded to 9 digits. A maximum of 9 digits are passed between the Configurator and Order Management.

For Order Management's Options window and Order Import program, we validate decimals to a maximum of 9 digits. If over that amount, Order Management returns an error before passing the information.

Since Order Management supports 9 digits, we will round in Configurator and the Order Management's Options window to 9 decimal places, and let Bills of Material round it again when the BOM is created.

> **Note:** BOM allows you to set up bills with decimal component quantity. However, the BOM set up currently does not look at the OM: Indivisible flag. You can set up a component_quantity in decimal even if the OM: Indivisible flag is set to No. This will result in error if you tried to select this item as a part of configurations, because at the time of order entry, Order Management will not allow saving the line. This is existing behavior and is applicable to Options window and configurator (depending on the CZ profile, CZ: Populate Decimal Quantities Flag, to allow decimal quantities or not)

User Procedures

This section includes user procedures for both setup and use of this feature.

To enter decimal quantities for options of ATO model in the Configurator or Options Window with Order Management Indivisible Flag set to No:

1. Set Item Attribute (Master Items), Order Management Indivisible flag to No.

2. Navigate to the Sales Orders window.

3. Enter the model item number on the sales order line and save.

4. Open either the Configurator or Options Window.

5. Select options and enter decimal quantities as allowed by the Order Management Indivisible flag. (Note: If the flag is set to no, decimal quantities are allowed. Up to nine digits may be entered after the decimal, as supported by Inventory.)

6. Return to the Sales Order Pad.

7. Display all the option lines, and view all decimal quantities entered from Configurator or Options Window.

To Set Item Attribute (Master Items) Order Management Indivisible Flag to Yes for options of ATO models:

1. Navigate to the Sales Orders window.

2. Enter the model item number on the sales order line and save.

3. Open either the Configurator or Options window.

4. Select options and enter decimal quantity of 1.5.

5. An error message will appear since decimal quantity is not allowed.

To enter decimal quantities for options and classes of PTO models in the Configurator or Options Window with Order Management Indivisible Flag set to No:

Set Item Attribute (Master Items), Order Management Indivisible flag to No.

1. Navigate to the Sales Orders window.

2. Enter the model item number (parent) on the sales order line and save.

3. Open either the Configurator or Options window.

4. Select the option and classes of a PTO model and enter a decimal quantity.

5. An error message will appear since decimal quantity is not allowed.

6. Change the quantity to an integer value and save.

7. In the Sales Orders window, update the quantity of an option or class to a decimal value.

8. An error message will appear since decimal quantity is not allowed.

Messages

The validation message for not allowing decimal quantities for other ATO/PTO configurations.

> **Note:** ATO and PTO configurations except options of ATO model do not support decimal quantities. Please enter an integer quantity for Line& and Model&.

Catch Weights for Discrete Inventory Overview

Using Catch Weight support you can specify a secondary quantity and secondary UOM at shipping. Order Management prices catch weight enabled items based on ordered quantity/uom or primary shipped quantity or secondary shipped quantity. This enables invoicing to be based on the catch weight quantity. Catch weight (pricing) UOM can either be primary or secondary UOM defined in item master set up.

Catch weight enabled items are typically used in the food and beverage industries (consumer goods). An example of such an item is a wheel of cheese; the wheel has a standard or (default) weight of 10 pounds. However, each individual wheel has its own unique weight; 10.61 pounds for example. You must override the default to indicate that for a specific lot, the weight is actually 10.61 pounds for that 1 wheel of cheese.

Catch weight support in Order Management is available for inventory organizations that are enabled for Process Manufacturing. Currently when the process inventory organization is involved catch weights are supported, and the inventory processing is done by the converged inventory model.

The functionality allows any item that is catch weight enabled being shipped from a WMS inventory organization, to also capture the secondary quantity and second UOM at time of shipping. There are some differences for discrete inventory catch weight support:

• The Order Qty2 on the sales order line will be blank (currently for process inventory organizations it is calculated).

• Only after the material has been picked for shipping will the Ship Qty2 be populated. This actual quantity will be used to determine the extended price and then it will be prorated back to determine the unit price per Qty1.

- The Pricing UOM (ONT_PRICING_QTY_SOURCE) will be used to determine which quantity should be used for pricing the catch weight items.

For further information, see My Oracle Support Note 1551171.1 'Advanced Catch-Weight Solution in Oracle E-Business Suite Applications'

Catch Weights for Discrete Inventory Major Features

Capture a Secondary Quantity and UOM2 For Discrete Inventory

You can enter the secondary quantity and UOM2 at shipment and have that information fed back to the sales order line.

Repricing of Catch Weights Items

Once the secondary quantity and UOM is captured, the sales order line price is prorated based upon the ship quantity. If order and primary UOM are from the same class, then repricing happens only when item pricing is on secondary UOM and pricing quantity is secondary shipped quantity. If order and secondary UOM are from same UOM class, then repricing happens only when item pricing is on primary UOM and pricing quantity is primary shipped quantity.

Volume discounts are always calculated on the estimated qty2; but the actual price is based on the ship quantity.

For example, if each cheese is estimated at 10 lb. and you ordered 2 cheeses (20lb) and actually shipped 24 lbs. The price list set up is $5 per pound:

The final price for each cheese is: $5 per pound * (20lb/2Ea) * (24lb/20lb) = $60/Ea. This amount will be sent to invoicing.

If there is also a volume discount of:

5% from 10-20 lb.

10% from 21-30lb

The adjustment amount will be: $5/lb. *5% *(20lb/2Ea) *(24lb/20lb) = $3/Ea. This amount will be send to invoicing if discount details is needed.

The final selling price will be $60/Ea. - $3/Ea. = $57/Ea.

> **Note:** To provide support for catch weights, you must define the item as being catch weight enabled. The WMS enabled flag on the inventory organization will determine the processing within Order Management and Oracle Shipping.

User Procedures

Order Entry

Once the item is properly defined, you can enter orders for the catch weight items. When the actual material is picked from inventory, the secondary quantity and UOM2 are populated with the true weight (for example, the cheese wheel) for WMS enabled inventory organizations.

Pricing

Oracle Pricing already supports catch weight items. When catch weight items are created, a pricing unit of measure is defined. The pricing unit of measure can be defined as either the primary or the secondary unit of measure for the item. The following examples are 'possible common business scenarios' where you might like to setup the pricing UOM and fulfillment base as mentioned to meet your business requirement:

- If fulfillment is to be done by primary shipped quantity/UOM, then to do catch weight pricing, ensure that the pricing UOM on item master is set to secondary.

- If fulfillment is to be done by secondary shipped quantity/ UOM, then to do catch weight pricing, ensure that the pricing UOM on item master is set to primary.

If you have set the value of OM: Default Fulfillment Base profile as Yes, then:

- The application calls the OE_DUAL_UOM_HOOK.GET_PRICING_UOM hook. This hook can return O, P, and S only as follows:

  - If the hook returns 'O' , then Order Management does pricing based on ordered quantity and ordered UOM.

  - If the hook returns 'P' , then Order Management does pricing based on primary shipped quantity and primary UOM.

  - If the hook returns 'S' , then Order Management does pricing based on secondary shipped quantity and secondary UOM.

    > **Note:** Unit list price and unit selling price on sales order line are always in ordered UOM , so if pricing is happening in any other quantity and UOM , then the application calculates unit list price and unit selling price by converting the calculated price in any other uom to ordered UOM.

- In case pricing hook is not in use and:
  - if fulfillment base is primary/null and item master pricing UOM is secondary, then Order Management does pricing based on secondary UOM.

  - if fulfillment base is secondary and item master pricing UOM is primary and ordered UOM class is equal to secondary UOM class, and primary UOM class is not equal to secondary UOM class, then Order Management does pricing based on primary shipped quantity and primary UOM.

- if primary shipped quantity is not present, then Order Management considers the ordered quantity converted to primary UOM or prices based on ordered quantity and ordered UOM.

> **Note:** This is the default behavior that can be overridden by the hook, if any of your business cases are not met with the default behavior.

Price lists are then created for that item in its pricing unit of measure. All pricing calculations for catch weight items are done with respect to the pricing unit of measure defined for that item.

Taking the earlier example, if the cheese wheel has a pricing unit of measure defined as pounds, the price will be based on 10 pounds. Once a lot has been allocated to the order line, the system would then know that the actual value is 10.61 pounds. Therefore, the extended price for the cheese wheel is changed at that time.

For referenced RMA, the catch weight pricing happens as follows:

- Considers the fulfillment base of the parent order for a RMA in non WMS organization.

- For catch weight in secondary UOM, pricing is based on secondary received quantity.

- For catch weight in primary UOM, pricing pro-rates the price of base sales order based on the shipped quantity in Order Management (received quantity converted to ordered UOM).

Catch Weight Support

Order Management prices catch weight enabled items based on ordered quantity/uom or primary shipped quantity or secondary shipped quantity. This enables invoicing to be based on the catch weight quantity. Catch weight (pricing) UOM can either be primary or secondary UOM defined in item master set up. Catch weight on primary shipped quantity (Advanced Catch Weight) is applicable only for WMS enabled organizations whereas catch weight on secondary shipped quantity is supported for non-WMS organizations as well.

Catch Weight on Secondary - Example

Assume a nominal conversion of 1Ea = 10 pounds, and the item is on the price list at $1/pound. Assume the primary UOM of an item is Ea., and the secondary UOM is pound.

Order Line Entered in Primary Quantity

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2_ UOM	UNIT_ LIST_ PRICE_ PER_ PQTY	PRICING_ QTY	PRICING QTY UOM	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
4	Ea.								

The Pricing engine is called with nominal converted secondary quantity of 40 pounds.

The Pricing engine returns UNIT_LIST_PRICE_PER_PQTY of 1 (units: $/lb.) and PRICING_QUANTITY of 40. A standard Inventory conversion rate has to exist and the primary UOM check box on the price list line has to be checked.

Pricing Results

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2_ UOM	LINE_ QTY (sent to QP)	LINE_ UOM_ CODE (sent to QP)	UNIT_ LIST_ PRICE_ PER_ PQTY (Ret by QP)	PRICING_ QTY (Ret by QP)	PRICING QTY UOM (Ret by QP)	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
4	Ea.			40	lb.	1	40	lb.			

ULP and USP are calculated in terms of ordered quantity UOM (sent back by Pricing) and populated on the order line.

ULP = UNIT_LIST_PRICE_PER_PQTY * PRICING_QUANTITY / ORDERED_QUANTITY

Order Line Populated

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2_ UOM	UNIT_ LIST_ PRICE _ PER_ PQTY	PRICI NG_ QTY	PRICI NG QTY UOM	UNIT_ LIST_ PRICE (Ret by QP)	SHIP_ QTY2	SHIP QTY UOM2
4	Ea.			1	40	lb.	10		

SHIPPED_QUANTITY2 on the order line is populated for items shipped from WMS enabled organizations using mobile UI.

Shipped Quantity2 Populated

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2_ UOM	UNIT_ LIST_ PRICE _ PER_ PQTY	PRICI NG_ QTY	PRICI NG QTY UOM	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
4	Ea.			1	40	lb.	10	42	lb.

- The pricing engine is not ordinarily called to re-price, but can be if set up.

  UNIT_LIST_PRICE will be recalculated by QP as follows:

  UNIT_LIST_PRICE := nvl(UNIT_LIST_PRICE_PER_PQTY * PRICING_QUANTITY / [Nominal Ordered Quantity2] * SHIPPED_QUANTITY2 / ORDERED_QUANTITY, UNIT_LIST_PRICE)

  Nominal Ordered Quantity2 := ORDERED_QUANTITY converted to secondary UOM

Repricing a Unit List Price

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2_ UOM	UNIT_ LIST_ PRICE_ PER_ PQTY	PRICING_ QTY	PRICING QTY UOM	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
4	Ea.			1	40	lb.	10.5	42	lb.

The ORDERED_QUANTITY and UNIT_SELLING_PRICE are passed to invoicing, which calculates the extended price of $42.

Line Split & Price with UOM Identical to the Secondary UOM

Assume a nominal conversion of 1Ea = 5 KG, and the item is on the price list at $2/lb. Assume the primary UOM of the item is Ea., and the secondary UOM is lb. Assume 1 DZ = 12 Ea., and 1 KG = 2.2 lb. (so that the nominal conversion is 1 DZ = 12 Ea. = 60 KG = 132 lb. = $264).

Order Line Entered In Primary Quantity

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2_ UOM	UNIT_ LIST_ PRICE_ PER_ PQTY	PRICI NG_ QTY	PRICI NG QTY UOM	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
4	DZ								

- The Pricing engine is called with nominal converted secondary quantity of 528 lb.

  The Pricing engine returns a UNIT_LIST_PRICE_PER_PQTY of 2 (units: $/lb.) and PRICING_QUANTITY of (4 DZ)(12 Ea./DZ)(5 KG/Ea)(2.2 lb./KG) = 528 (units: lb.). Note that Pricing engine has already used the standard inventory API to get the nominal conversion rate between DZ and lb. for this item.

  > **Note:** A standard inventory conversion rate has to exist and the primary UOM check box on the price list line has to be checked.

ULP and USP Calculated

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY 2	ORD_ QTY 2_ UOM	LINE_ QTY to QP	LINE_ UOM_ CODE (sent to QP)	UNIT_ LIST_ PRICE_ PER_ PQTY Ret by QP	PRICING_ QTY Ret by QP	PRICING QTY UOM Ret by QP	UNIT_ LIST_ PRICE	SHIP_ QTY 2	SHIP QTY UOM 2
4	DZ			528	lb.	2	528	lb.			

ULP and USP are calculated in terms of ordered quantity UOM (sent back by Pricing) and populated on order line.

- ULP = UNIT_LIST_PRICE_PER_PQTY * PRICING_QUANTITY / ORDERED_QUANTITY

Pick Confirmation

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2 _ UOM	UNIT_ LIST_ PRICE _ PER_ PQTY	PRICING_ QTY	PRICING QTY UOM	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
4	DZ			2	528	lb.	264		

As part of the pick confirmation process, the user pick confirms 410 lb. and 3 DZ.

The delivery detail PICKED_QUANTITY2 is populated as 410 lb.

At ship confirmation, the order line is split because it has been under-shipped.

Shipped Quantity2 Updated for Items Shipped

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2 _ UOM	UNIT_ LIST_ PRICE _ PER_ PQTY	PRICI NG_ QTY	PRICI NG QTY UOM	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
3	DZ			2	396	lb.	264		
1	DZ			2	132	lb.	264		

The SHIPPED_QUANTITY2 on the order line is updated for items shipped from the WMS organization using a mobile user interface.

Repricing

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2 _ UOM	UNIT_ LIST_ PRICE _ PER_ PQTY	PRICI NG_ QTY	PRICI NG QTY UOM	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
3	DZ			2	396	lb.	264	410	lb.
1	DZ			2	132	lb.	264		

The pricing engine is not ordinarily called to re-price, but can be if set up.

UNIT_LIST_PRICE should be recalculated by QP as follows:

- Nominal Ordered Quantity2 := conversion between PRICING_QUANTITY_UOM and ORDERED_QUANTITY_UOM = (3 DZ)(12 Ea./DZ)(5 KG/Ea)(2.2 lb./KG) = 396 (units: lb.)

- UNIT_LIST_PRICE := nvl(UNIT_LIST_PRICE_PER_PQTY * PRICING_QUANTITY / [Nominal Ordered Quantity2] * SHIPPED_QUANTITY2 / ORDERED_QUANTITY, UNIT_LIST_PRICE) = (2 $/lb.)(396 lb.)/(396lb.)*(410 lb.)/

(3DZ) = 273.3 $/DZ.

Ordered Quantity and Unit Selling Price passed to Invoicing

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2_ UOM	UNIT_ LIST_ PRICE _ PER_ PQTY	PRICI NG_ QTY	PRICI NG QTY UOM	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
3	DZ			2	396	lb.	273.3	410	lb.
1	DZ			2	132	lb.	264		

The ORDERED_QUANTITY and UNIT_SELLING_PRICE are passed to invoicing, which calculates the extended price of $820.

Pricing UOM Different From Secondary UOM

Assume a nominal conversion of 1Ea = 5 KG, and the item is on the price list at $2/lb. Assume primary the UOM of item is Ea., and a secondary UOM is KG. Assume 1 KG = 2.2 lb. (so that a nominal conversion is 1 Ea. = 5KG = 11 lb. = $22)

Order Line Entered in Primary Quantity

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2_ UOM	UNIT_ LIST_ PRICE _ PER_ PQTY	PRICI NG_ QTY	PRICI NG QTY UOM	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
4	Ea.								

Order Line Entered in Primary Quantity

The Pricing engine is called with a nominal converted secondary quantity of 20KG.

The Pricing engine returns UNIT_LIST_PRICE_PER_PQTY of 2 (units: $/lb.) and a PRICING_QUANTITY of (4 Ea)(5 KG/Ea)(2.2 lb./KG) = 44 (units: lb.). Note that the Pricing engine has already used the standard inventory API to get the nominal

conversion rate between Ea. and lb. for this item. A standard inventory conversion rate has to exist and the primary UOM check box on the price list line has to be checked.

ULP and USP Calculation

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY 2	ORD_ QTY 2_ UOM	LINE_ QTY sent to QP	LINE_ UOM_ CODE sent to QP	UNIT_ LIST_ PRICE_ PER_ PQTY (Ret by QP)	PRICING_ QTY Ret by QP	PRICING QTY UOM (Ret by QP)	UNIT_ LIST_ PRICE	SHIP_ QTY 2	SHIP QTY UOM 2
4	Ea.			20	KG	2	44	lb.			

ULP and USP are calculated in terms of ordered quantity UOM (sent back by Pricing) and populated on order line.

- ULP = UNIT_LIST_PRICE_PER_PQTY * PRICING_QUANTITY / ORDERED_QUANTITY

Pick Confirmation Process

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2 _ UOM	UNIT_ LIST_ PRICE _ PER_ PQTY	PRICING_ QTY	PRICING QTY UOM	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
4	Ea.			2	44	lb.	22		

As part of the pick confirmation process, the user pick confirms 52.8 lb. and 4 Ea.

The delivery detail PICKED_QUANTITY2 is populated as 24KG because quantities for delivery details are always stored in the primary or secondary UOM defined on the

item.

SHIPPED_QUANTITY2 on the order line is updated for items shipped from the WMS organization using a mobile user interface.

Pricing Recalculation

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2_ UOM	UNIT_ LIST_ PRICE _ PER_ PQTY	PRICI NG_ QTY	PRICI NG QTY UOM	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
4	Ea.			2	44	lb.	22	24	KG

The pricing engine is not ordinarily called to re-price, but can be if set up.

UNIT_LIST_PRICE should be recalculated by Pricing as follows:

- Nominal Ordered Quantity2 := conversion between PRICING_QUANTITY_UOM and ORDERED_QUANTITY_UOM = (4 Ea)(5 KG/Ea.) = 20 (units: KG)

- UNIT_LIST_PRICE := nvl(UNIT_LIST_PRICE_PER_PQTY * PRICING_QUANTITY / [Nominal Ordered Quantity2] * SHIPPED_QUANTITY2 / ORDERED_QUANTITY, UNIT_LIST_PRICE) = (2 $/lb.)(44 lb.)/(20KG)*(24KG)/(4Ea) = 26.4 $/Ea.

Passing to Invoicing

ORD_ QTY	ORD_ QTY_ UOM	ORD_ QTY2	ORD_ QTY2 _ UOM	UNIT_ LIST_ PRICE _ PER_ PQTY	PRICI NG_ QTY	PRICI NG QTY UOM	UNIT_ LIST_ PRICE	SHIP_ QTY2	SHIP QTY UOM2
4	Ea.			2	44	lb.	26.4	24	KG

The ORDERED_QUANTITY and UNIT_SELLING_PRICE are passed to invoicing, which calculates the extended price of $105.60.

Note: How to price ATO/PTOs: ATO/PTO configurations, included items are not priced and so catch weight is not supported for them. Catch weight is supported only for shippable items that are shipped from WMS or process enabled organizations. i.e. Non-shippable components of ATO/PTO are priced based on the primary quantity (similar to any non shippable items). Shippable components of ATO/PTO are priced by catch weight quantity (similar to any shippable items).

RMA Return Without Reference & Drop Ship

Shipped_quantity will be populated on the order line, but shipped_quantity2 will not be provided. Pricing can then convert from the shipped_quantity to the secondary UOM (defined on the item master), and then from the secondary UOM to the pricing UOM. The pricing_quantity and pricing_uom will then be updated on the order line.

The shipped_quantity2 is not populated with the nominal conversion from the primary to the secondary. It will be left null as an indication that the source system (PO) did not provide a value and that the pricing quantity is just an estimate given the nominal conversion and the primary quantity.

RMA Return With Reference

The price for the return is determined proportionally based on the primary shipped, primary returned, and price for the shipped line. This will prevent a return line from being over- or under-credited.

For a referenced return, Order Management keeps the return price the same as the original order, only applying additional return charges if necessary. For the Pricing engine to calculate the price the same as the original order line, the Pricing engine needs the original catch weight quantity. So, we copy/proportion the shipped_quantity2 column to ordered_quantity2 column.

For example, if ordered_quantity is 2Ea, nominal ordered_quantity2 is 20lb, shipped_quantity2 is 24lb

- i. Upon return 2, ordered_quantity2 is copied as 24lb

  ii. Upon return 1, ordered_quantity2 is proportioned as 12lb

This way, the price will be the same. But the return charge will be calculated based on the 24lb not on 20lb in i, and on 12lb not on 10lb in ii.

Messages

An error message occurs when a catch weight item has shipped_quantity populated but not shipped_quantity2.

Message_name: **ONT_CATCHWEIGHT_QTY2_REQUIRED**

Message_Text: Please specify secondary quantity for catch weight item.

Catch Weight on Primary (Advanced Catch Weight) – Example

Assume there is an item with primary UOM as "Lbs", secondary UOM as "Ea" and pricing is on "primary" (Item Master Setup..)

UOM conversions are: 1 Ea = 10 Lbs and 1 Box = 10 Ea.

List Price of the item is $ 1 / Lbs (Primary Flag checked)

Case 1:

Order line entered in a unit that is different from the primary uom and secondary uom of the item

ORD_QTY	ORD_QTY_UOM	ORD_QTY2	ORD_QTY2_UOM	UNIT_LIST_PRICE_PER_PQTY	PRICING_QTY	PRICING_QTY_UOM	UNIT_LIST_PRICE	SHIPPING_QTY	SHIPPING_QTY_UOM	SHIPPED_QTY2	SHIPPED_QTY_UOM2	SHIPPED_QTY (IN ORDER UOM)	ORD_QTY_UOM
1	BOX	10	Ea	100	100	Lbs	100						

The order quantity in primary & secondary UOM is 100 Lbs & 10 Ea respectively.

The Pricing engine is called with nominal converted primary quantity of 100 pounds.

The Pricing engine returns UNIT_LIST_PRICE_PER_PQTY of 1 (units: $/lb.) and PRICING_QUANTITY of 100. A standard Inventory UOM conversion has to exist and the primary UOM check box on the price list line has to be checked (mentioned in the setup).

Pricing Results

ORD_QTY	ORD_QTY_UOM	ORD_QTY2	ORD_QTY2_UOM	Fulfillment Base	LINE_QTY (sent to QP)	LINE_UOM_CODE (sent to QP)	UNIT_LIST_PRICE_PER_PQTY (Ret by QP)	PRICING_QTY (Ret by QP)	UNIT_LIST_PRICE_UOM (Ret by QP)	UNIT_LIST_PRICE	SHIPPING QTY	SHIPPING QTY UOM	SHIPPED QTY2	SHIPPED QTY UOM2	SHIPPED QTY (IN ORDER UOM)	ORD_QTY_UOM
1	Box	10	Ea	Secondary	100	Lbs	100	100	Lbs	100						

ULP and USP are calculated in terms of ordered quantity UOM (sent back by Pricing) and populated on the order line.

ULP = UNIT_LIST_PRICE_PER_PQTY * PRICING_QUANTITY / ORDERED_QUANTITY

Order Line Populated

ORD_QTY	ORD_QTY_UOM	ORD_QTY2	ORD_QTY2_UOM	Fulfillment Base	UNIT_LIST_PRICE_PER_PQTY	PRICING_QTY	PRICING_QTY_UOM	UNIT_LIST_PRICE (Ret by QP)	SHIPPING QTY	SHIPPING QTY UOM	SHIPPED QTY2	SHIPPED QTY UOM2	SHIPPED QTY (IN ORDER UOM)	ORD_QTY_UOM
1	Box	10	Ea	Secondary	100	100	Lbs	100						

The line is Picked Confirmed from WMS enabled organizations using mobile UI and Ship confirmed in Shipping module.

The item is picked and shipped with a primary and secondary quantity of 110 Lbs and

10 Ea respectively.

Oracle Shipping Execution performs the quantities calculations to additionally derive (using UOM conversion) shipped quantity in order UOM (Box) from secondary shipped quantity (10 each) for determining the fulfillment of the order line.

In this case, shipped quantity is derived as 1 Box.

The shipped quantity in order UOM and secondary shipped quantity (quantity shipped in secondary UOM) is populated.

ORD_QTY	ORD_QTY_UOM	ORD_QTY2	ORD_QTY2_UOM	Fulfillment Base	UNIT_LIST_PRICE_PER_PQTY	PRICING_QTY	PRICING_QTY_UOM	UNIT_LIST_PRICE	SHIPPING_QTY	SHIPPING_QTY_UOM	SHIPPED_QTY2	SHIPPED_QTY_UOM2	SHIPPED_QTY (IN ORDER UOM)	ORD_QTY_UOM
1	Box	10	Ea	Secondary	100	100	Lbs	100	110	Lbs	10	Ea	1	Box

The pricing engine is not ordinarily called to re-price, but can be if set up.

UNIT_LIST_PRICE will be recalculated by QP as follows:

UNIT_LIST_PRICE := nvl(UNIT_LIST_PRICE_PER_PQTY * PRICING_QUANTITY / [Ordered Quantity in Primary UOM] * SHIPPING_QUANTITY / ORDERED_QUANTITY, UNIT_LIST_PRICE)

Repricing a Unit List Price

ORD_QTY	ORD_QTY_UOM	ORD_QTY2	ORD_QTY2_UOM	Fulfillment Base	UNIT_LIST_PRICE_PER_PQTY	PRICING_QTY	PRICING_QTY_UOM	UNIT_LIST_PRICE	SHIPPING_QTY	SHIPPING_QTY_UOM	SHIPPED_QTY2	SHIPPED_QTY_UOM2	SHIPPED_QTY (IN ORDER UOM)	ORD_QTY_UOM
1	Box	10	Ea	Secondary	110	100	Lbs	110	110	Lbs	10	Ea	1	Box

The ORDERED_QUANTITY and UNIT_SELLING_PRICE are passed to invoicing. The invoicing data is:

Unit Price	Invoice Qty	UOM	Invoice Amount
110	1	Box	110

Case 2:

Order line entered in secondary UOM of the item

ORD_QTY	ORD_QTY_UOM	ORD_QTY2	ORD_QTY2_UOM	UNIT_LIST_PRICE_PER_PQTY	PRICING_QTY	PRICING_QTY_UOM	UNIT_LIST_PRICE	SHIPPING_QTY	SHIPPING_QTY_UOM	SHIPPED_QTY2	SHIPPED_QTY_UOM2	SHIPPED_QTY (IN ORDER UOM)	ORD_QTY_UOM
10	Ea	10	Ea	10	100	Lbs	10						

The order quantity in primary and secondary UOM is 100 Lbs and 10 Ea respectively.

The Pricing engine is called with nominal converted primary quantity of 100 pounds.

The Pricing engine returns UNIT_LIST_PRICE_PER_PQTY of 1 (units: $/lb.) and PRICING_QUANTITY of 100.

A standard Inventory UOM conversion has to exist and the primary UOM check box on the price list line has to be checked (already mentioned in the setup).

Pricing Results

ORD_QTY	ORD_QTY_UOM	ORD_QTY2	ORD_QTY2_UOM	Fulfillment Base	LINE_QTY (sent to QP)	LINE_UOM_CODE (sent to QP)	UNIT_LIST_PRICE_PER_PQTY (Ret by QP)	PRICING_QTY (Ret by QP)	PRICING_QTY_UOM (Ret by QP)	UNIT_LIST_PRICE	SHIPPING_QTY	SHIPPING_QTY_UOM	SHIPPED_QTY2	SHIPPED_QTY_UOM2	SHIPPED_QTY (IN ORDER UOM)	ORD_QTY_UOM
10	Ea	10	Ea	Secondary	100	Lbs	10	100	Lbs	10						

ULP and USP are calculated in terms of ordered quantity UOM (sent back by Pricing) and populated on the order line.

ULP = UNIT_LIST_PRICE_PER_PQTY * PRICING_QUANTITY / ORDERED_QUANTITY

Order Line Populated

ORD_QTY	ORD_QTY_UOM	ORD_QTY2	ORD_QTY2_UOM	Fulfillment Base	UNIT_LIST_PRICE_PER_PQTY	PRICING_QTY	PRICING_QTY_UOM	UNIT_LIST_PRICE (Ret by QP)	SHIPPING_QTY	SHIPPING_QTY_UOM	SHIPPED_QTY2	SHIPPED_QTY_UOM2	SHIPPED_QTY (IN ORDER UOM)	ORD_QTY_UOM
10	Ea	10	Ea	Secondary	10	100	Lbs	10						

The line is Picked Confirmed from WMS enabled organizations using mobile UI and Ship confirmed in Shipping module.

The item is picked and shipped with a primary and secondary quantity of 90 Lbs and 10 Ea respectively.

Oracle Shipping execution derives the shipped quantity in order UOM (Ea) from secondary shipped quantity (10 each) for determining the fulfillment of the order line.

In this case, shipped quantity is 10 Ea.

The shipped quantity in order UOM and secondary shipped quantity (quantity shipped in secondary UOM) is populated as follows:

ORD_QTY	ORD_QTY_UOM	ORD_QTY2	ORD_QTY2_UOM	Fulfillment Base	UNIT_LIST_PRICE_PER_PQTY	PRICING_QTY	PRICING_QTY_UOM	UNIT_LIST_PRICE	SHIPPING_QTY	SHIPPING_QTY_UOM	SHIPPED_QTY2	SHIPPED_QTY_UOM2	SHIPPED_QTY (IN ORDER UOM)	ORD_QTY_UOM
10	Ea	10	Ea	Secondary	10	100	Lbs	10	90	Lbs	10	Ea	10	Ea

The pricing engine is not ordinarily called to re-price, but can be if set up.

UNIT_LIST_PRICE will be recalculated by QP as follows:

UNIT_LIST_PRICE := nvl(UNIT_LIST_PRICE_PER_PQTY * PRICING_QUANTITY /

[Ordered Quantity in Primary UOM] * SHIPPING_QUANTITY / ORDERED_QUANTITY, UNIT_LIST_PRICE)

Repricing a Unit List Price

ORD_QTY	ORD_QTY_UOM	ORD_QTY2	ORD_QTY2_UOM	Fulfillment Base	UNIT_LIST_PRICE_PER_PQTY	PRICING_QTY	PRICING QTY UOM	UNIT_LIST_PRICE	SHIPPING QTY	SHIPPING QTY UOM	SHIPPED QTY2	SHIPPED QTY UOM2	SHIPPED QTY (IN ORDER UOM)	ORD_QTY_UOM
10	Ea	10	Ea	Secondary	9	100	Lbs	9	90	Lbs	10	Ea	10	Ea

The ORDERED_QUANTITY and UNIT_SELLING_PRICE are passed to invoicing. The invoicing data is:

Unit Price	Invoice Qty	UOM	Invoice Amount
9	10	Ea	90

Warehouse Management (WMS)

Additional Information: Note: WMS (Mobile UI) – Shipped_quantity2 can be populated only for items shipped from WMS enabled organizations using Mobile user interface.

Is Catch Weight Entry Mandatory?

Catch weight must be populated on the delivery detail prior to ship confirmation because Pricing can price on the primary quantity, or on the secondary quantity, but cannot make this determination as you go. If the catch weight quantity is not populated for an item but the item allows defaulting, and a nominal conversion has been defined, then the mobile forms will automatically default based on the conversion after giving you the option to exit and manually enter the catch quantity.

Is Catch Weight Supported for Non-WMS Organizations?

Technically, catch weight support can be extended to non-WMS organizations by supporting catch weight entry at either pick confirmation or ship confirmation. However, the granular level of tracking catch weights is typically required by organizations that would also require other WMS features such as lot attributes and rules-based allocation. Therefore, catch weight will only be supported in WMS and process enabled organizations; other inventory organizations will ignore the values entered for catch weight on the item definition.

Choosing Options Using the Oracle Configurator

Oracle Configurator Overview

The Oracle Configurator application enables guided selling and configuration capabilities for selling complex and custom products and services. Oracle Configurator's interactive configuration engine provides real-time feedback about each selections' impact in the window of prompts and warning messages that guide the buyer to a solution that meets their requirements.

Oracle Configurator is a part of the Order Management product family, and integrates seamlessly with Order Management. Oracle Configurator must be licensed and purchased separately, however this application is not required in order to use the Order Management application.

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

Additional Information: 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.

Order Management Options Window

> **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.

5. 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.

6. 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:

> **Note:** Line Number, Shipment Number, Option Number, Component Number, Service Number.

7. Enter remaining order information.

8. 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 it's quantity reduced to 0, the parent class order quantity will remain unchanged.

• Please ensure that you do not include service items in BOM and then select the service items in the order using Oracle Configurator. Service items should be attached directly to the model/component in the Sales Orders window.

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. For example, if batch validation triggers any changes in a model and due to

which any of the seeded or custom processing constraint are violated, then the booking process displays an error. To book this order, you must open the Configurator and select OK/DONE/Apply so that the application applies all the related changes and does not trigger additional changes while booking. This enables you to book the order.

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 Implementation Manual, Order Management Profile Options.

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.

> **Note:** 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).

Configuration Date Effectivity

The sales order lifecycle for configurations uses the following dates:

- Model Line Creation Date: the date the model was entered on the sales order.

- Configuration Creation Date - the date the configuration is created within the Configurator.

- Configuration Effective Date - used to filter effective nodes and rules for the configuration.

- Configuration Model Lookup Date - the date that Configurator uses to lookup the publication for the model.

Configurator and Order Management validate item effectivity based on the model line creation date. This causes two situations:

1. Phase in of options: You cannot place an order for an option until the item is effective on the BOM.

   Phase out of options: You can place an order for an option that will not be valid at the time you have to manufacture and ship the order.

2. A configuration is always validated against the BOM and rules that existed on the date of the initial configuration. As a result, if an item is added or deleted from the BOM, or an item becomes ineffective, or if configuration rules change, existing order lines are not affected.

A configuration is always validated against the BOM and rules that existed on the date of the initial configuration. If you change the BOM definition by adding or removing items, the changes are reflected in the Configurator window that opens from the sales orders window. You can re-configure the model and save your changes. Changing the BOM definition depends on the value of a profile option OM: Use Configurator and a system parameter Configuration Effective Dates. The values of the system parameter Configuration Effective Dates are:

- Model Creation Date

- System Date till Booking – you can change the BOM definition till the order is booked

- System Date till Pick Release - you can change the BOM definition till the order is pick-released

The following table shows some scenarios when the System Parameter is set to System Date till Pick Release:

Changes	Change Type	Result
After Booking	Change BOM Definition and re-open Configurator window from the sales orders line	Configurator window reflects the changes to the BOM and you can re-select items and reconfigure the model.
After Work in Process (WIP) job creation	Change BOM Definition and re-open Configurator window from the sales orders line	Configurator window reflects the changes to the BOM and you can re-select items and reconfigure the model. Old WIP job goes on hold. New WIP job is created and completed.
Changes after WIP job released	Change BOM Definition and re-open Configurator window from the sales orders line	Configurator window reflects the changes to the BOM and you can re-select items and reconfigure the model. Old WIP job goes on hold. New WIP job is created and completed.
Changes after WIP Job completion and before Pick Release	Change BOM Definition and re-open Configurator window from the sales orders line	New Items are visible. New Job created and Completed. Old job also remains at COMPLETED status.

Changes	Change Type	Result
Changes after Pick Release	Change BOM Definition and re-open Configurator window from the sales orders line	The changes are reflected in the Configurator window, however if you select a component:
		For ATO, it prevents you from updating the configuration with the following error message: The configuration item cannot be delinked because this line has been either staged or shipped.
		For PTO, if pick released option is end dated in the BOM definition, it prevents you from updating the configuration with the following error message: Error: Requested change to ordered quantity cannot be completed because some delivery lines corresponding to this order line are either assigned to a delivery or packed.

Configuration Date Effectivity Major Features

Set Date Effectivity of configurations for Configurator

When creating new configurations or modifying existing configurations, you can now set a new system parameter to use the model creation date or the system date until booking. An additional value System Date till Pick Release has been added to the system parameter Configuration Effective Dates. If you have set the system date until booking as the Effective Date, the system will use either the system date until the order is booked, and if the order is booked the greater of creation date of model line or the booked date will be used. The purpose of this requirement is to get the effective date of the configuration as close to the shipment of the order.

Based on the value of the Order Management system parameter, Order Management will pass the selected date (model creation or system date) to Configurator for the Configurator Effective Date and Configurator Lookup Date.

Always Set the Configuration Model Lookup Date the Same as the Configuration

Effective Date for Configurator

Order Management passes the configuration model lookup date value the same as the configuration effective date to the configurator.

Set Date Effectivity of Configurations for Order Management's Options Window

The profile option, OM: Use Configurator needs to be set to No, in order to use the Order Management's Options window. Depending on what behavior you want when creating new configurations or modifying existing configurations, you can again either set the effectivity date to the model creation date or the system date until the order is booked.

> **Note:** Based on the value of the system parameter, Order Management will use the selected date (model creation or system date) as the configurator effective date.

User Procedures

This section includes user procedures for the use of effective dates for configurations in Order Management and Configurator.

To set the configuration effective date to the model creation date:

1. Navigate to the Parameters window.

2. Set the system parameter Configuration Effective Dates to Model Creation date.

3. Create an order line for a model in Order Management on for example, 3/20/03.

4. Launch Configurator or the Options window for the Model.

5. Select the options and save your work.

6. Add new option to BOM on for example, 3/21/03. Also disable some options or option class in BOM on for example, 3/21/03.

7. Re-open Configurator or the Options window, a new option will not be displayed. Disabled options or classes will still be available to choose.

8. Modify the configuration and save your work.

9. Change the BOM for the model on for example, 3/21/03 to add a new option and disable an option or a class.

10. Re-open Configurator or the Options window. A message displays saying one or more options / classes are disabled in this configuration and will be removed from

the existing configuration. New options will be available to choose.

11. Accept the message and modify the configuration in the Options window or the Configurator, and save your work.

12. Disabled options and classes will be deleted (or cancelled) automatically.

13. Book the order on for example, 3/21/03. Change the BOM to include the new options and/ or disable options or classes.

14. Re-open Configurator or the Options window.

15. Now, new the options will not be displayed. Disabled options or classes will still be available to choose.

16. Modify the configuration and save your work.

To retain the default behavior of Order Management/Configurator integration:

1. Do not set the system parameter Configuration Effective Date. This setting should be used to retain default behavior.

2. Create an order line for a model in Order Management on for example, 3/20/03.

3. Launch Configurator or the Options window for the Model.

4. Select the options and save your work.

5. Add new option to the BOM on for example, 3/21/03. Also disable an option or option class in the BOM on 3/21/03.

6. Re-open Configurator or the Options window, any new options will not be displayed. Disabled options or classes will still be available to choose.

7. Modify the configuration and save your work.

Messages

Message when the system removes disabled options:

• **Order Line X, for item X, option X was removed from the configuration because the item is no longer effective on the BOM of model X.**

Message to the user when opening the Options window/Configurator that some disabled options exist:

• **Warning: There are one or more options that are disabled within this configuration.**

6

Order Inquiry

Overview of Order Organizer

The **Order Organizer** window enables you to manage existing orders and returns. Using this window you can find recent orders, orders past their requested shipment date, orders on a particular hold, or orders for an important customer.

When you open the **Order Organizer** window, the **Find Orders/Quotes** window is displayed. It enables you to enter search criteria to locate an order or a group of orders. The **Find Orders/Quotes** window has the following tabs: **Quote/Order Information, Line Information, Advanced, Holds Information,** and **Scheduling.** The fields in these tabs enable you to enter or select values which are used as the criteria for finding and displaying orders.

Each of the tabs of the Order Organizer window contain the folder enabled **Operating Unit** field. You can specify criteria to search for orders and include the **Operating Unit** field as one of the search criteria or you can leave the field blank to search across all operating units that you have access to. If the **Operating Unit** field has a value then the LOVs for fields that are operating unit-specific display data only from that operating unit. If the **Operating Unit** field is blank then those LOVs display data from all operating unit accessible to you. If you change or clear the **Operating Unit** field, then the operating unit-specific fields are cleared too.

> **Note:** The **Related PO Number** field in the **Find Orders/Quotes** window (Quote/Order Information tab) displays drop-ship orders only and not back-to-back orders. If the Related PO Number is a blanket PO, then you can use the PO Release Number to search by a specific blanket release. The PO Release Number field is a folder enabled field and not displayed by default on the Find Orders/Quotes window. If you enter the Related PO Number but do not select a PO Release Number, then the application displays all blanket releases in the selected operating unit.

The Related PO Number field in the Find Orders/Quotes window (Line Information tab) displays only drop-ship orders. The Related PO Number field is a folder enabled field and not displayed by default in the Line Information tab. If you select the Related PO Number on the Line Information tab, and click Find, then the application displays all the sales order lines associated to the Related PO Number in the Orders - Lines tab.

The **Order Organizer** window consists of the **Navigator Tree** and the **Search Results (Order Summary)** window. Double-click an entry in the **Navigator Tree** to refresh the results window to show corresponding orders or lines.

The Operating Unit field is a folder enabled field and can be made visible in the **Order Summary** tab of the Search Results. The summary window displays order information sorted by operating unit. If you have specified sorting parameters using the folder functionality, then the operating unit is the last sorting parameter.

> **Note:** The right mouse button is enabled in the Order Organizer search results panel. Additionally, Booked Date is available as a read-only folder-enabled field on the Order Summary window.

Order Organizer Window
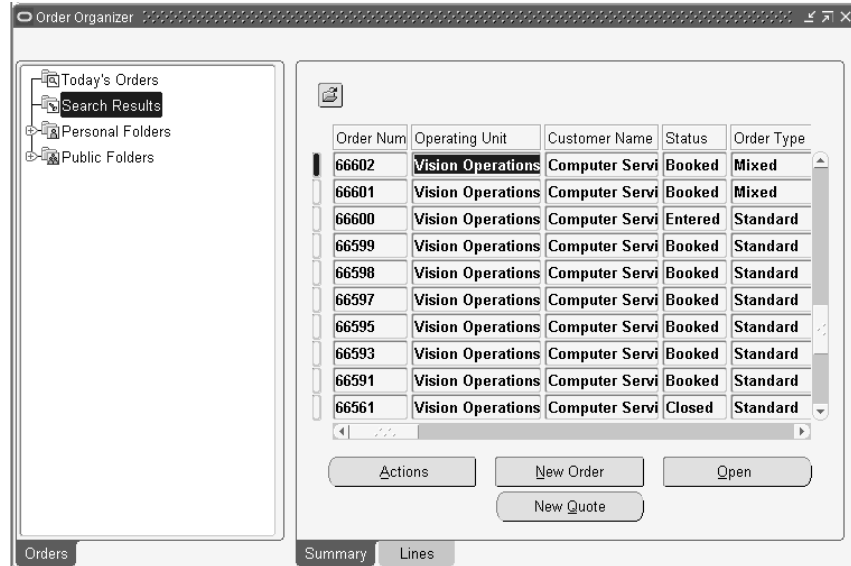
Navigator Tree View

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

Today's Orders

Double-click **Today's Orders** to display information about all orders you entered today in the results window.

Search Results

Double-click **Search Results** to display information about orders matching the most recent query criteria you entered in the Find Orders/Quotes window. Right-click to save a search and its results to avoid entering it again.

Personal Folders

Click **Personal Folders** to expand the tree and display a list of saved queries. To access orders matching any of your saved queries, select the appropriate entry. You can organize and access orders you deal with on a regular basis.

Public Folders

If you are an administrator, then you may want to predefine 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.

Find Orders/Quotes Window

The **Find Orders/Quotes** window of the **Order Organizer** consists of the following tabs: **Quote/Order Information, Line Information, Advanced, Holds Information, Scheduling**.

The Operating Unit is a folder enabled field and available in all the tabs. It defaults to your default operating unit. You can choose another operating unit that you have access to from the LOV to restrict your search to that operating unit. To expand your search to all operating unit that you have access to, you can leave the field blank. The fields in the various tabs that are operating unit-specific behave as follows:

When the **Operating Unit** field is blank, the LOVs for those fields display values from all operating units accessible to you. After you choose a specific value, the **Operating Unit** field is populated accordingly and the LOVs for all the operating unit specific fields display data from only that operating unit.

The **Order Organizer** window displays the fields that are available to you as a result of the converged inventory models into a single Oracle Inventory model: **Secondary Cancelled Quantity, Secondary Fulfilled Quantity, Secondary Shipping Quantity, Secondary Shipped Quantity, Secondary Shipping UOM, and Secondary Reserved Quantity**. These fields are view only. You can use the **Lot Number** in the **Line Information** tab to query for sales order lines (lot-indivisible items) as a criterion.

Quote/Order Information Tab

The operating unit sensitive fields in this tab are:

- Order Type

- Ship To

- Invoice To (Bill To)

- Sales Agreement Name

- Sales Agreement Number

- Customer Location

- Customer PO Number

- Sales Person

- Related PO Number

- Requisition Number

- Order Source Reference

- Invoice Number

- Deliver To

When the **Operating Unit** field has no value specified, then the **Price List** LOV displays only those price lists (global or operating unit specific) that belong to the operating unit to which you have access. If there is a default operating unit or the one that you have specified, then the **Price List** LOV displays price lists that are global and those that are defined for the specified operating unit.

To search for orders, you can folder enable **Book Date From** and **Book Date To** fields.

When you select the Order Source as Copy, the **Order Source Reference** field displays all the orders irrespective of the order source. You can select the parent order and the Search Result shows all the orders which are copied from the parent order.

Line Information Tab

The following fields are operating unit-specific:

- Ship To

- Sales Agreement Number

- Deliver To

- Invoice To (Bill To)

- Line Type

- Project

- Task Number

- Ship Set

- Fulfillment Set

- Customer PO Number

- Related PO Number

- Price List

- Internal Item

> **Note:** LOVs for **Related PO Number** and **Requisition Number** display the operating unit. For Related PO Number LOV displays Sales Order OU and the Purchase Order OU. For Requisition Number the LOV

displays the Sales Order OU and the Requisition OU.

If there is an operating unitt specified in the **Find Quotes/Orders** window, then the Item LOV displays values based on the **Item Validation Organization** for that operating unit. If the **Operating Unit** field is blank, then the Item LOV displays values based on the **Item Validation Organization** for your default operating unit. If you do not specify an operating unit or do not have a default operating unit set, then you cannot use item as a search criteria.

Searching by Customer or Customer Site: The Customer Relationship system parameter setting determines the data displayed in the **Ship To/Bill To/Deliver To** LOVs when a **Sold To Customer Name** is specified. If the **Operating Unit** field has a value and the Sold To is specified, then the Ship To/Bill To/Deliver To LOVs display data based on the Customer Relationship System Parameter setting for that Operating Unit.

Holds Information Tab

You can use this tab to search for hold sources, or for orders, and for lines on hold.

The operating unit field is folder enabled and displays a default value.

When searching for hold sources based on **Ship To or Bill To** fields:

If there is a value in the **Operating Unit** field in the **Quote/Order Information** tab, then the LOVs display values for **Ship To and Bill To** from that operating unit.

If there is no value specified, then the LOVs display data across all operating units accessible to you. When you select a value, the **Operating Unit** field is populated based on the value selected.

When you change or clear the operating unit, then the application clears the **Ship To or Bill To** values.

Hold Source

An operating unit is not required to search for a order, blanket sales agreement, customer, or warehouse based hold source.

You can specify any criteria to search for a hold source. If you specify an operating unit in the **Quote/Order Information** tab and the hold source was created in that operating unit, then the hold source search results are displayed in the **Hold Sources** window for that operating unit (click the **Hold Sources** button in the **Holds Information** tab to open the **Hold Sources** window). If you do not specify an operating unit in the **Quote/Order Information** tab, then the search results display the hold source details for all operating units it was created in.

You can use the following criteria to search for hold sources:

- Bill To Site

- Creation Date

- Customer

- Customer Number

- Deliver To Site

- End Customer

- End Customer Location

- End Customer Number

- Item

- Item Category

- Order

- Order Type

- Payment Type

- Price List

- Project Number

- Sales Agreement Number

- Sales Channel Code

- Ship To Site

- Shipping Method Code

- Top Model

- Warehouse

Use the **Hold Until Date** field in the **Release Sources** window to view, enter, or update a date. To change the date, click in the field to open the calendar, select a date, and save.

You can update the **Hold Until Date** for all hold sources except for the hold sources corresponding to the system applied holds like Credit Check Failure, GSA Violation, Pending Process Payment Hold.

Scheduling Tab

The Operating Unit is a folder enabled field on this tab. It displays the default operating unit. You can choose a different operating unit that you have access to from the LOV. Clear the field to search for order lines across operating units.

When there is no operating unit defaulted or specified, the LOVs for the following operating unit specific attributes display values from all the operating units that you have access to:

- Order Type

- Line Type

- Ship To

- Project Number

- Task Number

When you select a value for one of these fields, the windows default the operating unit and then the LOVs for the other fields only display values from that operating unit. When you clear the **Operating Unit** field or change its value, the window clears all these fields.

Search by Reservation Set: The LOV for this field only display the reservation sets that you have created.

See *Lines Information* tab for on details on searching based on an item.

For additional details on using the Scheduling tab, see Overview of Scheduling Across Orders, page 10-56.

Querying Orders

Use the **Find Orders/Quotes** window to query for existing orders, order lines, quotes, returns, and returns lines based on a specific criteria.

> **Note:** The right click is enabled in the Find Orders/Quotes window.

To Query an Order:

1. Navigate to the **Order Organizer** window.

Find Orders/Quotes window

The **Find Orders/Quotes** window displays.

2. In the **Quote/Order Information** tab, enter a criteria. Enter a full or partial value in the **Customer PO** field to search for an order.

You can include additional fields to query orders with the Oracle Folder functionality (Folder > Show Fields). Additional fields available for display on the **Quote/Order Information** tab include:

- Operating Unit

- 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

- Sales Agreement Name

- Ship To Customer

- Ship To Customer Number

- Shipping Method

- Warehouse

3. Select the **Line Information** tab and enter line level criteria on which to base your query.

   You can include additional fields for order line query with the Oracle Folder functionality (Folder > Show Fields). Additional fields available for display on the **Line Information** tab include:

   - Operating Unit

   - Actual Ship Date (From)

   - To (Actual Ship Date To)

   - Current Location

   - Lot Number

   - Ordered Item

- Ordered Item UOM

- Serial Number From

- Serial Number To

- Ship Set

- Status

4. Click **Advanced** tab to enable the following options:

   Select 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. Click **Holds Information** tab to enter hold criteria to query.

6. Click **Find**.

   You can see the results in the **Order Organizer** window.

To Create a New Order:

1. Navigate to the **Order Organizer** window.

   The **Find Orders/Quotes** window opens.

2. Click **New Order**.

To Create a New Return:

1. Navigate to the **Order Organizer** window.

   The **Find Orders/Quotes** window opens.

2. Click **New Order**.

   See Overview of Returns, page 3-105.

Saving Personal or Public Queries

You can save the queries in the **Find Orders** window as personal or public queries for later use.

To Save a Personal or Public Query:

1. Enter the query criteria in the **Find Orders/Quotes** window. Click **Find** from the **View** menu or click the Flashlight icon on the Oracle toolbar to access the **Find**

Orders/Quotes window.

2. Click **Find**. You can see the orders highlighted that match the query criteria display in the **Order Organizer** and the **Search Results** node.

3. Right-click on the **Search Results** node, and click **Save Query**.

4. Enter a descriptive name for the query.

5. If the value of the profile option *OM: Administer Public Queries* is set to **Yes**, then the search queries are public. Select this check box to save this query under Public Folders and all users can access it. Leaving this check box blank, will save this query under Personal Folders and only you will have access to it.
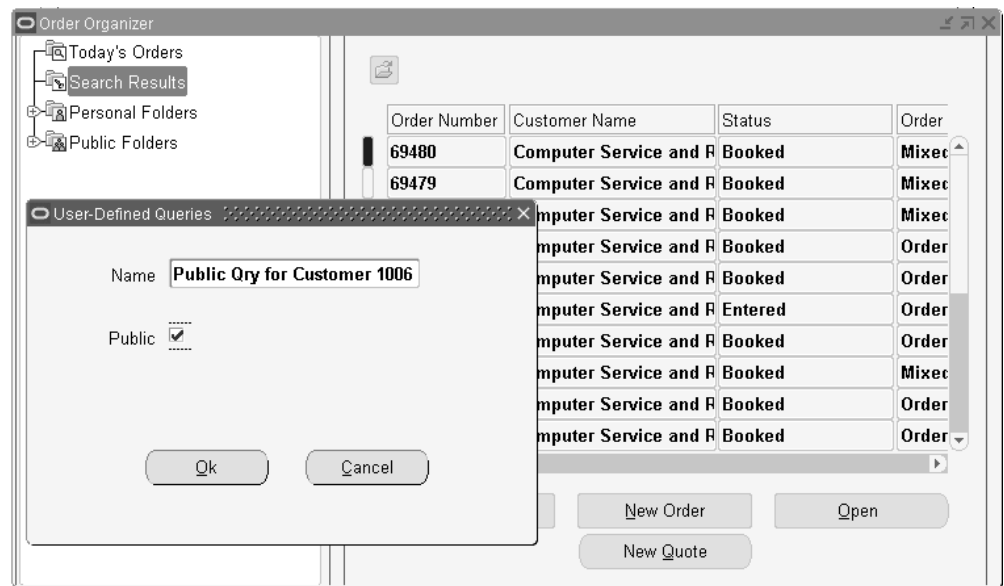
> **Note:** If you select the **Public Folder** or **Private Folder** and then switch tabs, the system does not synchronize the data in the tabs (Summary and Lines) according to the last executed criteria. Public Folder and Private folders do not hold any search criteria and the system does not execute any query when these are active or focused nodes.

6. Click **Ok** to save your changes or click **Cancel**.

Deleting a Previously Saved Query

You can delete a previously saved query. Set the profile option *OM: Administer Public Queries* to **Yes** to delete public queries. Follow these steps to delete a previously saved query:

1. In the **Order Organizer** window, click the **Public** or **Personal Folders** to see your saved query.

2. Right-click the entry and select **Delete Query**.

Renaming a Previously Saved Query

You can rename a previously saved query. Set the profile option *OM: Administer Public Queries* to Yes to rename public queries. Follow these steps to rename a previously saved query:

1. In the **Order Organizer** window, double-click **Public** or **Private Folders** to show your saved query.

2. Right-click and select **Rename Query**.

3. Enter a new name for your query.

4. If the value of the profile option *OM: Administer Public Queries* is set to Yes, you can make your queries public. Select this check box to save under Public Folders that is accessible to all users. If you do not select this check box, your query is saved in the Personal Folders that is accessible only to you.

5. Click **OK** to save or click **Cancel**.

Summary Tab

The **Summary** tab region shows the header-level summary of all orders and returns corresponding to the folder selected in the Navigator Tree such as order numbers, order types, customer information, order totals. Some of the important operations you can perform from this window are:

- You can view and sort order details based on operating unit in the **Summary** tab. The **Operating Unit** field is a folder-enabled field.

- Open Order - Open and edit an existing order or a return.

- New Order - Enter a new order or a return.

- Actions - Perform any applicable action or operation on this order

- Mass Change - Multi-select and mass change order header information for multiple order. You can perform mass change from the Quick Order Organizer (Tools menu) too.

- View detailed workflow status information for an order header by selecting **Workflow Status** from the Tools menu.

- Right-click and select **Additional Order Information** to view additional order

header related information such as holds history, delivery information, invoicing information, and quantity change history.

- View Shipping Status - View additional shipping details by selecting from the **Actions** menu.

- Query on invoice or credit memo number to display the original order or return related to the invoice on the Order Organizer. It does not display other documents related to the invoice or credit memo.
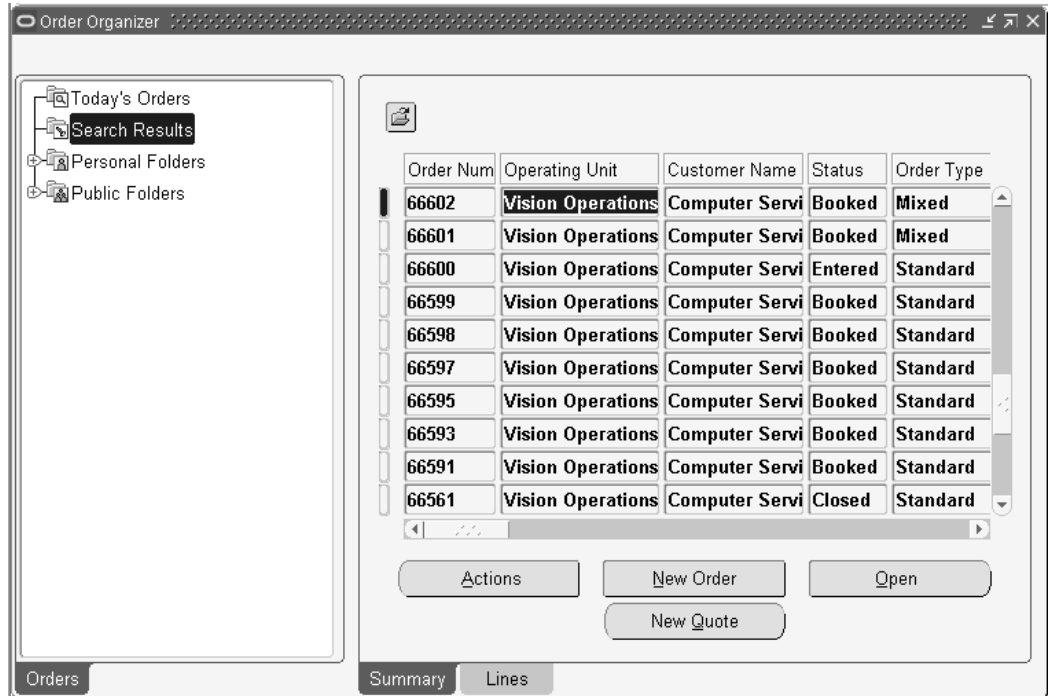
Lines Tab

Use the **Lines** tab region to see the 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 the workflow stage, and tax. Additionally, you can folder-enable several fields to view applicable information.

Some of the important operations you can perform from this window are:

- You can view and sort order details based on operating unit in the **Summary** tab. The Operating Unit field is a folder-enabled field.

- Open Order - Open and edit the order or return that a line.

- New Order - Enter a new order or return.

- Actions - Perform any applicable action or operation on an order line

- Multi-select and mass change order line information for multiple lines, by selecting Mass Change from the Tools menu. You can perform mass change by using the Quick Order Organizer too.

- Workflow Status - Select **Workflow Status** from the **Tools** menu to view detailed workflow status information for an order line.

- Additional Line Information - Right click and select Additional Line Information to view additional order line related information such as holds history, delivery information, invoicing information, quantity change history.

- Assign, add, or remove lines to a ship set, to an arrival set, or to a fulfillment set.

- If you enter an incorrect or null value as a line number, the following error message displays: *Enter a valid order/line number combination*.

You can search for lines by line number. Line Number From and Line Number To are folder enabled fields. You can specify line numbers to search, for example, 100 to 150, and Order Organizer will return all the relevant lines of the order.

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 the organization setup in the sourcing rule) 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 Availably 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.

- Easily create an order or quote if the query results in a customer's decision to buy the item.

- 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 breaks, other automatic discounts, and Surcharges as well as other benefits not affecting the selling price currently available for a particular product or customer.

- Perform price and availability checking without consuming modifier limits.

    Note: 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.

- View a limited set of item attribute details.

- View related items such as upsell items or cross-sell items, substitutes, supercession items, etc.

- 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 discounts and surcharges 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.

The Available to Promise information in Order Management displays a window that is populated from either APS or on-hand inventory information. Since availability information can be viewed outside of Order Management, only primary inventory quantities are displayed. Secondary quantities that are available as a result of the converged inventory model are not displayed.

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).

Performing Pricing and Availability

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

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.

Multi-Org Access Control in the Pricing and Availability window

The Operating Unit is a folder enabled field. It displays the default Operating Unit. You can choose a different Operating Unit that is accessible to you from the LOV. An

Operating Unit is required to do a Pricing and Availability check. All the other fields in the window are grayed out if the Operating Unit field has no value. Initial defaulting will not occur unless the Operating Unit field has a value. Changing or clearing the Operating Unit will clear all the other fields.

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 uses defaulting rules to include other attributes like Order Type, Bill To, Agreement, Ship To, Demand Class, Currency, Warehouse, demand class, item identifier type, order type, and item Primary UOM.

If defaulting rules are not enabled, Order Management attempts to default field values in the following manner:

- If you enter a Customer, 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.

The Defaulting framework is used to determine the default warehouse for availability checking in this window. If the item has a preferred shipping location setup in the item definition (Order Management tab), then that location may be used if defaulting from item is part of the defaulting rule. If no warehouse is defaulted (because no rule is set up), then the availability call will be accomplished with a null warehouse, and the sourcing rules are used to determine the appropriate warehouse.

You can view availability across other warehouses that the item is enabled in by selecting the Global Availability tab in the Results block. Once there, you can automatically see the availability in each of the other locations, without taking any other action.

> **Note:** If a warehouse is not defaulted or keyed, then the application initiates pricing and availability search 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, then the application uses the defaulting rule to determine the warehouse value. 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.

> The Pricing and Availability window does not default the line type from the order type. If you have set up modifiers that have line type as a qualifier, then you must folder enable the Line Type field under the Advanced tab. You must manually enter the value for the line type to understand the impact for these modifiers when you initiate the pricing and availability search.

Block Pricing Support

The term Block Price means an application method where the price will be defined for the entire set of a block. The use of this Block Pricing concept enables you to set up various price break scenarios, using Point and Range price break types with multiple application methods. For such price breaks, a lump sum price could be used for these blocks in addition to per unit or percent prices. Block Price means Lump sum price or rate. Block pricing details display in the Price Breaks tab as Price List price breaks only.

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.

> **Note:** If you use Oracle Advanced Pricing Qualifiers and Modifiers to assist the pricing engine in determining selling price, then you must specify the qualifying attribute and their value in the Search Region when performing price and availability checking.

> **Note:** 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.

Add to Order and Add To Quote Capability

The Pricing and Availability window enables **the creation of a quote or an order**. To create an order, click Create Order, or to create a quote, click Save as Quote. If you do not want to order the item but instead want to look up the price and availability of another item, you can click New Inquiry to clear the window, or you can just enter another item and start over.

Two new seeded security functions Create Orders from the Pricing and Availability window and Create Quotes in Order Management determine if you can create orders and quotes respectively from the Pricing and Availability window. If these functions securities are not granted to the user of the attached menu, the Create Order and Save as Quote buttons will be hidden and you will not be allowed to create either or both orders and quotes.

> **Note:** OM: Sales Order Form Preference controls whether you see the Sales Orders window or the Quick Sales Orders window once you have clicked to create an order or quote.

Find and Add Customer Integration

Find Customer

You can open the Find Customer window using the Tools menu. Once the search is complete, you can select a customer, and bring that information back to use it in the query of the price and availability of an item for an order.

For more information on the Find Customer window, please refer to the Finding Customer Information, page 6-42 section.

Add Customer

You can open the Add Customer window using the Tools menu. After entering the Customer, Address, or Contact information, you can create the new information, to be used in the query of the price/availability of an item for an order. Add Customer functionality is enabled through the tools menu only if the user has the permission to create either Customer or Contact/Sites. This is determined based on the profile OM: Add Customer.

The Add Customer window enables you to create a customer that does not require extensive setup steps. Please refer to the Adding Customers using the Add Customer Window, page 9-4 section.

See: Pricing and Availability Overview, page 6-16

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. All the items are present in all the tabs through folder functionality.

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.

- 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.

- 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).

- 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. Pricing Availability will not retrieve a list price or modifiers when the User Search Flag in pricing setup is set to No.

- Customer # (Customer number): Enter the Customer number when performing price and availability checking. When you search for a customer number or customer name, the Account Description and Registry ID columns are also available. This helps users better track customer information during searches.

- 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).

        > **Note:** 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.

> **Note:** 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.

- Order Type: Enter an Order Type to be used when performing price and availability checking.

To derive unit cost conversion when currency of shipping warehouse in Advanced tab and Currency field in More tab of Pricing and Availability window are different, ensure that the following folder fields are enabled and have a value:

- Conversion Type: You can default the value by enabling defaulting rule for Conversion Type based on Order Type/Constant.

- Conversion Rate: Enter the applicable conversion rate if the conversion type is User.

Advanced Search Tab

The following search fields have been seeded in the default folder for this tab:

- Customer (Customer Name): Enter the Customer Name to be used when performing price and availability checking.

- Customer # (Customer number): Enter the Customer number to be used when performing price and availability checking. When you search for a customer number or customer name, the Account Description and Registry ID columns are also available. This helps users better track customer information during searches.

- Order Type: Enter an Order Type to be used when performing price and availability checking.

- Agreement: Select an Agreement 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.

- 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.

- Ship To Location: Select a value for the Ship To field 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.

- 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.

More Search Tab

The following search fields have been seeded in the default folder for this tab:

- Promotion - Enter the name of an 'ask for' promotion modifier to be applied to this query.

- Coupon - Enter the number of a coupon to be applied to this query.

- Use the More Promotions button to enter more promotions or coupons, if desired.

- 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.

- 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.

- Currency: Select a currency to be used when performing price and availability checking. This field is required and the default value is the Ledger currency.

  The Ledger currency used within Order Management is determined by the Ledger 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.

Summary Tab

Summary Results

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

• Unit List 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

• 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 requested quantity is available on the requested date
  • A NULL value for items that are not ATP enabled
  • ATP Flag

    Available on Request Date (a value of a variable amount if the item is ATP enabled, or the message ATP not applicable for items that are not ATP enabled. If the item is not ATP enabled, then the application displays the message 'ATP not applicable' in the Error Message field. You must enable this field using the Folder tools.

    > **Note:** if the requested qty is not fully available on the request date, then the field "Available on Request Date" shows the available qty on request date and the field "Earliest Available Date" displays the earliest date when the full requested

quantity is available. A hint will also be added to the hints region for this.

- Reservable Qty

- On Hand Qty

> **Note:** Order Management also provides a hidden fields within the seeded folder for the Availability Block within the Summary Tab. The hidden fields is:
>
> - Default Source Type - shows the value 'internal' or 'external' depending on where the item is sourced from.

Pricing Results Region

Summary Region

The Summary Pricing Tab region utilizes Oracle Applications Folder functionality, enabling you to modify the field's display within this tab. The fields that are hidden in this folder are: List Price in Pricing UOM, Margin %, Margin Amount, Unit Cost, Pricing Date, Pricing Quantity, Pricing UOM, Ordered Quantity, Ordered UOM, Price List start and end dates, Price List Line start and end dates, and Price List Rounding Factor. The following details (by default) are displayed within this tab:

- Unit List Price

- Unit Selling Price

- Currency

- GSA Indicator

- Price List

- Extended Price

- 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 (both price list and modifier breaks) are displayed in the Pricing Results tab, Price Break Sub-tab. There is a radio button you can use to switch between displaying modifier or price list breaks.

The following details are displayed when the Price List radio button is enabled within this tab:

- Value From

- Value To

- List Price (for the price break displayed)

- Break Type (Point, Block, or Range)

- Attribute (this is the attribute entered in the Value From refers to; for example Volume, Quantity, Weight)

The following details are displayed when the Modifier radio button is enabled within this tab:

- Modifier Name

- Value From

- Value To

- Type (of modifier)

- Value (a percent or amount, depending on the method)

- Method (percent, amount, lumpsum)

- Break Type (Point or Range)

- Attribute (this is the attribute entered in the Value From refers to; for example Volume, Quantity, Weight)

Details Region, Price Adjustments Sub-Tab

The Price Adjustments Sub-Tab does not utilizes Oracle Applications Folder functionality. Any automatic discounts (shown as a negative amount) available for your customer are displayed on this 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 shown on the Additional Benefits sub-tab. The following details are displayed within this tab:

- Modifier Name

- Modifier Type

- Adjustment Amount – the net amount by which this adjustment has affected the selling price

- Net Price: the running total of the Unit List Price and the Modifier amount

- Automatic check box – this box is checked if the modifier has been automatically applied

- End Date (this is the ending effectivity date for this modifier list line)

To apply a manual modifier, click the Add Adjustment button and select the manual modifier you want to apply. You must have security to apply manual modifiers (based on the OM: Discounting Privilege profile) or you will not see this button.

Details Region, Additional Benefits Sub-tab

Additional benefits- are modifiers that are applicable but do not affect the selling price, including terms substitution, promotional goods, other item discounts, item upgrade, coupons, and accruals. Advanced pricing benefits may include free or promotional goods, favorable payment, or freight terms, coupons issued, accruals, etc. The customer service representative (CSR) can communicate the accompanying additional benefits to the customer.

What you see in this region depends on the type of additional benefit that is being displayed.

> **Note:** If Advanced Pricing is not fully licensed, these benefits cannot be defined and this tab will not be visible. You can use the Pricing and Availability window with Basic Pricing, however you will not see Additional Benefits or Price List price breaks.

Item Availability Results Region

The Item Availability region utilizes Oracle Applications Folder functionality, enabling you to modify the field's display within this tab.

> **Note:** 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.

No data will be shown in this region unless sourcing rules are defined for that item. Even if the item is enabled in organizations, it will not show the availability in those organizations unless there are valid sourcing rules to source the item from those organizations.

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.

    > **Note:** For ATP items, availability can be seen only when Oracle APS is installed.

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 on Request Date

- 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

- Earliest Available Date

> **Note:** ATP Inquiry is for informational purposes only and does not place demand or reserve on-hand inventory.

> **Note:** 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 Results Region

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 fields are hidden in this tab – ATO item flag, ATP flag, Default Source Type, Description, Inventory Item Name, Item, Item Type, Make or Buy indicator, Orderable on the Web, Reservable, Returnable, Shippable, Stockable and Taxable flags. 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)

- Primary UOM (not shown by default)

- Default Source Type

- User Item Type (User Item Type item attribute)

- Can Order Internally check box (Internal Orders Enabled item attribute)

- Weight and Weight UOM (not shown by default)

- Item Status (Item Status item attribute)

- Serviceable check box (Serviceable item attribute)

- Customer Can Order check box (Customer Orders Enabled item attribute)

- Volume and Volume UOM

Item Specific UOM Conversion Region

The Item Specific UOM Conversion block within the Item Information Tab region does not utilizes 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.

Related Items Results Region

This tab for related items is folder enabled. The default display contains: Related Item, Description, UOM, type, Available Quantity, Unit Selling Price, Warehouse and Available Date. There are hidden additional fields, available through folder functionality. Additional fields include ATP Error Message, Extended Price, Price List, Request Date and Unit Price. The following types of item relationships are supported and are displayed in the related items tab. All the relationship types will be treated as Cross-sell except substitute, superceded and Up-Sell. Since there is no item attribute which distinguishes whether it is an add or replace, you must be aware that the Relationship Types 2, 4, and 8 will be treated as substitutions.

1. Related

2. Substitute

3. Cross-Sell

4. Up-Sell

5. Service

6. Prerequisite

7. Collateral

8. Superseded

9. Complimentary

10. Impact

11. Conflict

12. Mandatory Charge

13. Optional Charge

14. Promotional Upgrade

15. Split

16. Merge

17. Migration

> **Note:** All the setup for Related Items must be done in Inventory before you can see them in the Pricing and Availability window.

Current Selections Region

Current Selections: The Pricing and Availability window contains a region used as a placeholder for multiple items to later create an order or quote from all or any of them. You can save items to the Current Selections without creating an order or quote. The profile OM: Show Current Selections Region for P/A will control whether the form will display this region or not.

If you select an up-sell, substitute or superceded item and then click Add to Selection, the selected item will replace the original item and be placed in the Current Selections region. You can only select one replacement item.

If you select one or more cross-sell items (or other relationship types) and then click Add to Selection, the original item and all of the selected items will be placed in the Current Selections region.

To clear the Current Selections region, click Clear Selections. To clear the entire window, click Clear Form. To clear only the inquiry section, click New Inquiry.

Repricing of the Current Selections region: Since the price of the main item or the items in the current selections region can depend on other items because there may be cross item discounts, we reprice all the items when an item is deleted from the current selections region. When we price the main item, we consider all the items present in the current selections region, so if there any discounts because of presence of other items, it will be shown. Also, the price of the items in the Current Selections region are updated, if a new item is added to that region as price may change because of additional modifiers because of the new item.

Hints Region

The Hints regions displays messages about the item being queried that alert you to view one or more Results regions. For example, if related items exist, a hint will be

displayed. If additional pricing benefits apply to this item, a hint will be displayed. If price breaks exist, a hint will be displayed here. There is also an OM System Parameter where you can enter a Default Hint for Pricing & Availability. If you enter text in that parameter, it will be displayed in the Hints region.

To perform a price/availability check for a single item and then add it to an order:

When you perform a Price/Availability check, for performance reasons only the current tab in the results region is populated. As you navigate to other tabs data is populated.

1. Navigate to the Pricing and Availability window.

2. Enter your item information, then tab out of the Item field. Choose your item from the List of Values.

3. Enter a customer account number (if known) or search for customer by name using the List of Values, or Find Customer.

4. Click Price and Availability. Review your information. When the customer agrees, click Add To Order, depending on the current selections displayed.

> **Note:** If the order type was already defaulted or entered before the Pricing and Availability query, then a message can be displayed saying 'Order xxxxx has been created. Do you want to open the order?' If the order type was not previously available, you will be asked to choose an order type, and then receive the same message as above. If you want to open the order, you will be transferred to either the Quick Sales Orders or the Sales Orders window with that order displayed. If you choose No, you will remain in the Price and Availability window to enter another query. The note displayed after a quote/order is created depends on the profile option Sales Order navigation from Pricing and Availability form. It can just display a note, ask you want to see the details or go directly to the Sales Orders window based on this profile.

To perform a price/availability check for a single item and then save it as quote:

You can create quotes/orders without doing a price/availability check. It is not always necessary to do a price/availability before creating a quote/order.

1. Navigate to the Pricing and Availability window.

2. Enter your item information, then tab out of the Item field. Choose your item from the List of Values.

3. Enter a customer account number (if known) or search for customer by name using

the List of Values or use Find Customer.

4. Click Price and Availability.

5. The customer wants a quote. Click Save As Quote. See above note regarding selecting Order Type and viewing the resulting order or quote.

To perform a price/availability check with related items, and then add it to order (Selected items region not displayed):

1. Navigate to the Pricing and Availability window.

2. Enter your item information, then tab out of the Item field. Choose your item from the List of Values.

> **Note:** The item turns a different color and a message is displayed in the hint region indicating that Related Items exist for this item.

> **Note:** If a line level modifier is applied to the main item in the search region, it is not applied to related items which does not substitute the main item. If the related item, is for instance 'up-sell,' that substitutes the main item, then the manual modifier applied to the item in the search region is carried over to the related item.

3. Enter a customer account number (if known) or search for customer by name using the List of Values or use Find Customer.

4. Click Price and Availability.

5. Select the Related Items tab in the results section to view Related Items. If the customer wants a related item, select the check box on the lines displaying the pertinent related item.

Related Items tab.

6. If the customer wants an order, click Add To Order. See above note regarding selecting Order Type and viewing the resulting order or quote.

> **Note:** For automatic Item upgrade through pricing, the new item is added to the current selections region, The price shows for the old item, but the related_items and availability is for the new item.

To perform a price/availability check with manual adjustments applied, and then add it to an order (Selected items region not displayed):

1. Navigate to the Pricing and Availability window.

2. Enter your item information, then tab out of the Item field. Choose your item from the List of Values.

3. Enter a customer account number (if known) or search for customer by name using the List of Values or use Find Customer.

4. Click Price and Availability, then choose the Price Adjustments tab. Click Add Adjustment, and select a manual adjustment from the List of Values. The manual adjustment is applied and the unit selling price is updated to reflect the adjustment.

   The button Add Adjustment is displayed based on the combination of the profile

"OM: Discounting Privileges" and the "enforce List price" flag for the Order Type. If the order type is not entered then we do not consider the "Enforce List Price" flag and assume it to be false. We look at the profile OM: Discounting Privilege to see if the user has the privilege to apply the manual adjustments. Also if this privilege is FULL, then if the Order Type has Enforce List Price, a manual adjustment cannot be applied. If the privilege is None the user can never apply a manual adjustment.

> **Note:** When the Enforce List Price is set to Yes, Automatic Modifiers are not applied regardless of the OM: Discounting Privilege profile.

OM: Discount Privilege Options

OM: Discounting Privilege	Enforce List Price	Apply Manual Adjustment?
Full	Y	No
Full	N	Yes
Unlimited	Does not matter	Yes
Non-overridable only	Y	No
Non-overridable only	N	Yes
None	Does not matter	No

5. Click Add To Order. See above note regarding selecting Order Type and viewing the resulting order or quote.

To perform a price/availability check with the customer providing a coupon number and asking for a specific promotion, and then add it to an order (Selected items region not displayed):

> **Note:** In the promotions window, only "ASK FOR" promotions display. Ask for promotions can be either Manual or Automatic. Automatic Ask For promotions, are automatically applied to the promotion when you choose from the Promotions Lov. For Manual Promotions, you must first choose that promotion in the promotions Lov. Once this is done, then the promotion will appear in the Manual Adjustments Lov and

you manually apply it.

1. Navigate to the Pricing and Availability window.

2. Enter your item information, then tab out of the Item field. Choose your item from the List of Values.

3. Enter a customer account number (if known) or search for customer by name using the List of Values or use Find Customer.

4. Choose the More tab. Enter the coupon number and promotion number, or optionally search for the promotion or coupon using the List of Values. If you have more than one promotion or coupon, click More Promotions to access the Promotions/Coupons window.

Pricing and Availability Window displaying the region to Enter Additional Promotional/Coupon information window.
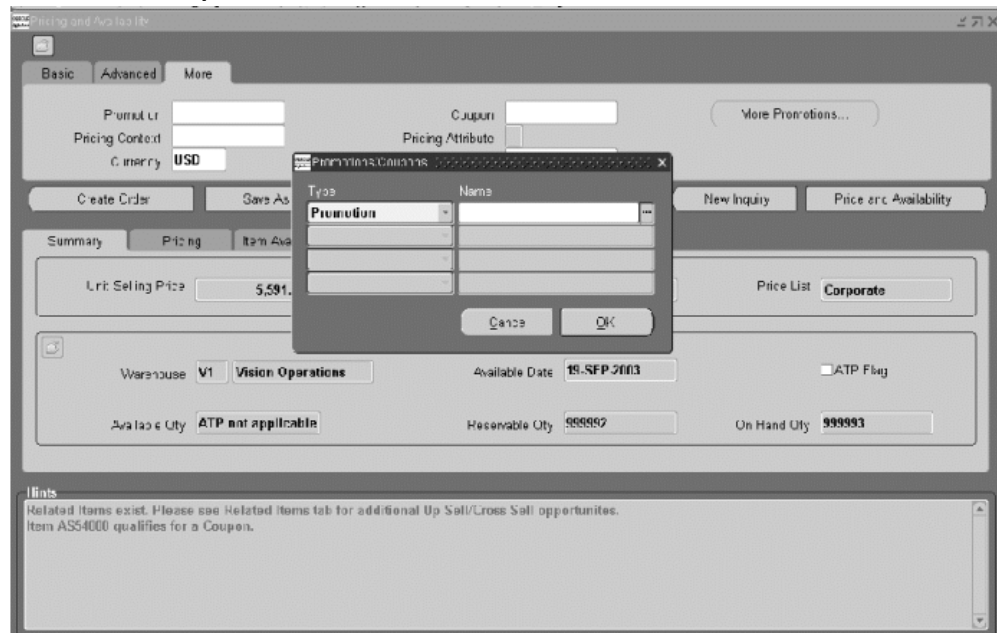
5. Click Price and Availability.

6. Select the Price Adjustments tab and click Add Adjustment. The List of Values displays the available manual adjustments. Choose a manual adjustment. The manual adjustment is applied and the unit selling price is updated to reflect the adjustment.

7. Click Add To Order. See above note regarding selecting Order Type and viewing the resulting order or quote.

To perform a price/availability check for multiple items, and then add them in a group to an order:

1. Navigate to the Pricing and Availability window.

2. Enter your item information, then tab out of the Item field. Choose your item from the List of Values.

3. Enter a customer account number (if known) or search for customer by name using the List of Values or use Find Customer.

4. Click Price and Availability, and then click Add To Selections. The item is added to the current selection region along with the related items. The data displayed includes the quantity, unit selling price, extended price.

5. Begin a new Pricing and Availability search as in the steps above, then click Price and Availability.

6. The customer wants both items, click Add To Order. See above note regarding selecting Order Type and viewing the resulting order or quote.

To perform a price/availability check for multiple items with related items, and then add them in a group to an order:

1. Navigate to the Pricing and Availability window.

2. Enter your item information, then tab out of the Item field. Choose your item from the List of Values. If there are related items, the item turns a different color and a message is displayed in the Hint region.

3. Enter a customer account number (if known) or search for customer by name using the List of Values or use Find Customer.

4. Click Price and Availability.

5. Select the Related Items tab in the results section to view Related Items. If the customer wants a related item, select the check box on the lines displaying the pertinent related item.

    > **Note:** If the selected items results in "Add" (Cross-sell) then the item will be added to the current selection as mentioned below If the selected item results in a replace then a message results giving you the option to initiate a new pricing/availability inquiry for the replace item. If you select Yes then the results are re-displayed for

the replace item. If you select No then the replace item is selected in the related items tab.

6. Click Add To Selections. The item is added to the current selection region along with the items selected in related items. If a replace item is selected then only the replace item is added and not the original item.

7. Start a new Pricing and Availability by entering an item, then tab out of the field. Select the item and enter the quantity and UOM.

> **Note:** The Pricing and Availability window calls the pricing engine in the Batch mode. If you define a Custom Phase and associate it with an event that is placed in sales order then that phase has also to be associated with the BATCH event to get the modifier in the Pricing and Availability window. If you define Custom Phases or end dates, in some phases in other events then do the same for the BATCH event.

8. Click Price and Availability. Click Add To Order.

Note: If the order type was already defaulted or entered before the pricing and availability query, then a message is displayed saying 'Order xxxxx has been created. Do you want to open the order?' The order is created with both the items and with related items. If the order type was not previously available, you are asked to choose an order type, and then you receive the same message as above. If you want to open the order, you are transferred to the Quick Sales Orders window with that order displayed. If you enter No, you remain in the Price and Availability window to enter another query.

To perform Pricing and Availability checking:

1. Navigate to the Pricing and Availability window.

Pricing and Availability Window

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.

> **Note:** 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.

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 enables these searches.

The Sales Order window displays only active customers whereas the Order Organizer displays all the customers as you might need to query based on old or inactive customers.

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, Invoice To Address5, End Customer Address2, End Customer Address4, End Customer Address5, Customer Location Address2, Customer Location Address4, or Customer Location Address5. This allows you to search using different attributes.

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.

Find Customer Information Window

The Operating Unit field is folder enabled in the Find Customer window. The field will default the Operating Unit from the Sales Order window. If there is no default then you can select an Operating Unit accessible to you from the LOV. An Operating Unit is required before you can specify other search criteria.

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.

Advanced Item Search

Order takers need the ability to rapidly identify what product their customers want to order, and to search for items using different methods and parameters. Some of the parameters needed by customers include:

- Item description

- Category

- Catalog information

- Manufacturer

- Form, fit, and function

The list of specific parameters will vary by industry. Users need the ability to access electronic catalogs of goods supplied by different manufacturers and order by characteristics that vary frequently. For example, a distributor of CDs, DVDs, or videos may take orders by the Current Chart Position or the catalog number, artist, title, etc. All these methods of searching for the item are available from the Advanced Item Search window, which can be called from the Sales Orders or Quick Sales Orders windows, and once an item is selected, it creates the sales order line.

> **Note:** The Advanced Item Search functionality will not support returns. In case of returns, you will need to identify the item to return. You can identify this item from the sales order or search for the item to return from the Simple Ordered Item Search LOV.

Advanced Item Search Major Features

Advanced Item Search From the Sales Orders Window

You can access the Advanced Item Search from the Sales Orders window. Once the item has been located, you can create an order line with the selected item.

Validation of the Item Sent to the Order Line

Using the Sales Orders window, choose the Actions menu to access the Advanced Search page. Along with entered search criteria as specified in the Advanced Search page, the following restrictions apply while performing the query:

- Items returned by the query must be customer order enabled.

- Items must be enabled in the inventory organization passed by Order Management. Order Management passes the item validation organization of the operating unit which is associated with the responsibility of the person entering the order. This ensures that the selected items will be valid when returned to the sales order.

> **Note:** It is not the item status that is considered during order entry. The flag Customer Order Enabled controls if an item can be entered through sales order pad and the flag Internal Order Enabled controls if an item can be ordered internally. Item status controls values of the 8 "status" attributes (stockable, transactable, purchasable, customer order enabled etc.). See the *Oracle Inventory User's Guide*, Item Setup.

Select Multiple Items From a Single Search

More than one item may be selected, and they are sent back to the Sales Orders window. The default quantity added to the order line will be 1.

Advanced Item Search Process Flow
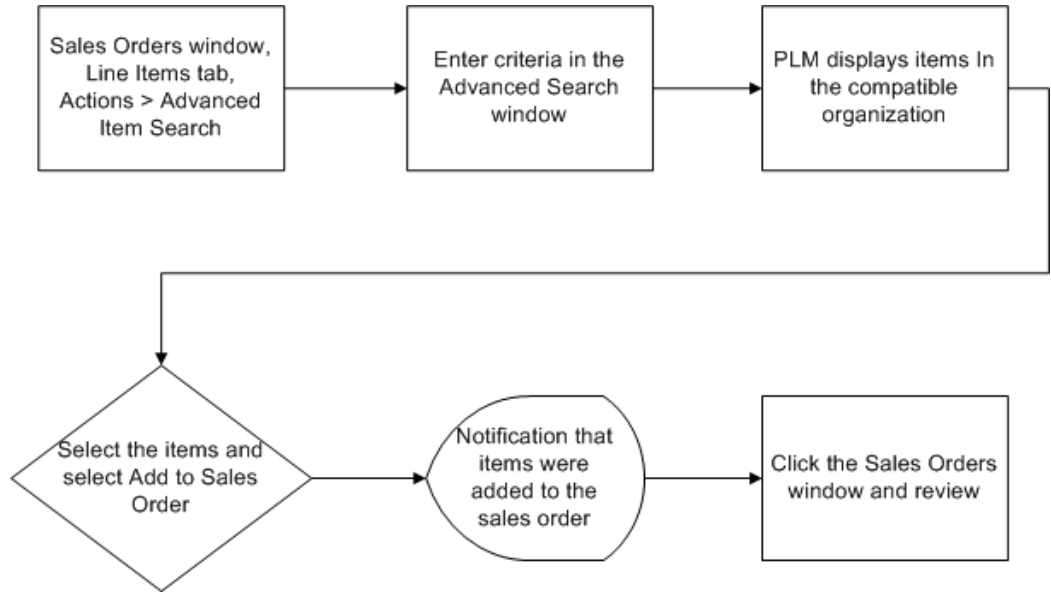
User Procedures

The new Advanced Item Search is available from the Quick Sales Orders window, and Sales Orders window.

To access Advanced Item Search from the Sales Orders or Quick Sales Orders window:

1. Navigate to the Sales Orders or Quick Sales Orders window.

2. Enter the header information and choose the Line Items tab.

3. Choose Actions > Advanced Items Search. Click OK.

Advanced Items Search Page

4. Enter your search criteria and click Search. The Advanced Items Search page displays.

5. Select the item(s) for the sales order and click Go. Optionally click the Item link to display the item details. After selecting the appropriate items, they are added to the sales order.

6. The Sales Orders window displays asking if the items are to be added. Click OK to create the new line items. If you click CANCEL all the item selection will be lost and no lines will be added to the sales order.

> **Note:** If you click OK or CANCEL in the Sales Orders window's Message window before completing item selection in the Advanced Item Search window, the synchronized Advanced Item Search session will be automatically inactivated and an error message displays in the Advanced item search window after you complete the item selection and click Go.

> **Note:** If any of the lines fail validation, a messages displays in the Processing Messages window. If you click Cancel the item selection is discarded. If the window of a previously synchronized session is used without closing it, after the items are added to Sales Orders window, an error message displays.

Messages

Message Name: **ONT_AIS_ADD_LINES** (Note)

Message Text: Please select items in the Advance Item Search page. Items selected in the Advance Item Search page will be added to the sales order. Do you want to continue?

Message Name: **ONT_AIS_NO_ITEM_SELECTED** (Note)

Message Text: No items were selected in the Advanced Item Search page.

Message Name: **ONT_AIS_ QUICKSALES_LINES** (Note)

Message Text: Please specify the header information and navigate to the line region to use this feature.

Message Name: **ONT_ADVITEMSRCH_CONFIRM** (Note)

Message Text: Confirmation message for the Advanced Item Search and Sales Orders window Synchronization.

Message Name: **ONT_ADVITEMSEARCH_SELECTED** (Note)

Message Text: Please close this Advanced Item Search page and go to the Sales Orders window to synchronize your item selection.

Message Name: **ONT_ADVITEMSRCH_ERROR** (Error)

Message Text: Error message for the Advanced Item Search and Sales Orders window Synchronization.

Message Name: **ONT_ADVITEMSRCH_USEDSESSION** (Error)

Message Text: This Advanced Item Search session has already been synchronized with the Sales Orders window. To make any new items selection please close the Advanced Item Search page and start a new Advanced Item Search operation from the Sales Orders window or use other Advanced Item Search page that is still not synchronized with the Sales Orders window.

7

Actions on Orders

This chapter covers the following topics:

- Commitment Processing
- Viewing Order and Return Information
- Viewing Cycle Status and Approval History
- Applying Sales Credits
- Entering Sales Credits for Returns
- Required Fields for Entering Returns
- Applying Attachments
- Order Changes
- Repricing a Line
- Overview of Mass Changes
- Applying Mass Changes
- Copying Orders
- Major Features Supported by Copy Function
- User Procedures
- Maintain Line Number
- Overview of Holds
- Applying Holds
- Honor Holds at Repricing
- Overview of Honor Holds at Repricing
- Workflows
- Honor Holds Procedures
- Releasing Holds

- Process Messages

- Sales Order Cancellation

- Cancelling Orders

- Function Security for Orders and Returns

- Close Orders

- Spreadsheet Upload using Desktop Integration Framework (WebADI)

- Entering User Defined Attributes

- Using the User Defined Attributes Corrections Page

- Correcting User Defined Attributes Interface Data

- Viewing Approval Notifications

Commitment Processing

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 even if the Bill To flag is not enabled. The LOV displays when the relation type is ALL.

> **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 uninvoiced 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.

If you set the OM: Commitment Sequencing profile option to yes, then the application applies partial commitment to a sale order line. You can update the Commitment Amount Applied field even after booking. For example, when a new shipping charge is applied during Ship Confirmation, the application updates the Commitment Amount Applied 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 Customer 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:

- Please ensure that you enter commitment information first on the sales orders line before you enter items. On saving the line, tax calculation takes place. If the commitment value is changed, then you need to override defaulting extension API to re-default the tax code.

- 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.

Viewing Order and Return Information

The Order Organizer window displays information on status, shipping, work order, Purchasing (for sales orders), and invoicing for orders, returns, and internal sales orders and lines. You can use the Order Organizer window to view information about all lines of an order, including quantity and date shipped, freight carrier, and waybill number.

You can also use the Order Organizer window to view the current work flow status of an order, return, or internal sales order, or sales order lines.

Invoice and payment information can also be viewed for each order, if available.

Prerequisites

You must have entered an order or return. The results displayed will depend upon the current processing positioning of the order or line within it's respective workflow. For example you will not see invoice data unless a line or order has completed in Receivables and an invoice generated.

To view additional order information:

1. Navigate to the Find Orders window and query the order or return you want to view. You can also choose to query an order within the Sales Order window.

   See: Querying Orders, page 6-12.

   • While within the Sales Order Main or Others window, place the cursor within any field.

   • While within the Order Organizer, place you cursor on line containing the order you wish to view additional information for

2. 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.

Additional Order Information Window
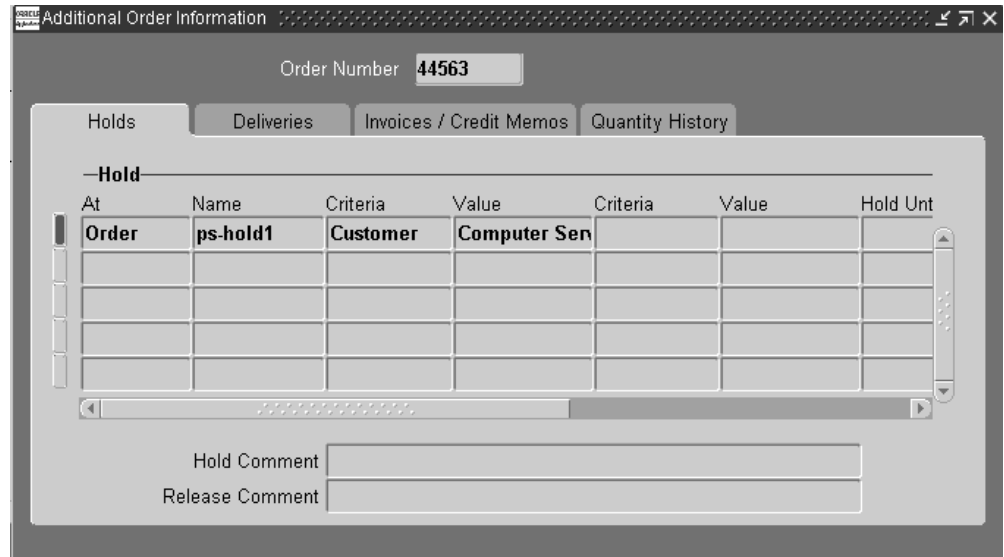
3. Choose from the following tabbed regions to display the details you are interested in:

- Holds: Displays hold history information for the order, hold until date for a hold, including the hold reason and the 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, page 6-12.

- 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 you 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, hold until date for a hold, including the hold reason and the 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 Fright charges; tax, however, is included in the amount.

- Within the Additional Order Information, Invoices /Credit Memos Tab, a row is displayed for each distinct invoice for the particular order you are viewing. The Amount column displays the sum of all invoice lines (including Tax and Freight charges) that were invoiced for the particular order only; if multiple orders are invoiced within one invoice, you will only see the sum of all lines invoiced for the particular order you are viewing within the Amount column.

- When a single invoice is generated for order lines from different orders, the total freight charges in the Invoice would be included in the Amount field in the Additional Order Information for the first order. In the remaining orders, we wont see the freight charges component in the Amount field of Additional Order Information.

  For example,

  A single Invoice (123) consists of order lines from the following orders:

  - Order A with total invoiced amount 100 including freight charges of 10

  - Order B with total invoiced amount 200 including freight charges of 20

    If you were to navigate to the Additional Order Information window for Order A, you would see the following:

  - Invoice: Test

  - Amount: 130

  - Balance: 130

    If you were to navigate to the Additional Order Information window for Order B, then 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, waybill number, delivery freight cost, delivery weight, delivery unit of measure, delivery lot, serial number, delivery revision, pickup location, trip name, delivery status, freight carrier, and pick status

> **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

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*.

Cycle Status Window

3. 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.

Order Approval History 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.

- 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.

Line Approval History Window

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.

- 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 salespersons.

  See: *Oracle Receivables User 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.

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. Save your work.

Sales Credits

A single sales order/line may have many salespersons who receive credit for the order either quota or non-quota. (quota to be <=100%, non-quota can be any %). Given this fact the same rules may apply as with update salesperson. A salesperson may be

granted permission to amend within a single sales group or even outside of that sales group with the sales manager having overriding permissions. For additional details on this feature, please refer to the section on Applying Sales Credits, page 7-16

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, page 3-105

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, page 7-34

Overview of Returns, page 3-105

Order Import, page 3-129

Required Fields for Entering Orders, page 13-100

Projected Sales Revenue Reporting by Sales Group, page 13-124

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 order or return:

1. Navigate to the **Sales Orders** window.

2. Click **Attachments** on the Menu bar.

Attachments Window

3. In the **Main** tab region, select the category of the attachment that you want to apply.

4. (Optional). Enter a description for the attachment.

5. To enable future updates to the attachment, deselect the **May Be Changed** check box.

6. Click **Source** tab and enter the file location or URL for the attachment.

7. Save your work.

To apply automatic attachments on an order or return:

> **Note:** Ensure that the profile option *OM: Apply Automatic Attachments* is set to Yes so that the system will automatically apply the attachment.

1. In the **Sales Orders** window, click **Actions** and select **Apply Automatic Attachments** from the list of values.

   Attachments are applied based on the additional rules that you specified.

2. Enter the header and line information for your order or return.

   When you save your work, the system automatically applies attachments based on the additional rules that you specified.

When the automatic attachment addition rule is enabled at the header level or the line level on a sales order, and there is a change to an attribute value, then the application takes the following steps:

- selectively deletes the ineligible automatic attachments

- reapplies the eligible new automatic attachments

- and ensures no change to the existing eligible automatic attachments

To view or modify an attachment on an order or return:

1. In the **Sales Orders** window, click **Attachments** (paperclip icon) on 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.*

> **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 Order Organizer and Quick Order 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, page 7-29

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.

Notifications

See: *Oracle Order Management Implementation Manual*, Overview of Processing Constraints.

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 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; some processing constraints can be disabled. If disabled for the Customer PO Number and Customer PO Line Number, you can update the values of these fields even if the order has been ship confirmed. However updating the values of Customer PO Number and Customer PO Line Number fields can be done until the Invoice Interface stage.

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.

> **Note:** Cancellation will not be allowed on a staged/picked configuration line.

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.

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
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

Column A:	Column B:
Order Management Operation	Non updateable order line attribute after Pick Confirm
UPDATE	Shipment Priority
UPDATE	Shipment Instructions
UPDATE	Subinventory
UPDATE	Warehouse

** - If the seeded processing constraint is disabled, you can update the values of the Customer PO and Customer PO Line Number fields, provided the line is not Invoice Interfaced.

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.

Details for OM Operations and Current Order Line Status

Column A:	Column B:
Order Management Operation	Current Order line status
CANCEL	Not allowed if pick confirmed
DELETE	Not allowed if pick confirmed
SPLIT	Not allowed if pick confirmed
SPLIT	Not allowed for internal order lines.

For example, you cannot Cancel an order line if the order line has been pick confirmed due to the existing, enabled processing constraint disallowing the operation CANCEL after a line has been pick confirmed.

> **Note:** Oracle Release Management also utilizes processing constraints
> in Table B to limit order quantity changes.

See

Oracle Order Management Implementation Manual, Overview of Processing Constraints.

Oracle Order Management 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.

Notification Window

> **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.

> **Note:** 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.

If you add the Ship Entered event to the List Line Adjustment phase (Phase 10), then whenever pricing is called for the Ship event, the application reprices automatically.

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

- Assign a new price list to multiple lines on an order. However, if you are changing the price list using mass change and one of the items on the order line is not on the proposed price list, then mass change fails and the price list does not get changed on any of the lines.

> **Note:** The mass change windows cannot be used for single order lines or return lines.

If you have access to multiple Operating Units, then you can perform Mass Change on Order or Lines across Operating Units.

Applying Mass Changes

Prerequisites

To make mass changes, select multiple orders or order lines in the **Order Organizer** or **Quick Order Organizer** windows.

> **Important:** If any line in a group (shipset or arrival set or model) fails when you update an attribute using Mass Change, then all the lines in that group fail and the mass update does not take place for lines in that group only.
>
> If the line is not in the group (shipset or arrival set or model), then failure of this line would not affect any other line in the mass change.

You cannot make mass updates on the tax exemption information for multiple orders that belong to different customers. Additionally, you cannot update the tax classification codes for orders that belong to different operating units.

To apply a mass change at the order header level:

1. Navigate to the **Order Organizer** (or **Quick Order Organizer**) and query the orders or returns for which you want to apply a mass change.

2. Select multiple 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.

Order Mass Change Window

4. Enter new values for order header attributes in the **Main, Pricing, Shipping,** and **Addresses** tabbed regions.

5. Click **OK**.

The **Tools** menu of the **Order Mass Change** window contains the following options only: Debug and Change Reason.

> **Note:** You cannot edit the **Order Source** field in the Mass Change window.

In the **Mass Change** window, you can update attributes that are not operating unit-specific, and on orders or lines of different operating units.

The following fields are operating unit-specific and are disabled when you select orders that belong to different operating units. You cannot use these fields as a criterion for mass change.

•   Customer Location

•   Ship To, Ship To Contact

•   Bill To, Bill To Contact

•   Deliver To, Deliver To Contact

•   End Customer Location

- Order Type

- Line Type

- Salesperson

- Payment Type

- Tax Code

- Tax Exempt Number

- Tax Handling

- Tax Reason

- Ordered Item

- Return Reference Information

- Project Number, Task Number

To apply mass change at the order line level:

1. Navigate to the **Order Organizer** or **Quick Order Organizer** window. Query the order or return you want to apply a mass change.

2. Click **Lines** tab in the **Order Organizer** window. If you select **Quick Order Organizer** window, then click **Open Order** and click **Line Items** tab.

3. In the **Line Items** tab region, select the multiple lines 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.

   You can perform mass change on the following fields:

   - Arrival Set

   - Fulfilment Set

   - Intermediate Ship To

   - Intermediate Ship To Location

   - Intermediate Ship To Contact

- Ship Set

- Subinventory

6. Click OK.

> **Note:** Mass Change functionality is supported in Quick Sales Orders and Quick Order Organizer windows. Mass Change functionality enables you to select multiple order lines and schedule them in Override ATP mode. Use the folder-enabled Override ATP check box available in the **Shipping** tab to use the Override ATP functionality in the Mass Change window.

The profile option *OM: Sales Order Form: Cascade Header Changes to Line* is also applicable to the mass change functionality. If you change a value at the order header level for multiple orders and if the field value can be cascaded to the order lines, then depending on the value of the profile option *OM: Sales Order Form: Cascade Header Changes to Line* the value will be updated on the open order lines.

For example, to change the payment term for a particular customer, select the order headers that you want to update. Then use Mass Change to update the **Payment Term** field.

If the value of the profile option *OM: Sales Order Form: Cascade Header Changes to Line* is set to *Automatic*, the changes made to the header (mass or individual) will be cascaded to the lines automatically. For example, payment terms are updated in the order lines and for the order headers that you selected and updated.

If the value of the profile option *OM: Sales Order Form: Cascade Header Changes to Line* is set to *AskMe*, then you are prompted to cascade updates from the header to the lines or not. The message displayed is: *Do you want to cascade the header changes to lines for successful records*?

If the value of the profile option is set to **Manual**, then automatic cascading does not take place from the header to the lines during a mass change. You then need to manually make the updates to the order line.

> **Note:** You must ensure that the field that you are updating for mass changes can be cascaded, that is, it should be enabled in the lookup **OM: Header to Line Cascade Attributes**.

For information on the profile option *OM: Sales Order Form: Cascade Header Changes to Line* and the lookup *OM: Header to Line Cascade Attributes*, see *Oracle Order Management Implementation Manual*.

For every successfully updated header, cascading occurs for either all or none of the lines. If there is an update failure for one line, then the cascade processing will fail for the other lines. For example, if there is a processing constraint in place at the line level

that restricts update and that attribute is updated at the header, which subsequently fails for the line, cascading will fail for all other lines.

Copying Orders

You can create a new order, quote or return by copying information from an existing order or return. Order Management provides the ability to copy an order or return at any phase in the order life flow including entering, booking, shipping, closed, and cancelled.

> **Note:** When copying 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 multiple order or return records. In addition, Order Management enables you to copy order lines from within an order or across orders to a new order or append 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.

Copying Orders Across Operating Units

The Operating Unit LOV enables you to copy orders across operating units. By default, the operating unit of the source order is displayed in the Operating Unit LOV and if you do not change the value of the LOV, the copied order is created in the same operating unit as the source order. The Operating Unit LOV displays all the operating units that the user has access to. If you select a different operating unit, then all fields/boxes are cleared. Operating Unit sensitive fields such as Change Order Type To, Add Lines To, Get Header Level Info From, Change Line Type To, the existing order and quote lists display the data corresponding to the value in the operating unit field.

When you copy across operating units (customer sites), the copied order has the following default values from the source order: Item, Warehouse, Price List, Ship-To, Bill-To, Order Type.

If the validation fails for a mandatory field such as Order Type or Customer Location, or if the value of a non-mandatory field that fails validation cannot be cleared, then the copy fails, and the error messages display in the Process Messages window.

In a situation where the original sales order is in one operating unit and the RMA with it's reference is in another operating unit, the copy is not carried out. The following error message appears: The sales order line you are referencing cannot be returned.

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 that you can change during copy

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.

Multiple Order Copy

The box No of Copies enables you to specify how many copies you want for the original order. If you specify a number greater than 1, the box Display New Order After Copy is disabled, that is, you can open only one order after copying. You can specify 99 copies as the maximum number of copies in the No of Copies box.

Append Lines

You can copy lines from an existing order and append the lines to another order. In such a situation, you can default the header information from the current original order or specify a new order number that the header information should be defaulted from. The default value of the Get Header Level Info From field is the current order number

that you are copying, you can change it if you wish to specify another order to copy the header information from.

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.

Copy User Defined Attributes

If you have created user defined attributes in your original order, the copy functionality will make the user defined attributes available in the copied order. By default the User Defined Attributes check box is checked. Select the check box to copy the copied order header and lines in the Copy Header and Copy Lines tabs of the Copy window.

When you copy lines, the field values get copied to the new lines. To specifically copy UDA field values, select the Copy Lines: User Defined Attributes check box. This ensures that the UDA columns also get copied along with the other column values to new lines.

Copying Sets

If you have created a Ship, Arrival, or Fulfillment set in your original order, the Copy functionality will make that set available in the copied order. The sets will be copied from the original order provided the following boxes in the Copy Lines tab are selected: Ship/Arrival Sets and Fulfillment Sets. By default these boxes Ship/Arrival Sets and Fulfillment Sets are unchecked. If you select either or both of them, the sets from the original order will be copied to the new order(s). However if the Line Set field is null or blank, the value specified in the defaulting rule is used to populate the Line Set field in the copied order.

Copying lines to an existing order (Add Lines to: Existing Order) creates the line set if a set with same set name doesn't already exist, otherwise the line is added to the existing set in the same order.
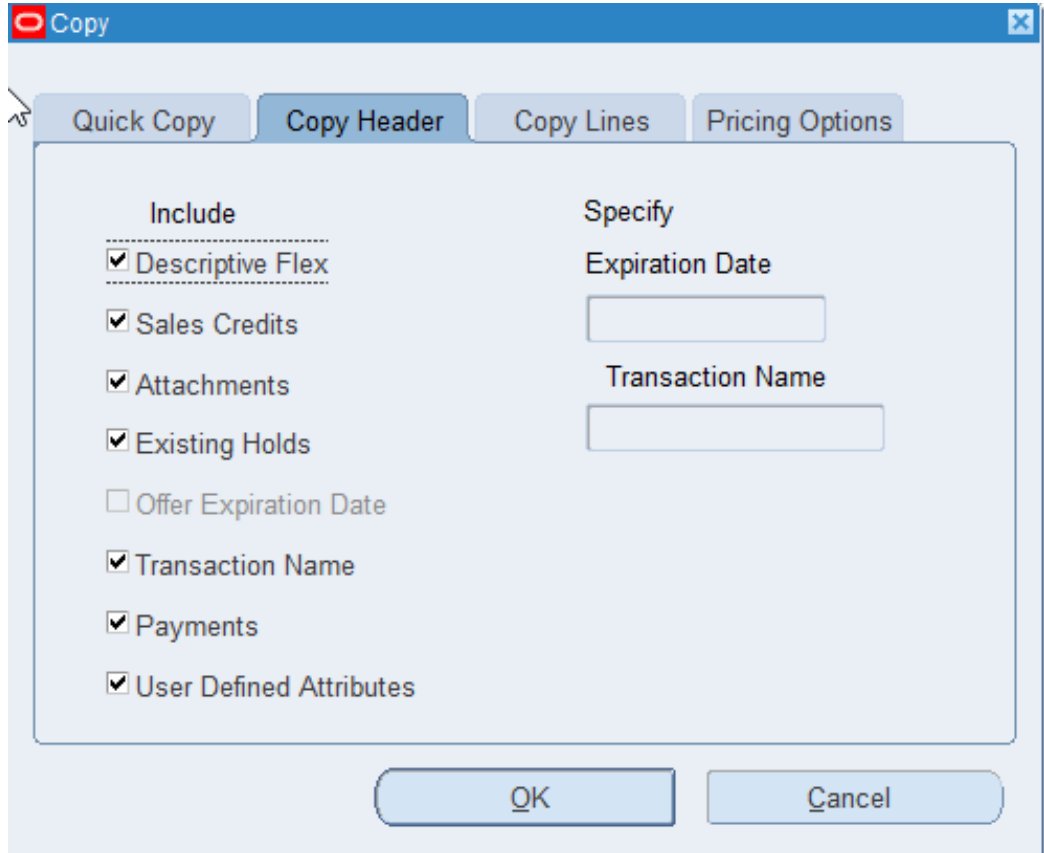
Configurations

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.

The Copy functionality is used to create RMA against a Configuration with class and options. The item type on all RMA lines will be set to Standard. Such an RMA Order then cannot be copied back to Standard Order.

> **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. If you choose partial pricing, then the **Calculate Price Flag** sets to **Partial Price** for all the lines.

If you copy from order header, and choose to retain **Original Price** or **Price Partial**, the promotion adjustments will be retained on the copied order.

If you select the lines to copy from the **Lines** tab of the sales order, then the promotion adjustments (if any) are retained on the copied lines only if:

- The promotion has only the main buy item.

- The buy item line and all the lines with the get items of the promotion are selected for copying.

To retain the original price on RMA lines, when you create it using the Copy functionality or with reference to an existing sales order line, specify a price adjustment modifier in the OM: Price Adjustment Modifier for reference RMA profile. See: Order Management Profile Option Descriptions and Settings, *Oracle Order Management Implementation Manual*

> **Note:** When the destination order type while copying an order is RMA, Oracle 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. The header information for the new order will come from the order number specified in the Get Header Info From field. The order number defaults from the current order, however you can change it so specify that you want the order header information to be copied from another order.

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.

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.

Alternatively, you can select the Display New Order After Copy box and the newly copied order will open in the Sales Orders window. Please note that if you have selected multiple copies, then the Display New Order After Copy box is disabled; you can display a newly created order if it is a single copy only. The value of the box is also dependent on the profile option OM: Display New Order After Copy. If the value of the profile option is set to Yes, then the box is checked by default. If the value of the profile option is set to No, then the box is unchecked by default.

Major Features Supported by Copy Function

Copy Orders at Any Stage

You can to copy an order at any stage in its life cycle, including but not limited to:

- Entered

- Booked

- Shipped

- Closed

- Cancelled - You have the option to include/exclude fully cancelled lines when copying. If fully cancelled lines are included, they will be copied with the original ordered quantity.

The copied orders/lines will start at the beginning of their assigned flows, similar to when orders/lines are created via the Sales Orders window. Or for negotiation including but not limited to:

- Draft

- Submitted for approval

- Lost

> **Note:** A quote can be used as a copy source for a sales order unless constrained.

> **Note:** Lines cannot be added to closed orders. Copy Order's LOV will filter out closed orders. Other constraints will be handled by the Process Order API.

Using Copy Orders to Create Returns

You can use the Copy Orders function to create Returns with reference. This can be done by selecting the order/lines and then specifying a Return Line type and a Return Reason code while copying. When creating returns for configurations, you only copy the model line. The system will automatically explode all the classes, options, and included items from the original reference line. To return individual components of PTO configurations, select the specific lines and copy them as return lines.

Copying Quotes at any Stage

Quotes can be copied to either quote or orders just like any sales order.

Copying a Specific Transaction Version

You can select any specific version of a transaction (Quote Header or Order Header) while doing a single source copy.

Prevent Copying Quotes to RMA

If the source or destination is Quote then you will not be able to change the line type to specify an RMA line type. Also Order Type cannot be changed to one with Category of RETURN. Allowed Order Categories are MIXED and ORDER.

Assigning a sign (positive or negative) to numbers during Copy

When an order is copied to a Mixed Order Type and line type as Return (Approval), the line and header charges also get copied. The charges for the lines are copied with the negative sign and the header charges are copied with the positive sign. The charges must have Include on Returns flag checked.

If an order is copied to a return or vice-versa, the sign of the numbers gets reversed.

For all other combinations, the sign of the numbers is not changed, the sign remains as it was in the original order. The different scenarios in which the sign of the numbers is unchanged during a copy are:

- Order to Mixed

- Order to Order

- Mixed to Order

- Mixed to Return

- Mixed to Mixed

- Return to Return

- Return to Mixed

User Procedures

To copy orders in the Sales Orders window:

1. Navigate to the Sales Orders window, and query an order.

2. Select the order or multi-select the orders (if you are using Order Organizer) to copy. Click Action and choose Copy. The Copy Orders window appears. Specify an Order Type to change it and click OK. This will perform the copy, close the window and you can open the new order if the Display New Order After Copy box is selected during the copy. Otherwise the original order is displayed and you need to query the newly copied order.

   If the Source is a single order and has multiple versions then the selected version will be displayed in the Source Version Number field. You can select any available version of the source.

   To exclude child entities (Lines, Sales Credits, Notes, Descriptive Flex, or Holds) or re-price navigate to the Copy Header/Line and Pricing Options tabs and deselect options as desired.

   The newly copied Order/Orders will be available via the 'Today's Orders' node in the Order Organizer tree in the Sales Order Pad.

To add all lines from an order/orders to an existing order:

1. Navigate to the Sales Orders window, and query an order.

2. Select the order or multi-select the orders to copy. Click Action and choose Copy. The Copy Orders window appears. Select Add Lines to Existing Order button and specify the existing order to append to. Click OK. The header information for the new order will come from the order number specified in the Get Header Info From field.

   To exclude child entities (Sales Credits, Notes, Descriptive Flex) or re-price navigate to the Copy Line and Pricing Alternative tabs and deselect options as desired. The Copy Header and Copy Quote tabs will not be available for this operation.

To copy a line/lines to a new order:

1. Navigate to the Sales Orders window, and query an order.

2. Select the order or multi-select the orders to copy. Click Action and choose Copy. The Copy Orders window appears. Select the Create New Order Radio button.

Specify the Order Type that the new order should have. Specify the Order Number to get the header level information from and click OK. This will perform the copy, close the window. The header information for the new order comes from the order number specified in the Get Header Info From field.

To exclude child entities (Sales Credits, Notes, Descriptive Flex) or re-price navigate to the Copy Header/Line and Pricing Options tabs and deselect options as desired.

The newly copied Orders will be available via the 'Today's Orders' node in the Order Organizer tree in the Sales Order Pad.

To copy quote(s) to quote(s):

1. Navigate to the Sales Orders window, and query a quote.

2. Once you are on the Quote Header or multi-select the quotes to copy. Click Action and choose Copy. The Copy window appears. Select the Radio button Create New Quote. The field Order Number will be disabled and Quote Number will be enabled (If only one quote was selected). The header information for the new order will come from the order number specified in the Get Header Info From field. Specify an Order Type if you wish to change the Order Type and click OK. This will perform the copy, close the window and the cursor will be placed on the original quote. You will need to query for the new quote to display it in the window.

   If the Source is a Single Quote and has multiple versions then the selected version will be displayed in the Source Version Number field. You can select any available version of the source.

   You can choose the Copy Quote tab and specify to retain the Expiration Date from the source quotes. To retain the Quote Name check for Quote Name. To not retain the Expiration Date or Quote Name specify them in the provided fields. If left blank and the check box is unchecked, Expiration Date and Quote Name will be cleared.

   To exclude child entities (Lines, Sales Credits, Notes, Descriptive Flex, Holds) or re-price navigate to the Copy Header/Line and Pricing Options tabs and deselect options as desired.

To copy order(s) to quote(s):

1. Navigate to the Sales Orders window, and query an order.

2. Select the order or multi-select the orders to copy. Click Action and choose Copy. The Copy Orders window appears. Select the button Create New Quote. The field Order Number will be disabled and Quote Number will be enabled (If only one order was selected). The header information for the new order will come from the order number specified in the Get Header Info From field. Specify an Order Type to change (specify an Order Type which is Quote Enabled) and click OK. This will perform the copy, close the window and the cursor will be placed on the original

Quote. To view the newly copied quote, you need to query for it in the Quotes window.

If the Source is a Single Order and has multiple versions then the selected version will be displayed in the Source Version Number field. User can select any available version of the source. The Copy Quote tab will be disabled.

To exclude child entities (Lines, Sales Credits, Notes, Descriptive Flex, Holds) or re-price navigate to the Copy Header/Line and Pricing Options tabs and deselect options as desired.

To copy quote(s) to order(s):

1. Navigate to the Sales Orders window, and query a quote.

2. Select the Quote Header or multi-select the quotes to copy. Click Action and choose Copy. The Copy Orders window appears. Select the button Create New Order. The field Order Number will be enabled (If only one quote was selected) and Quote Number will be disabled. The header information for the new order will come from the order number specified in the Get Header Info From field. Specify an Order Type to change and click OK. This will perform the copy.

   If the Source is a single quote and has multiple versions then the selected version will be displayed in the Source Version Number field. You can select any available version of the source. The Copy Quote tab will be disabled.

   To exclude child entities (Lines, Sales Credits, Notes, Descriptive Flex, Holds) or re-price navigate to the Copy Header/Line and Pricing Options tabs and deselect options as desired.

To copy multi selected quotes and orders to orders:

1. Navigate to the Sales Orders or Order Organizer window, and query multiple quotes and orders. Please ensure that these quotes and orders belong to the same operating unit.

2. Select the Quote Header or multi-select the quotes to copy. Click Action and choose Copy. The Copy Orders window appears. Select the button Create New Order. The header information for the new order will come from the order number specified in the Get Header Info From field. Specify an Order Type to change and click OK. This will perform the copy, close the window. This will Create a New Order/Orders. The Copy Quote tab will be disabled.

   To exclude child entities (Lines, Sales Credits, Notes, Descriptive Flex, Holds) or re-price navigate to the Copy Header/Line and Pricing Options tabs and deselect options as desired.

To copy multi selected quotes and orders to quotes:

1. Navigate to the Sales Orders window, and query multiple quotes and orders. Please ensure that these quotes and orders belong to the same operating unit.

2. Select the Quote Header or multi-select the quotes to copy. Click Action and choose Copy. The Copy Orders window appears. Select the button Create New Quote. The header information for the new order will come from the order number specified in the Get Header Info From field. Specify an Order Type to change (Specify the one which is quote enabled) and click OK. This will perform the copy, close the window. This will Create a New Order/Orders. The Copy Quote tab will be disabled.

   To exclude child entities (Lines, Sales Credits, Notes, Descriptive Flex, Holds) or re-price navigate to the Copy Header/Line and Pricing Options tabs and deselect options as desired.

To add all lines from quotes/orders to an existing quote:

1. Navigate to the Sales Orders window, and query an order.

2. Select the Quote Header or multi-select the quotes to copy. Click Action and choose Copy. The Copy Orders window appears. Select the Add Lines to Existing Quote Radio button and specify the existing quote to append to. The header information for the new order will come from the order number specified in the Get Header Info From field. Click OK.

   To exclude child entities (Sales Credits, Notes, Descriptive Flex) or re-price navigate to the Copy Line and Pricing Alternative tabs and deselect options as desired. Copy Header and Copy Quote tabs will not be available for this operation.

To Copy a line/lines to a new quote:

1. Navigate to the Sales Orders window, and query an order.

2. Select the line or multi-select the lines to Copy, click Action and choose Copy. Select the Create New Quote Radio button. Specify the Order Type that the new Order should have. Specify either the Quote Number or Order Number to get the header level information from and click OK. This will perform the copy, close the window. The Header information for the new Quote will come from the order number specified.

   To exclude child entities (Sales Credits, Notes, Descriptive Flex) or re-price navigate to the Copy Header/Line and Pricing Options tabs and deselect options as desired.

   To include the Quote Name, Expiration Date or to specify the version number of the selected quote, go to the Copy Quote tab (Provided the header level info is selected

from a quote).

To setup a constraint to prevent COPY of QUOTE to an order:

1. Navigate to the Processing Constraint window and query the entity Order Header.

2. Go to the Constraints tab and select Operation as CREATE, keep the Attribute BLANK, select user action as Not Allowed. Select Applies To Sales Order.

3. Go to the Conditions Tab and select the Validation Entity = Order Header, Record Set as Order, Validation Template as Copied From Quote.

4. Save the constraint and generate the constraint packages.

To copy a Sales Agreement (SA):

The action to copy is available from both Tools and the right mouse click on the Sales Agreements window. The same option will be available on the Version History window so that any version can be used in COPY.

Once the copy is successful the system will automatically take you to the new Sales Agreement.

You can use copy to create a new agreement from any of the existing ones. You can pick any version of the SA (Sales Agreement) for copy.

The transaction type on the source sales agreement will decide the initial phase of the copied agreement. The new SA will have new sales agreement number and starts either in draft (if a negotiation flow is associated) or in entered state (for a non-negotiation type).

Messages

1. Message Name: OE_CPY_HDR_SOURCE_PROMPT

   Message Text: **Get Order Level Information from...**

   Description Conditionally visible prompt for source of order header information.

2. Message Name: OE_CPY_ORDER_TYPE_MISSING

   Message Text: **Please specify the New Order Type, you want to Copy to.**

3. Message Name: OE_CPY_ORDER_TYPE_REQUIRED

   Message Text: **You have chosen to copy selected lines to a New Order. Please choose an Order to copy Header Information from or choose an Order Type.**

   Description: Message issued when Order Type is not specified.

4. Message Name: OE_CPY_APPEND_ORDER_MISSING

Message Text: **You have chosen to append Lines to an existing Order. Please select an existing Order Number.**

Description: Message issued when Append to Order is missing.

5. Message Name: OE_CPY_APPEND_ORDER_MISSING

   Message Text: **You have chosen to append Lines to an existing Order. Please select an existing Order Number.**

   Description: Message issued when the Order Type and Source Order are missing during an Append.

6. Message Name: OE_CPY_APPEND_LINE

   Message Text: **Copy Successful.**

   Description: Message issued when lines are copied to an existing order.

7. Message Name: OE_CPY_COPY_FAILED

   Message Text: **Copy Failed.**

   Description: Message issued when Append or Copy Failed.

8. Message Name: OE_CPY_NEW_ORDER

   Message Text: **Copied Order is [ORDER].**

   Description: Message issued when a new order is created.

   Messages (Quotes)

9. Message Name: OE_CPY_NEW_QUOTE_HEADER

   Message Text: **Quote Header has been created successfully for the Quote & QUOTE.**

   Description: Message issued when the quote header is copied successfully.

10. Message Name: OE_QUOTE_CPY_LINES_FAILED

    Message Text: **Unable to copy lines for the Quote &QUOTE.**

    Description: Message issued when the quote header is copied successfully.

11. Message Name: OE_CPY_NEW_QUOTE_SUCCESS

    Message Text: **Copy succeeded. The new quote number is & ORDER.**

    Description: Message issued when the quote is copied successfully.

12. Message Name: OE_QUOTE_CPY_COPY_PARTIAL

    Message Text: **Copy partially succeeded for the Quote & QUOTE.**

    Description: Message issued when the quote is copied with partial success.

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.

- User Defined Attributes - You can specify whether you want to copy the user defined attributes to the order or to the order lines.

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

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.

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.

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

- Transaction Names check box

- Payments check box

- User Defined Attributes check box

Copy Lines Tab

- Change Line Type To: enter an order line type for the new order being generated

- Return Reason Code

- Version Reason: If there is a processing constraint for change reason during order line creation, enter the reason.

- Comments

- 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.

  - Payments

  - Holds

- Fulfillment Sets

- Ship / Arrival Sets

- User Defined Attributes: Select this check box to copy order line level user defined attributes from the reference order to the new order being generated by the copy function.

- Billing Plan: This check box is displayed only if the system parameter Enable Recurring Billing is set to Yes. By default this check box is selected.

  You can copy recurring, milestone, and usage based billing plans with an Open status from an existing source line to a new line.

  > **Note:** In the case of usage based billing, when you copy a sales order line, the application copies all the values from billing plan lines from the source sales order to the target line except usage of the billing plan line. This is because based on the usage, this value differs for each sales order for that specific billing period.

- Action:

  Default Missing Attributes check box: This check box is enabled by default. It enables you to default the attributes of lines when you create a new order using the Copy functionality by opening the Copy window from either order headers block or order lines block in the Sales Order window. If the reference order does not contain any value for any defaultable order lines attributes, then this check box enables Order Management to attempt to re-default the order line attributes on the new order generated by the copy function. If you do not want to default the missing attributes of the order lines, then deselect this check box.

  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 check box 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

Copy Complete Configuration - This check box enables you to specify whether you want to COPY a complete Configuration for a Line Level COPY.

For line level copy, the default value of this check box will be un-checked.

If checked COPY will try to copy the complete configuration provided you have selected the Top Model Line for COPY. If some of the child lines are also selected along with the top model line, then we will still copy the complete configuration (with the exception of Included Items and Config Items).

If unchecked, there is no change in the COPY behavior.

This check box will be disabled for order level COPY as we always copy the Complete Configuration for order level copy.

A new system parameter controls the default value of this new check box "Copy Complete Configuration." The name of the system parameter is "Default value for Action - Copy Complete Configuration."

This parameter can be set to Yes or No at operating unit level.

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

When a sales order containing order level discounts is copied using the Pricing option Price Partial to later add freight charges:

1. Header level adjustments appear as line adjustments in the lines of the copied order. That is, from order lines Lines > View Adjustments, we see the modifier applied but the Level is seen as LINE instead of ORDER

2. Header level adjustments don't appear in the View Adjustments in the header of the copied order

- 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 enabled for 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.

1. Specify an Order Type to change it.

2. 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.

3. Choose OK.

This will perform the Copy, close the window and the cursor will be placed on the new Order that was created provided there are no errors during the Copy.

The newly copied order or orders are available through 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.

> **Note:** 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 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.

> **Note:** If you are using the COPY feature to: add lines to existing orders/quotes, create Order/Quote using get header level info from an existing Quote/Order, and you are encountering performance issue with the LOV for Order Number/Quote Number on COPY window, define a custom index (functional index) on the columns: to_char(order_number), and to_char(quote_number).

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 Implementation Manual*, Order Management Profile Options.

Overview of Holds

Oracle 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.

You can define as many different holds as you need to manage your business. You can also select multiple orders, returns, order lines, or return lines from the Order Organizer and apply or release holds.

Apply Holds window

Credit Checking

Oracle 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 progressed for that customer.

> **Note:** For a line level credit check and hold, the credit management request will not be displayed and can be viewed on the Process

Messages window.

Oracle Order Management evaluates orders and lines for credit checking in the following order:

- The application evaluates the total order amount with the specified order limit. Even for line level checking, the application evaluates the total order amount, but places a hold on lines in case of credit check failure. If the order and line amount exceeds the order limit, then credit checking fails.

- If Oracle Credit Management (OCM) is installed, then Oracle Order Management checks for overdue invoices. If the application finds overdue invoices, then credit checking fails

- If OCM is installed, then Oracle Order Management calculates the exposure and evaluates it against the specified credit limit. If the exposure amount exceeds the credit limit, then credit checking fails.

If credit check failure occurs at any one or more levels of credit checking, then the application applies a hold on the order or line. Additionally, if you have installed OCM, then Order Management submits a credit management review and passes the reasons of credit check failure as messages to OCM. These messages enable the credit manager or analyst reviewing the case folder to determine the exact reason for the credit check failure. Order Management proceeds with credit check evaluation for all levels one by one even if one level fails and creates one case folder in OCM for any one or more cases of credit check validation failure.

For updated orders, the credit check process honors manually released holds as long as the increase in order amount is less than a specified tolerance limit. Additionally, for these updated orders, if you change the bill to site of an order keeping the site within the same customer and have not defined credit limits for the selected site, then the credit checking process does not redo credit checking. See: Defining Credit Check Rules, *Oracle Order Management Implementation Manual*

You can specify the recipient of the credit check hold notification by setting the applicable user or a role as the value of the *OM: Credit Check Notification Recipient* profile option. See: *Profile Options and Order Management Profile Option Descriptions and Settings* in *Oracle Order Management Implementation Guide*. If no value is specified for the profile option, then the application notifies the user who created the order.

During credit checking, a difference in the exposure or outstanding balance calculation process is based on the **Include Tax** and**Include Freight and Special Charges** check boxes of the credit check rule. The difference is as follows:

- If you have enabled both check boxes, then the credit checking process considers tax on order lines and freight charges.

- If you have enabled only **Include Freight and Special Charges**, then the credit

checking process does not consider tax on order lines or freight charges.

- If you have enabled only **Include Tax**, then the credit checking process considers tax on order lines and not on freight charges.

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 criteria such as:

- Bill To Site

- Created By

- Creation Date

- Customer

- Deliver To Site

- Item

- Line Type

- Option Item

- Order

- Order Currency

- Order Type

- Payment Term

- Payment Type

- Price List

- Project Number

- Task

- Sales Agreement Number

- Sales Channel Code

- Ship To Site

- Shipping Method Code

- Source Type

- Top Model

- Warehouse

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

See *Holds Information* section in the Order Inquiry chapter for more information.

You can open the **Create Hold Sources** window from the **Tools** menu. The **Operating Unit** field on the **Criteria** tab of the **Hold Sources** window will default from the **Sales Order** window (if it is set) or from your default operating unit. The list of values show all operating units that you have access to. You must enter the operating unit before you can specify hold source criteria. Clearing or changing the **Operating Unit** field will clear the hold source criteria.

The **Applicable Also To** region consists of the All Operating Units box and the Operating Unit LOVs. You can define a hold source for all operating units you have access to or for specified operating units. By default, the **Operating Unit** field is populated based on your default operating unit. You can specify that the hold source that you created is also available in all operating units or specified operating units.

To view or update a hold until date, query the hold in the **Hold Sources** window. You can update the hold until date for all hold sources except those that correspond to the system holds like:

- Credit Check Failure

- GSA Violation

- Credit Card Auth Failure

- Pending Process Payment Hold

Create Customer or Site Based Hold Sources from the AR Customer Form

When you select the **Credit Hold** check box on a profile attached to a customer, it will create a Global Customer based hold source and put all orders for that customer in all Operating Units on hold. Deselecting the check box will release that hold source and release all orders put on hold based on that hold source.

A hold source will be created in every OU where that customer has a site defined and every OU that has an order for that customer. Every time a new site is defined for that customer (in an OU where there were no sites previously defined) Oracle Accounts Receivable will call Oracle Order Management to create a hold source in that OU.

When you select the **Credit Hold** check box on a profile attached to a customer site or address, the application will create a **Site based Hold Source** in the operating unit that the site is defined in. This will also put all lines using that site on hold. You can release such hold sources only by deselecting the **Credit Hold** check box on the Customer or Site profile. You can release the individual orders or lines on hold from Oracle Order Management.

Additionally, the **Apply Credit Hold Based On** system parameter enables you to select the customer level where the credit hold is to be applied. The application can place orders on credit hold at order level based on **Sold To Customer** of the order when you set the system parameter to Sold To Customer or if you have not provided any value (default behavior). The value **Header Level Bill To Customer** places the order on credit hold if you have selected the **Credit Hold** check box for the **Bill To Customer** of the order. The value Line Level Bill To Customer places the order lines on credit hold if you have selected the Credit Hold check box for the Bill To Customer of the order line. This provides the flexibility of putting all the order lines belonging to multiple Bill To Sites but under same Bill To Customer on credit hold without having to select the Credit Hold check box for each site.

List of Criteria that you can use in a Hold Source

First Hold Criteria	Second Hold Criteria (Dependant on First Hold Criteria)	Hold Level
WAREHOUSE	-	LINE
	Line Type	LINE
	Shipping Method Code	LINE
	Deliver To Site	LINE
	Source Type Code	LINE
ITEM	Shipping Method Code	LINE

First Hold Criteria	Second Hold Criteria (Dependant on First Hold Criteria)	Hold Level
	Deliver To Site	LINE
	Price List	LINE
	Project Number	LINE
	Source Type Code	LINE
	Line Type	LINE
SALES AGREEMENT	Price List	LINE
	Payment Term	LINE
	Shipping Method Code	LINE
	Deliver To Site	LINE
	Line Type	LINE
TOP MODEL	Option Item	LINE
PROJECT NUMBER	Task Number	LINE
CUSTOMER	Source Type Code	LINE
	Bill To Site	LINE
	Ship To Site	LINE
	Deliver To Site	LINE
	Price List	LINE
	Line Type	LINE
	Payment Terms	LINE

First Hold Criteria	Second Hold Criteria (Dependant on First Hold Criteria)	Hold Level
	BLANK	ORDER
	Order Type	ORDER
	Payment Type	ORDER
	Transaction Currency Code	ORDER
PRICE LIST	Transaction Currency Code	ORDER
ORDER TYPE	Transaction Currency Code	ORDER
	Line Type	LINE
CREATION DATE	Created By	LINE
SALES CHANNEL CODE	-	ORDER
PAYMENT TYPE CODE		ORDER/LINE
SHIPPING METHOD CODE		LINE

Custom Hook

The custom hook API OE_HOLDS_HOOK.CUSTOM_HOLDS enables you to get the handle to all the header and line level attributes for an order. You can write custom logic to identify the criteria, either by using any attributes related to header or line OR their own custom logic. You can assign the hold details that must be applied (as an out parameter, that is detailed in the custom hook API).

You must create the hold using the **Holds** definition window in Oracle Order Management Setup, and then the corresponding hold details are used to initialise in the custom hook. Therefore, the custom hook API does not create a new hold on the fly, however, it applies a valid hold defined in Hold definition, provided the conditions in custom hook are met. If a custom hook hold gets applied on a sales order header, the following message appears: *Hold applied against order based on Custom Hook*. If a custom hook hold gets applied on a sales order line, the following message appears: *Custom Hook hold applied against line <<Sales Order Line Number>>.* For example: Custom Hook hold applied against line 2.1.

Additionally, when you view the custom hook holds in **Actions, Additional Order (or**

Line) Information in the **Sales Order** window (Holds tab), the **Name** field is displayed with the hold name applied from the custom hook API; then **Criteria** field is displayed as *Order*, and **Value** field is displayed as *Sales Order Number*; and then the **Criteria** field is displayed as *Custom Hook*. The corresponding hold comment is displayed in the **Hold Comment** field as passed from the custom Hook, if any. The custom hook API OE_HOLDS_HOOK. CUSTOM_HOLDS has the handle of all sales order header and line attributes via *p_old_header_rec/p_header_rec* and *p_old_line_rec/p_line_rec* respectively.

When you create or update a sales order header, all the header attributes are available in *p_header_rec/ p_old_header_rec*. When you create or update a sales order line, all the line (and header) attributes are available in *p_line_rec/ p_old_line_rec* and *p_header_rec* (same as p_old_header_rec).

You can write your required condition based on the sales order header or sales order line entity. When writing each condition for an entity, you can utilise any available attributes. This is different from the **Hold Source** window, where a maximum of two attributes can be used.

While assigning the Hold details when the custom logic is met, **Hold Until Date** is one of the optional value that can be assigned. In such cases, when *hold until date* becomes a past date earlier than the current date, such holds returned by the custom hook are ignored without displaying any message, and will not get applied on the corresponding entity, that is, sales order header or line. This is similar to the existing behavior on Hold Source created using the **Create Hold Source** window.

Hold Release

Oracle 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 the **Release Expired Holds** concurrent program on a regular basis to take advantage of the expiration date based release of holds.

If you can edit the sales order and or have a view-only access to sales orders but with the requisite authorization, then you can release orders that have been put on credit check hold.

Hold Security

Oracle Order Management enables you to control which responsibilities are able to define, apply, and remove holds.

Through the Oracle 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

Oracle 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. There are two types of activity specific holds: **Line Invoicing** activity specific hold, where the workflow uses header level invoicing. All the lines will be placed on hold as the activity will be 'On Hold'. **Header Invoicing** activity specific hold is applied on the order, where the workflow uses line level invoicing. All the lines will be placed on hold as the hold is at order level.

> **Note:** Header invoicing activity specific hold can be applied only at the order level. Similarly, Line Invoicing activity specific hold can be applied only at the line level.

Multiple Holds

Order 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.

Sequential Display of Holds

When you query multiple holds in the **Sales Orders** window,**Quick Sales Orders** window, and **Order Organizer** window or in the **HTML User Interface**, the application sorts and displays the holds on the following basis:

1. Unreleased or released holds

2. Applied date and released date

3. Line ID

Sequential Display of Holds at Header and Line Level
1. Header Level:

   - *Unreleased holds*: On a sales order header, for both header-level and line-level holds, the application displays the unreleased header-level holds in descending order of applied date followed by the line-level unreleased holds by applied date. If multiple line level holds have the same applied date, then they are displayed in ascending order by line ID.

- *Released holds*: Released holds follow the unreleased holds in the descending order by released date. Header-level released holds are displayed in descending order by released date.

  Then the application displays line-level released holds in descending order by release date. If multiple holds have the same released date, then the application displays them in ascending order by line ID.

2. Line Level

   - If a sales order line has multiple holds, then the application displays the unreleased holds for that line in descending order by applied date, followed by the released holds for that line in descending order by released date.

Tracking and Viewing Holds

Oracle 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** window and **Sales Orders** window. Use the **Additional Order Information window** or the **Additional Line Information** 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.

In the **Additional Order Information** window and the **Additional Line Information** window, you can view the hold details such as the applied date, applied by, released date, released by, and release reason.

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.

Select **Additional Order Information** from the **Actions** button and select **Holds**.
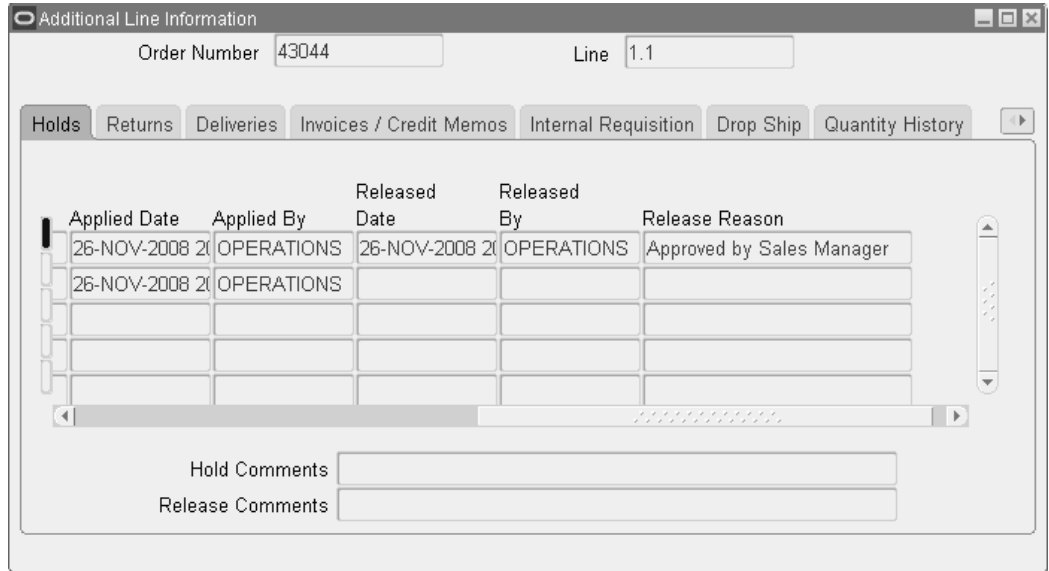
General Services Administration (GSA) Violation Hold

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.

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 Oracle Order Management. These holds are automatically applied if the order satisfies certain business rules.

Configurations

Lines that are part of an ATO Model, a Ship Together Model, or Included Item line will be shown as On Hold in the column **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, then 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.

Configuration on Hold

Automatically Release Order Holds

You can automatically review the business metrics (or criteria) 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.

Oracle Order Management Implementation Manual, Defining Holds.

Applying Holds, page 7-67

Choosing Options Using the Oracle Configurator, page 5-55.

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 Implementation Manual*, Defining Holds.

Workflow Activities based Holds

The following workflow activities can be put on hold provided their status is not completed:

Header Level:

- Book Order

- Close Order

- Header Level Invoice Interface

Line Level:

- Close Line

- Create Configuration Hold

- Create Supply Hold

- Inventory Interface Non Ship

- Line Level Invoice Interface

- Line Scheduling

- Pack Line

- Payment Assurance

- Pick Line

- Purchase Release

- Reprice Line

- Wait for Receiving

- Ship Line

The Ship-Line activity hold is not applied to the order line, if the order line has a Bill Only transaction type. However, the hold can be applied by the user manually.

The system checks for the transaction type of the order line, and verifies if the Bill Only checkbox is selected in the transaction type. If the transaction type is Bill Only, the hold

will not be applied on the order line. Otherwise, if the transaction type is not Bill Only, the hold will be applied on the order line.

When you apply workflow item and workflow activity based hold on a single record, and the activity is already complete, the, following message is displayed:

Hold on workflow activity &WF_ACT is not applicable to this record.

When you select the Hold Existing Order Lines box in the Apply Holds window and apply a workflow item and workflow activity based hold on multiple records, where none of them are eligible for being on hold, the following message is displayed:

Hold on workflow activity &WF_ACT is not applicable to any of the selected records.

When you select the Hold Existing Order Lines box, and apply a workflow item and workflow activity based hold on multiple records, where some, but not all the records are eligible for being on hold, the following message is displayed:

Some of the selected records were not placed on workflow activity &WF_ACT hold due to ineligibility.

To view orders that are on hold:

You can use the Order Organizer Find Window to find orders or lines on hold, by specifying criteria in the Holds Information Tab.

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.

Apply Holds tab

To apply a hold to multiple orders or returns:

1. Navigate to the Order Organizer window and query the orders or returns or lines you want to apply the holds. If you have access to multiple Operating Units you can select transactions across them by leaving the Operating Unit field blank.

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 Implementation Manual.

Please refer to the Releasing Holds, page 7-75section in this chapter.

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.

Please note that when a hold is applied on the reprice activity, no messages are displayed to the user. Instead, the flow status will be displayed as Awaiting Reprice - On reprice line hold, this indicates that the line is on REPRICE LINE hold as it honors only REPRICE_LINE activity specific holds.

> **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.

Reprice Window
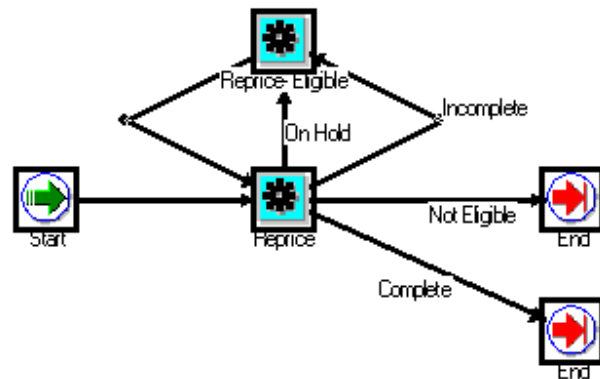
Honor Holds Procedures

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.

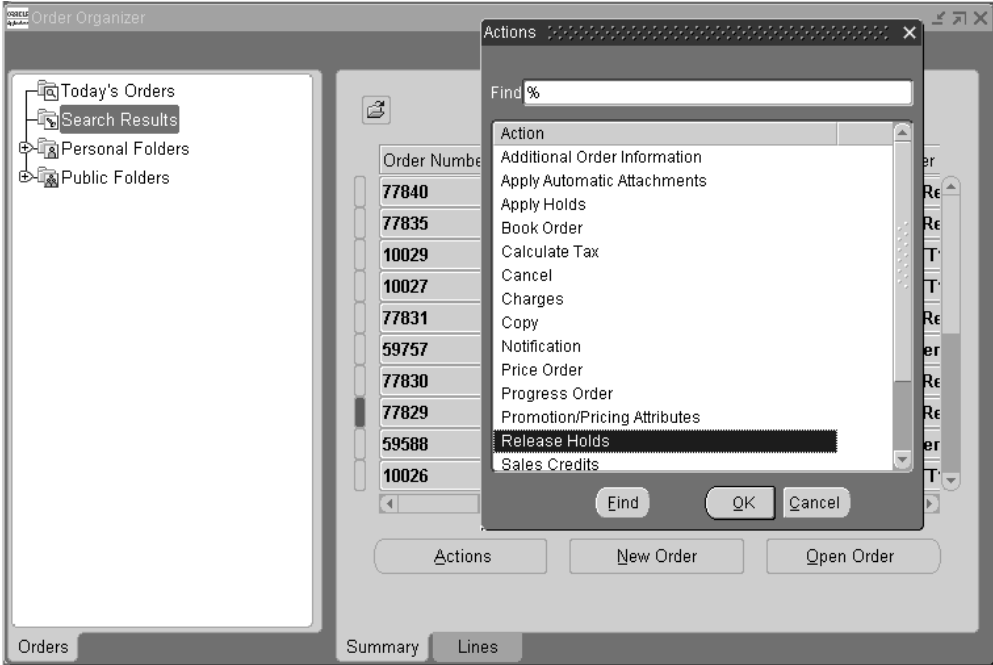*Order Organizer Window - Actions Release Holds*

4. Enter the Reason and Comments for releasing the hold.

Release Holds Window
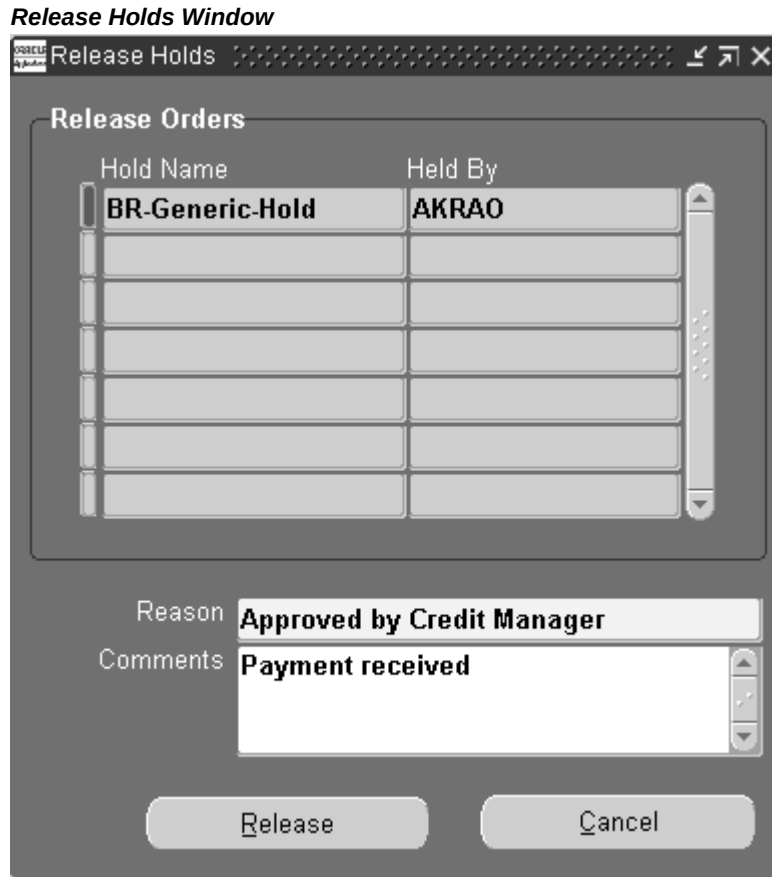
5. Click Release.

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. To release orders that have been put on credit check hold, you must have the ability to edit the sales order or have view-only access to sales orders with requisite release authorization.

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. You can choose to progress the workflow or not, with the help of the Progress Workflow box on the Holds definition window and on the Release Holds window.

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.

Progressing Workflow after releasing a Hold

Workflow Activity holds are based on activities that are also defined within the workflow. When a workflow activity hold is applied on a sales order/line, the corresponding workflow for the entity stays in a Blocked state until the hold is released. You can take one of the three actions at this point during the hold release:

• The workflow remains at its current stage (activity)

• The Block activity is completed and the workflow progresses to the next activity

• The Block activity is completed and further workflow progress is deferred

The Progress Workflow on Release checkbox in the Holds definition window (Setup > Orders > Holds) enables you to automatically progress the workflow to the next activity when the hold is released. A similar checkbox is also available in the Release Holds window – Progress Workflow – and its value is defaulted from the value of the Progress Workflow on Release checkbox in the Holds definition window. By selecting or unselecting the Progress Workflow checkbox in the Release Holds window, you can override the setting defined in the Holds definition window. More details on the inter-relationship between the two can be found in the table below:

Holds with Progress Workflow

Holds definition window check box	Release Holds window check box	Single Line on Hold	Multiple Lines on Hold
Checked	Unchecked	Do not progress the workflow	Do not progress the workflow
Unchecked	Checked	Progress the workflow if eligible	Complete the block activity and defer further workflow processing (if eligible).

When multiple lines are released together, it could have a significant impact on performance if they are progressed So the activities of the released lines are completed and further workflow processing is deferred so that the concurrent program Workflow Background Process can progress the lines together.

The workflow is eligible for processing via hold release when it satisfies the following conditions:

- The current activity is based on the standard OM block function.

- The activity has been reached at via a transition of ON_HOLD.

- The activity is in a notified status.
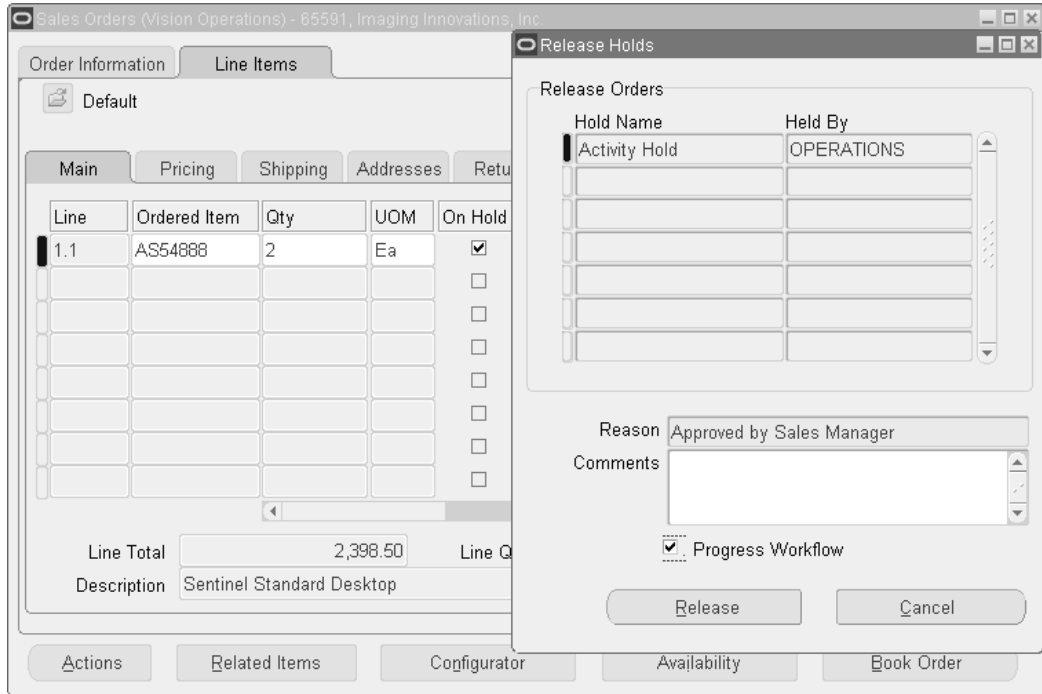
> **Note:** This functionality is also applicable to custom activities, and not
> only seeded activities.

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 orders or returns or line you want to apply the holds. If you have access to multiple Operating Units you can select transactions across them by leaving the Operating Unit field blank.

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

Oracle Order Management Implementation Manual, Defining Holds.

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.

Find Message Window

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.

Process Messages Window

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.

Sales Order Cancellation

Overview

Oracle Order Management provides the features you need to cancel sales orders, returns, internal orders, and service orders. 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 must use the CANCEL operation.

If you choose to cancel sales orders or reduce existing order quantities, then Order Management attempts to perform the cancellation based upon the existing enabled Order Management processing constraints or user defined processing constraints. However, there can be certain points in order processing after which it is not logical or possible to cancel an order or line. For instance, you cannot cancel an order or line after it has been invoiced.

Order Management enables you to decide after which point lines can be cancelled, or after which point cancellation of lines needs to be prevented. You can define the cancellation point by enabling a constraint on operation Cancel, with "Require Reason and Require History" user action and a particular template such as "Entered" or "Booked". The particular template that you specify stands as the point after which reduction in quantity is considered cancellation and Order Management requires a reason for the change. However, if quantity is reduced before the line reaches the applicable cancellation point, then the application treats it as a mere reduction in quantity and not a cancellation.

Ensure that you define the cancellation point. Order Management provides "Booked" as the predefined cancellation point. The application treats attempts at both partial and complete cancellation prior to booking as changes of quantity and does not perform a cancellation. After booking, the application cancels the order or line and requires a reason at the time of cancellation.

> **Note:** When you choose to cancel the remaining lines, an attempt is made to cancel all lines that are unfulfilled and unshipped on the order, however if one line fails to cancel then it would fail the entire operation. This is not intended to cancel lines that are cancellable.

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, page 7-21

See: *Oracle Order Management 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 Oracle 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.

> **Warning:** 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:

Navigate to the Processing Constraints window in Oracle Order Management.

1. Select the entity to be constrained.

2. Select the operation to be constrained.

3. Enter the constraining conditions.

4. Select the responsibilities authorized to perform this operation.

5. Save the constraint.

Oracle Order Management Implementation Manual, Overview of Processing Constraints.

Oracle Order Management 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 components of an option class, an option class, as well as included items. You can cancel option classes in quantities which are in the same ratio as the model quantities.

- 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: Kits, consisting of PTO items, can be cancelled as a whole or item-wise. Like option classes, you can cancel kits in quantites which are in the same ratio as model quantities.

- 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. If you have used the 'Line Flow - Generic, Bill Only with Inventory Interface' workflows for the internal sales orders, then the application does not relieve the corresponding reservations for the internal sales order lines, does not receive the corresponding internal requisitions, and

hence does not close them.

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.

While cancelling multiple drop ship lines, the application does not cancel any of the lines if cancellation of all the related purchase orders fails. However, if any such purchase order is cancelled successfully, then the application cancels all the selected drop ship lines. In this case, Order Management delinks, from itself, the purchase orders that cannot be cancelled.

Oracle Order Management 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.

Cancel Order(s) Window

4. Select the reason why you are cancelling the order.

5. You must enter a reason if you want to cancel the entire order or return.

6. Optionally, enter any Comments

7. Select OK.

   Selecting the OK button performs the order or return cancellation and saves your changes. This step is irreversible.

8. Acknowledge messages.

9. 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.

   > **Note:** 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.

   > **Warning:** 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 Order window, 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 window, 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, page 7-90

Oracle Order Management Implementation Manual, Defining Order Management QuickCodes

Oracle Order Management 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

Gross Margin

Mass Change

Send Notifications

Price Orders

Progress Order

Release Holds

Sales Credits

Schedule Orders

Restrictions

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 E-Business Suite System Administrator's Guide Documentation Set*

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. You can, however, view the configuration options for the closed orders in View Only mode.

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. After an order is closed, no lines can be added.

The order header close order process checks at the end of every month to view all the lines associated with it are closed. It closes the order header if it finds that all the lines are closed.

> **Warning:** Be sure to include the standard sub-processes of close line and close order at the end of all the line and order flows to ensure that the orders and returns close once all prerequisites have been met.
>
> During order line and order header closure phases, the application raises the business event oracle.apps.ont.oip.statuschange.update if

profile OM: Raise Status Change Business Event is set to Yes.

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.

Spreadsheet Upload using Desktop Integration Framework (WebADI)

Using Web ADI, users can upload spreadsheets to create or update orders and quotes. This functionality also enables users to create new lines for existing orders and quotes, or update existing lines for orders and quotes. The Upload from Spreadsheet action is available in the following windows:

- Quote window > Order Information tab > Actions

- Quote window > Line Items tab > Actions

- Sales Order window > Order Information tab > Actions

- Sales Order window > Line Items tab > Actions

- Quick Sales Order window > Order Information tab > Actions

- Quick Sales Order window > Line Items tab > Actions

- Quick Sales Order / Sales Order Organizer windows > Summary Orders tab > Actions

- Quick Sales Order / Sales Order Organizer windows > Lines tab > Actions

- The HTML UI pages (Search page and Edit page) also have the Web ADI functionality.

When the Upload from Spreadsheet action is clicked, the Create Document page appears. Users can select the document type they want to create using the Primary Parameters and Content Parameters regions.

The Primary Parameters region enables users to select from the following mandatory and optional parameters:

- Integrator (for example: Sales Order/Quote Bulkload Integrator) - mandatory

- Viewer (for example: Excel 2007)

- Reporting Flag

- Layout (for example: Sales Order/Quote Basic Bulkload Layout or Sales Order/Quote Comprehensive Bulkload Layout)

- Content (for example: Sales Order/Quote Bulkload Layout) - mandatory

- Mapping (for example: Sales Order/Quote Bulkload Layout) - mandatory

If users select the Upload from Spreadsheet action for an order, the displayed Excel spreadsheet shows the order and all line details. If users select the Upload from Spreadsheet action for an order line, the displayed Excel spreadsheet shows the order and the selected line details.

If no order or line is selected for the action, the spreadsheet displays blank content. Users can enter input data manually, that will create a new order. Note that multiple selection of orders or lines cannot be done.

After the changes to the spreadsheet, users click the Upload button in the Oracle tab to transfer the data from the Excel spreadsheet to the tables. The Spreadsheet Upload concurrent program is submitted, which submits a child Order Import concurrent program. The child Order Import concurrent program validates the data, and then creates or updates the order.

For more information on the profile option OM: Price Adjustment Modifier for Spreadsheet Order Lines, see: Order Management Profile Option Descriptions and Settings, *Oracle Order Management Implementation Manual.*

Entering User Defined Attributes

Oracle Order Management enables you to record additional information at order and line levels using user defined attributes (UDA). Recording user defined attributes triggers a change-attribute business events.

Use the **User Defined Attributes** page at order header and line levels to enter the UDA information that you have set up.

Click **Actions**, and then click **User Defined Attributes**.

See Setting Up User-Defined Attributes, *Oracle Order Management Implementation Manual* for information about how to set up user defined attributes.

Using the User Defined Attributes Corrections Page

Oracle Order Management provides the **User Defined Attributes Corrections** page to create, view, update, and delete user defined attributes (UDA) interface data for sales order header and line entities. You can also use this page to validate UDA data before

running the Import User Defined Attributes concurrent process and to correct errors or unprocessed data before running the concurrent process again. See: Validating and Correcting Errors, page 7-100.

To access the **User Defined Attributes Corrections** page:

1. Navigate to the **User Defined Attributes Corrections** page using the Order Management Super User responsibility.

2. Click **Orders*Returns**.

3. Click **Import Orders**.

4. Click **UDA Corrections** to open the **User Defined Attributes Corrections** page.

This page has the following tabs:

- **Order Header**: To view and to act on order header entities UDA interface data, click this default tab to navigate to the **Order Header Extensions**, page 7-98 page.

- **Order Lines**: To view and to act on order line entities UDA interface data, click this tab to navigate to the **Order Line Extensions**, page 7-99 page.

Using the Order Header Extensions Page

Use the **Order Header Extensions** page to view, create, update, and delete the user defined attributes interface details for order header entities.

The **Order Headers** tab has a search and results table regions. To search for and filter the data, use the criteria described in the following table:

Order Header Search Criteria

Field	Description
Operating Unit ID	This is an independent list of values. By default, this value is set to the Operating Unit ID based on the user's organization context. You can change the default value.
Data Set ID	Enter text to search.
Order Source ID	This is an independent list of values.
Order Reference	This is a dependent list of values based on the values that you select in the **Operating Unit ID** and **Order Source ID** fields.

Field	Description
Sold to Org ID	This is a dependent list of values based on the values that you select in the **Order Source ID** and **Order Reference** fields.
Operation Code	This is a list of values with the options: **Create, Delete, Sync, and Update**.
Error Flag	This is list of values with the options **Yes** and **No**.

The result table displays the UDA details for the order header entity interface information based on the search criteria.

Using the Order Line Extensions Page

Use the **Order Line Extensions** page to view, create, update, and delete order line user defined attributes interface details.

The Order Lines tab has a search region and results table region. To search for and filter the data, use the criteria described in the following table:

Order Line Search Criteria

Field	Description
Operating Unit ID	This is an independent list of values. By default, this value is set to the Operating Unit ID based on the user's organization context. You can change the default value.
Data Set ID	Enter text to search.
Order Source ID	This is an independent list of values.
Order Reference	This is a dependent list of values based on the values that you select in the **Operating Unit ID** and **Order Source ID** fields.

Field	Description
Order Line Reference	This is a dependent list of values based on the values that you select in the **Operating Unit ID, Order Source ID,** and **Order Reference** fields.
Sold to Org ID	This is a dependent list of values based on the values that you select in the **Order Source ID, Order Reference,** and **Order Line Reference** fields.
Operation Code	This is a list of values with the options: **Create, Delete, Sync,** and **Update**.
Error Flag	This is list of values with the options **Yes** and **No**.

The result table displays the UDA details for the order line entity interface information based on the search criteria.

Validating and Correcting Errors

To process the data from the interface tables, run the **Import User Defined Attributes** program. If the import process has errors, then the results table displays the unprocessed records. You can view and correct these records using the **User Defined Attributes Corrections** page.

If a processed record has errors, then the **Error Flag** column in the results table displays **Yes**. Click the **Yes** link to view the error message. You can then correct the unprocessed or error record, and submit the Import User Defined Attributes program again to reprocess the data until there are no errors.

Related Topics

Correcting User Defined Attributes Interface Data

Use the **User Defined Attributes Corrections** page to create, read, update, and delete sales order header and line entity user defined attributes (UDA) interface data.

To correct user defined attributes interface data:

1. Login using the Oracle Order Management Super User responsibility.

2. Click **Order*Returns**, and then click **Import Orders**.

3. Click **UDA Corrections** to open User Defined Attributes Corrections page.

4. Enter search criteria to find details of the sales order header and line entity UDA interface data from the interface tables.

5. Run the *Import User Defined Attributes* concurrent program to process the data. The process validates and imports the UDAs.

6. Search for the sales order header or the line entity.

7. Enter **Yes** in the **Error Flag** field to find records with errors.

8. In the results table, click the **Yes** link in the **Error Flag** column to view error details for each record.

9. Correct the record and save.

10. Run the concurrent program again to reprocess the data. If the process finishes without any errors, the data gets cleared from the interface tables.

Related Topics

Using the User Defined Attributes Corrections Page, page 7-97

Viewing Approval Notifications

You can use the **View Notification Details** action to view the approval notifications.

To view notification details:

1. Navigate to the **Sales Orders** window.

2. Select the applicable sales order.

3. Click **Actions**, and then select **View Notification Details.**

   An individual notification displays for an order with a single approval.

   The **Worklist Approval** page appears with a list of approval notifications for an order that has multiple approvals.

8

Tracking Changes Through Order Actions

This chapter covers the following topics:

- Versioning Overview
- Versioning Major Features
- User Procedures
- Versioning Reasons and Comments
- Order Audit Trail

Versioning Overview

Versioning is a method to capture changes and updates made to any transaction, that includes sales orders, quotes, and Sales Agreements. Creating and managing versions can be of great assistance during the negotiation phase of any transaction and helpful when maintaining history throughout the life of a sales order, quotes, and Sales Agreement. The history of changes that are made to a transaction are captured and stored, available to be viewed and compared later. Depending on the set up in the Processing Constraint Framework, changes can automatically trigger versioning or you can choose to manually version the transaction.

In quotes and Sales Agreements, versioning helps to manage extended negotiations between the customer service representative (CSR) or sales representative and the customer.

Both the quote and Sales Agreement have a formal negotiation phase where versioning can be used. You can create new versions to thereby capture changes made to the transaction and have the ability to compare versions to contrast the changes between versions.

You can view previous versions and create new versions automatically for all three transactions: sales order, quote, and Sales Agreement. You can view a previous version irrespective of whether it was created manually or automatically.

Example: The customer calls in for a quote on insurance, selects coverage, and the

Quote, 49876: version 1, is prepared by the CSR. The customer decides to amend the coverage, the CSR inputs the change Order 49876: version 1 saves the change and a new version of the Quote, 49876: version 2 is automatically generated. (Version 1 is stored in history and can be compared against version 2 using Version History window). The Quote, 49876: version 2 is sent for the customer's approval. The customer calls back and approves to confirm the Quote, 49876: version 2. (The item field had been set up to automatically trigger versioning, when any item is amended).

Versioning Major Features

You can automatically generate or record a version manually, that can be amended if the amendment does not violate a processing constraint or the responsibility is authorized to make the change. Sales Agreements and sales orders currently support manual revisions and now incorporate automatic versioning functionality and the ability to view version history.

Version Generation

Versioning will default a whole number, the initial version will always be 0. The version field is a hidden attribute that can be displayed via folders and positioned to the right of the document number next to the sales order number, quote number, or the Sales Agreement (Sales Agreement). You can however, enter any number manually to create a new version, but this number must be greater than the current one. Automatic versioning can be set up via processing constraints to support automatic generation.

> **Note:** Existing upgraded orders will have the version number of 1, while new orders will begin with 0.

You can update a version manually at any time unless a processing constraint has been defined to disallow the action. You can disable versioning completely, or just manual versioning. You can restrict automatic versioning to increment when a specific attribute is changed, for example: a client may wish to increment a version when a change is made to:

- Price List

- Payment terms

- Quantity

> **Note:** If processing constraints have been defined you cannot disable versioning. There is no single control feature to disable this feature

When a version is updated you may amend the quote or Sales Agreement name but the original name will be retained on the former version.

Version History

Quotes and Sales Agreements (Sales Agreement) have a negotiation phase, a phase that can prove to be volatile as with more complex products, and can be continuously re-engineered before the document is approved.

An historical view of the life of the quote or Sales Agreement is available and can be printed. Previous versions of the transaction are retained in history and it can be viewed whereas the current version of the sales order, quote, or Sales Agreement are available to amend as required.

Only the active version can be amended/maintained. Previous versions are for reference or templates for creating new sales orders, quotes, or Sales Agreement via copy.

Searching

Find window has the version number field as one of the search fields. If the version number is not entered then only the active versions of the quote or sales order will be queried/displayed in the Order Organizer. Through the Order Organizer and Sales Orders window a drill-down capability is provided to review the prior versions.

When a prior version number is specified along with some other search criteria and a find operation is performed, the Version History window displays instead of the Order Organizer. Version History window lists all the orders/quotes that match the search criteria in a tree region and the specific version that was queried is available as the child node for each of the quotes. By selecting each of the tree nodes, you can traverse across orders to look at the specific version. Sales Agreement provides a similar view from the sales agreement Organizer.

Search and Compare

When you initiate a find and select the version history action the Version History window opens.

Prior versions are displayed on the tree and you can view any version with a click of the mouse. The display tree contains a fulfilment node listing versions of the order and a negotiation node if a quote and multiple versions exist.

Version History Window

From the Version History window you can select a version and compare it against previous or latter versions, by using Actions > Compare. The Compare screen is split into header and line regions. If you enter this screen while on the details of version 2 this column becomes fixed and you can use the directional arrows to look at previous or later changes.

Version Comparisons Window

Line Splits

You can define a constraint to generate a version on a line split, but manually split lines may result in multiple lines with a single version. If a line is split and another attribute that is under a constraint control is amended, the version will be incremented by two.

Automatic line splits will not generate a version irrespective of any constraint as system splits do not validate against processing constraints.

Sales Order Versioning

When the quote transitions to a sales order, the latest version of the quote is carried over.

> **Note:** To automatically version during the transition to fulfilment a constraint must be defined to generate version on update at transaction phase attribute.

All edit rules for the quote will apply to the sales order except for going back to the Draft status to amend the order. Constraints will control where and when the amendments may be made.

Once the customer accepts the quote, workflow will convert the quote into an order. This will trigger the change of the transaction phase from negotiation to fulfillment.

Capturing Reason and Comments for Versioning

You can capture the Reason for changes made to a transaction, determined by setup in the Processing Constraint Framework, and these are available on all Entities supported for versioning.

Versioning can also automatically increment because of system changes. A typical example is when changes to a non-versioning attribute triggers clearing and re-defaulting of the attribute that is set to increment the version. In such cases if reason is required it will be enforced.

You can enter/update a Reason and Comments for any change.

> **Note:** There will be a seeded constraint requiring a reason for manual versioning. Comments are always available as an optional field.

Changes specific to Quick Sales Orders window for Manual and Automatic Versioning

An action Create Version exists. This can be accessed from the Actions button, right mouse menu, and also can be displayed as a button using the configure button feature. The button when clicked opens a window where the reason and comments can be entered for automatic versioning. The version number will default to the next higher version. For manual versioning, version number can be entered even in this window in addition to the order header region. The reason and comments field are available on the order header also. They are hidden by default on the order header.

The Create Version button is available from the Sales Credits & Price Adjustments window. The reason, comments & version number information for manual versioning can be entered in the window without navigating back to the order header. If the version number is entered in the Version Control window, the version number on the order header will also reflect the change.

For automatic versioning, if an attribute is changed, a pop up window indicating the incremented version number and asking for reason (if it requires a reason) opens up when the user saves the transaction or navigates to the other block (header to line or vice versa) or clicks the Actions button and invokes the Version history window. If multiple attributes are changed which cause version increments, you have the option of capturing these in a single version or capturing the individual changes as separate versions. If you wish to capture all the changes in a single version, entering a reason once when the version and reason window first pops up, is sufficient for the transaction. The version window will not appear for subsequent attribute changes. If you wish to have separate versions for each attribute change, then you should save the transaction every time after you have changed an attribute and provided the reason (if it is required as per the processing constraints framework) in the version window. A version can be generated manually by selecting the Create Version action. You enter a version and reason code. If you override the version in the header block, then when you navigate from that block, the same window will open allowing you to select a reason.

Manual versioning always requires reason. If a version number is entered and saved without the reason, the Version Control windows will appear automatically. The

Version Number field will be populated with the value that was entered on the order header. All these changes are applicable for the current Sales Orders window.

Quick Sales Orders Window - Enter Reason For Window
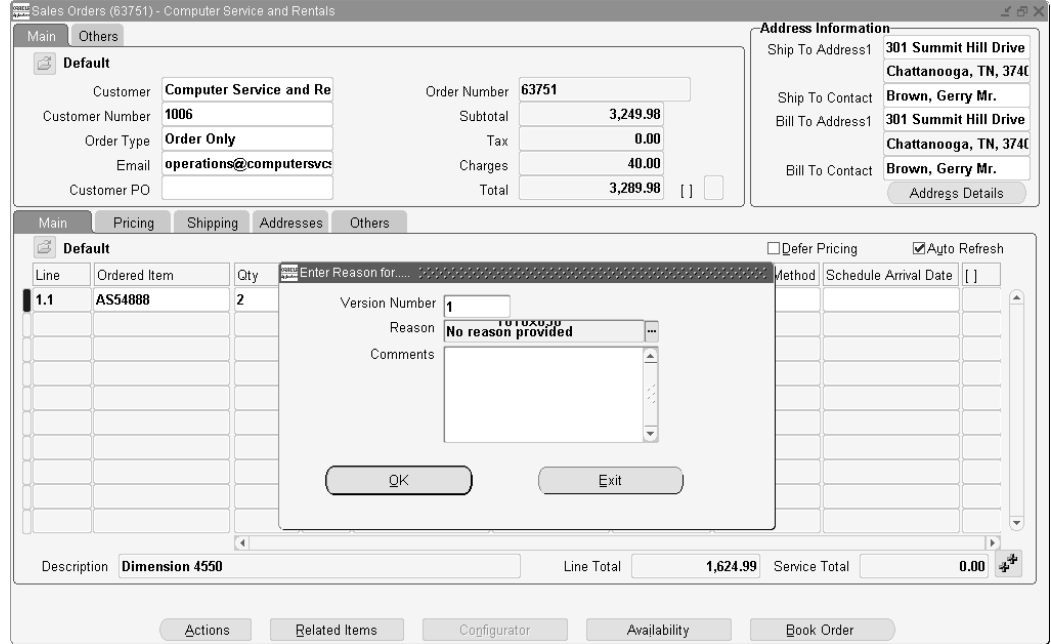
Viewing a Quote from Sales Orders

Once a quote is transitioned to a sales order, the quote is backed up to history and is no longer available to be viewed directly in the Sales Order Pad. Click Actions button from the sales order and select the Version History option. The View History option opens the Version History window, with the last version of the quote being selected and displayed in the Version History window.

> **Note:** A quote and sales order may have the same version if the version is not updated when a quote converts to a sales order depending on the processing constraints set up for the transition from quote to sales order.

If the same version exists for a quote and sales order, then there will be subnodes called Quotes and the other Sales Orders where the respective version of the quote and sales order are displayed.

Versioning History in Quick Order Entry and Sales Agreements Window

A historical view of the previous versions of the Sales Order or Quote can be viewed through the Version History window that will be available from the Sales Order window, Order Organizer when multiple versions exist for the transaction. For Sales Agreements, this Version History window is accessed from the sales agreements & sales agreement Summary window. Only the current version is the active version. All other

prior versions are available as read only. Only the active version can be viewed in the Sales Order window or Sales Agreement window (transaction windows). The version number field is disabled in the Transaction window when you switch to the query mode as the query of only the highest version of the transaction is supported from the Transaction window. For viewing prior versions a drill-down capability will be provided and all the prior versions will be displayed in a separate window.

The Version History window displays the headers, lines, price adjustments, and sales credits information. All the information displayed in this window is read-only and cannot be changed.

The window is also accessible from the Quick Sales Order window and Quick Order Organizer through a separate button, right mouse menu and also through the Actions menu from the header, lines, price adjustments, and sales credits regions. The Version History window uses the tree structure to list all the different versions related to the transaction. The tree structure is displayed on the left side of the window. To the right side of the tree the header and lines information corresponding to the transaction highlighted/selected in the tree region is displayed. Using the Expand/Collapse mode, we can review addition information for the quote/order in the line details region. The additional line details that can be viewed in this mode are price adjustments for orders/quotes.

The tree region in the version history window when accessed from the Quick Sales Order window, lists all the versions corresponding to the current order/quote displayed in the Quick Sales Orders window. By selecting/clicking on the nodes corresponding to each version, we can look at the specific version of the quote/order.

The tree region in the Version History window when accessed from the Quick Order Organizer lists all the versions corresponding to the orders/quotes that match the search criteria entered in the Find window. The order/quote nodes are displayed as collapsed. By expanding the orders/quote number nodes, the versions corresponding to that particular order/quote can be viewed. By selecting/clicking on the nodes corresponding to each version, you can look at the specific version of the quote/order.

View Version History Window - Sales Agreements

Actions/Operations Allowed On Prior Versions

Version history window will provide access to the Copy feature. Using Copy functionality, a prior version can be copied into a new sales order or quote.

For Sales Agreements, a prior version could copy the sales agreement header, sales agreement lines and terms and conditions into a new Sales Agreement.

Mass Change

Version Reasons and comments have been added to the Mass Change window to provide the option to enter the reason and if mass change will trigger a new version creation for the transaction.

Changes to Processing Constraints Setup Window

Automatic versioning is available through the Processing Constraints Framework. To keep the setup simple and separate, you can specify business rules for automatic versioning separately. You can specify it in the User Action field. You can select Generate Version or Requires Reason and Generate Version.

A new field Applies To is on the window.

For Sales Transactions you can set it to:

- Negotiation Phase for business rules that apply to Quote Phase

- Fulfillment Phase for business rules that apply to Sales Transactions

For Sales Agreement you can set it to:

- Negotiation Phase for business rules that apply to Negotiation phase

- Fulfillment Phase for business rules that apply to Fulfillment Phase

User Procedures

To perform manual versioning:

1. Create and save original transaction (Sales Order, Quote, Sales Agreement).

2. Make changes to the transaction. (Steps 2 and 3 are interchangeable).

3. Manually select the create version action and enter a new version number, Reason, (mandatory) and Comment (The default version number is 0; the user can override this with l). Alternatively override the version number and at save, the reason window will open to allow entry.

4. Save the transaction. The user transaction is the active version. The original transaction is backed up as history.

   Note: The Cancel operation always requires a reason to be specified. For cancellations, the reason is captured either through the Reason & Comments fields on the line or through the Cancellation window. Only if there is a versioning constraint set up on the cancel operation that requires a reason, then the reason is captured through the Versioning window or the reason is captured either on the line itself or through the Cancellation window.

To set up automatic version generation:

Note: There is a seeded processing constraint which will not allow changes while in the Pending Internal Approval status. Additional Processing Constraints can be created for any additional status where your business process would not allow changes. An example of this is the Customer Accepted status.

You can use the Security Framework to specify the business rules that will automatically increment the versions on a transaction. The following entities are available for setting up automatic versioning in sales orders and quotes:

- Order Header

- Order Line

- Order Sales Credits

- Line Sales Credits

- Order Price Adjustment

- Line Price Adjustment

The following entities are available for setting up automatic versioning in Sales Agreements:

- Sales Agreement Header

- Sales Agreement Line

New Validation Templates (seeded) for quote processing:

- Quote is in draft status

- Quote pending approval

- Quote pending customer acceptance

- Quote Accepted by customer

See the *Oracle Order Management Implementation Guide* for Versioning setup information.

To auto generate the version:

1. Set up the processing constraint for a Payment Term change to auto generate next version.

2. Create and save an original transaction (Sales Order, Quote, or Sales Agreement) (version 0).

3. Make changes to the payment term, and save the transaction. (You can also invoke the auto generate new version by traversing to the Lines block, or clicking on Actions button and invoking the Version history window).

4. The version increments to 1. Version 1 is the active version. The original transaction version 0, is backed up to history.

To auto generate with manual version override:

1. Set up the processing constraint for a PAYMENT TERM change to auto generate the next version.

2. Create and save an original transaction (Sales Order, Quote, or Sales Agreement version 0).

3. Make changes to the payment term.

4. Since this attribute change has been governed by the processing constraints framework for automatic versioning, the version and reason window (with version number as 1) pops up.

5. Enter '4' for the version in the version number field by overriding 1. Save the transaction.

6. Version 4 is the active version. The original transaction, version 0, is backed up to history. Version 1, 2, or 3 cannot be used for this transaction.

To auto generate with multiple constraints:

1. Set up the processing constraint for PAYMENT TERM, SHIP TO, and ITEM changes to auto generate the next version.

2. Create and save an original transaction (Sales Order, Quote, or Sales Agreement) (version 0).

3. Make changes to the payment term, ship to, and item.

4. Make updates to item quantity and UOM, and save the transaction. The save transaction will open the version and reason window (if reason applicable) and will create a single version.

5. Version and reason window also gets invoked by traversing to the other block (header) or by clicking on actions button and invoking the action history. In this case too, save the transaction.

6. Version 1 is the active version. The original transaction, version 0, is backed up to history. All five changes will be reflected if you compare version 0 to version 1. It does not version based on the number of changes, simply all changes made between the previous and current saves of the transaction.

Multiple version for multiple saves:

1. Set up a processing constraint for PAYMENT TERM and SHIP TO changes, to auto generate the next version.

2. Create and save an original transaction (Sales Order, Quote, or Sales Agreement) (version 0).

3. Makes changes to the payment term and save.

4. Automatically generate revision 1 and back up revision 0.

5. Make changes to Ship To and save.

6. Automatically generate revision 2 and back up revision 1.

7. Makes updates to the item quantity and save.

8. The transaction version will not auto generate for item quantity. Revision 2 is still the active version, as item quantity did not trigger auto generation of a new version. To reflect this change, input a value (i.e. '3') before saving the transaction.

Deciding Priorities for Audit Trail Vs. Versioning in the Processing Constraints Framework

The order in which constraints will be evaluated would be the following and only one constraint may take effect for a change

User Action:

1. Not Allowed

2. Generate Version, require reason and Raise integration event (VERSION ACTIVATION)

3. Generate Version and require reason (VERSION ACTIVATION)

4. Generate Version (VERSION ACTIVATION)

5. Require reason, history and raise integration event (Audit Trail)

6. Require reason and history (Audit Trail)

7. Require history (only for fulfillment phase) (Audit Trail)

8. Raise Integration event (Electronic Messaging)

For example: If multiple constraints are setup for Price List and operation = **UPDATE** so conditions for both versioning and audit constraint apply, only versioning will be captured.

Seeded Reason Codes: (Extensible).

• Re-negotiation

• Internal request

> **Note:** For more information relating to integration events, see the Oracle Integration Repository (iRepository).

Versioning in Sales Agreement (SA) post-acceptance:

1. Set up a constraint to define on who has the ability to make changes/updates and version the Sales Agreement in Approved and/or Active status.

   > **Note:** It is possible to set up constraints for changes in any status.

2. The system automatically creates a version.

3. Put the document on hold (Manual)*.

4. Make changes to the Sales Agreement and save.

5. Obtain the updated approval (Manual) and print the document.

6. Update the signature date (Manual and overrides the previous date) and remove the hold (Manual).

7. Now you can place Releases against the new version of the Sales Agreement.

   *If you do not put the Active Sales Agreement on Hold, it can result in data corruption with corresponding releases.

Versioning Setup Expected Behavior

Following tables describes the expected behavior for different setup combinations.

Expected Behavior

Operation	Attribute	User Action	System Changes	User Changes	Expected Behavior
Create	Null	Generate Version	No Effect	No Effect	Will not generate the version if the Create is happening as a part of the of the Order/Quote/ Sales Agreement header creation. Will not generate the version for the order header and Sales Agreement header.
Update	Null	Generate Version	No Effect	No Effect	Will increment the version for any UPDATE operation after the record has been created in database.

Operation	Attribute	User Action	System Changes	User Changes	Expected Behavior
Update	Value	Generate Version	Null (will be same as Never After Insert)	Null (will be same as Never After Insert)	Will not increment the version if: The attribute is changed by Defaulting on a record that is not yet created. The attribute is changed by user on a to be created record. Will increment the version if: The attribute is changed by user on an existing record. The attribute is changed by defaulting on an existing record.

Operation	Attribute	User Action	System Changes	User Changes	Expected Behavior
Update	Value	Generate Version	Always	Null	Will not increment the version if: The attribute is changed by Defaulting on an existing record or a record which is not yet created. The attribute is changed by the user on a record which is not yet created. Will increment the version if: The user is changing the attribute on an existing record.
Update	Value	Generate Version	Always	Never	Will not increment the version if: The attribute is changed by Defaulting on an existing record or a record which is not yet created. Will increment the version if: The attribute is changed by the user on an existing record.

Versioning Reasons and Comments

Capturing Reasons and Comments

The following Actions (Reason Types) are supported:

1. Version Change Reason & Comment

2. Audit Reason & Comment

Messages

Message Text: **Version Number can not be less than &current_value.**

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_ADJUSTEMNTS 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).

> **Note:** If you are making changes to several fields at the same time and one of them has a Requires Reason constraint set up, then that reason will be displayed in the Audit History window for the fields that were updated along with the one that had a Required Reason constraint. The other fields may not have the Requires Reason set up, since they were updated along with the field which had the reason constraint set up, they also display the Reason in the Audit History window.

If you have set System Changes to Always in the Processing Constraints form, then the values set up in the defaulting rules will be used and will also be shown in the Audit History window, provided a Requires Reason and History is set for that attribute. Normally, when an attribute is updated, the original and new values are reflected in the Audit History window. However, if the attribute is updated again to its original value, Audit History does not store the original value and takes its value from the defaulting rules provided System Changes is set to Always.

Once you have made the selection and selected OK, save your work.

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.
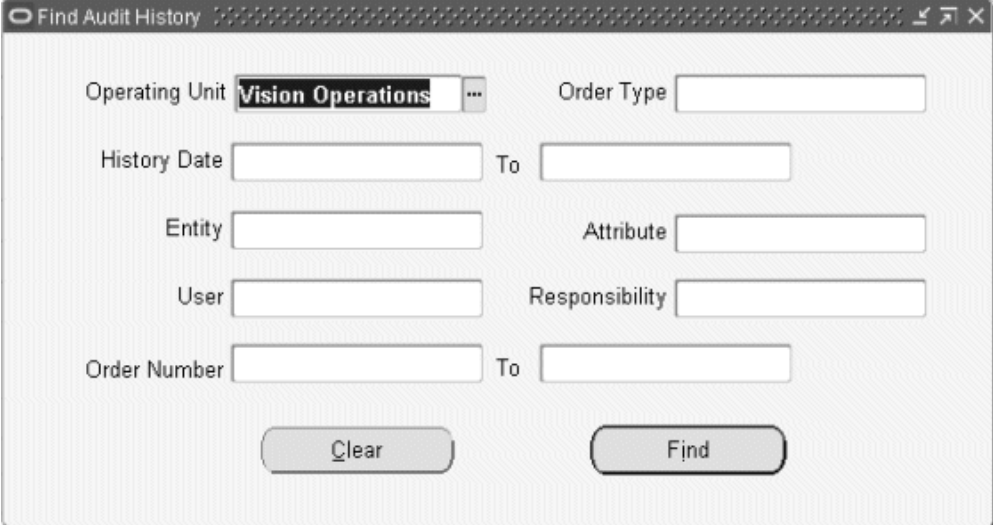
Processing Constraints and Audit Trail

To view Audit Trail Information

1. From an Order Management Responsibility, navigate to the Audit History window.

Find Audit History Window

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.

Select the Order Number to display audit trail information for a specific order or range of order numbers These fields are optional.

The Operating Unit field allows you to search for Audit History in a particular Operating Unit or across all Operating Units accessible to you. When there is no default or user specified value in the Operating Unit field, the Order Type LOV will show data from all Operating Units that you have access to. If you select an Order Type, the Operating Unit field will be automatically defaulted based on the selected Order Type.

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:

   • Operating Unit

- • 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.

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.

> **Note:** Changing the inline Reason Code in View Adjustments window will not impact audit history

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

9

Customer Related Actions

This chapter covers the following topics:

- Add Customers
- Add Customer Window Overview
- Adding Customers Using the Add Customer Window
- Add Customers Using the Process Order Public API
- Customer Location Overview
- User Procedures
- Add Customer Sample Business Flows

Add Customers

Review the following prerequisite information before you attempt to add customer information using 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 window.

> **Note:** When the Receivables option Automatic Customer numbering is set to NO you need to enter the New Customer Number.

The Receivables system parameter Address Validation determines how address information within the Add Customer window 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.

   - ICX: Territory, HZ: Reference Territory, ICX: Territory, HZ: Reference Territory: These determine the default country and should be set to expedite address entry.

   - 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.

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 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.

> **Note:** 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 Eraser 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 Eraser 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.

Adding Customers using the Add Customer window, page 9-4

Add Customer Sample Business Flows, page 9-16

Order Management Implementation Manual, Profile Options.

Adding Customers Using the Add Customer Window

The Add Customer window contains the following three regions:

1. Organization or Person

2. Customer Address

3. 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: If you use the Add Customer window from this field, the address
    created will be a Sold To address. Additionally, if you have selected the Ship To
    and Bill To boxes, the address will be used as a Ship To and Bill To address.

- Customer Contact

- Ship To Location: If you use the Add Customer window from this field, the address created is a Ship To address and will display on the sales orders window in the Ship To fields.

- Bill To Location: If you use the Add Customer window from this field, the address created is a Bill To address and will display on the sales orders window in the Bill To fields.

> **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
>
> - End Customer, End Customer location, End Customer Contact, Customer Location
>
> - Bill To Contact, Bill To Customer, Bill To
>
> - Deliver To, Deliver To Location, Deliver To Contact
>
>   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.

Note: 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 page and Customer Address, Profile - Transactions tab page, 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.

Add Customer Window

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 are always created.

If a new customer is defined, the associated Party Name will have the same value as the customer Name.

- The value of the profile option HZ: Generate Party Number determines whether the Party Number is system generated or manually entered. If set to Null (or system generated), then a value should not be entered by the user, as the Party Number will be system generated.

- 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.

> **Note:** You can choose to update the Party number for a customer or site within the Receivables Standard Customer window.

Operating Unit

This field defaults the Operating Unit from the main transaction window it was launched from (like the Sales Order window or Pricing and Availability window) and you can create Customer information in that Operating Unit.

If there is no Operating Unit specified in the calling window then the field will display your default Operating Unit. You can change the Operating Unit by selecting another Operating Unit accessible to you from the LOV. An Operating Unit is required before you can specify other information for creating the Customer.

Customer Type:

The value you 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.

Customer Type:

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:

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: This defaults from the profile ICX: Territory, and if that is not set, the value defaults from the profile HZ: Reference Territory.

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: If the Deliver To box is selected, the Deliver To Address in the Sales Orders window comes from the address that you enter in the Add Customers window. If the Deliver To box is unselected, the Deliver To Address in the Sales Orders window comes from the defaulting framework.

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.

Related Topics

Add Customers Using the Process Order Public API

You can create customer accounts, sites, and contacts on the fly using the Process Order

public API if the details sent, don't exist in the system. You can create different Sold To , Ship To, Bill To, Deliver To customers at the same time and create relationship between customer accounts on the fly if the relationship does not exist. Additionally, you can update the new and existing customer, site, and contact information using this API.

You can send customer related information like customer, site, and contact details to header and line records through separate pl/sql input tables. These new tables for customer information can accept both Ids and values. If you wish to use this new structure to send customer information, then you need not send the customer information in header/line record. If you do not want to use this feature, then you can choose not to pass these two parameters and continue to pass customer information in header and line records. The value of the existing profile, OM: Add Customers, impacts the ability to create and update customer, site, and contact information. If you set the profile value as 'None', then you cannot create customer, site, and contact information on the fly. If set to 'Address and contact only', then you can add address and contact to existing customers but you cannot create new customers. If set to 'ALL', then there is no restriction and you can create customer, site, and contacts on the fly.

For further information, see the Oracle Integration Repository (iRepository).

Customer Location Overview

Customer Location can be used both during the Negotiation phase (for both quotes and Sales Agreementss) or Fulfillment phase. In Negotiation phase, it should be used as a mailing address where the quote can be sent.

Customer Location will be a header level value that can be defaulted if it represents the primary sold to site and used as a data source for defaulting attributes.

Currently, the Business Purpose of Sold To is used by EDI and the Quoting Application (at the Party Site level).

Customer Location (an account site with a business purpose of 'SOLD_TO) on a Quote/Order can be different from Ship To and Bill To Address.

Display Sold To Site Usage

Customer Location (Sold-To Site) is used as an address where the quote is mailed. Customer Location displays during any transaction at the header level.

Identify Sold To Site Usage through Add Customer /Standard Customer Window

When creating a new customer or new address you might require to assign a sold to usage to the customer record either through the Add Customer function from the sales order or through the Standard Set-Up Customer window.

- Add Customer – indicates the business purpose of Sold to apply by selection of a check box.

- Standard Customer – Assign a Sold To Usage

Defaulting Values to the Sales Transaction Via Customer Location

Customer Location is used as a data source in defaulting rules if required. Example: Price List, order type, or payment terms.

Find Sales Transactions by Customer Location

Provides the Customer Location attribute in the Find Orders window to be used as search criteria either in conjunction with other attributes or as a single attribute.

Customer Location

Customer Location can be used both at the Negotiation phase (For both quotes and Sales Agreementss) and the Fulfillment phase. In the Negotiation phase, it is used as a mailing address where the quote can be sent.

The Customer Location is a header level value that can be defaulted if it represents the primary Sold To site and is used as a data source for defaulting attributes. Currently, the Business Purpose of 'Sold to' is used by EDI and the Quoting Application (at the Party Site level). Customer Location (an account site with a business purpose of Sold To) on a Quote/Order can be different from the Ship To and Bill To Address.

Customer Location is defaultable and constrainable. There is a seeded constraint that will not allow you to update the Customer Location if the order is an internal order, ship confirmed or invoice interfaced, or RMA Received. The conditions that are used for the Customer (Sold To) will also be used for Customer Location.

User Procedures

To create the customer location:

1. Navigate to the AR Customer Standard page.

2. Query the customer whose address you want to enter.

3. Click the Sites tab and enter the address/location information in the fields displayed.

Add Customer Addresses

4. Save your work.

    Please refer to the *Oracle Receivables User Guide* for more information on setting up customer locations.

To Enter a Customer Location on a Quote/Order

Customer Location is optional and can be used for mailing purposes.

1. Navigate to the Sales Orders window.

    > **Note:** Customer Location is defaultable and constrainable. There will be seeded constraint which will not allow to update Customer Location if the order is an internal order or ship confirmed or invoice interfaced or RMA Received. The conditions which are used for Customer (Sold To) will also be used for Customer Location.

2. Enter the Customer Number or Customer Name.

3. Click the Customer Location LOV on the Others tab, this LOV will show the list of customer addresses for the entered Customer.

Sales Orders Window - Customer Locations List of Values
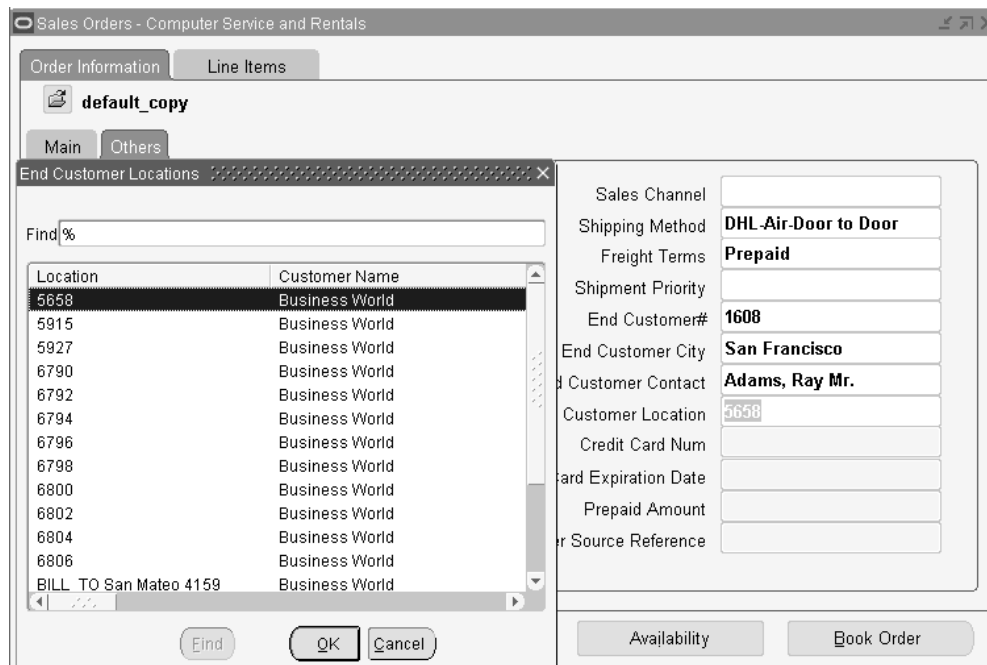
4. Choose any site from the LOV or enter any partial site location, it will populate the other details like Customer Address1 Customer Address2, Customer Address3, Customer Address4, or Customer Address5 (which is the combination of City, State, Zip, and Country) on the Sales Orders window.

5. Save your work.

To set up defaulting rules for defaulting customer location:

Once the customer is entered, the primary Customer Location will be defaulted by setting up the defaulting rules. Optionally, you can change the defaulted Customer Location, if any, or can select from the LOV that will show the list of Customer Locations.

Defaulting Shipping & Billing Address from Customer Location

Based on the defaulting rule setup on the header level, the Customer Location can be defaulted into Ship To and Bill To Sites.

To query orders using the Customer Location on the Find window:

1. Navigate to the Find Orders window from the Order Organizer.

2. In the Order Information tabbed region, enter the Customer Location. Click Find.

3. The resulting list contains all the orders with matching Customer Locations.

To apply a mass change on Customer Location at the order header level:

1. Navigate to the Order Organizer and query the orders to apply a mass change to.

2. Multi-select the orders to apply the mass change in Order Organizer Summary Information View.

3. Select Mass Change from the Tools menu.

4. Select the Customer Location from the LOV under the Main Tab.

5. Click OK.

Defaulting Order Type, Price List, Payment Terms etc. from Customer Location

You can default Order Type, Price List, Warehouse, and Payment Terms etc. from Customer Location on Sales Orders window based on the defaulting rule setup.

To create a new customer location using the Add Customer window:

1. Navigate to the Sales Orders 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 on the Sales Orders window prior to invoking the Add Customer feature.

2. When the Add Customer window displays, enter the required customer address information and check the Sold To check box.

3. Click Create, the Customer Location will be populated on the Sales Orders window with the address details.

To search for a customer location using the Find Customer window:

1. Navigate to the Quick Order Entry or Sales Orders window.

2. Choose the Find Customer icon located in the toolbar or through the right mouse menu Customer->Find Customer.

3. Select the Address Usage as Sold To and click Find.

4. The Address/Customer Information LOV displays Customer Name, Number, Address, and identifies if it is a Customer Location. It also shows the Sold To Location Name.

5. Once you make the selection in the LOV, the Order Usage window appears with different check boxes for different usages. Check Sold To to populate the Customer Location in the Sales Orders window.

Add Customer Sample Business Flows

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:

There are business scenarios when your customer asks you to ship directly to his customer. To be able do so you need to create a new customer or customer address.

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.

- 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:

1. The Ship To customer and customer address do not exist for a alternate drop ship location.

2. 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.

3. 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.

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

5. Validate the correct customer details were passed from the Add Customer window, and then save your sale order header details.

Scenario 2:

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. The Ship To customer may exist, but the Ship To address does not exist.

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.

Add Customer Window Overview, page 9-3

Add Customer Sample Business Flows, page 9-16

10

ATP, Reservations, and Scheduling

This chapter covers the following topics:

- ATP within Order Management
- ATP Inquiries
- Performing ATP Checking
- Overview of Override ATP
- ATP Data Collections
- ATO Models
- PTO Models and Kits
- Sets
- Updates
- Availability and Reservations
- Reservation Enhancements Overview
- Reservation Enhancements Major Features
- Create Reservation Set
- User Procedures
- Overview of Sales Order Scheduling
- Sales Order Scheduling
- Scheduling Flexibility Overview
- Scheduling Flexibility Major Features
- User Procedures
- Penalty Factor For Late Demand
- Overview of Penalty Factor For Late Demand
- Scheduling Across Orders

- Overview of Scheduling Across Orders

- Scheduling Tab, Find Orders Window

- Scheduling Across Orders Major Features

- Unscheduling Sales Orders

ATP within Order Management

ATP is the acronym for Available To Promise. ATP functionality is extensively used across the e-Business Suite in various modules for determining demand/supply patterns.

Prerequisites

If necessary, determine and set the value for the following profile options:

- OM: AutoSchedule

- OM: Auto Push Group Date

- OM: Bypass ATP

- INV: Capable to Promise (required for ATP)

- MSC: Enable ATP Summary Mode

See:

Oracle APS and Global Order Promising User's Guide.

Oracle Inventory User's Guide.

Oracle Order Management Implementation Manual

1. Ensure items and options you wish to perform ATP inquires against have the following items attributes properly set:

   - Check ATP

   - ATP Components

     This includes ATP flag within a Bills of Materials.

     Ensure that ATP rules have been defined and set. You can define ATP Rules and assign them as defaults at the organization, subinventory, or item level.

2. 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.

3. ATP Check will be done for the order lines with source type Internal only. The source type for an item (defined on the Item Master window) is not honored by the ATP Check.

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.

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 Manua*l 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*.

   > **Note:** The ATP items collected data is currently used only for scheduling, not for reservations. Uncollected items on an earlier date can be reserved for a line scheduled for a future date (returned by ATP).

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.

ATP Actions for Standard Items or Configurations

Item/Entity	ATP Action
Standard Line (line is not within a set)	ATP performed on line.
Standard Line (line is a member of a ship or arrival set)	ATP performed on entire set.
ATO Model	ATP performed on all models, options and classes under it.

Item/Entity	ATP Action
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:

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, page 10-7.

> **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.

> **Note:** 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.

> **Note:** 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.

Performing ATP Checking, page 10-7

Automatic Item Substitution within Order Management, page 5-21.

Performing ATP Checking

Use the **Availability** option in the Sales Orders Header or Lines window to determine
availability for an order line or availability of a group of lines. If your original ordered
item is not available and a substitute is available, then 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**.

If the profile option **Bypass ATP** is set to Yes, then the application does not check if it is
ATP enabled or not, as there will be no call to ATP.

For non-ATP items, there is no concept of availability as you cannot plan non-ATP
items. So in Order Management whenever you order a non-ATP item, the available
quantity is displayed same as the requested quantity. The On-hand Quantity and the
Reservable Quantity fields indicate the quantity on-hand and what can be reserved.

- To manually display the **Availability** window from the Sales Order Lines window:

    - Select an order line and then click **Availability**

    - Select an order line, click **Tools** menu, select the **AutoSchedule** check box (if not checked)

Availability Window

Within the Availability window, Ordered Item Tab, Order Management displays the following ATP details if the item or option is ATP enabled:

Ordered Item Tab

- Warehouse

- Request Date Quantity

- On Hand Quantity

- Qty Reserveable

- Primary UOM

- Request Date

- Available Date

- Error Message

- Substitute Item

- On Hand Ordered Quantity

- Ordered Quantity Reservable

If ATP is disabled for an item or option, then Order Management displays the same information as if the item were ATP enabled. The following data is displayed:

- Available Quantity = Ordered Quantity

- Available Date = Request Date

- Error Message: ATP not applicable

Additionally, if you have enabled the **Item Substitution** functionality, and the item entered on the order line is not available, then the **Substitution** field within the **Availability** window will display the substitute item recommended by Oracle GOP (if available), and activates an additional tab - the **Substitute Item** tab in the Availability window.

Availability Window - Substitute Item Tab

Substitute Item Tab

- Warehouse

- Request Date Quantity

- On Hand Quantity

- Qty Reservable

- Primary UOM

- Request Date

- Available Date

- Ordered Item

- Substitute Item

- On Hand Ordered Quantity

- Ordered Quantity Reservable

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.

> **Note:** ATP will return a Schedule Ship Date with time stamp of 23:59:
> 00. ATP provides a quick estimate of the day when the quantity is
> available. It does not provide the hour and minute details.

For example, you request for a quantity of 10 on Day 1 and only a quantity of 5 is available on Day 1. The earliest the request can be met is on Day 4 when the total availability is 25. The ASCP ATP Inquiry data displays as follows:
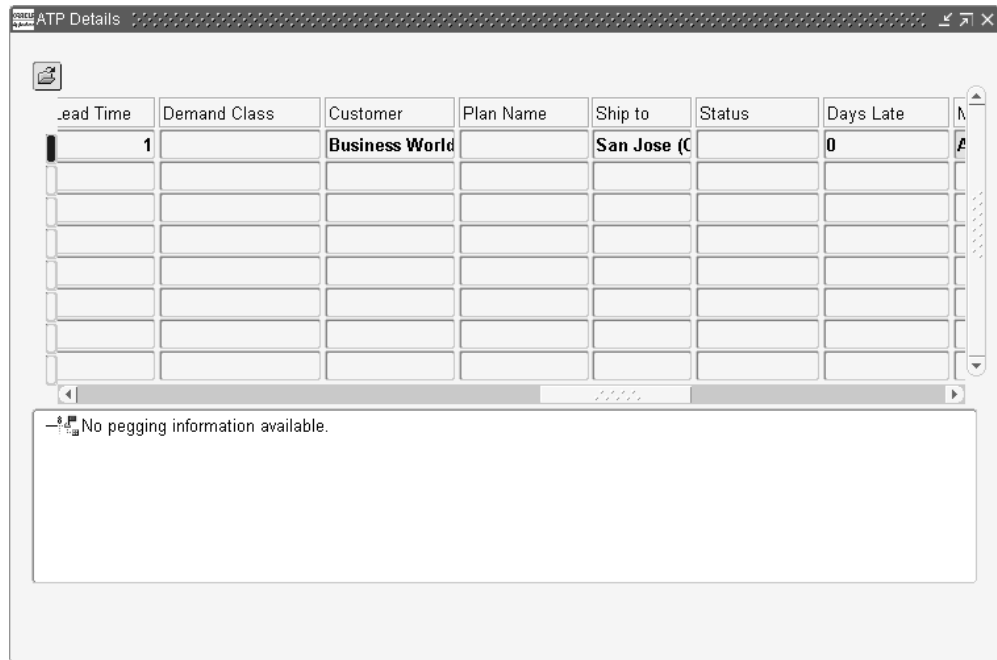
- Request Date: Day1

- Requested Day Qty: 5

- Ship Date: Day 4

- Available Qty (on Day 4): 25

The Order Management Availability window displays the following data:

- Request Date: Day1

- Request Date Qty: 5 (on Day1)

- Available Date: Day 4

  Select the order line, then select **Availability**, **ATP Details** to see the ATP details for a single order line.

ATP Details Window

The ATP details window displays the following ATP details if ATP is enabled for an item or option:

- Line Number

- Item

- Matched Configuration

- Quantity

- Org

- Request Date Quantity

- Ship Date

- Ship Date Quantity

- Arrival Date

- Request Date

- Latest Acceptable Date

- Request Date Type

- UOM

- Group Ship Date

- Group Arrival Date

- Ship Set

- Arrival Set

- Ship Method

- Transit Lead Time

- Demand Class

- Customer

- Plan Name

- Ship To

- Status

- Days Late

- Message

- Original Item

- Original Item ATP Date

- Original Item Request Date Qty

- Original Item Request Date

- Shipment Number

- Freight Carrier

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**. Select ATP details to display the **Oracle Inventory Supply / Demand Details** window.

To display ATP details for multiple order lines in the **Multi Line ATP Results** window:

- Select **Availability** in the Sales Order Header window for the multi-order lines

entered and saved.

- Select multiple order lines with the mouse and the SHIFT key on your keyboard, and then select **Availability**.

Multi Line ATP Results Window

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

- Primary UOM

- Warehouse (organization)

- Availability Date

- On Hand Qty

- Qty Reservable

- On Hand Ordered Quantity

- Ordered Quantity Reservable

In the **Availability** or **Multi Line ATP Results** window, you can:

- Click **ATP Details** to display ATP supply chain and pegging information. Results are displayed within the ATP details window.

  - Select ATP details to display supply and demand details in the **Oracle Inventory Supply / Demand Details** window.

- Click **Global Availability** to display multiple organization ATP details. Results are displayed in the **ATP Sources** and **Group Availability** window.

To display global availability for a single order line within the Sales Order Lines window, select the order line, click **Availability** and then select **Global Availability** in the Availability window.

Global Availability Window

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

In the **Global ATP** window, click **ATP Details** to see the ATP supply chain and pegging information in the ATP Details window.

Select ATP details to display supply and demand details in the Oracle **Inventory Supply / Demand Details** window.

If you are using a third-party application for scheduling, then set the profile **OM: Bypass ATP** to **Yes** to enable the Availability window to display the on-hand availability information. When you set this option, the application gets the availability of items from Inventory and does not use Oracle Global Order Promising. When you set this profile, the **Global ATP** and **ATP Details** are not available in the Availability window.

When you enter the item, quantity, and warehouse, then **Availability** window displays the following:

- Available Date - The Schedule Ship Date or the Schedule Arrival Date on the order line, if entered. If you do not enter the Schedule Ship Date or Schedule Arrival Date for the order line, then the Available Date is the Request Date.

- On Hand Ord Qty - This is the total quantity available based on ordered UOM in inventory for the item in the given warehouse and sub inventory.

- Ord Qty Reservable - This is the total quantity based on ordered UOM available to reserve in inventory for the item in the given warehouse and sub inventory.

You can also access the **Availability** window to see the on-hand availability information when the **Scheduling Level** associated with a transaction type is set to **Inactive Demand with Reservations and Inactive Demand without Reservations**.

See:

Transaction Types, page 13-27

ATP Inquiries, page 10-5

ATP Within Order Management, page 10-2.

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.

The Available to Reserve is the quantity calculated as the difference between On hand Qty and the Committed Sales Qty.

For additional details, 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).

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 a submitted via a request set. Please ensure you enter parameters for both programs prior to clicking Submit.

   Note: 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.

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.

> **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.

SMC PTO Model/KIT

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.

When the user moves between lines, or between windows and has not entered the quantity and other details of the previous line, then the system automatically ensures that the Arrival set information is not populated from the header to the line. This is a validation carried out by the system to ensure that set information is not incomplete. Thus if you do not see the Arrival set information in the line, it is because you need to complete the line information.

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.

The ATP override functionality is available only to Authorized Users (determined by a profile option, OM: Authorized to Override ATP.) If a line has an ATP override and a general user wants to split the line, the following applies:

1. The general user can split the line based on qty, if there are no changes to Schedule Dates, Ship To, and Warehouse. For instance, the override could be for a qty of 20. The general user should be able to split the line changing only the qty, i.e. a line for 10 and another line for 10.

2. Changes to the scheduling parameters of Request Date, Ship To, or Warehouse can then be performed by an Authorized user.

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.

> **Note:** 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 ship date falls between system date and system date plus reservation time fence.

- 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.

- You can also use either the Reserve Orders concurrent program, or Scheduling Across Orders to reserve lines.

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 unschedule.

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

> **Note:** Unscheduling in effect, resets this functionality. To ensure that the first Schedule Date is the Promise Date, the Schedule Date can be updated as often as desired. But once the line is unscheduled, the original Promise Date will not be maintained.

Reservation Enhancements Overview

Enhanced Reservations provides a variety of reservation strategies, enabling users to reserve from onhand quantities, to maximize the functionality of Enhanced Reservations and perform intelligent queries. For instance, you might want to query only lines scheduled to ship in a given date range with a Planning Priority of 1.

The Enhanced Reservations functionality does not lock the records you query or update. For this reason, you may want to ensure that one person is reserving for a single item at a given time.

Reservation Modes

When low inventory occurs near the time of pick release, you could use either Fair Share or Percentage reservations mode. This allows you to apply a reservation to part of the requested quantity. Once the line is reserved, you can use "Pick by Prior Reservation" to pick and ship the reserved quantities. Later, when you have more supply, you can fulfill remaining quantities.

You can accommodate your higher priority customers by reserving at least a partial supply. You can ship at least partial quantity, even if full supply is not available. By simulating the reservations before committing them, you can correct the reservations to ensure that your more important customers receive a higher fill rate.

Another mode is Partial. It adds the capability for Reserve Orders to place a partial reservation on a line, if full supply does not exist. For instance, 25 are onhand, and the query for an item returns 3 order lines requesting quantities of 10 each. Using Partial mode, Reserve Orders will reserve quantities of 10, 10, and 5.

To review your reservations before committing them, you can first simulate the reservations, modify them as you choose, and then commit them.

To implement your own business rules for reservations, an API hook is provided.

Reservation Enhancements Major Features

Fair Share Reservation for a Single Item

Based on existing supply, perform fair share reservation. Assume there are 10 of an item available, and - the following two lines are queried:

Line 1 for Qty 60

Line 2 for Qty 40

The first line receives 6, and the second line receives 4.

Perform Fair Share Reservation Across Multiple Items

Based on existing supply, perform fair share reservation for several items at once. Assume the onhand availability to be 10 of ItemA, 20 of ItemB, and 30 of ItemC. Also assume the following order lines exist and are queried by specifying Fair Share:

- Line 1 = ItemA = Qty 60

  Line 2 = ItemA = Qty 40

  Line 3 = ItemB = Qty 60

  Line 4 = ItemB = Qty 40

  Line 5 = ItemC = Qty 60

  Line 6 = ItemC = Qty 40

After running Reserve Orders in Fair Share mode, the reservations for each line are:

- Line 1 = ItemA = Qty 60 Reserved 6

  Line 2 = ItemA = Qty 40 Reserved 4

  Line 3 = ItemB = Qty 60 Reserved 12

  Line 4 = ItemB = Qty 40 Reserved 8

  Line 5 = ItemC = Qty 60 Reserved 18

  Line 6 = ItemC = Qty 40 Reserved 12

Percentage Mode

Using Percentage mode, you can reserve a specified percentage of the requested quantity for each line. Supply is not guaranteed for each line. For that reason, you will probably want to use the Sort By parameter with Percentage mode reservations.

Perform Automatic Partial Reservations

Partial reservations was formerly a manual process. If 7 are onhand and the requested quantity is 10, you had to manually reserve 7 items on the order line.

You can perform automatic partial reservations using the Reserve Orders Concurrent Program.

If 100 are onhand, and the ordered line is for a quantity of 110, 100 would be reserved using Partial Mode.

You can control whether Reserve Orders includes order lines with existing partial reservations. Perhaps you placed a partial reservation on a line for a particular reason, and you do not want Reserve Orders to increase the partial reservation quantity. In that case, you can exclude lines with existing partial reservations. For example, you manually reserved 7 out of 10 for a specific reason, and you do not want the Reserved Qty of 7 to be updated. In that case, choose Partial Mode (Include only Unreserved Lines). But if you Reserve Orders to increase the partial reservation if supply exists, use

Partial Mode (Include Partially Reserved Lines).

Simulations

Reserve Orders can either commit the reservations, or simulate the reservations. To simulate the reservations, you must provide a reservation set name.

Ability to Modify Simulated Reservations

If you simulate the reservations, you can query the Reservation set in Scheduling Across Orders. There you can view the suggested reserved quantities, and make modifications as desired.

Hook

Reserve Orders provides a hook. With this hook, you can write your own APIs to implement your own business logic for reserving to onhand inventory. For example, you could write your own code to implement user-specific business rules, i.e. case quantities, promotional lines, forecasted lines, etc.

Types of Reservation Mode

A new parameter named **Reservation Mode** has been added to the Reserve Orders concurrent program parameter list. The list of values for this parameter is Fair Share, Percentage-based, Partial Reservations (Include Only Unreserved Lines), Partial Reservations (Include Partially Reserved Lines), and None. These options work across the item, warehouse, and subinventory. You do not need to specify item, warehouse, or subinventory when one of these options are selected.

Fair Share

Available supply based on the query parameters will be equally distributed to all the lines that are selected based on the parameters entered in the reserve orders program. If there are multiple items in the selected list, program will derive the quantity item by item. The application calculates demand and available supply in primary quantity, regardless of the fulfillment base on the selected lines. It selects and processes only unreserved lines.

Percentage Based

Reservations will be created based on the percentage entered. Valid percentage between 0 and 100 should be entered for this option. Only unreserved lines will be selected and processed. Supply is not guaranteed for Percentage mode. Consider using the Sort By parameter to ensure that more deserving lines get supply.

Partial Reservation (Include only Unreserved Lines)

Only unreserved lines will be selected for the process. If the available quantity is less than the ordered quantity, the system will reserve the available quantity against the line. To give supply to more deserving lines, use the Sort By parameter with Partial Reservation mode.

Partial Reservation (Include Partially Reserved Lines)

Include partially reserved lines along with unreserved lines. If the available quantity is

less than the Remaining Reserved quantity (Ordered Qty – Old Reserved Qty), the system will reserve the available quantity against the line. If the line is partially reserved, system will try to create a reservation for the remaining quantity. To give supply to more deserving lines, use the Sort By parameter with Partial Reservation mode.

Types of Reservation Run

Reserve

When Reserve is selected as a value for this parameter the system will create a reservation for the lines selected based on the selection criteria

Simulate

The concurrent program will run in a simulation mode. The Reserve Order Concurrent program will process the selected data based on other parameters selected. The results will be stored in the Oracle Work Table. No reservations will be made in this run.

Create Reservation For Set

This option will be used to create the reservations based on the simulated set. Simulation set name is mandatory for this option.

Create Reservation Set

You can create a reservation set using Scheduling Across Orders, as well as the Reserve Order concurrent program.

Scheduling Across Orders (SAO) provides a new action named Reserve Orders Request where you can create reservation sets. You can invoke this action after selecting the lines to provide set name and other details.

Reservation Run: Valid values for this column are Reserve/Simulate.

- Reserve: Reservations are created for the selected lines. Reservation quantity is derived based on the reservation mode and order by clause.

- Simulate: A simulation set is created with the selected lines. The system derives the quantity based on the reservation mode and Order By. If the reservation run type is Simulate, the output of Reserve Orders is not committed.

The Reservation Set name is mandatory for a simulation run. The system creates the simulation set using the entered set name. The set name can also be entered for a reservation run. The system creates the reservation set for the reserved lines. You can query the data in Scheduling Across Orders using set name.

Override Set Name: The possible values for this column are yes/no. If the value is set to yes, then program will override the old set data with newly selected date. If the value is set to no, then you can not specify the set name that is already in use. This option is useful to run the program multiple times with same set name.

Creating Reservation Set using Reserve Order Concurrent program:

The Reserve Order concurrent program can be used to create a simulation set. You have to provide values to the following three parameters in addition to other query criteria parameters.

Reservation Run: Valid values for this column would be Reserve/Simulate.

- Reserve: This means, reservations will be created for the selected lines. The Reservation quantity will be derived based on the reservation mode and order by clause.

- Simulate: This means, the simulation set will be created with the selected lines. The system will derive the quantity based on the reservation mode and order by clause.

Set Name: Set name is mandatory for a simulation run. The system will create a simulation set using the entered set name. The set name can also be entered for a reservation run. This means, the system will create a reservation set for the reserved lines. You will be able to query the data using set name.

Override Set Name: The possible values for this column would be yes/no. If the value is set to yes, then program will override the old set data with newly selected date. If the value is set to no, then you will not be able to specify the set name that is already in use. This option is useful for users to run the program multiple times with same set name.

Query the simulated Results Using Shipping Across Orders (SAO)

Shipping Across Orders is enhanced show the simulated set results. The Reservation Set name has been added to SAO's Find window. You can specify the Reservation Set name in the Find window to query the details. If the reservation set is not processed already, you can update the Corrected Quantity column through SAO. If the reservation set is processed, you will not be able to update corrected quantity field.

When data is queried using the reservation set name, all existing attributes and buttons (except the Action button) will be grayed out. As mentioned above, if the set is not already processed, you can modify the Corrected Quantity.

Edit the simulated results. You do this by querying for the Reservation Set Name in Scheduling Across Orders. Update the Corrected Qty column as desired.

Commit Simulated Reservations

You can commit using either from the Scheduling Across Orders window or from Reserve Orders. You can then create the reservations using SAO or the Reserve Order Concurrent Program. When data is created, the system populates the corrected quantity to be the as same as derived quantity.

The system always uses the data from the corrected quantity column. If the corrected quantity column is null or zero, that line will not be selected for the reservation process. The Reserve Order Program can be launched either from SAO or in the standard concurrent request way.

Creating Reservations using SAO:

A new action named Create reservations for a set will be provided from SAO. This

action will be available through the Action button. This action will be enabled to users, only the data is queried using Reservation set name, also this action will be available only for unprocessed sets. This action does not need any parameters. This action will launch the reserve order program for the queried set name. The concurrent request id will be displayed.

Creating Reservations using Reserve Order Concurrent Program:

You can run the Reserve Order concurrent program based on Reservation set. You need to select the reservation run as Create Reservations for Set and specify the reservation set name. If you select other parameters for the where clause, the system will ignore them and run purely based on the data available with Reservation Set. If you specify the processed reservation set, the system will error out the program.

Query the Reserved Set Using SAO

You can query the reservation set from SAO. The Reservation Set name has been added to SAO's Find window. You can specify the Reservation Set name in the Find window to query the details. If the reservation set is processed already, you will not be able to update the Corrected Quantity column through SAO.

User Procedures

> **Additional Information:** Note: The business process assumes only one person is responsible for an item at a time. If this is not the case, the results of running Reserve Orders may not be what you expect.

To run the Reserve Orders concurrent program:

1. Navigate to the Concurrent Program Manager.

2. Perform an intelligent query. Query by item or customer. You can query date ranges. You can query a Demand Class, Shipment Priority, or Planning Priority.

   > **Note:** Intelligent queries are powerful. You could query all lines for a high priority customer, and reserve 100% of the requested qty. Then you could give everyone else Fair Share. Or you could query all lines for a customer who has excess supply, and reserve 30% of the requested qty for that customer. You might want to do the same for a customer with many outstanding invoices. Or you could query only lines with a high Planning Priority, and give those lines Fair Share. You could query lines with earlier Request Dates, and give Fair Share or a percentage to those lines. You could query lines scheduled to ship on a certain date, and give those lines 80% of requested qty if you received 80% of your expected supply.

3. Select a reservation mode, if desired (Fair Share, Percentage, or Partial).

4. If desired, you can simulate rather than reserve by choosing a reservation type of Simulate. To simulate, you must provide a Reservation Set Name.

5. If desired, the lines can be sorted by so that existing supply can be sequenced on the basis of Date Ordered, Request Date, Scheduled Ship Date, Arrival Date, Promise Date, Planning Priority, Demand Class, or Shipment Priority. If you are using Percentage mode, you will probably want to use sorting.

> **Note:** Order By does not apply to Fair Share.

6. Use the business hook to implement user-specific business rules, i.e. case quantities, promotional lines, forecasted lines, etc.

To modify as required and commit:

> **Note:** This step is taken only if you direct the output to the temporary work table.

You can use the Scheduling Across Orders window to view the output and make decisions. To modify the output, i.e. take 10 items from one customer to give to another, you can adjust the quantities in the Corrected Reservations field.

> **Note:** If the derived reservation quantity is in fractions like 13.8, then the program will validate with the item setup to see whether item can hold the fractional reservation or not. If the item is not defined for fractional value, then the program will truncate the fractional part (13.0). If allowed, the reservation is created with a derived quantity of 13.8.

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.

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

Some schedule at entry, and others at booking. Some defer scheduling until after booking. Some reserve items manually, with the reservation time fence, or with the Reserve Orders concurrent program. Others do not reserve until the time of pick release. You can perform any scheduling function using Scheduling Across Orders.

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. However, during scheduling, based on the value of the Scheduling Auto Split Criteria system parameter, the application provides partial quantity substitution for the original quantity that you requested. See Scheduling Parameters in Seeded System Parameters, Oracle Order Management Implementation Manual.

The user must specify a request date from and a request date to in order for scheduling to occur. The timestamp of the request dates fields is taken into consideration for the scheduling event to occur. If the timestamp of both the fields is the same, then scheduling will not occur.

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 which 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 these options to support your scheduling needs:

- OM: AutoSchedule

- OM: Auto Push Group Date

- OM: Bypass ATP

- OM: Delay Scheduling

  When the value of this profile option is set to Yes, then the scheduling of a line is performed only when the changes made are committed to the database, as opposed to simply navigating out of the line record. This profile option will be effective only when the profile option OM: AutoSchedule has been set to Yes.

- OM: Pop Up Availability Window

  When you set the value of this profile option to No, then the Availability window does not automatically pop up when the OM: AutoSchedule profile option is set to Yes. If you set the value to Yes or select no value, then the Availability window appears automatically when the OM: AutoSchedule profile option is set to Yes. You can set this profile option at site, responsibility, or user level. This profile works only when OM: AutoSchedule profile is set to Yes.

Sourcing

Sourcing is performed automatically during scheduling if there is not a 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 through 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 review the sourcing and defaulting rules.

Any rescheduling will only be performed from the warehouse on the line.

Scheduling Flexibility Overview

Scheduling Flexibility provides the ability to control scheduling behavior using several scheduling parameters.

- The behavior of the Latest Acceptable Date (LAD) for manual scheduling.

- The behavior of Promise Date. Several choices are provided.

- The impact of updating the Request Date.

- The impact of updating Ship Method.

- Partial reservations for manual (right-mouse-click) reservations, and the reservation time fence.

- The sequence of removing reservations when multiple supply sources are associated with the reservation and sales order line quantity is decreased.

These features are defined in the Order Management System Parameters window. The category for all of these features is Scheduling Parameters. These parameters apply to the operating unit.

Scheduling Flexibility Major Features

Options for Use of the Latest Acceptable Date

You can use this feature to control the behavior of the Latest Acceptable Date when manually scheduling a ship date. (System scheduling always honors the Latest Acceptable Date.) For instance, if you manually enter a Schedule Ship Date on the line, should the Latest Acceptable Date (LAD) be enforced? Some want to enforce the LAD, but others want the line to schedule. Still others want the line to schedule, but to display a warning.

Latest Acceptable Date

Parameter Name	Lookup Code	Description
Latest Acceptable Date	I	Ignore the Latest Acceptable Date with warning
-	H	Honor the Latest Acceptable Date
-	O	Ignore the Latest Acceptable Date without warning

> **Note:** A null value will be treated as 'override' the Latest Acceptable Date.

Ignore the Latest Acceptable Date with a Warning

- When a value is set to I, the line can be scheduled beyond Latest Acceptable Date, when you provide the Schedule Ship Date or Arrival Date. A warning message: 'The Latest Acceptable Date is being violated' displays, if the Schedule Ship Date or Schedule Arrival Date exceeds Latest Acceptable Date.

For example a line is scheduled and has a Latest Acceptable Date.

Item Qty Schedule Ship Date Latest Acceptable Date

Item A 10 12-MAR-2004 29-JUL-2004

The user has changed the scheduled ship date to 18-SEP-2004.

In this case the line will be scheduled for 18-SEP-2004 but a warning message is displayed to the user.

Honor the Latest Acceptable Date

- When the value is set to H, the line can be scheduled only within the Latest Acceptable Date. This will be applicable to the lines, that are not overridden. An error message displays when trying to schedule beyond the Latest Acceptable Date. Going by the above example if this option is selected then the system will not reschedule the line and the schedule ship date will remain 12-MAR-2004 and a warning message is also displayed to the user.

  Ignore the Latest Acceptable Date Without Warning

- When the value is set to O, the line can be scheduled beyond the Latest Acceptable Date, when you provided the Schedule Ship Date or Arrival Date. No warning or

error messages will be displayed. This is the default behavior. As per the example above, if this option is selected then the system will reschedule the line to 18-SEP-2004 and no message is shown to the User

Options to Control the Effect of a Change of Request Date on a Scheduled Line

This feature allows you to control whether or not the line reschedules if the Request Date is updated.

Reschedule with Request Date Change

Parameter Name	Lookup Code	Description
Reschedule with Request Date Change	Y	Yes
-	N	No

> **Note:** A null value will be treated as Y.

- If the value is set to Y, and you are changing the Request date of a scheduled line the line reschedules based on request date.

- If the value is set to N, a change in the Request Date will not trigger rescheduling. If any other scheduling attribute is changed along with request date, rescheduling occurs.

- Irrespective of the parameter value, the system will not change the current request date cascading behavior for models. For example, if request date is changed on a ATO Model, changes will be cascaded across the ATO Model.

Options to Control Change in the Ship Method

You can choose whether or not a change in Ship Method triggers rescheduling. This option is for those who are not using Lead Time scheduling.

Recommendation: if you are using Lead Time scheduling, you will want updating the Ship Method to trigger rescheduling, because Ship Method is a factor for lead time calculation.

Reschedule with Ship Method Change

Parameter Name	Lookup Code	Description
Reschedule with Ship Method Change	Y	Yes
	N	No

> **Note:** A null value will be treated as Y.

- If the value is set to Y, reschedule the line when the ship method is changed on a scheduled line.

- If the value is set to N, the system will not reschedule the line when the ship method is changed on a scheduled line. If any other scheduling is changed along with the ship method then this option will not be honored.

Options to Control the Promise Date

You have several options for how you want to use Promise Date. There are controls that make is possible to choose whether you want Promise Date to be the initial Schedule Date or Request Date, or whether you want Promise Date to be dependent on Schedule Date or Request Date. Another choice is for manual control of the Promise Date, using defaulting rules if desired.

Promise Date Options

Parameter Name	Lookup Code	Description
Promise Date setup	FS	First Schedule Ship Date
-	FR	First Request Date
-	M	Manual Entry
-	S	Schedule Ship Date
-	R	Request Date

Note: A null value will be treated as M.

- First Schedule Ship Date

  When the value is set to FS, the Schedule Ship Date or Schedule Arrival Date will be copied to the Promise Date when line is first scheduled. The Promise Date will not be changed for subsequent scheduling actions.

- First Request Date

  When the value is set to FR, the Promise Date will be copied with first request date. The Promise Date will not be re-defaulted after the first time.

- Manual

  When the value is set to M, the system will not copy any value to the Promise Date. You can manually enter whatever Promise Date you choose, and you can default Promise Dates if desired.

- Schedule Ship Date

  When the value is set to S, the Schedule Ship Date or Schedule Arrival Date will be copied to the Promise Date. If the Schedule Ship Date or Schedule Arrival Date are updated, the Promise Date will also be updated.

- Request Date

  If the value is set to R, the Request Date will be copied to the Promise Date for every change in the Request Date. A change to the Request Date will be reflected in the Promise Date.

Line Behavior

ATO Models / SMC PTO Models

The Promise Date of all the lines of a model will change as per the option selected.

Non-SMC PTO Models

The Promise Date of the lines except included items at the model level will change as per option selected.

Sets

The Promise Date of all lines of the set will change as per the option selected.

Options to Allow Partial Reservation

This features controls reservation made through Right Mouse click or using the Reservation Time Fence. You can choose whether to allow a partial reservation, if full supply is not available.

Partial Reservations Options

Parameter Name	Lookup Code	Description
Allow Partial Reservation	Y	Yes
-	N	No

> **Note:** A null value will be treated as N.

Scheduling Parameters will have options to allow Partial Reservations. Using this option, the system can create a partial reservation for any line, when the complete ordered quantity is not available to reserve.

Allow Partial Reservation – Yes / No

- When the value is set to Y, the system will enable the partial reservation feature for any reservation call initiated by the system. For instance, if the line requests 10 of an item, but 6 are available, either right-mouse or Reservation Time Fence reserving will reserve 6.

- If the option is set to No, the system will not allow any automatic partial reservations. However, you can manually specify the partial reservation quantity on the line.

  This feature applies to the reservation time fence, and to reservations performed through Actions (Right Mouse Click and Tools > Scheduling > Reserve).

- This parameter will not be considered if you enter a specific number in the Reserved Qty field. It also does not apply to the Reserve Orders concurrent program.

- Partial reservation functionality is not supported for split lines. For split action only transfer of reservation happens.

The system will allow partial reservations for following cases:

1. Partially reserved or non-reserved lines being rescheduled due to the change in the scheduling attributes, which are within the reservation time fence will be selected by the system for creating reservations for the remaining quantity. This is not applicable to lines that are interfaced to shipping.

   For example:

   - The system will make the reservation call for the remaining quantity when any scheduling attribute is changed on a partially reserved line, which is within the

reservation time fence.

- When line within the reservation time fence are rescheduled due to order quantity increment. Partial or full reservations may be created for the new increased quantity or for the difference of the ordered and reserved quantity based on the availability.

- If the warehouse of a line is changed for example, from M1 to V1 then, the system will try to reserve the full ordered quantity from the new warehouse. If the complete ordered quantity is not available, the system will reserve the available quantity.

- If the ship set of a line is changed, then the system will try to reserve from the warehouse associated with the new ship set.

2. The system will make the reservation call for the remaining quantity when, you perform a reservation action (Right Mouse reserve/ Tools reserve) on a partially reserved line.

   For example:

   - You ordered a quantity of 50, and reserved a quantity of 20, the system will make the reservation call for the remaining quantity of 30. The system will create a reservation even if only a partial of the quantity of 30 is available.

3. The Reserve Order concurrent program will not consider the value of this parameter.

4. Manual changes of the reservation quantity will not consider the value of this parameter.

Options to Control Use Reservation Removal Sequence for Reservations

The Use Reservation Removal Sequence for Reservations feature enable you to control the sequence in which reservations are removed, if the quantity on the order line is reduced and if the line is reserved against multiple supply sources.

Use Reservation Removal Sequence Options

Parameter Name	Lookup Code	Description
Use Reservation Removal Sequence	Yes	Yes
-	No	No

> **Note:** A null value is treated as No.

- If the parameter is set to Yes, the system decrements the quantity according to the reservation removal sequences defined in the ONT_RESERVATION_REM_SEQUENCE (OM: Reservation Removal Sequence) lookup type when removing reservations against a sales order for the organization.

  For more information about the ONT_RESERVATION_REM_SEQUENCE lookup type, see *Oracle Order Management Implementation Manual.*

- If the parameter is set to No or Null, the system always decrements against the supply source that has the earliest need-by date when removing reservations.

User Procedures

Use these procedures for the scheduling flexibility features:

To Ignore the Latest Acceptable Date (with a warning):

1. Navigate to the System Parameters window and set the option 'Ignore the Latest Acceptable Date' for Latest Acceptable Date. Save your work.

OM System Parameters Window

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line and schedule it.

4. Check the current Latest Acceptable Date.

5. Change the Schedule Ship Date/Schedule Arrival Date to a date greater than the Latest Acceptable Date. Save. The Schedule Date is saved and a warning message appears.

    Messages

    There is a new warning message for ignoring the Latest Acceptable Date.

    The Latest Acceptable Date is being violated.

To Honor the Latest Acceptable Date (with a warning):

1.

2. Navigate to the System Parameters window and set the option 'Honor the Latest Acceptable Date' for Latest Acceptable Date. Save your work.

3. Navigate to the Sales Orders window and enter an order header.

4. Enter a line and schedule it.

5. Check the current Latest Acceptable Date.

6. Change the Schedule Ship Date/Schedule Arrival Date to a date greater than the Latest Acceptable Date. Save. The line will not be scheduled. , i.e. the entered schedule date is not saved.

To Ignore the Latest Acceptable Date (without a warning):

1. Navigate to the System Parameters window and set the option 'Ignore the Latest Acceptable date without warning' for Latest Acceptable Date. Save your work.

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line and schedule it.

4. Check the current Latest Acceptable Date.

5. Change the Schedule Ship Date/Schedule Arrival Date to a date greater than the Latest Acceptable Date. The new date is saved. No error/warning message will be displayed.

To Reschedule with the Request Date Change - Yes:

1. Navigate to the System Parameters window and set the option Yes for the 'Reschedule with Request Date Change.' Save your work.

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line and schedule it.

4. Change the Request Date. Save. The Line will be rescheduled.

To Reschedule with the Request Date Change - No:

1. Navigate to the System Parameters window and set the option 'No' for the 'Reschedule with Request Date Change.'

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line and schedule it.

4. Change the Request Date. Save. The Line will not be rescheduled.

To Reschedule with the Ship Method Change - Yes:

1. Navigate to the System Parameters window and set the option 'Yes' for 'Reschedule with Ship Method Change.' Save your work.

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line and schedule it.

4. Change the Ship Method. Save. The Line will be rescheduled.

To Reschedule with the Ship Method Change - No:

1. Navigate to the System Parameters window and set the option 'No' for 'Reschedule with Ship Method Change.'

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line and schedule it.

4. Change the Ship Method. Save. The Line will not be rescheduled. Note that this setting is not recommended for those using Lead Time Scheduling.

To Set the First Schedule Ship Date:

1. Navigate to the System Parameters window and set the option 'First Schedule Ship/Arrival Date' for Promise Date. Save your work.

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line and schedule it.

4. The Line will be scheduled and the Promise Date will have the same value as the Schedule Ship Date/Schedule Arrival Date.

5. Now try to reschedule the line by changing the schedule ship date/Schedule Arrival Date. The promise Date will not change. If you unschedule the line, the process begins again.

To Set the First Request Date:

1. Navigate to the System Parameters window and set the option 'First Request Date' for Promise Date. Save your work.

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line. Save.

4. The Line will be saved and the promise date will have the same value the Request date.

5. Now change the Request date. Save: The promise Date will not change. (If you remove the Request Date, the process begins again.)

To Set Manual:

1. Navigate to the System Parameters window and set the option to 'Manual'.

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line and schedule it.

4. The Line will be scheduled. The Promise Date will not change to the Schedule Ship Date/Schedule Arrival Date. The Promise Date can be defaulted or manually entered.

To Set the Schedule Ship Date:

1. Navigate to the System Parameters window and set the option 'Schedule Ship/Arrival Date' for Promise Date. Save your work.

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line and schedule it.

4. The Line will be scheduled and the promise date will have the same value as the Schedule Ship Date/Schedule Arrival Date.

5. Now try to reschedule the line by changing the schedule Ship Date/Schedule Arrival Date. The promise Date will also change to the new Schedule Ship Date/Schedule Arrival Date.

To Set the Request Date:

1. Navigate to the System Parameters window and set the option 'Request Date' for Promise Date. Save your work.

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line. Save.

4. The Line will be saved and the Promise Date will have value same as the Request

date.

5. Now change the Request date. Save: The promise Date will also change to the new Request Date.

To Allow a Partial Reservation:

1. Navigate to the System Parameters window and set the option Partial Reservation - Yes for Partial Reservation. Save your work.

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line. Enter the order quantity more than the available quantity. Schedule the line.

4. Reserve the line. The line will be reserved and the reserve quantity will be as much as is allowed by the available quantity. If full supply is available, full quantity is reserved. If not, partial quantity is reserved.

5. This applies to the Reservation Time Fence, or reserving with the right mouse click. It does not apply to the Reserve Orders concurrent program, or to manually entering a reserved quantity for Reserved Qty.

To Deny a Partial Reservation:

1. Navigate to the System Parameters window and set the option 'Partial Reservation - No' for Partial Reservation. Save your work.

2. Navigate to the Sales Orders window and enter an order header.

3. Enter a line. Enter the order quantity more than the available quantity. Schedule the line.

4. Reserve the line. The line will not be reserved and an error message displays "Quantity on hand fails to satisfy reservation."

To Use the Reservation Removal Sequence:

1. Navigate to the **OM Systems Parameters** window.

2. Set the Use Reservation Removal Sequence parameter to Yes and save your work.

3. Navigate to the **Order Management Lookups** window.

4. Search for the ONT_RESERVATION_REM_SEQUENCE (OM: Reservation Removal

Sequence) lookup type.

5. Enter a priority number in the **Tag** field for each supply source and save your work.

6. Navigate to the **Sales Orders** window and enter an order header.

7. Enter an order line with a large quantity.

8. Navigate to the **Item Reservation** window (Tools > Scheduling > Reservation Details) and reserve the quantity against multiple supply sources.

9. Schedule the order line.

10. Reduce the quantity on the order line for the sales order and save your work.

11. Navigate to the **Item Reservation** window (Tools > Scheduling > Reservation Details) and review the reservations for the line.

The reservations are decremented by the priority you defined in the ONT_RESERVATION_REM_SEQUENCE (OM: Reservation Removal Sequence) lookup type. The supply source that has a Tag value of 1 is decremented first, then the supply source with a value of 2 is decremented, and so on until the reservations are decreased appropriately for the order lines.

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.

5. 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.

6. Copy Orders will copy this column. Audit Trail support for this column is not provided.

7. 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.

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 Schedule Line on Hold system parameter to Yes in order to schedule an order line that is on hold.

See: *Oracle Order Management Implementation Manual*.

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 Planing 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.

- For non-smc models, you can schedule the imported items without schedule the top models. However for smc models, included item can only be scheduled when its parent item is scheduled.

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. Schedule Arrival Date = Schedule Ship Date + Delivery Lead Time

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 for smc models.
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 attempts to automatically re-schedule the order line:

- Source Type, from internal to external

- Schedule Ship Date

- Schedule Arrival date

- Ordered Quantity

- Ordered UOM

- Request Date

- Shipping Method

- Delivery Lead Time

- Demand Class

- Warehouse

- Ship To

- Sold To

- Item

- Ship Set

- Arrival Set

During the split, if the user does not change any attributes, lines will be re-scheduled in a overridden mode. This means split lines will retain the dates that are present in the original line.

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 shipmodel 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 will 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.

In this release, apart from the ability to schedule lines that have failed workflow scheduling, Schedule Orders concurrent program supports additional scheduling modes like Schedule, Reschedule and Un-schedule. For additional details please refer to the Concurrent Programs appendix.

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. 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. After entering the item. qty, and UOM, use the right-mouse click to schedule. (Alternative ways to schedule: scheduling via workflow either at booking or after, or schedule using Scheduling Across Orders).

4. Schedule an entire order, configuration or a set of lines using the multi-select capability of the Sales Orders window.

5. You can reserve a line from the Sales Orders window. Navigate to the Reservation window and reserve the line.

6. Modify a line which is already scheduled. The system will reschedule the line in this case.

7. 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.

> **Note:** Autoscheduling orders is supported for orders that contain only standard line items, not models or kits.

AutoScheduling From the Sales Orders window

Oracle Order Management provides 3 distinct methods for autoscheduling. Autoschedule from the Tools Menu, Autoschedule check box, Autoschedule through profile option value setting Autoschedule through use of order types to autoschedule.

> **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

Navigate to the Sales Orders window and enter the order header information.

Place the cursor at the order header level and select the Autoschedule check box.

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.

   1. The system will display the Availability window after the item, unit of measure
      and quantity has been entered.

   2. Once you complete entering the line and move to a new line, automatic
      scheduling occurs.

By specific order type at the order header

Navigate to the Sales Orders window and enter the order.

When entering your order header information, select an order type that has been set up
to allow autoscheduling.

See: *Oracle Order Management 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, page 10-56

Scheduling Across Orders Major Features, page 10-61

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 disables the scheduling tab; you can enable it again by clearing the block. In addition, entering any information in the scheduling tabs 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.

Find Window - Scheduling Tab

To access Scheduling Organizer, navigate to the Scheduling tab and enter the desired find criteria. You can enter a full or partial value in the Customer PO Number field while querying. The Operating Unit is a folder enabled field on this tab. Please refer to the Chapter Order Inquiry, Find Window - Scheduling Tab section for details on searching across all Operating Units accessible to you. 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

Find Orders Window - Pick Status

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 query by Customer PO Number. This is a hidden field that you can display on the window using folder functionality.

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.

Scheduling Organizer Window

There are a number of reasons to use the Scheduling Organizer. Some are listed below.

- The Operating Unit is a folder field that you can enable as visible. If you have access to multiple Operating Units, you can query lines across those Operating Units and perform various actions such as Mass Change, Schedule, Unschedule, Reserve or Unreserve on selected lines. You cannot perform Availability on lines across Operating Units.

- 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.

Scheduling Across Orders 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.

- After selecting order lines, you can reserve, unreserve, schedule, unschedule, or perform ATP.

- To perform **ATP**, click Availability on the window.

- To **schedule**, click either Schedule, the right mouse menu, or the Tools menu. You can also manually enter schedule dates.

- To **reserve**, click either Reserve, the right mouse button, or the Tools menu. You can also enter reserved quantity.

- 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.

- 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:** Mass Change functionality enables you to schedule multiple order lines in Override ATP mode. See: Applying Mass Changes, page 7-30

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 the application calculates the pricing or freight charges on the line:
  - If it is set to Calculate Price, then the application calculates both pricing and freight charges.

  - If it is set to Partial Price, the application calculates only freight charges.

  - If it is set to Freeze Price, the application neither calculates pricing nor freight charges.

    > **Note:** For the new split lines, the profile option OM: Charges for Backorders controls the setting of the Calculate Price Flag. By default, Calculate Price is set to Freeze Price for the new lines.

Profile Option OM: Charges for Backorders

The profile option OM: Charges for Backorders has three options: No, Yes, and Prorate.

If the profile option OM: Charges for Backorders is set to "No", then there are two cases:

Case 1:

The Calculate Price Flag on the Original line is set to No (Freeze Price). In this case, the application prorates the lump sum freight charge to the original line and the backordered lines to preserve the existing functionality.

Case 2:

The Calculate Price Flag on the Original line is "Yes" or "P" (Calculate Price or Partial Price)

In this case, the lump sum freight charge remains on the original line, and the freight charge should not be copied to the backordered lines. The Calculate Price Flag on the backordered lines should be set to "N", so that new freight charges are not applied to the backordered lines at the time of shipping these lines.

If the profile option "OM: Charges for Backorders" is set to Yes, then, in this case, the lump sum freight charge should be copied to the backordered lines as it is and proration should not happen. The Calculate Price Flag on the backordered lines should be set to P, so that new freight charges are applied to the backordered lines at the time of shipping these lines.

If the profile option OM: Charges for Backorders is set to Prorate, then if the sales order lines are partially shipped, the application prorates the automatic and manual lump sum freight charges to the split lines (both shipped and new lines).

> **Note:** When the Cancel Unshipped Lines field is set to Yes on the Sales Order window, the application does not prorate the lump sum freight charges even if the profile OM: Charges for Backorders is set to Prorate.

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.

2. Select Unschedule from the Tools menu.

11

Pricing

This chapter covers the following topics:

- Overview of Pricing
- Overview of Price Lists
- Creating a Price List
- Copying a Price List
- Adjusting a Price List
- Adding Items to a Price List
- Querying Price List Lines
- Overview of Formulas
- Creating a Pricing Formula
- Updating Formula Prices
- Overview of Modifiers
- Creating a Modifier List
- Creating List Level Qualifiers
- Creating Modifier Lines
- Creating Line Level Qualifiers
- Copying a Modifier Line
- Overview of Archiving and Purging Pricing Entities
- Attaching Pricing Attributes
- Creating a GSA Price List
- Creating GSA List Qualifiers
- Overview of the Pricing Engine Request Viewer
- Viewing Information in the Pricing Engine Request Viewer

- Overview of Agreements

- Creating a Pricing Agreement

- Revising an Existing Agreement

- Pricing Tab: Setting up Sales Agreement

- Pricing an Order

- Splitting Order Lines

- Pricing for Service Items

- Viewing Pricing Adjustments

- Modifying Order Pricing in Oracle Order Management

- Override the List Price

- User Procedures

- Pricing Special Orders

- Repricing an Order or an Order Line

- Repricing Preferences

- Repricing Preferences Procedures

- Gross Margin Display

- Overview of Gross Margin Display

- Gross Margin Procedures

- Price Book

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.

  - Apply discounts by percentage, 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.

- Give multiple benefits at both the header and the line levels.

- Support GSA Pricing.

- 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.

- Pricing by Secondary Order Quantity is now supported for discrete inventory organizations as well. You can price by secondary order quantity using the Pricing Source field in Inventory Item Master window. Navigation path: Inventory >Items > Master Items.

- Price based on shipped quantity (in order UOM) or primary shipped quantity in addition to pricing on secondary shipped quantity. The customer hook 'OE_DUAL_UOM_HOOK.get_pricing_uom' can return the value (pricing option of either shipped quantity in order, primary, or secondary UOM) independent of the master item pricing setup.

- View unit price based on Pricing UOM in addition to unit price based on UOM of the order line.

   Note: Oracle Advanced 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

> **Note:** The features described for Advanced Pricing are only available if you have licensed and installed Oracle Advanced Pricing.
>
> For more information on Advanced Pricing features, see: *Oracle Advanced Pricing User's Guide.*

Pricing Security

In Oracle Applications, a basic level of security called *functional security* is used to manage users' access to each application and control their access to windows, functions, and reports within an application.

Typically, the System Administrator administers functional security and assigns operating unit, responsibility, and system access to users. See the *Oracle E-Business Suite System Administrator's Guide Documentation Set* for more information about functional security.

Oracle Pricing provides an additional level of security called *pricing security* in addition to the existing functional security. Pricing security enables you to restrict pricing activities such as updating and viewing pricing entities to users granted specific access privileges.

Pricing security can be set up and maintained by a user who is assigned the Oracle Pricing Administrator responsibility. Pricing security is set up and maintained in the HTML user interface. The Oracle Pricing Administrator has the authorization to access and update all pricing entities for all functional users. Pricing entities include price lists, pricing agreements, and modifiers. See the *Oracle Order Management Implementation Manual*, Pricing Security section, for more information on pricing security.

See:

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. Only static formulas are used in Basic Pricing.

> **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 price lists, you may not have the appropriate security privileges. Consult your Pricing Administrator. for more information on setting up security privileges, see: *Oracle Order Management 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.

Adding Inventory Items

When adding inventory items to a price list, you can specify by Item Status; 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.

Round To 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, 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.

If there are multiple eligible price list lines on a secondary price list, then the line with the lowest precedence value (highest precedence) is selected.

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.

Maintaining Price Lists

You can maintain Price Lists in the following ways:

- 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, page 11-8

Copying a Price List, page 11-14

Adjusting a Price List, page 11-16

Adding Items to a Price List, page 11-18

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.
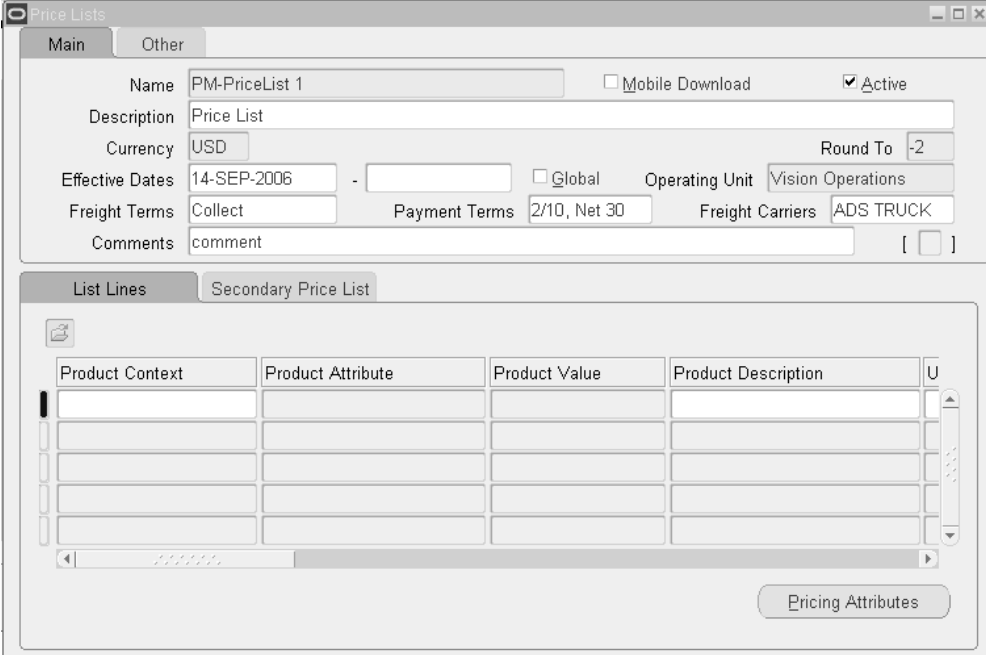
> **Note:** You need View Only privileges to view price list and related windows. However, you must have Maintain privileges to make any updates. If you are unable to access or update the price list, you may not have the appropriate security privileges. Consult your Pricing Administrator.

To create a price list:

1. Navigate to the Price Lists window.

   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 Global box is unselected, operating unit field is displayed. If Multi-Org Access is NOT enabled, the operating unit defaults from the profile MO: Operating Unit. This operating unit field is non-updateable. If Multi-Org Access is enabled, the operating unit defaults from the value of the profile MO: Default Operating Unit. You can override this default and select an operating unit that you have access to as defined by MO: Security Profile. The use of this price list is then only restricted to pricing transactions for this operating unit.

2. Enter a price list Name.

   > **Note:** The price list Name should be unique across all PTEs (Pricing Transaction Entities) otherwise an error occurs. For example, if a price list named "Corporate" is created in the Order Management PTE, an error message displays if you create a "Corporate" price list in the Purchasing PTE.

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.

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.

    > **Note:** 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 (precedence defaults but is overridable) to resolve conflicts when it selects more than one price list line from a price list.

21. In the List Lines tab, if you have entered the Application Method as Unit Price and are going to create a price break header to determine the selling price, you can enter a dynamic formula in the Price Break window to calculate the selling price for that point or range type. For more information on creating a formula, please refer to the Creating a Pricing Formula, page 11-22 section.

   When Application Method is Unit Price, the Dynamic Formula field in the Price Breaks window is enabled. You can enter a pricing formula or a price or both. The dynamic formula field is not enabled when the Application Method is block price or percent price.

22. Save your work

In the Other tab:

The Other tab displays the following information, and if applicable, details about the related Sales Agreement:

- List Source Document Number: The number of the sales agreement associated with the price list.

- List Source Code: Displays the code for the price list source. For example, BSO indicates Sales Agreement.

- Pricing Transaction Entity: Displays the name of the pricing transaction entity creating the price list. This field cannot be updated.

- Source System Code: Displays the code name for the source system creating the price list such as QP for pricing. This field cannot be updated.

   > **Note:** The Pricing Transaction Entity and Source System fields display for all price lists regardless of whether there is a related Sales Agreement.

- Shareable box: Indicates if the modifier is shared or not. If non-shareable (the default), then this modifier is specific to that and cannot be used with other sales agreements.

If shared, the modifier is not exclusive to the sales agreement and can be selected for use with other agreements.

- Source Document Number: This is the Sales Agreement Number of the sales agreement associated with the price list.

Once you have completed your entries in the price list header, you can add price list lines that define the actual items and list prices for the price list.

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 one of the following Operator values:

   =

   BETWEEN

   NOT = (for pricing attributes)

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 the price list header. However you can delete price list lines and pricing attributes. Alternately, you can make price list or price list lines ineffective buy changing the effective dates. To make pricing attributes ineffective, make the price list line ineffective.

See:

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.

   Select one of the following options:

   • To copy the entire price list, enter the new price list information in the Copy To region.

   • To copy only selected items, select the Items, Item Category Set, or Item Category to be copied in the Copy From region. If you select Items, you can also enter a range of Items to copy.

   > **Note:** You cannot use wild cards when you specify the beginning and ending item numbers. For System Items, the list of values (LOV) is not available. For these items, you may need to use an API.

Copy Price List window

2. In the Copy From region, select the name of the price list to be copied. This can be from either a Standard (PRL) or Agreement (AGR) price list. The default Currency and Description display for the selected price list.

3. Select an Item Category Set and Item Category of the items to add. When you add items from an Item Category, all items from the item category are added 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.

4. Select this to copy modifiers of type Discount List (DLT).

5. Select Retain Effective Dates to copy the effective dates from the existing price list lines to the new price list lines. Even if Select Retain Effective Dates is selected, only the most current price list lines (current as defined by their effective dates) will be copied. Duplicate lines that have expired will not be copied.

   The process does not copy the effective dates of the price list, only the price list lines. You must enter effective dates for the new price list.

6. In the Copy To region, enter the new name for the price list. It can be either a

Standard (PRL) or Agreement (AGR) price list.

7. If the price list you are copying from is Global (meaning available to all operating units), then the Global Check box is selected by default. You can deselect or select the Global value to disable or enable global access to the new price list.

8. Restricts the usage of the price list to the named operating unit (if Global box is not selected). The operating unit defaults if a) you copy from an operating unit-specific price list and b) your responsibility has security access to the operating unit. If not, then the Global check box is selected instead.

9. Click Submit to copy the price list or selected lines. The request ID is displayed in the Request ID field.

See:

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.

Adjust Price List window

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, page 11-14

Creating a Price List, page 11-16

Adding Items to a Price List, page 11-18

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.

Add Items to Price List window

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, page 11-14

Creating a Price List, page 11-16

Adjusting a Price List, page 11-16

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.

Find Price List Lines window

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, page 11-14

Creating a Price List, page 11-16

Adjusting a Price List, page 11-16

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. List Price and Price List Line are supported Formula types for Advanced Pricing.

- 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 after setting up or changing a formula to improve performance. This program can be accessed from the Tools menu within the Formulas Setup window.

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. To use a numeric constant in a formula, you can:
  >
  > - 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*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. See the *Oracle Order Management Implementation Manual* for information on seeded pricing formulas.

Null Values in Formulas

If a step number could have a null value, arrange to 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, page 11-22

Updating Formula Prices, page 11-27

To create a pricing formula:

1. Navigate to the Pricing Formulas window.

Pricing Formulas window

2. Enter a Name and Description for the new pricing formula. Use a consistent, meaningful naming convention, and enter a brief description about the formula. This helps users identify the formula during query searches.

   Alternately, select a seeded formula that suits your requirements. The Seeded box is selected for seeded formulas. You can select a seeded formula for calculating freight charges. See the *Oracle Order Management Implementation Manual* for information on seeded pricing formulas.

3. Enter the Effective Dates. A Start Date and no End Date will keep the formula active at all times.

Entering an End Date will keep the formula active until the specified End Date. Since formulas cannot be deleted, you can end a formula by entering an end date.

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. Mathematical operators such as *,+,- and ( ), /can be used.

   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 one of the following Formula Types and enter the corresponding values:

   • 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.

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.

Factors - OPTION window

2. In the Base Pricing Attributes region, complete the following steps for each base pricing attribute factor:

3. 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).

4. Select a value for Base Pricing Attribute.

5. 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.

6. Enter the Adjustment Factor. An adjustment factor enables you to adjust the price based on the options selected. For example, if you are selling cars, you could use adjustment factors to adjust the price based on the car options the customer chooses:

   • If the car options are Standard then the price is multiplied by 1 (factor=1)

- If the car options are Business then the price is multiplied by 1.5 (factor=1.5)

- If the car options are Deluxe then the price is multiplied by 2 (factor=2)

  If the cars you are selling are second hand, you probably want to adjust the price further based on the age of the car. For example:

- If the car is between 0.0 and 1.0 years old, the price is multiplied by 1.

- If the car is between 1.1 and 3.0 years old, the price is multiplied by 0.8.

- If the car is older than 3.0 years, the price is multiplied by 0.6.

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, page 11-27

Updating Formula Prices

You can update formulas after they have been created or updated. Prices or changes to formulas will not be updated unless a concurrent process is run prior to any order entry activity. Not doing so, will not update or change any previously defined formula.
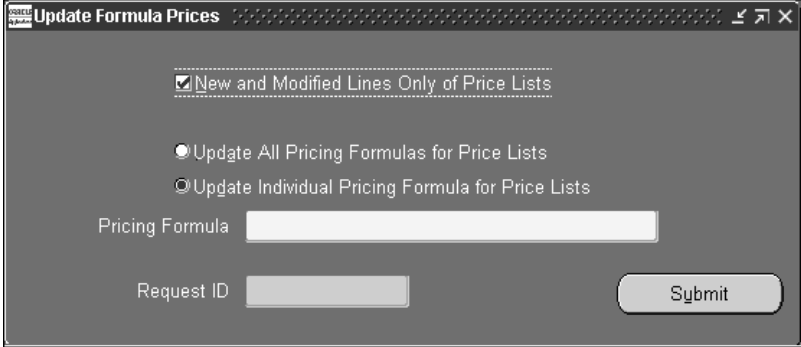
> **Note:** Freight and Special Charges do not behave differently in Basic Pricing. The Modifiers window allows complete Advanced Pricing functionality for Freight and Special Charges in Basic Pricing. Dynamic Formula is not supported in Basic Pricing. Only the Static Formula is supported and the formula is supported only for the price list. Modifiers only support Dynamic Formula.

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.

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.

The process applies this choice after it selects the price list lines whose formulas you have added or changed since the process was last executed.

Note: You must remember to do this process after creating or changing any formulas in order for the engine to calculate and update the related price list lines covered by the formula.

Overview of Modifiers

Modifiers enable you to setup price adjustments (for example, discounts and

surcharges) and freight and special charges that the pricing engine applies to pricing requests. Using modifiers, you can:

- Set up modifier lines for a modifier list to define the price adjustment details.

- Create eligibility rules for modifiers by assigning modifier 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 window to set up price adjustments, freight, and special charges. You can define simple discounts, surcharges, and price breaks.

Modifier lists contain one or more modifiers and each list level modifier 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.

If an automatic modifier has been applied to a line and if you delete that modifier using the View Adjustments window, the automatic modifier will not be reapplied to the line when the line is repriced.

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: Applies a freight charge.

- Price Break: Applies a variable discount or surcharge price adjustment to a pricing request based meeting the condition of a break type.

The table below describes Modifier List Types and if Discounts, Surcharges, or Freight and Special charges are applicable to the List type. A value of

- Yes: indicates that the entity is available for the Modifier List Type.

- No: indicates that the entity is not available for the Modifier List Type.

Modifier List Types 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

Application Method

You can select an application method for a modifier line that defines how the price adjustment is to be applied. You can select from the following methods:

- 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 application methods for a modifier line type of Discount:

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

See:

Creating a Modifier List, page 11-32

Creating Modifier Lines, page 11-37

Attaching Pricing Attributes, page 11-46

Promotional Items

The Define Modifier Details window > Get Item region has the Line Set checkbox.

The checkbox is unselected by default. During pricing, when Order Management reads the value of the Line Set checkbox, the following possibilities can occur:

1. The value of the checkbox is Blank/Null

2. If the checkbox is selected, then:

   - If the buy item on the sales order line already has a value in the ship set or arrival set (added manually or assigned automatically), then the same set is

assigned to the promotional (get) items.

- If the buy item on the sales order line does not have a value in ship set or arrival set (regardless of the line set value on order header), the system creates a ship set and assigns it to both buy and get items.

This is applicable only to:

- Modifier List Type = Promotion

- Modifier Level = Line

- Modifier Line Type = Promotional Goods

Creating a Modifier List

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.

> **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.

Using Discount Modifiers with Negative Unit Selling Prices

Discount modifiers can also be used with negative unit selling prices to adjust the final unit selling price. Suppose the following price list line and modifier are set up for your business:

- A price list line for item AS54888 with a value of $-100.00.

- A simple Discount modifier that provides a 10% discount.

If you enter a sales order for the item AS54888 and the Discount modifier is applied, the Unit Selling Price will be $-90.00. If the same modifier is applied against an item with a value of $100.00, the Unit Selling Price will be $90.00.

Surcharge with Negative-Priced Items

The following example shows the results when a Surcharge modifier is applied to a price list line with a negative price:

1. Create a simple modifier (ABC-MN) with type = Surcharge of 10%.

2. Create a price list line (ABC-N) with a value of <-$100>.

3. Enter a sales order with price list ABC-N and the item of the price list ABC-N.

4. Save the order.

The surcharge is applied, and the Unit Selling Price is <$-110.00>.

To create a modifier list:

1. Navigate to the Define Modifier window.

Define Modifier window

2. In the Main tab, select the modifier Type.

3. Enter a Number and Name for the modifier list; the value does not have to be numeric.

> **Note:** The modifier Name should be unique across all PTEs (Pricing Transaction Entities) otherwise an error occurs. For example, if a modifier named "Corporate" is created in the Order Management PTE, an error message displays if you create a "Corporate" modifier in the Purchasing PTE.

The Global box is selected when the Pricing Security Control profile option is set to ON. This means that the modifier list can be used by all operating units for pricing transactions. If Global box is deselected, operating unit field is displayed. If multi-

org access is NOT enabled, operating unit defaults from profile MO: Operating Unit. This operating unit field cannot be updated by users. If multi-org access is enabled, operating unit defaults from profile MO: Default Operating Unit. Users can over-ride this default and select an operating unit that they have access to as defined by MO: Security Profile. The use of this modifier is then only restricted to pricing transactions for this operating unit.

4. 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.

5. Enter Currency. This is an optional field.

6. 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.

7. Enter a Description.

In the Other tab:

Define Modifier window: Other tab

In the Other tab, you can view the following information including details about any related Sales Agreement:

- List Source Document Number: This is the number of the Sales Agreement associated with the modifier.

- List Source Code: Displays the code associated with the modifier source.

- Pricing Transaction Entity (PTE): Displays the pricing transaction entity associated with the modifier. The Pricing Transaction Entity value defaults from the PTE that created the modifier. This field cannot be updated.

- Source System Code: Displays the source system code of the modifier such as QP for pricing.

> **Note:** The Pricing Transaction Entity and Source System fields display even if there are no related Sales Agreements.

- Shareable box: Indicates if the modifier is shared or not. If non-shareable (the default), then this modifier is specific to that sales agreement and cannot be used with other Sales Agreements.

  If shared, the modifier is not exclusive to the Sales Agreement and can be selected

for use with other agreements.

See:

Creating Modifier Lines, page 11-37

Attaching Pricing Attributes, page 11-46

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 QUALIFIER - Header Level Qualifiers window.

QUALIFIER - Header Level Qualifiers window

	Group	Grouping Number	Qualifier Context	Qualifier Attribute	Preced
		1	Customer	Customer Name	260
		1	Terms	Payment Terms	630
		1	Order	Customer PO	440
		1	Customer	Customer Item	230

Cancel   OK   Copy Group
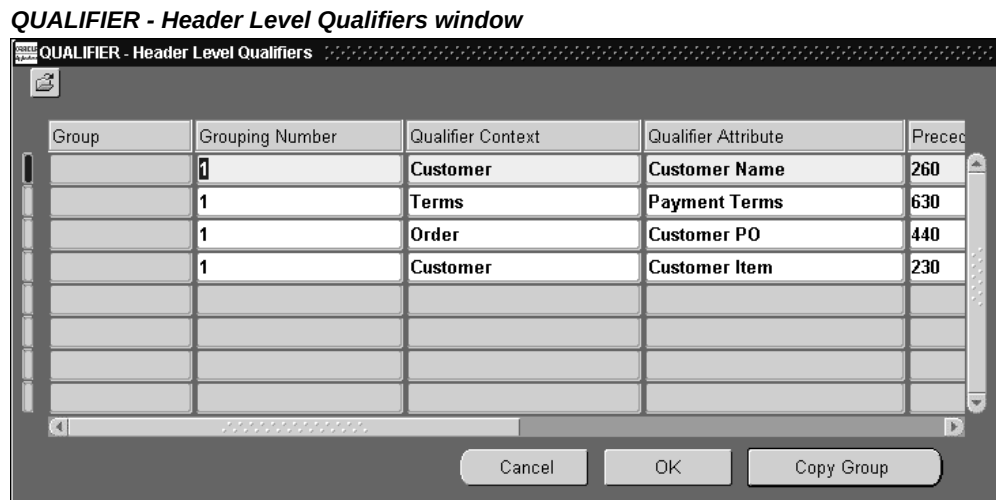
2. In this window, you can add, change, and delete qualifiers and change the dates.

3. Enter the Grouping Number. This is valid for Advanced Pricing, please refer to the *Oracle Advanced Pricing User's Guide.*

4. Select the Qualifier Context.

5. Select the Qualifier Attribute.

6. View and, if necessary, adjust the Precedence Numbers that default from the qualifier definition.

   The pricing engine uses the Precedence to resolve incompatibility. If multiple

modifiers are eligible within the same phase and incompatibility level, the modifier with the lowest precedence is applied.

7. Enter the Operator, Value From, and Value To.

   The Value From Meaning field provides additional details about the selected qualifier. For example, if the qualifier context is CUSTOMER and the attribute is Ship To, Value From displays the customer name and Value From Meaning displays the site use location for the customer. If the context/attribute combination has no additional details, Value From and Value From Meaning are identical.

8. Choose 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, page 11-37

Attaching Pricing Attributes, page 11-46

Creating a Modifier List, page 11-32

Creating Modifier Lines

Use this process to create modifier lines to define how the price is adjusted. Once you have created and saved a modifier line, you cannot edit or change the Product Attribute Value for the line. To change the Product Attribute Value for a line, you should end date the existing modifier and create a new modifier.

To enter basic modifier line information:

1. Navigate to the Define Modifier window. For more information on the different line types that you can create, please refer to the *Oracle Advanced Pricing User's Guide*.

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.

   Print On Invoice is reserved for future use.

6. 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.

7. Select or clear Override.

   If selected, you can manually change how the modifier is applied for each order.

8. The values of Pricing Phase, Incompatibility Group, and Bucket will be dependent on the modifier level chosen.

   For Basic Pricing, the Incompatibility Group will always be Level 1 Incompatibility Group, and bucket will be defaulted to 1 for line level modifiers.

9. The Proration Type and Comparison Value fields are reserved for future use.

10. Enter Item Number or Item Category in Product Attribute.

11. Enter the value for the item number or item category in Product Attribute Value.

12. 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.

13. Enter Volume Type.

> **Note:** Valid types are Item Quantity and Item Amount. Period is reserved for future use.

14. Select the Break Type. You can select Point break type.

15. Enter Equal (=) or Between as the Operator. Enter the appropriate values in the Value From or Value To fields.

16. Enter the unit of measure of the item or item category in UOM.

17. 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.

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

18. Save your work.

To enter discount and surcharge 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, page 11-30.

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.

   > **Note:** When a line level freight charge with Include On Returns not checked is applied on an order line and when this order is copied to another order of Return type, then the line level freight charge of the original order is applied as a positive charge on that returned order line i.e. the customer who had returned the goods has to bear the freight charge. If the freight charge should not be applied, then a qualifier can be created for the freight for the line category code to be ORDER so that this freight charge is not applied on the returned line.

4. Enter an Application Method to instruct the pricing engine how to apply this modifier.

5. Enter Value.

6. Save your work.

To enter price break information:

1. Enter the following information in the Modifiers Summary tab:

   - Line Level

   - Modifier Type: Price Break Header

2. Enter Modifier Type Price Break to determine the method of calculating the price break.

   For Continuous Price Break, the pricing engine calculates according to the range in which the quantity falls. If the quantity is 150 and the continuous price break ranges are : 1-100, 100-200, 200 and above, then the discount given at the 100-200 range would be applicable for the quantity of 150.

3. Complete the remaining entries: Product Attribute, Product Attribute Value, Buy UOM, Volume Type.

   In the Price Breaks tab:

Define Modifier: Price Breaks tab

4. Enter Adjustment Type:

   - Discount

- Surcharge

> **Note:** Rebate Transaction Type and Accrual Redemption Rate are reserved for future use.

5. Click Define Details to display the Define Modifier Details window.

6. Enter Value From/To.

Price Breaks tab

7. Select an Application Method:
   - Amount
   - Percentage
   - New Price

8. Enter a Value for the selected Application Method.

9. Save your work.

See:

Creating a Modifier List, page 11-32

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 line, it is not eligible for the line level modifiers even if the lines have qualifiers for which the order is eligible.

Once a qualifier is end dated, the group having that end dated qualifier becomes invalid. The modifier having that end dated qualifier will apply only if there is another group of qualifiers that satisfy the conditions and are within the valid date ranges.

To create line level qualifiers:

1. Navigate to the Qualifier - Line Level Qualifiers window.

Qualifier - Line Level Qualifiers window
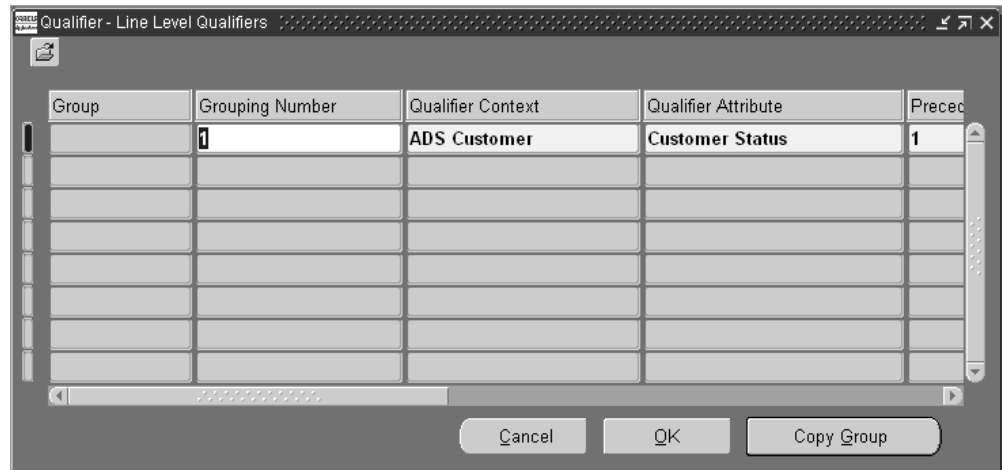
2. In this window, you can add, update, and delete qualifiers.

3. Enter the Grouping Number. Qualifiers with the same grouping number generate an AND condition and qualifiers with different grouping numbers generate an OR condition. For more information on grouping numbers, please refer to the *Oracle Advanced Pricing User's Guide.*

4. Select the Qualifier Context.

5. Select the Qualifier Attribute.

> **Note:** After you save a qualifier with Qualifier Context of Modifier List and 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.

6. View and, if necessary, adjust the Precedence Numbers that default from the qualifier definition.

    The pricing engine uses the Precedence to resolve incompatibility. If multiple modifiers are eligible within the same phase and incompatibility level, the modifier with the lowest precedence is applied.

7. Enter the Operator, Value From, and Value To.

    The Value From Meaning field provides additional details about the selected qualifier. For example, if the qualifier context is CUSTOMER and the attribute is Ship To, Value From displays the customer name and Value From Meaning displays the site use location for the customer. If the context/attribute combination has no additional details, Value From and Value From Meaning are identical.

8. Choose OK and save your work.

    > **Note:** The start and end dates of the line qualifiers must be within the start and end date of the modifier list.

See:

Creating Modifier Lines, page 11-37

Attaching Pricing Attributes, page 11-46

Creating a Modifier List, page 11-32

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 attached to this modifier line.

- When you copy a break line that has been created in a pre-R12 release, it will be copied as a continuous price break.

All fields copied from the original can be updated except for Modifier Type and Modifier Level. The Get Product Attribute and Get Product Value fields can be updated even after clicking the Define Details button. But once the line is saved, these fields cannot be updated.

> **Note:** For Basic Pricing Only. 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 certain attributes of the original and duplicated line match within the same modifier list.

> **Note:** See the *Oracle Order Management Implementation Manual*, Pricing Profile Options section for more information on this profile option.

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.

See:

Creating a Modifier List

Overview of Archiving and Purging Pricing Entities

Archiving pricing data enables you to copy pricing data from the pricing application tables to archive tables for long-term data storage.

You can archive:

- Pricing entities such as modifiers and price lists.

- Lines from pricing entities which permanently removes them from the price list or modifier list.

When the archived data is no longer required or does not need to be retained for legal retention purposes, then you can use the purge feature to purge the data from the archive tables.

You can archive and purge price list lines and modifier list lines including the following modifier list line types:

- Agreement Price List

  - Standard Price List

  - Deal

  - Discount List

  - Freight and Special Charge List

  - Promotion

  - Surcharge List

By archiving and purging records, the number of pricing records that need to be queried or processed by the pricing engine is reduced, potentially resulting in improved performance. Please refer to the *Oracle Advanced Pricing User's Guide* for more information.

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, page 11-32

Creating Modifier Lines, page 11-37

Attaching Pricing Attributes, page 11-46

Creating a GSA Price List

A GSA Price List enables you to define a GSA Price List for your GSA customers. The GSA Price List actually uses the modifiers window 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.

Define Modifier - Define GSA Price window

Note: The Define Modifiers window is used to set up GSA prices.

2. In the Main tab, enter Discount List in Modifier List Type. This field cannot be changed.

3. Enter the modifier list Number. This number will be used for the GSA Discount that is created when the GSA New Price is applied. This number displays in the Modifier Number field in the View Adjustments window. Use a consistent, meaningful naming convention. You can use a combination of alphanumeric characters for the number:

4. Enter modifier list Name.

5. Enter a Version. You can have more than one version of a GSA price list, but only one version can be active at a time. This activity is controlled by the effective dates on the list header.

6. Enter Currency. Pricing applies modifiers to sales orders of the same currency. The default is US dollars (USD). Other currencies are allowed because this feature can be used for price floors and not just GSA Pricing which is a USA Government regulation. Pricing applies modifiers to sales orders of the same currency.

7. Enter the start date and end date during which the GSA price list is effective. If the

date fields are blank, then this GSA Price list is effective.

8. Enter a Description of the GSA price list.

   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. The Automatic box is selected (default) and cannot be changed by the user. If the customer is eligible to receive the GSA price, then the GSA price is automatically applied.

11. 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.

    Proration Type default is None, and cannot be changed by the user.

12. Pricing Phase default is List Line adjustment, and cannot be changed by the user.

13. Incompatibility Group default is Level 1 Incompatibility, and cannot be changed by user.

14. Bucket default is 1, and cannot be changed by user.

15. Product Attribute default is Item Number and cannot be changed by user.

16. Select the Product Attribute Value for the Item Number product attribute.

17. Enter Precedence. Precedence can be used to determine which new price value to apply if an item is found on more than one GSA Price List, and a GSA customer is eligible to receive both. The item value with the highest precedence (the lowest precedence number) will be applied.

    The Phase defaults to List Line Adjustment. Incompatibility defaults to Exclusive. Bucket defaults to 1.

18. Enter the item unit of measure (UOM).

    The Application Method defaults to New price in the Discounts/Charges tab and cannot be changed.

19. Enter the item price in Value. Do not enter the GSA discount value because this will be calculated automatically when the GSA New Price is applied.

20. Save your work.

    In the Other tab:

21. Select the Other tab.

Define Modifier - Define GSA price

In the Other tab, you can view the following information including details about any related Sales Agreement:

- List Source Document Number: This is the number of the Sales Agreement associated with the modifier.

- List Source Code: Displays the code associated with the modifier source.

- Pricing Transaction Entity (PTE): Displays the pricing transaction entity associated with the modifier. The Pricing Transaction Entity value defaults from the PTE that created the modifier. This field cannot be updated.

- Source System Code: Displays the source system code of the modifier such as QP for pricing.

    Note: The Pricing Transaction Entity and Source System fields

display even if there are no related Sales Agreements.

- Shareable box: Indicates if the modifier is shared or not. If non-shareable (the default), then this modifier is specific to that sales agreement and cannot be used with other Sales Agreements.

  If shared, the modifier is not exclusive to the Sales Agreement and can be selected for use with other agreements.

Creating GSA List Qualifiers

The GSA flag on the customer record defines a customer's GSA status. This flag must be set for Customers to be eligible to receive a GSA Price. Using List Qualifiers in Oracle Order Management, you can define GSA Price lists that are specific to a GSA Customer. If there are no List Qualifiers defined for a GSA Price List, then all GSA customers are eligible to receive the prices on the GSA Price list. If you are using the GSA Pricing functionality to monitor price floors, then you would not define any customers as GSA, and you would not define any customers in the List Qualifiers.

To create GSA list qualifiers:

1. You can attach multiple GSA customers as qualifiers to a GSA Price List. Complete the following steps to enter qualifiers for the GSA price list.

   Note: You can only attach customers at the list level. You cannot assign line level qualifiers.

2. From the Define Modifier - Define GSA Price window, click List Qualifiers.

Qualifier - Header Level Qualifiers

3. Refer to the following steps to enter qualifiers for the GSA price.

4. Enter Grouping Number.

> **Note:** You can use both And or Or grouping numbers for qualifiers. Since Qualifier Context is Customer, make OR conditions by creating each qualifier with a different grouping number.

5. Qualifier Context defaults to Customer.

6. Qualifier attributes default to Customer name.

7. Enter Operator: Equal, Between, or Not Equal. The operator Between cannot be used to validate alpha character ranges. It is only used for numeric values and will most likely not be used to define any of these qualifiers.

8. Enter customer name in Value From. The values that you can select depend on the qualifier attribute:

   - Customer Name: List of GSA customers

   - Site Use: List of available sites. This list is independent of any customers defined as qualifiers on this window.

   - Price List: List of all price lists. If Price List is a qualifier, the Price List must be used on order for this GSA Price to apply.

9. Enter start and end dates 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.

10. When you have completed your entries, click OK to save your work.

See:

Overview of Price Lists, page 11-5

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. 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.

Values for this profile option are:

- Request Viewer Off, Generate List Line Details for Debug

- Request Viewer Off

- Request Viewer Off, Show Diagnostic details in Trace

- Request Viewer On, but Debug Log is not visible in Viewer

- Request Viewer On

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:

The profile option QP: Set Request Name is used in conjunction with the QP: Debug profile option. Set QP: Set Request Name to Yes if you want the value in the Request Name field prefixed to the OrderID. For more information on setting up profile options,

see: *Oracle Advanced Pricing Implementation Manual*, Profile Options.

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.

Pricing Engine Request window

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 ignores 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:** If you are using Sales Agreements in Oracle Order Management, see "Pricing tab: Setting up Sales Agreement", page 11-70. This setup is different than the agreement setup described in this section.

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:** 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.

> **Note:** You must have Maintain access to change the price list or its relationship to an agreement. If you have access issues, consult your Pricing Administrator.

See:

Creating a Pricing Agreement, page 11-58

Creating a Pricing Agreement

You can use the pricing agreement window in Oracle Pricing to create pricing agreements.

> **Note:** See Pricing tab: Setting up Sales Agreement, page 11-70 if you are using a Sales Agreement in Oracle Order Management to set up your pricing agreements.

To create a pricing agreement:

1. Navigate to the Pricing Agreements window.

Pricing Agreements window

2. 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.

3. In the Agreement tab, enter an Agreement Name.

   Use a naming convention that is consistent and meaningful. Consider using separate naming conventions for Standard Agreements versus Pricing Agreements. This helps users identify the type of agreement when searching by Agreement Name.

   The value entered for Agreement Name displays in the Sales Order Pad LOV at time of order entry.

4. Enter an Agreement Number. A consistent, meaningful naming convention should be considered and business practices established. This field is optional.

5. Enter a Revision number. The Revision number defaults to 1 at setup time. Additional versions of the same agreement can be maintained by updating the revision number for each new revision.

6. Select a Revision Date. The default is the current date.

7. If you want this Agreement to be used only for a particular customer and their related customers, enter the customer name in Customer. The customer number

displays in Cust Number.

Alternatively, you can enter the Customer number in Cust Number field and the customer's name will default to Customer field.
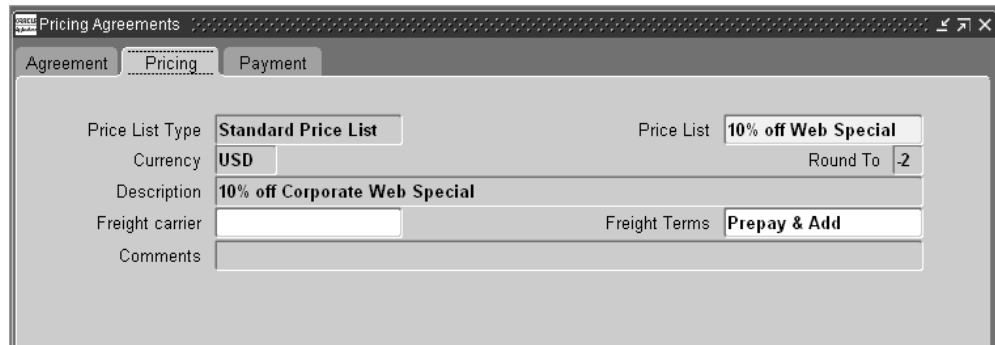
If you want this agreement to be available for any customer, leave the Customer and Cust Number fields blank.

8. Select an Agreement Type to classify agreements by type for reporting or control purposes.

9. Enter a customer Contact for this customer. This field can be entered only if you have specified a customer.

10. Enter starting and ending Effective Dates.

11. Enter a name for the Sales Person. This data can be used as a defaulting source when orders are placed using this agreement.

12. Enter a Purchase Order value for this Agreement. This field does not depend on the customer.

13. Enter the purchase order Signature Date date when the agreement was signed or the date on the purchase order.

The Agreement Source field (view-only) displays the source of an agreement.

14. Select the Pricing tab.The Pricing tab differs for a Standard Agreement and a Pricing Agreement. Each type and field behavior is described in the following section:

Pricing Agreements window: Pricing Tab

15. Select an Agreement price list type from the Price List Type field. Once a Pricing Agreement has been saved, you cannot update or change the value for Price List Type. Select from:

   • Pricing Agreements using Standard Price List

- Pricing Agreements using Agreement Price Lis

> **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)*.

Pricing Agreements using Standard Price List

- Agreements using Standard Price List cannot have *any* agreement lines

- Price list and price list lines can only be viewed and maintained through the Price List Setup window

- A Standard 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 using Agreement Price List

- 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 window, and the values will be used as defaulting sources for any orders using these agreements.

Note: 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

1. 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.

2. Select a Currency.

3. Enter a Round To value.

4. Enter a price list Description.

5. Enter a default Freight carrier.

6. Enter default Freight Terms.

7. Enter Comments.

   In the Payment tab:

Pricing Agreements: Payment tab

8. Select the Payment Terms.

9. Enter the Bill To name in Invoice To.

10. Enter the Bill To Address.

11. Enter the Bill To contact in Invoice Contact.

12. In the Rules region, enter a default Accounting Rule.

13. Enter an Invoicing rule.

> **Note:** Accounting and invoicing rules are set up in Oracle
> Receivables.

> **Note:** In the Override Flag region, the override boxes for the
> Accounting and Invoicing Rules are for information only. Create
> the accounting and invoicing rules in Oracle General Ledger.

Complete the following steps for each item that you want to add to the price list:

14. In the lower region of the window, enter a Customer Item number. Customer item
    is a pricing attribute.

    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.

15. Enter a customer Address and Address Category.

16. Enter an inventory item number in Product Value.

> **Note:** You cannot enter an item category in Product Value. If you entered a customer item which is associated with more that one inventory item, you must select the correct inventory item for the agreement line.

17. Enter a UOM (unit of measure).

18. Select Unit Price for the Application Method, page 11-30.

19. Enter base price in Value.

20. Enter the effective Start/End Dates.

21. Select Price List Line in Line Type.

22. 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.

23. Select a Line Type:

    • Price List Line

    • Price Break Header: This option enables you to set up a price breaks, and is only available if Agreement Price List has been selected as the Price List Type. See Defining Price Breaks for an Agreement Price List, page 11-65 for information on setting up price breaks.

24. Select Unit Price as the Application Method..

25. Enter the base price in Value.

26. Enter the effective Start and End Dates.

27. Enter any Comments, and a Revision number.

    > **Note:** This revision number is not dependent on the agreement revision number.

28. Enter a revision reason in Revision Reason. You must create a list of reasons before you use this field.

29. Enter the revision date in Revision Date.

30. Save your work.

See:

Overview of Agreements, page 11-57

To define pricing attributes:

1. Click Pricing Attributes.

2. The values for Product Context, Product Attribute and Product Value are defaulted and not user-entered.

3. Enter a pricing context in Pricing Context.

4. Enter a pricing attribute in Pricing Attribute.

5. Enter values in Value To.

> **Note:** You cannot enter Value To and Operator in the Pricing Attributes window.

6. Save your work.

> **Note:** The pricing attributes are joined as AND conditions since they apply to one price list line.

Defining Price Breaks for an Agreement Price List

You can create price breaks or "bracket pricing" for Agreement price lists to define prices that vary depending on the quantity ordered. For example, if a customer buys 10 items the price is $20 per item, but if the customer buys more, then they get a lower per unit price.

> **Note:** If you define a price break for an item category, all the items within the category are eligible for the price break.

The following table displays an example of a continuous price break setup:

Price Breaks window Setup

Price Break	Pricing Context	Pricing Attribute	Value From-To	Unit Price	Application Method	Recurring Value
1	Volume	Item Quantity	0-11	$50	Unit Price	-
2	Volume	Item Quantity	11-99999	$45	Unit Price	-

In Basic Pricing, you can use Point Break as the Price Break Type. This calculates the price based on the price break bracket in which the *total* quantity falls.

For example, if you ordered 16 units of Item A11111, the total quantity falls into the Price Break 2 bracket where the unit price is $45. So the price for all units is the price defined for Price Break 2. The total price is calculated as follows:

- Total price = 16 * $45 each = $720

To define price breaks:

1. Complete the Agreement header information as outlined in the preceding section.

    Note: You can create price breaks only for Agreement price lists using the Pricing Agreements window. You cannot create price breaks in the Price List window.

2. In the Pricing tab of the agreement, ensure the Price List Type is Agreement Price List. You can only set up price breaks for an Agreement Price List.

3. For the agreement line, complete the values (where required) for Customer Item, Address, Address Category, Product Value, Product Description, and UOM, Primary UOM, the Line Type.

4. Select Price Break Header as the Line Type.

    The Price Break Type is Point which means the pricing engine charges each unit of volume at the price of the break within which the total falls.

5. Select Unit Price as the Application Method, page 11-30.

6. Enter the Break UOM.

7. Enter the effective Start and End Dates.

8. Optionally, enter any Comments.

9. Enter a Revision (number), Revision Reason and Revision Date. You must create a list of revision reasons before you can select a Revision Reason.

> **Note:** The Revision number is not dependent on the agreement revision number.

10. Save your work.

11. Click Price Breaks in the Pricing Agreements window to display the Price Breaks window.

Price Breaks window
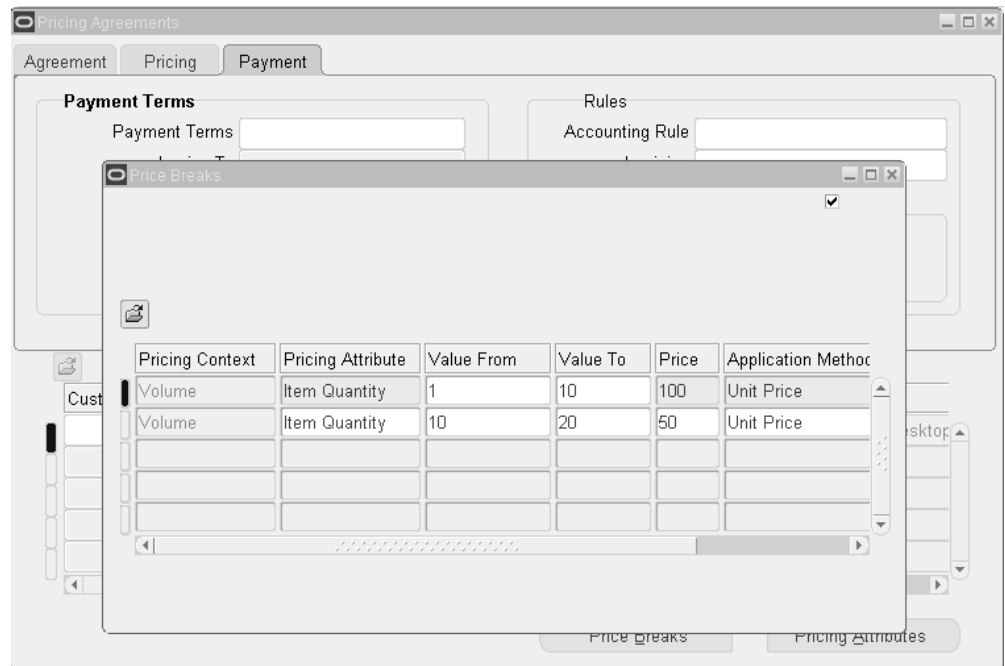
12. Complete the following steps for each price break to be defined:

The Pricing Context defaults to Volume.

13. The Pricing Attribute defaults to Item Quantity. Optionally, select a different Pricing Attribute.

14. Enter a Value From/To for the break range. To create no upper limit, leave the Value To field blank.

> **Note:** You cannot create overlapping ranges in the Value From/To fields for a price break. For example, if one break range is from 0 to 11, you cannot have another break range that is 5 to 20. The high value of one break is now the low value of the next break. For example, 11-20 is one break and 20-31 is the next break.

15. Enter a Price for the selected range:

    • For inventory items and item categories: Enter the base list price of the item.

    • For service items: If the 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.

16. Select an Application Method, page 11-30:

    • Unit Price: For inventory items and item categories.

    • Percent Price: For service items. You will only see Percent Price as an Application Method if the price list line is a service item.

17. Save your work.

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, 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 you can manually create a new revision with a new 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:
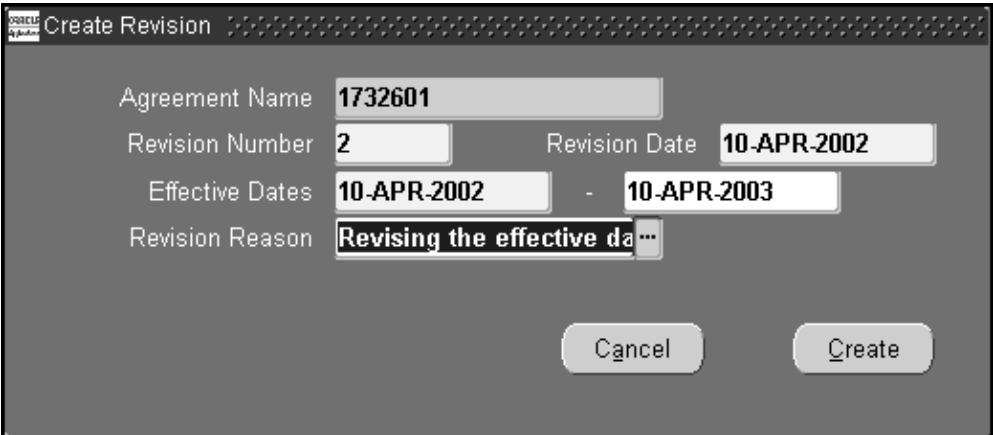
1. Navigate to the Pricing Agreements window, and Find the Agreement to be revised.

   > **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.

   > **Note:** 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.

   Create Revision window

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, page 11-57

Pricing Tab: Setting up Sales Agreement

Pricing information for a Sales Agreement (SA) is set up in the Pricing tab of the Sales Agreement window. You can define pricing terms such as a default price list that enable all releases against the sales agreement to receive the special sales agreement pricing. You can select from various pricing options:

- Select an existing price list as the "default" price list to price items or item categories on the sales agreement agreement. A price list defines the list prices for an item or item category.

  > **Note:** Optionally, even if you have selected a default price list for the overall Sales Agreement (and Enforce Price List box is not selected), you can create a new price list name and enter a Unit List Price on the lines. Also, in the lower Pricing tab you can select items from other existing price lists. If the Enforce Price List box is selected, then you must ensure that only one price list qualifies for selection. In Order Management, if the price list returned does not match the sales agreement price list, an error message is displayed.

- Create a new price list from the Sales Agreement. You can define the price list currency, unit list price, UOM (unit of measure) and items for the new price list. A price list created in the Sales Agreement can only be updated through the existing Sales Agreement.

- Create in-line discounts that can be applied to a selected standard price list or the sales agreement-created price list.

  > **Note:** For modifier and new price lists created in the Sales Agreement window, the Sales Agreement (SA) number automatically becomes list and line qualifiers for the price list or modifier. This ensures that the price list or modifier created for the Sales Agreement is used with the agreement.

  > **Note:** Once saved, these price lists and modifiers can only be

updated when accessed through the related Sales Agreement.

If you create a new price list or simple discount modifier in the Sales Agreement window, information automatically defaults from the Sales Agreement to the related modifier or price list:

- Price List window: In the Other tab, the List Source Document Number, List Source Code, Customer, and Customer Number default from the related Sales Agreement.

- Modifier window: In the Other tab, the List Source Document Number and List Source Code default from the related Sales Agreement.

Sales Agreement Currency

You may negotiate your agreement in any currency that best suits the buying and selling parties involved. The amount of the sales agreement is represented in this currency. Sales Agreement currency can be any currency, including currencies other than the functional currency of the negotiating organization. You must specify the conversion type on the sales agreement if they allow release currencies to be different from sales agreement currency.

For Oracle Advanced Pricing Users Only

You can create range breaks across sales agreement release orders. Sales Agreements can accumulate quantities and amounts ordered against a sales agreement and use those values as a starting point for price breaks for subsequent prices and then price accordingly. Pricing does not store or maintain any accumulation values. For Sales Agreements only, accumulation values are stored as part of the sales agreement in Order Management. The accumulated values for sales agreements = Released - Returned.

You can create modifier accumulated range breaks (across release orders) for a particular Sales Agreement. Three seeded accumulation attributes are provided for use only with Sales Agreements: Sales Agreement Amount, Sales Agreement Line Quantity, and Sales Agreement Line Amount.

For example, a range break is setup for a sales agreement Line Quantity of 1000 (Item A) with a discount of 20% for all quantities ordered above 1000. Three releases are placed for a total quantity of 1000 of Item A. All subsequent releases (release orders with this Sales Agreement reference) will receive the 20% discount.

To enter pricing details for the Sales Agreement (Pricing tab):

1. Navigate to the Pricing tab (upper tab) of the Sales Agreement window.

Sales Agreement window: Pricing tab

2.   Select a Price List as the default for the Sales Agreement. Even if a default price list is selected, you can add a new price list in the New Price List field or add Sales Agreement lines in the lower Pricing tab.

> **Note:** Once a Sales Agreement is active, you cannot select a different default price list. However you can change the price list values for the agreement lines.

3.   Select the Enforce Price List box to enforce the price list on the release to match the price list defined for the Sales Agreement. If selected, the Create region and lower Pricing tab will be grayed out and you cannot add discounts or add additional Sales Agreement lines in the lower Pricing tab. If cleared, you can create in-line discounts and add Sales Agreement lines.

> **Note:** If the pricing engine returns a secondary price list and Enforce Price List is selected, the secondary price list would not be considered for the Sales Agreement. Therefore, ensure that all the items are defined on the primary price list if Enforce Price List is

selected.

In the Create region, you can create simple in-line discounts (by percent or amount) or create a new price list directly within the Sales Agreement.

4. To create a simple discount, enter a modifier name in the New Modifier List field. The new modifier list inherits the operating unit of the sales agreement.

5. Enter a numeric value for one of the following:

    •   Default Discount %: To create a discount by percent. For example, 10% off each item.

    •   Default Discount Amount: To create a discount by amount. For example, $10 off each item.

        The value for the discount (amount or percent) defaults to the Sales Agreement lines in the lower Pricing tab. However, the defaulted value can be overwritten prior to saving the Sales Agreement line. For example, to change the discount from 10 to 15 for a specific Sales Agreement line.

6. To access the related modifier, choose Actions > Price Modifiers Setup to display the Define Modifier window. See Creating a Modifier List, page 11-32 for information on setting up a discount modifier.

7. Enter a New Price List name to create a new price list for this Sales Agreement. You can create a new price list even if you have selected a default price list. The new price list inherits the operating unit of the sales agreement.

    > **Note:** Once saved, the new price list and/or modifier can only be updated when accessed through the related Sales Agreement.

8. To view the price list, click Price List Setup or Actions > Price List to display the Price Lists window.

    > **Note:** If you click Price List Setup when a price list is already selected for this Sales Agreement, then the Price List window displays the existing price list and its details.

    > See Creating a Price List, page 11-8 for information on creating a price list.

9. Click the lower Pricing tab to view, enter, or update the Sales Agreement (SA) lines. Price list or discount information selected in the upper Pricing tab defaults to the Sales Agreement lines. You can either accept the defaulted values, or update the

Sales Agreement lines with new value.

10. If you entered a new Sales Agreement Price List Name, and enter a Unit List Price for a Sales Agreement line, the new Price List Name displays in the Price List field.

The Pricing UOM (unit of measure) field displays the unit of measure for the item such as each (EA) or Box.

The Discount % or Discount Amt fields display the default value of the discount to be applied to the Sales Agreement line. You can change the value for a selected agreement line.

11. Save your changes.

Pricing an Order

To price an order line:

1. Enter order header details.

   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

     > **Additional Information:** 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.

2. 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.

Additional Information: 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.

3. 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.

4. 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.

> **Additional 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. The profile option OM: List Price Override Privilege controls your ability to override the unit list price. If you have this profile set to Unlimited, you may modify the unit list price by editing the current value displayed. The original list price is saved in a hidden folder field, so you can display it if necessary.

5. 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.

   For outbound order lines with standard or service items and return order lines with standard items, models, the application enables the Accounting Rule start and end date fields. However, for an outbound order with a standard item, you must enter values in these fields at booking if you have chosen the accounting rule type of Daily Revenue Rate, All Periods and Daily Revenue Rate, or Partial Periods.

6. 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. Calculates only freight

charges at the time of pricing.

7. 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:

8. Navigate to the Promotions/Pricing Attributes window, Pricing Attributes tab.

9. Select a Pricing Context.

Promotions/Pricing Attributes window: Pricing Attributes tab
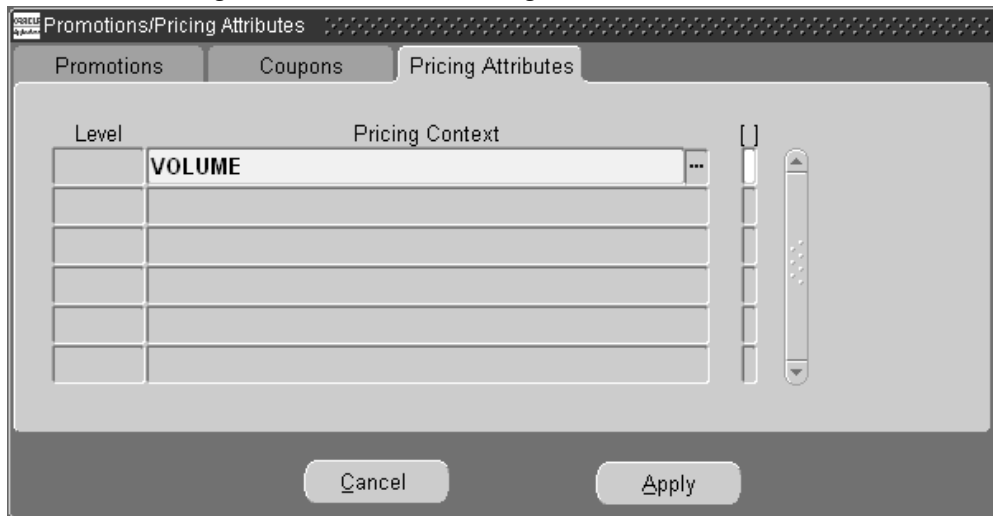
10. Click Apply. After the order lines are entered: click Actions > Price Order. Save your work. The pricing engine calculates header-level adjustments or discounts.

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.

When Unit of Measure or Pricing Date is updated, then the Calculate Price Flag is

automatically set to Partial if the UOM is different than on original line. Therefore any applicable modifiers will be applied to the line.

Negative Prices

Pricing returns negative prices only if the profile option *OM: Negative Pricing* is set to Yes.

See:

Pricing for Service Items, page 11-83

Modifying Order Pricing in Oracle Order Management, page 11-87

Pricing Special Orders, page 11-98

Repricing an Order/Order Line, page 11-99.

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.

> **Note:** When partial shipment is carried out, then the price is frozen internally and it does not get changed on the partially shipped lines. Additionally, the customer acceptance status for non-proportionate splits is different for the line status in the Sales Order window and the line status in the Order Information Portal (OIP). The line status in the Sales Order window displays the status for the individual line, whereas, OIP displays status for the whole model.

Users can split the internal sales order line to choose more effective scheduling or different ship methods. Users need to disable the processing constraint that prevents internal sales order lines from being split manually. The processing constraint is not disabled by default.

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

Split Line window

> **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.

    > **Note:** 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.

- During and after a split, if a line becomes disqualified for an upgrade pricing modifier, then the item will not be down-graded. During and after a split, if a line becomes qualified for an upgrade pricing modifier, then the item will not be upgraded.

  For example: Suppose you have the following Item upgrade pricing modifier: Buy more than 10 Item X, you get upgraded to Item Y at Item X's price. Now, suppose a customer placed an order for 10 Item X which got upgraded to Y. Now split the order line quantity into 4 and 6, the user would get two order lines of Item Y at Item X's price.

- The following error message *You are not allowed to split Order Line because: Line is released to Warehouse.* may appear when splitting an order line associated with a delivery detail in the status Planned For Crossdocking. This error occurs when a processing constraint has been set up for the order line in the Processing Constraints window (Order Line > Split > Condition = Not Allowed if Released to Warehouse.) After you disable the constraint, you should be able to successfully split the order line.

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.

Reservations

During a split line request for reserved lines, Order Management does not follow any pre-defined rules for splitting reserved lines. This is done arbitrarily and for lot controlled items, reserved lines are split according to existing inventory reservations.

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.

- User initiated splits not enabled on a back to back sales order line that is purchase released and the reservations are against Purchase Order or Purchase Requisition.

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 are have been partially processed. This is true for all order lines except internal order lines, which are never split by the system.

Such system initiated splits occur as follows:

- When Order Lines are partially processed at:

  - Ship Confirmation - When your shipping department finds that stock on hand is less than the ordered quantity, you can ship the available quantity and Order Management will split the line so that the customer can be billed for what was shipped.

  - Purchase Release Receipt - When a Drop-Ship Line is partially received, Order Management splits the line so that a customer can be invoiced for what was already shipped.

When Return Lines are partially processed at:

- Return Receipt - When your customer returns partial quantity on a return, Oracle Order Management splits the return line so that customers can be issued credit for what was returned.

For both user and system initiated splits, Order Management retains all of the original line information including attachments, discounts, flow status, sales credits, reservations, taxes, and holds.

The Calculate Price Flag on the order line entity controls if pricing/charge calculations should be done on the line:

- If it is set to Calculate Price, both pricing and freight charges calculation are done.

- If it is set to Partial Price, only freight charges calculation is done.

- If it is set to Freeze Price, neither pricing nor freight charges calculation is done.

The following table shows the value of the Calculate Price Flag before and after a user or system initiated split.

Calculate Price Flag 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. These items are priced just like other items 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.

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 a 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% of 1000 * 12 = 240

See:

Viewing Pricing Adjustments

You can view adjustments at the order or order line level:

- Order level adjustments display each order line that accounts for the total adjusted amount for an order line.

- Line level adjustments display for each line that was adjusted.

To view pricing adjustments:

1. Navigate to the Adjustments window.

   Adjustments window
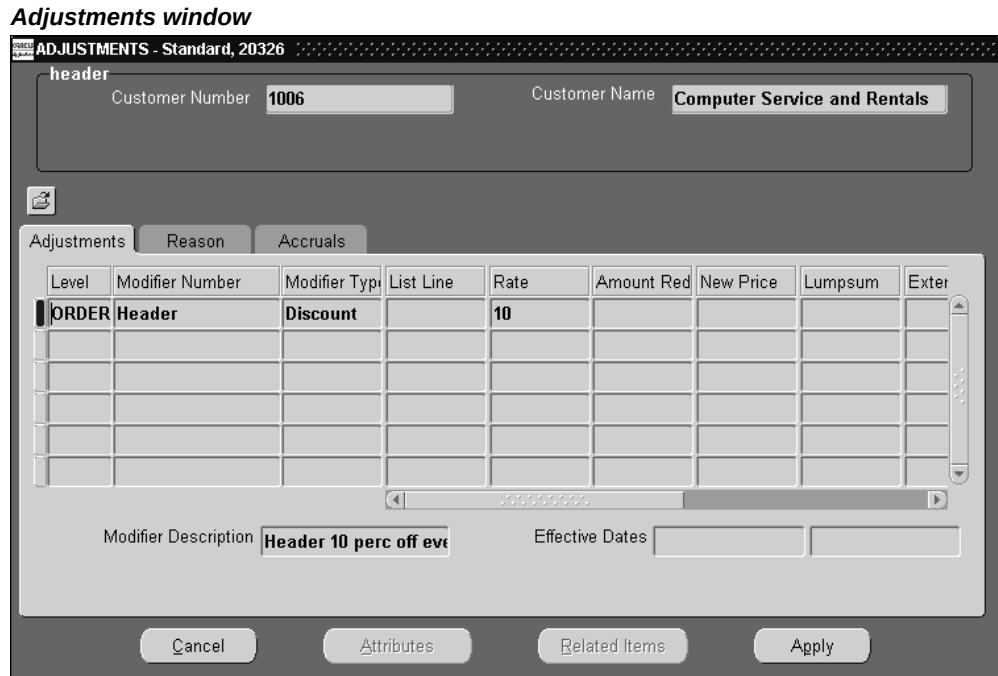
2. To view, apply or update adjustments and their values, select the Adjustments tab.

   The Adjustments window displays all order level adjustments, adjustments for this line, and adjustments for a group of lines in which this line is eligible:

   - For an order level adjustment, Level displays ORDER.

   - For a line level adjustment, Level displays LINE. (Note: LINE GROUP is only available for Advanced Pricing.)

3. To update the reason for the manual updates or benefits given, select the Reasons tab and enter your changes in the appropriate fields. 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:** The Accruals tab, which displays accrual information, is enabled only in Oracle Advanced Pricing. In Order Management, accruals are not interfaced to Invoicing/Accounts Receivables.

> **Note:** The Related Items button and Related Lines tab are enabled only in Oracle Advanced Pricing.

6. Save your work.

Modifying Order Pricing in Oracle Order Management

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.

Batch Price concurrent program to price/re-price orders and lines

The Batch Price concurrent program is used to price/re-price orders and lines. You can submit the concurrent program with various parameters to price or re-price orders and lines. For more information please refer to Appendix D (Concurrent Programs) of this guide.

Using Manual Adjustments in Order Management

Pricing adjustments can be applied at different points in the order process such as pricing an order, before leaving the order line, or saving the order line.

The pricing engine calculates the selling price by evaluating how the discounts and benefits are grouped into buckets. The grouping helps to determine the net selling price and can be used across all pricing phases.

Currently, manual adjustments shown in View Adjustments can either be overridden (overrideable) or not overridden (non-overrideable). If a manual discount is applied from an earlier bucket, then all subsequent values will be recalculated.

In the View Adjustments window (for the Order level), you can override the existing percent level and enter a new one. This applies to the whole order and the pricing engine makes the necessary adjustments to all lines in the order. In contrast, you can also change the price of one or more lines, by overtyping the existing price with the one you want displayed. Also the View Adjustment window (Line tab) shows both Order and Line level discounts for the sake of convenience so that you don't have to go to

Order Header tab if you want to apply Order Level discount.

> **Note:** Buckets for manual adjustments is for Advanced Pricing Users only. This behavior in View Adjustments and on the Sales Order Line is specifically for Order Management.

After over-typing the selling price, a list of values displays a list of manual overrideable modifiers in the Null bucket. Alternately, to apply a manual adjustment, you can overtype the selling price.

To use manual modifiers:

Ensure that the following is selected:

- The profile option QP: Allow Buckets for Manual Modifiers must be set to Yes to enable users to define buckets for manual line or group of line level modifiers. The default value is No. This profile option is set at the site level.

- When setting up the manual modifier, apply the manual discount in Bucket 1. See Creating a Modifier List, page 11-32. for information on setting up modifiers.

  > **Note:** To control incompatibility processing for manual modifiers, set a value for the profile option QP: Return Manual Discounts. To view the incompatibility processing options for manual modifiers, see the description of the profile option.

Setting the profile option QP: Allow Buckets for Manual Modifiers

To enable the use of manual modifiers, the QP: Allow Buckets for Manual Modifiers must be set to Yes. When set to yes, the Bucket field in the Define Modifiers window is enabled for manual line and group of line modifiers: Discount, Surcharge, Price Breaks, and Freight and Special Charges.

> **Warning:** You cannot set the profile option QP: Allow Buckets for Manual Modifiers to Yes, define manual modifiers in buckets, and then set the profile to No. If you do, incorrect results may display. The recommended alternative is to change or end date the manual modifier lines that are no longer required.

Scenario 1: Applying Manual Adjustments and Re-calculating Adjustments in Subsequent Buckets

If manual adjustments are assigned to a bucket, the adjustments are applied on the previous subtotal price.

You can use buckets when defining manual, overrideable modifiers to determine the calculated adjustment. So if a manual adjustment is applied that's in an earlier bucket,

then all subsequent adjustments will be recalculated.

Example 1: Calculations using a Manual Adjustment

This example shows the calculations when two adjustments (A2 and O1) are applied to an order line. The initial unit list price is $100. The setup is outlined in the following table:

Line Level Adjustments assigned to buckets

Modifier Name	Bucket	Discount (Operand)	Subtotal price	Adjustment Amount	Unit Selling Price after this adjustment is applied
A2	2	10%	100	10%*100 = -10	90
O1	null	5%	100	5%*100 = -5	85

After the adjustments are applied, the revised unit selling price is $85.

Now, suppose you wanted to apply a manual modifier in bucket 1. The unit selling price would be recalculated as follows:

Example of adjustments with manual adjustment included

Adjustment	Bucket	Discount (Operand)	Subtotal price	Adjustment Amount	Unit Selling Price after this adjustment is applied
M1	1	10%	100	-10	90
A2	2	10%	90	-9	81
O1	null	5% Discount in Null bucket is applied to original list price.	100	-5	$76

The adjustments are applied as follows:

- The manual adjustment (M1) is applied to the original unit selling price of $100.

- The A2 adjustment A2 is applied to the revised unit selling price of $90.

- The O1 adjustment is applied off the list price.

Therefore, the unit selling price after the adjustments will be $76.

Example 2: Manual Adjustment applied in the same Bucket as an Automatic Adjustment

The following example compares two scenarios using a manual and automatic adjustment assigned to the same bucket:

- In the first table, the adjustments are applied *without* the manual adjustment.

- In the second table, the adjustments are applied *with* the manual adjustment.

The adjustments are assigned to the following buckets with a starting list price of $100 (the manual adjustment is not applied yet):

- Bucket1: 10% automatic adjustment is applied.

- Bucket2: 10% automatic adjustment A2 is applied.

- Null Bucket: 5% order level adjustment O1 is applied.

The selling price would be calculated as follows:

Example 2: Adjustments without the manual adjustment

Modifier Name	Bucket	Discount (Operand)	Subtotal price	Adjustment Amount	Unit Selling Price after this adjustment is applied
A1	1	10%	100	-10	90
A2	2	10%	90	-9	81
O1	null	5%	100	-5	76

Now, suppose a 10% manual adjustment M1 is assigned to Bucket1, and the adjustments are applied to the unit selling price of $100. The following table shows how the unit selling price is calculated:

Example 2: Adjustments with a manual adjustment

Adjustment	Bucket	Discount (Operand)	Subtotal price	Adjustment Amount	Unit Selling Price after this adjustment is applied
A1	1	10%	100	-10	90
M1 (Manual modifier)	**1**	**10%**	**100**	**-10**	**80**
A2	2	10%	80	-8	72
O1	null	5%	100	-5	67

The pricing engine will first apply the automatic and manual adjustments from Bucket 1 to the subtotal price. Then the adjustments in the remaining buckets are applied, followed by the null bucket.

The unit selling price is recalculated and results in a unit selling price of $67. If another manual adjustment in bucket 1 is applied, then all subsequent adjustments will be recalculated. You cannot put another manual adjustment in an earlier bucket than bucket 1.

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 the Override Allowed box is selected for the adjustment, 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-overridable charges.

> **Note:** However, if you choose to update manual non-overridable charges, the update must be performed manually; manual non-overridable charges are never altered by the system, even if the order undergoes repricing.

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 overridable manual line level discount or surcharge modifier. If there is more than one, manual discount, you must select one from a list of values.

   - Access the list of values to view the unapplied manual line adjustments for the line. (Group of Lines manual adjustments are only available in Oracle Advanced Pricing.)

     > **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, Price Break Header, Freight and Special Charges.

> **Note:** 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:

Override the List Price

Pricing buckets control how the calculation of discounts and other benefits is sequenced. The pricing engine calculates different selling prices depending on how you group your discounts and benefits into buckets. This grouping helps to determine the net selling price and are applied across all pricing phases. Customers need to create cascading discounts, discounts that apply to the net price. This requirement has been met though the bucketing functionality within Oracle Advanced Pricing. However, historically only automatic modifiers can be defined to belong to buckets. Customers need to control the application of manual modifiers with regard to cascading of the price adjustments in the same way that they can with automatic modifiers.

Apply Manual Discounts That Have Been Setup in Buckets

You can apply manual discounts that are in buckets from the View Adjustment window. If a manual discount is applied that is in a bucket earlier than other applied discounts, then all subsequent values are recalculated.

In addition to null bucket manual modifiers, you can apply bucketed manual modifiers from View Adjustments window and see the new selling price calculated after you save or click Apply. The LOV for the manual modifier will indicate which bucket the adjustment is set for, so you will know what you are choosing. In the Line Items tab, the selling price LOV will only show NULL bucket modifiers as it is now. For more information regarding manual buckets, see the *Oracle Advanced Pricing User's Guide*.

Overtype the List Price

The Original List Price is maintained for reporting purposes. Only the *first* overriding of

the list price results in saving the original list price. To track how many times list price has been changed, enable the audit trail for the Unit List Price field.

> **Note:** The item must still be on a price list - this feature is not intended to be a way to establish a list price without putting the item on a price list; overriding does not change the list price on the price list.

> **Note:** The only way for the user to unfreeze the list price is to clear the list price field, to call the pricing engine to get the current list price.

> **Note:** We save the original list price (which came from the price list), so that subsequent pricing/repricing actions won't overwrite it automatically.

User Procedures

A new profile option, OM: List Price Override Privilege controls whether or not you can update the List Price. It is enabled and updated at the application, responsibility and user level. It is not user visible and updatable. The values include:

- View Only: This is the default value. If set to this value, the current behavior is retained, which means unit list price field is protected.

- Unlimited Privilege: If set to this value, you can override the unit list price field from the main tab and immediately see selling price adjusted accordingly.

To use Override List Price:

1. Navigate to the Sales Orders/Quick Sales Orders window.

2. Enter the header and line information, including the ordered item and quantity, then tab to the next field. The Selling Price and List Price display.

3. If the profile is set to Unlimited Privilege, you can enter a new list price in the List Price field. You can either proceed to the next line or save your work.

4. You can see the new, entered list price, and if there are automatic discounts applied, they will be based on the new list price.

5. If the folder has been modified to show the Original List Price, the original list price displays.

6. To change the List Price again, go to the list price field and enter a new value, replacing a previously entered value. If Audit Trail is enabled for List Price and a

reason is required, a window appears to enter a reason and optional comments.

> **Note:** Subsequent overrides of the List Price, after the order line is saved, can be captured by Audit Trail, depending on the setup of Audit Trail (entered or booked state) and any processing constraints that have been set up.

Repricing Scenarios

1. Navigate to the Sales Orders / Quick Sales Orders window and create an order.

2. Override the list price of one or more lines on the order.

3. The list price of the item is changed on the Price List.

4. Query the order and use the Price Order action from the header.

5. The overridden price remains on the line that was overridden. It does not revert back to the original price or get the new price entered in step 3.

6. Select the line with the overridden price and uses the Price Line action.

7. The overridden price remains on the line that was overridden. It does not revert back to the original price or get the new price entered in step 3.

8. Assume the line workflow contains Reprice at Shipping activity. When the line is shipped, the activity is executed.

9. The overridden price remains on the line that was overridden. It does not revert back to the original price or get the new price entered in step 3.

To change back to the original List Price:

1. Navigate to the Sales Orders/Quick Sales Orders window, and locate the line to reset the List Price on.

2. Clears the List Price field and save the line. The pricing engine obtains the current list price.

3. The Original List Price field displays as null.

To perform returns / credits after overriding the list price:

Use this procedure to credit the correct amount when the list price has been overridden.

> **Note:** If you choose to copy at the original price (with or without calculating charges), the new price is copied. This is to make sure the copied line has the same price as the original line. The Original List Price is copied and is clearly indicated that the price has been overridden for reporting purpose. If you choose to copy with repricing, the Original Price List field is not copied, and the unit list price will be recalculated.

1. The order has been entered, one or more list price overridden, and the order is booked, shipped, and invoiced.

2. Create a return by copying the order to a return order type.

3. If you copied saying to price using the original date, then the overridden price is used for the return and the original list price field is copied to the return line. If priced as of the current date, the pricing engine new price is used.

4. Create a return by referencing the original line. The overridden price is used for the return. The original list price field is copied to the return.

   > **Note:** To be consistent with discounting privilege profile option, you can enter a new list price if the OM: List Price Override Privilege profile option value is set to **Unlimited Privilege**, even if the order type says to enforce list price.

OM Impact for the Buckets for Manual Modifier in Pricing

There is a new profile QP: Allow Buckets for Manual Modifiers that you must turn on. This profile is set at the site level and will enable users to define buckets for a manual line or group of line level modifiers if the profile is set to Yes. The default value is No. If you turn this profile on and then define manual modifiers in buckets, and then set the profile to No, then you may get incorrect results. If you must turn off this functionality, you should do so by going into the Modifiers windows and change or expiring the modifier lines. Currently, manual adjustments shown in the View Adjustments window can be overrideable or non-overrideable. If a manual discount is applied that is in an earlier bucket, then all subsequent values need to be recalculated. The List of Values for Modifier Number should display the bucket number so the user knows which manual adjustment to pick prior to applying. This LOV is in the View Adjustments window, when the user selects the Unit Selling Price LOV, or if the user overtypes the selling price and selects a manual adjustment from the LOV. Adjustments are different at different points because users can change the price at the price event, before leaving the line, saving the line, etc. which may not be the case in other applications.

1. Overtyping the selling price at the price event.

2. Overtyping the selling price at the price event (with discounts associated in the price event).

3. Overtyping the selling price before leaving or saving the line.

4. Overtyping the selling price after the save.

This will affect Quick Sales Order, Classic Sales Order, HTML, and Pricing & Availability windows.

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, page 11-83

Modifying Order Pricing in Oracle Order Management, page 11-87

Repricing an Order/Order Line, page 11-99

Repricing an Order or an 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.

If Ship Entered event is added to the List Line Adjustment phase (Phase 10), then whenever pricing is called for the Ship event, the application reprices automatically.

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 tab:

   1. Select an order line.

   2. Choose Actions.

   3. Select Price Line.

Repricing is also carried out when the user copies an order line to another order. All the lines in the current order will be repriced, even if a single line gets copied. You can use the Process Order API to trigger re-pricing of Orders/Lines without having to update any of the related attributes.

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.*

Repricing Preferences

For more information on Repricing Preferences, see: *Oracle Order Management Implementation Manual*: Appendix C (Pricing Profile Options), and the Oracle Order Management Setup chapter.

See:

Pricing for Service Items, page 11-83

Modifying Order Pricing in Oracle Order Management, page 11-87

Pricing Special Orders, page 11-98

Repricing Preferences

Repricing is normally triggered when you change any of the repricing attributes. Oracle Order Management enables you to add the attributes to control the triggering of repricing. You can use Repricing Preferences page to set up these attributes.

The profile option OM: Enable Repricing Preferences enables you to set up what attributes trigger repricing. You set this profile at the site level only. When you set the

profile to Yes, the setup done for the attributes in the Repricing Preferences page will trigger repricing accordingly. When you set the profile option to Null or No, then any change to the standard repricing attributes will trigger repricing automatically, irrespective of setup created in the Repricing Preferences page When you set the OM: Enable Repricing Preferences profile option to Yes, but you do not set up any attributes in the Repricing Preferences page, and when you change a standard repricing attribute, it will automatically trigger repricing.

You can setup attributes in the Repricing Preferences page for the Non-Mandatory Repricing Attributes (Mandatory Repricing Attributes as No), in the table below. The table lists the standard repricing attributes and mandatory repricing attributes that can be set up in the Repricing Preferences page:

Attribute Name	Standard Repricing Attribute	Mandatory Repricing Attribute
Agreement	Yes	No
Blanket Number	Yes	Yes
Blanket Line Number	Yes	Yes
Bill To	Yes	No
Customer PO Number	Yes	No
Inventory Item	Yes	Yes
Line Category	Yes	No
Line Type	Yes	No
Ordered Quantity	Yes	Yes
Secondary Quantity	Yes	Yes
Ordered Quantity UOM	Yes	Yes
Price List	Yes	Yes
Pricing Date	Yes	Yes
Pricing Quantity	Yes	Yes

Attribute Name	Standard Repricing Attribute	Mandatory Repricing Attribute
Pricing Quantity UOM	Yes	Yes
Preferred Grade	Yes	No
Payment Term	Yes	Yes
Request Date	Yes	Yes
Ship To	Yes	Yes
Customer	Yes	Yes
Service Start Date	Yes	No
Service End Date	Yes	No
Service Duration	Yes	No
Service Period	Yes	No
Shipping Method	Yes	No

In the Repricing Preferences page, you can also setup to trigger Repricing on the following attributes:

- Shipment Priority

- Freight Terms

- Deliver To

To enable triggering of repricing for any of these attributes, you must create a record for each attribute(s) with Exclude check box as unchecked.

Repricing Preferences Procedures

Use the Repricing Preferences page to set up and control the attributes that trigger repricing. You can add multiple records but only one record for each attribute to control triggering of repricing on the Sales Orders.

Repricing Preferences page:
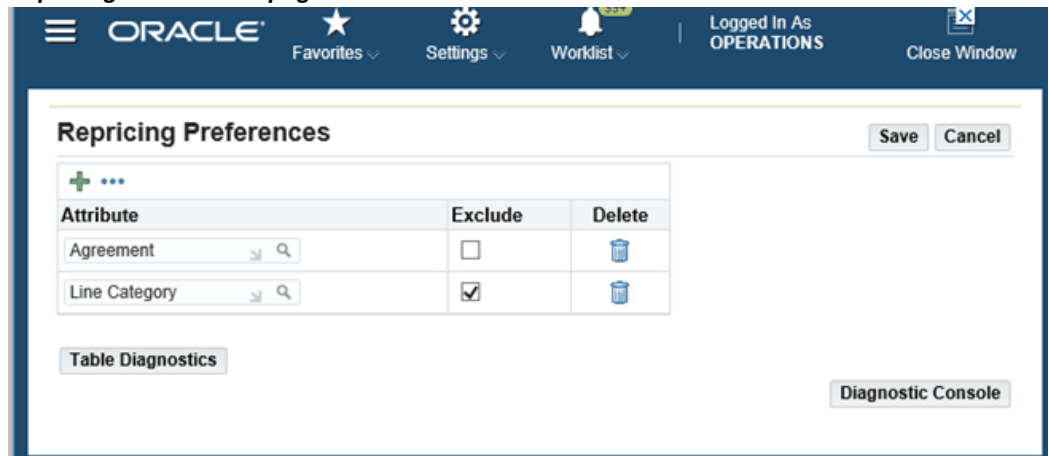
To create a repricing attribute:

1. Navigate to Setup > Orders > Repricing Preferences window.

2. Click + to add a new record.

3. Search an attribute from the Attribute list of values.

4. Select the attribute and click Save.

5. Select the Exclude check box if you want to disable that attribute to trigger repricing. If you do not select the Exclude check box for an attribute, then a change in that attribute will result in triggering of repricing.

6. Click Save.

7. Click the Delete icon to remove that attribute.

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.

•   Determine 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). Oracle Order Management also gives you the ability to include cost adders (cost modifiers) and already applied rebates in gross margin calculations for a sales order line. 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. Oracle Order Management uses Oracle Costing to get a cost that is consistent within the Oracle E-Business suite.

> **Note:** For drop-shipped items, the cost is the price from the purchase order issue. Oracle Order Management obtains that information when the purchase order is created for these items. The system attempts to retrieve the cost from the purchase order which is the purchase price, however; this price might not be available before the item is shipped. If the price is not yet available, the system retrieves the cost from the List Price field in the Purchasing tab of the Master Item window in Oracle 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 may want to view the gross margin of an order or order line to:

- Expedite shipments. To prioritize the shipments of lines with higher gross margins.

- Allocate scarce products. You may 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 gross margin

- Specify what the minimal acceptable margin on an order level is and orders that do not meet that margin are set aside for review.

This table provides the formulas the system uses for calculating margin percent for the different margin calculation values that are available in Oracle Order Management.

Margin Percent Calculations

Margin Calculation	Formula for Calculating Margin Percent for a Line
Cost Based	((Unit Selling Price – Unit Cost) / Unit Cost) * 100
Cost Based, Cost Modifiers Only	Adjusted Unit Cost = Unit Cost + Cost Adders ((Unit selling price – Adjusted Unit Cost) / Adjusted Unit Cost) * 100
Cost Based, Cost Modifiers and Rebates	Adjusted Unit Cost = Unit Cost + Cost Adders + Customer Rebate - Vendor Rebate ((Unit selling price – Adjusted Unit Cost / Adjusted Unit Cost) * 100
Price Based	((Unit Selling Price – Unit Cost) / Unit Selling Price) * 100
Price Based, Cost Modifiers Only	Adjusted Unit Cost = Unit Cost + Cost Adders ((Unit selling price – Adjusted Unit Cost) / Unit selling price) * 100
Price Based, Cost Modifiers and Rebates	Adjusted Unit Cost = Unit Cost + Cost Adders + Customer Rebate + Vendor Rebate ((Unit selling price – Adjusted Unit Cost) / Unit selling price)) * 100

> **Note:** In this table Cost Adders are equal to Cost Modifiers.

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.

For more information on setting the Margin Calculation system parameter, see the Seeded System Parameter section in the Oracle Order Management Setup chapter in the *Oracle Order Management Implementation Manual.*

For more information on setting up gross margin, see the Setting Up Gross Margin section in the Oracle Order Management Setup chapter in the *Oracle Order Management Implementation Manual.*

Gross Margin Procedures

To View Gross Margin While Entering Orders:

1. Navigate to the Sales Orders window.

   Note: A similar procedure can be performed in the Quick Sales Order window and the Order Management HTML page.

2. Enter order header information.

3. Enter line information. As each line is priced, the cost is obtained and the margin is calculated. The unit cost, adjusted unit cost and/or margin information will be displayed in the Main or Pricing sub tabs.

   Note: You can view 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.

Sales Orders window - Gross Margin
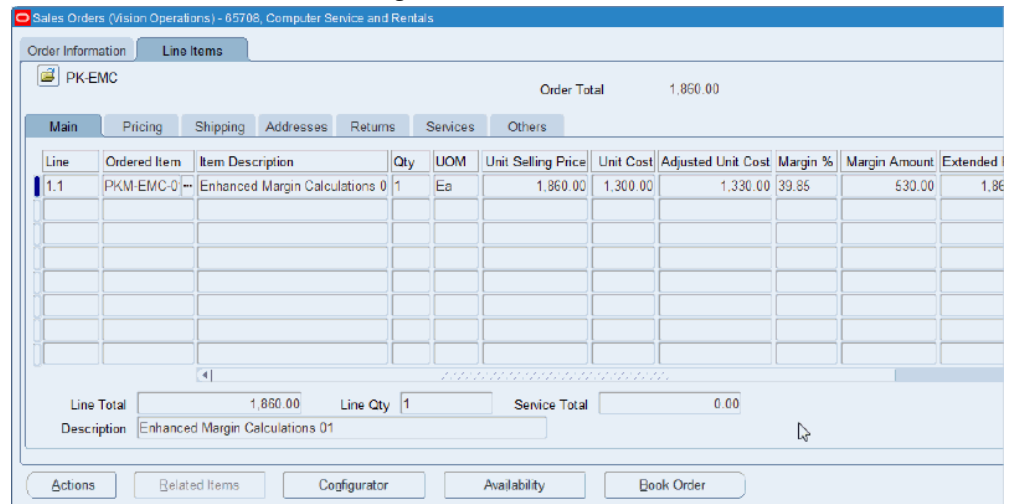
4. View the cost adjustments for the sales order line that affect the gross margin calculation:

   1. Select a sales order line.

   2. Click the Actions button and select the View Cost Adjustments action.

Cost Adjustments window

The Cost Adjustments window appears displaying the cost adjustments (Cost Adders, Customer Rebates, Supplier Rebates) for the sales order line. The Cost Adjustments window contains a Line region and the Cost Adders, Customer Rebates, and Supplier Rebates sub tabs. In the Line region you can view the current margin and related details. Fields displayed are List Price, Selling Price, Margin Amount, Unit Cost, Adjusted Unit Cost, and Margin % (percent).

In the Cost Adders sub tab you can view the cost modifiers that were automatically applied. Fields displayed are Name, Description, and Amount.

In the Customer Rebates sub tab you can view the accrual modifiers (having a beneficiary / rebate type equal customer) that were applied automatically. Fields displayed are Level, Modifier, Name, Type, Rate, and Amount.

In the Supplier Rebates sub tab you can view the accrual modifiers (having a beneficiary / rebate type equal supplier) that were applied automatically. Fields displayed are Level, Modifier, Name, Type, Rate, and Amount.

5. 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.

Sales Orders Window - Others sub tab

6. 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 receive 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 is 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 and Availability window.

2. Enter the Item, Quantity, and Warehouse.

3. Click the Price and Availability button.

4. View Unit Selling Price and availability information on the Summary sub tab.

5. Select the Pricing sub tab to view cost and margin information.

> **Note:** These fields must be enabled in the folder and you must have function security for Gross Margin enabled to be authorized to view cost and margin information.

> **Note:** Margin and Margin % fields display N/A if you selected "Cost Based, Cost Modifiers Only", "Cost Based, Cost Modifiers and Rebates", "Price Based, Cost Modifiers" or "Price Based Cost Modifiers and Rebates" for the Margin Calculation system parameter. You can view the margin and margin % in the Sales Orders window, Quick Sales Order window, or the Order Management HTML page.

To Obtain or Refresh the Cost Using Actions:

Orders entered before the Gross Margin functionality is enabled will not have costs captured and thus will not have visibility to gross margin. 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.

> **Note:** A similar procedure can be performed in the Quick Sales

Order window and the Order Management HTML page.

2. Query the order to view the cost.

3. Click the Actions button, then select the Get Cost action.

   The cost and margin columns are refreshed associated to the order. You can view the updated information in the Others sub tab.

4. Optionally, select the Line Items tab, go to the line to obtain the cost, click the Actions button, and select the Get Cost action.

   The cost and margin columns are refreshed.

Repricing at Shipment Workflow

The reprice_line workflow activity is usually placed after shipping or fulfillment. Cost is fixed at shipping, but margin can be changed by the reprice_line workflow due to a change in selling price. 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 Oracle Receivables. The Invoice interface workflow activity honors 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.

Price Book

A price book enables you to view and/or print pricing data and use it as a reference. You can also use it to see the final price that will be used in pricing an item within a category. You can add textual information, images, and other data to use as a catalog with specified effective dates, this can be done with the help of XML Publisher.

The following table outlines the Basic Pricing features available for the Price Book functionality:

Basic Pricing features	Advanced Pricing Features
Search page: • Price Book Type prompt hidden • Create Delta column hidden • Create Price Book button is available • Delete button is available	Search page, all features
View Price Book lines • Price Book Lines sub-tab, Create Delta button hidden • Additional Price Calculation Criteria sub-tab, Create Delta button hidden • Publishing Options sub-tab, Create Delta button hidden and Send XML Message box hidden • Additional Price Calculation Criteria sub-tab is available • Break, Pricing Attributes, Status detail is available	View Price Book lines, all features
Create Price Book • Pricing attributes LOV restricted to basic pricing attributes • Publishing Options, Send XML Message box hidden	Create Price Book, all features
Create Delta page is hidden	Create Delta, all features
Get Catalog XML message denied	Get Catalog XML message accepted and Synch Catalog reply will be sent

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Shipping

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.

   Note: 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.

   The application populates the folder-enabled Fulfillment Base field only if:

- The OM: Default Fulfillment Base profile is set to Yes.

- The ordered item is a dual UOM.

- The ordered item is either shippable, reservable, or inventory item in the Master Item in Oracle Inventory.

- The Ship from Org (warehouse) for ordered item is a WMS organization.

If any of these are not as required, then the application does not populate the Fulfillment Base field. If all these are as required, then the application populates this field with either 'P' (primary) or 'S' (secondary) based on the following priority:

- RMAs created against an existing sales order (or invoice) carry forward the fulfillment base of the line it is referencing.

- If line is a split line, then this field shows the fulfillment base from the parent line.

- If the ordered UOM is same as primary UOM, then this field displays 'P'; else if ordered uom is same as secondary UOM, then this field displays 'S'.

- This field uses the value from custom hook oe_dual_uom_hook.get_fulfillment_base. By default this custom hook returns no value.

- If ordered UOM CLASS is same as primary UOM CLASS, then this field displays 'P'; else if ordered UOM CLASS is same as secondary UOM CLASS, then this field displays 'S'.

- If none of above matches, then this field displays 'P'.

For reserved quantity, the application matches it with the ordered quantity if the entire ordered quantity is reserved and the ordered quantity in primary UOM matches with the actual reserved quantity up to a precision of five decimals.

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.

Cancel Unshipped Lines

You can cancel unshipped lines using the Cancel Unshipped Lines check box in the Sales Order form and Sales Order HTML UI page, at the header level.

The Cancel Unshipped Lines check box has 2 values:

- Unchecked (or Unselected) - Default option: no cancellation is performed.

- Checked (or Selected) – The system will cancel unshipped lines automatically.

For more information, see Ship Confirm in *Oracle Shipping Execution User's Guide*

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.

> **Note:** 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.

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.

To enable the Freight Rating feature, complete the following steps:

In the **System Parameters** window, set the parameter **Enable Freight Rating** to **Enable**.

Use the action **Get Ship Methods and Rates for Order** to obtain the recommended Ship Method from Carrier Selection and the rates from Freight Rating without first specifying the 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 or when the ship method is defaulted, manually supplied, 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**.

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 Charg	FTECHAR(			20.00	☐	☑	☐
Freight Costs	FREIGHT		50.00	50.00	☐	☑	☐
Handling Costs	HANDLINC	10.00	6.00	6.00	☐	☑	☐
					☐	☐	☐
					☐	☐	☐
					☐	☐	☐

Charge Total   76.00

(Attributes)   (Apply)   (Cancel)

You can control the calculation of the freight charges based on the shipped quantity or on the ordered quantity. The application calculates the freight charges based on the values specified for the system parameter **Overshipment or Undershipment Invoice Basis for Charges**. If the quantity shipped or received is within the tolerance specified on the sales order line, then the freight charge amount invoiced is calculated based on the value of this parameter for both undershipments and overshipments. The fields **Quantity, UOM,** and **Charge** display the quantity, UOM, and freight charge amount calculated based on the value of this parameter.

Charges and Freight Costs Window - Freight Costs Tab

> **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.

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

7. After saving the order, the delayed request executes for the lines with a Ship
   Method. The system 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 **Freight Costs** tab in 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. By default the check box **Grant** is not selected. The System Administrator must select the **Grant** check box to enable you to 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: System Split happens only for backordered lines at shipping. You do not need to prorate or copy the estimated freight costs when a system split happens. Freight charges will continue to work the same way when a system split happens.

Copied Orders

You can copy orders to avoid entering all the line items again. You can perform changes to the copied order, such as retaining only the original price and not the charges. For information about the 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.

Overview of Ship Method Selection

You can, during order entry, perform an action to bring the ship method 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 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 gets 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.

Ship Method Selection 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.

- 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.

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.

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 Examples

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.

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, it is done from the Sales Order window by performing an action. The action to Get Ship Methods for Order is optional. You can enter the ship method on the line, or use defaulting rules or APS to populate the ship method.

Ship Method Procedures

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.

Sales Orders Window - Ship Method

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 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.

Display Choices for Freight Rating In Order Management

You can choose from the available shipping methods using the Freight Choices window. This window can display eligible freight charges (contracted rates or otherwise) and the choice between different ship methods (mode, carrier, and service level). You can choose a carrier ship method combination for its rates, or for optimal delivery times.

If multiple freight options exist, you can see all eligible freight options (including mode, carrier, and service level and transit time) as well as the cost. These options can be given to the customer and the customer can choose between the different shipping methods.

> **Note:** The options for freight rating, including the Choose Ship Method action require either of the transportation products, Oracle Transportation Execution (FTE) or Oracle Transportation Management (OTM) to be installed, as Order Management retrieves these details from the transportation product that you have implemented.

Display Choices for Freight Rating Major Features

Display Choices for Ship Method and Charges

If multiple freight options exist, order entry user should have the ability to see all eligible freight options (including mode, carrier and service level and transit time) as well as the cost. These options would be given to the customer and the customer could choose between the different shipping methods.

Select Choices for Ship Method and Charges

Once multiple freight options are displayed, you can choose between different ship methods (mode, carrier, and service level). You can choose carrier / ship method for its rates, or for optimal delivery times

Once selected from the list, the ship method and charges are carried back to the order. You can optionally leave the Freight Choices window without making a selection.

Freight Choices Window Availability

You can access the Freight Choices window from the Sales Orders, and Quick Sales Orders windows.

> **Note:** There is no access from Order Import or HVOP.

User Procedures

To enter an order where the customer pays the freight charges:

1. Navigate to the Sales Orders/ Quick Sales Orders window.

2. Enter the order header information, and the information for a line.

3. Choose Actions > Choose Ship Method to view the options. Note: make sure you have the Ship From and Ship To information from the customer. The Freight Options window opens, displaying the shipping options and charges.

   > **Note:** The Shipment Details tab displays Line, Ordered Item, Ordered Qty, UOM, Item Description. The Scheduled Ship Date,

Ship Set, and Arrival Date are available as hidden folder fields.

Freight Choices Window - Freight Choices Tab

4. Based on customer feedback, choose the freight choices, then click Apply. The Sales Orders window appears with the updated ship method and freight charges information. Save your work.

> **Note:** For freight to charge conversion for ATO lines, the application does the following:
>
> • if you perform Action > Choose Ship Method before creating the Configuration Line, then the application applies the charge on the individual ATO Lines.
>
> • Later, after creating the Configuration Line, if you perform Action-> Choose Ship Method, then the application transfers the charge from individual ATO Lines to the Configuration Line.

To make changes to an existing order:

1. Navigate to the Sales Orders or Quick Sales Orders window.

2. Based on customer feedback, more items are added to the scheduled and booked order resulting in a change to the order's weight and volume and so you might want to change the shipping method. Choose Actions > Choose Ship Method, the Freight Options window appears.

> **Note:** You can keep the existing ship method, and you can manually execute Freight Rating, updating the order with the new charges based on the new order weight and volume. If Choose Ship Method has previously been executed, you will see a message, when saving the order, to perform Freight Rating. The changes apply to: Ship From, Ship To, Inventory Item, UOM, Ordered Quantity, Schedule Ship Date, Schedule Arrival Date, and Freight Terms.

3. Based on customer feedback, select the chosen ship method, and then click Apply. The Sales Orders window appears with the updated ship method and freight charges information. Note: Cost may also be displayed, but is visible only if you have the ability to view costs. Save your work.

To place orders with multiple shipments and destinations:

1. Navigate to the Sales Orders or Quick Sales Orders window.

2. Enter the order header information, and the information for multiple lines, some requiring different Request Dates, Ship From, and Ship To destinations.

3. Choose Actions > Choose Ship Method to view the options. Note: make sure you have the Ship From and Ship To information from the customer. A message states there are multiple shipments in the order. The Shipment Summary window opens, displaying a summary of each of the shipments for this order.

4. You should select each proposed shipment in turn and click Open to display the freight choices for each shipment. To see which items make up a shipment, click the Shipment Details tab. For each shipment, choose a ship method based on customer feedback and select Apply.

5. Once you have selected a ship method for each shipment on the order, click Save on the Shipment Summary window, and the Sales Orders window re-displays with the updated ship methods and freight charges applied.

Shipment Summary Window

Shipment Nu	Ship From	Ship To	Weight	Volume	Shipping Method	Charge
1	Seattle Manufactur	9689	30	2		
2	Seattle Manufactur	3957	30	2		

Order Header

Order Number 71414 Number of Shipments 2

Customer Number 1006 Customer Name Computer Service and Re

Shipment Summary (Vision Operations) - Order - 71414

Charge Total

Open   Ok   Cancel

13

Order Management Processes

This chapter covers the following topics:

- Line (Ship or Arrival) Sets
- Arrival Sets
- Ship Sets
- Shipment Schedules
- Information Retention Across Shipments when a Line is Split:
- Common attributes across shipments originating from a Line Split
- Fulfillment Sets
- Fulfillment With Wait
- Ship Set For Each Line
- Ship Set for Each Line Major Features
- User Procedures
- Project Task Changes for Booked Orders Overview
- Project Task Changes for Booked Orders Major Features
- User Procedures
- Seed Data Changes
- End Customer
- End Customer Major Features
- User Procedures
- Preview and Print Sales Documents
- Preview and Print Major Features
- Document Formatting
- Security

- User Procedures

- Integrations

- Seed Data

- Drop Shipments Overview

- Drop Ship Across Ledgers and Change Management Overview

- Drop Ship Across Ledgers Major Features

- User Procedures

- Seed Data: Constraints

- Drop Shipment Processing

- Change Management for Drop Ship Orders

- Purchase Release

- Defining Sales Order Line Services Information

- Service Termination Overview

- Service Termination Major Features

- User Procedures

- Defining Sales Order Line Project Manufacturing Information

- Defining Sales Order Line Release Management Information

- Required Fields for Entering Orders

- Sorting Order Lines within the Sales Order window, Lines Tab

- Booking a Sales Order

- Exception Management

- Projected Sales Revenue Reporting by Sales Group

- User Procedures

Line (Ship or Arrival) Sets

Order Management enables the creation and usage of Line Sets based upon common order line attributes. Ship sets ensure that at the time of ship confirm, all lines within the set are picked and shipped together, and not individually. With Oracle Order Management, creating sets for a shipment expands to include additional set functionality based upon ship, arrival and fulfillment. You can prevent order lines that are part of 'Bill Only' flows to be added to a Ship or Arrival set by specifying the line type as 'Bill Only' in the Transaction Type window.

See: Defining Order Management Transaction Types, *Oracle Order Management Implementation Manual* for more details.

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, page 13-9

Fulfillment Sets, page 13-20

Ship Sets, page 13-10

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, page 13-9

Fulfillment Sets, page 13-20

Ship Sets, page 13-10

- 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 schedule depending upon the option selected for the latest Acceptable Date in the Scheduling flexibility.

- 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.

     Note: 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 the be used to add/create order lines within the set definition, until the order is closed.

> **Note:** 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 be 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 a Split Shipment, and the original order line was within a Ship Set, then the application assigns a new ship or arrival set for the new order line generated based on the value of the OM: Assign New Set For Each Line profile option.

- 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 be assigned to a ship

set if the value of the profile option OM: Assign New Set for Each Line is set to Yes.

- If there are two lines in a ship set and one of the lines is shipped completely then the second line is removed from the ship set. It is not be placed in a new ship set.

> **Note:** The application creates and assigns set information for split standard lines, ATO Models, PTO Models, Kits, and Hybrid Models.

For more information, see the Order Management Profile Option Descriptions and Settings, *Oracle Order Management Implementation Manual.*

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.

> **Note:** 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.

> **Note:** 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.

Line Sets are used to group lines. Ship Set and Arrival Sets are based on similar dates: Ship Set (Schedule Ship Date) and Arrival Set (Schedule Arrival Date). Ship Sets can be enforced at the time of Pick Release. You can assign Ship Sets that will give a warning message at the time of Ship Confirm. The enforcement ensures that all lines assigned to the same Ship Set will not progress until each line in the set is ready. A line can either belong to a Ship Set or an Arrival Set at one time.

Ship Sets by definition are enforced by three attributes:

Warehouse

Ship To

Schedule Ship Date

An optional attribute that can be added to the Ship Set definition is Shipping Method. This is controlled by a profile option: OM: Enforce Shipping Method for Ship Sets A value of 'Yes' will add Shipping Method to the definition of Ship Sets. The default value is 'No.'

> **Note:** The Line Set value at the header level can be defaulted from the following three locations: Ship To, Bill To, and Sold To.

Oracle Order Management currently provides functionality for users to add lines to Ship, Arrival, and Fulfillment Sets. Addition of lines to a Ship Set or Arrival Set without user intervention can be controlled at the header level. At the line level, lines can be added to Line Sets by specifying the Set Name manually on the line. Addition or removal of lines from Line Sets can be controlled with actions in the menus.

Line Level Ship/Arrive Sets

You can create one invoice per order using Fulfillment Sets. Arrival Sets can be used to coordinate the Schedule Arrival Date of lines that may have different Ship Methods.

Ship Sets ensure that selected order lines have the same Schedule Ship Date.

Default The Line Set Field From The Order Transaction Type

- The order transaction type determines whether or not the defaulting rules for Ship Sets, Arrival Sets, and Fulfillment Sets are activated.

- The status of each Line Set determines when a line can no longer be added to the existing Set.

    - Ship Set: status Closed (after Ship Confirm activity) if Shipping Parameter is set to enforce Ship Sets, then status would be Closed (after Pick activity).

Addition and Removal of Lines From Any Line Set Through Order Import and Process Order API

Order Import and Process Order API support the removal of a line from a Fulfillment set(s), and addition and removal at the same time to and from a Fulfillment set.

- You cannot add or remove if a Line Set status is:

    - Ship Set: status Closed (after Ship Confirm activity) if Shipping Parameter is set to enforce Ship Sets, then status would be Closed (after Pick activity)

    - Arrival Set: status, Closed

Name Ship/Arrival Set On The Header

You can specify a name for the system generated Ship/Arrival Set on the header. The name cascades to the sales order lines. If a name is not specified, the system populates the sales order lines with the set number.

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. 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.

> **Note:** Services (Extended Warranty and Subscription) can't be added to an arrival set.

To perform Arrival 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. See Ship Set For Each Line, page 13-26

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

> **Note:** Services (Extended Warranty and Subscription) can't be added to a shipment set.

Ship Set Details

Since an 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 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.

- You can add lines that have different release statuses to a ship set. The release statuses of lines that you can add to a ship set are Staged and Released to Warehouse. If the line status is Closed, you cannot add the line to a ship set.

Splitting Ship Sets

Split

If a line that is a part of a ship set is split by the system, you will receive a message informing you of the split. When the Ship Confirm process is initiated, the split line is removed from the original Ship Set and will not be automatically assigned to any Ship Set.

To perform Ship Set functions for an order line, see Line (Ship or Arrival) Sets, page 13-2.

Order Line Scheduling and Ship Sets

The value of OM: Auto Schedule Sets system parameter decides whether lines, which are getting added to a set, should be automatically scheduled or not, at the time of set creation. If the system parameter value is set to No, then the lines are not scheduled automatically, when they are added to a new set. However, you can schedule the lines manually whenever it is required. If you set the value to Yes, then the lines are scheduled when they are added to a set. The default value of the system parameter is Yes and the application treats no value as Yes.

For more information on the OM: Auto Schedule Sets system parameter, see the Seeded System Parameters section in the *Oracle Order Management Implementation Manual.*

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 message 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, and the profile option, "OM: Assign new set for each line," is set to "N," 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.

- If the default Order Header value for sets is set to Ship, and the profile "OM: Assign new set for each line," is set to Yes, Order Management will automatically

determine the earliest Scheduled Ship Date, based upon your setup, and create a unique ship set for each line in an order. If the automatic set routines fail for any reason (such as an incomplete item setup), a Ship Set is will not be generated for that particular order line(s) and you will manually need to add the order line(s) 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:

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 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.

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
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.

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.

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

See:

Re-Schedule Ship Sets Concurrent Program, page D-65

For additional information regarding the functionality and usage of Order Management Set types, refer to

Arrival Sets, page 13-9

Fulfillment Sets, page 13-20

Ship Sets, page 13-10

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 sales agreement 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.

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:

> **Warning:** You must have Oracle Release Management installed to access this region.

1. Navigate to the Release Management tabbed 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.

9. The Additional Industry Attributes window appears.

10. Save your work.

Information Retention Across Shipments when a Line is Split:

Attachments

For User Initiated Splits - If OM: Apply Automatic Attachments profile is set to Yes and you have not changed the Ship To for the line, then the application copies automatic and manual attachments for the new line. If the profile is set to Yes, but you have changed the Ship To for the new line, then the application automatically applies the attachments based on the attachment addition rules and creates a copy of the manual attachments for the new line. For the original line, the application retains the original automatic and manual attachments. If the profile is set to No, then the application duplicates the manual attachments when you split the line.

For further information regarding attachment addition rules, see Define Attachments, *Oracle Order Management Implementation Manual*. Additionally, see Profile Options in Oracle Order Management Setup, *Oracle Order Management Implementation Manual*.

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

Splitting lines in the background for configurations

You can split lines in the background using the concurrent request Split Configuration in the sales orders window. This applies to ATO Models, PTO configurations and Kits. The Defer Split box in the Split Line action window enables you to split configuration lines in the background and continue with other actions on the sales order. The Defer Split box is enabled only for ATO Models, PTO configurations and Kits. When you select the Defer Split box and click Split, the concurrent program Split Configuration splits the lines as a background process. This improves performance and you can also continue working in the sales orders window. You need to requery the lines to see the result of the line split.

Defer Split in the Background
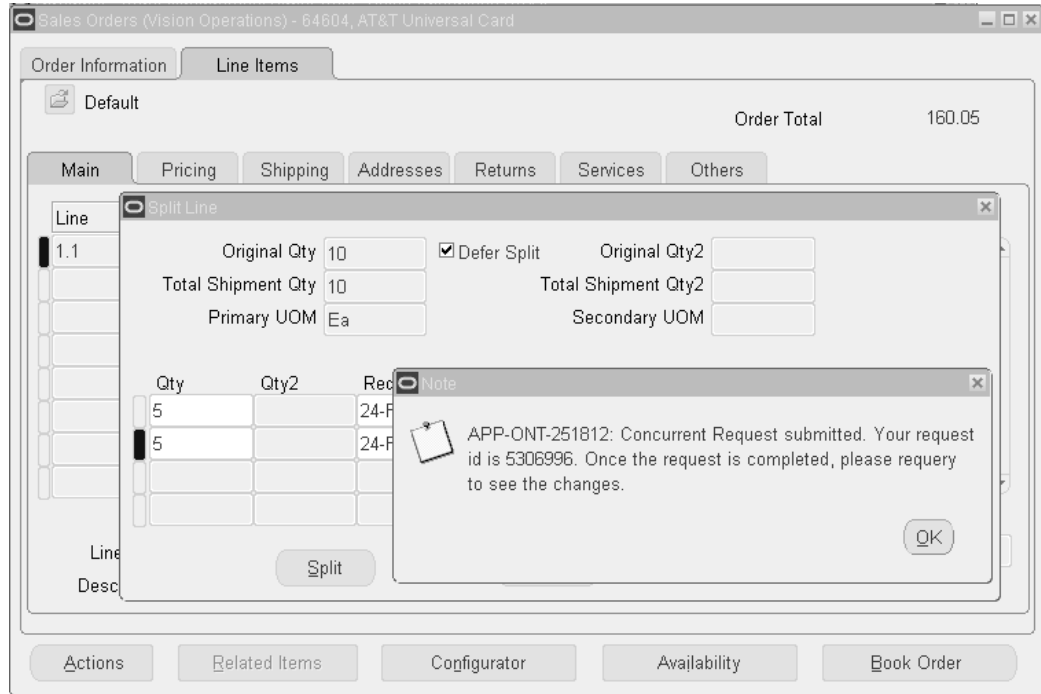
If you require to cancel the Split Configuration concurrent program, you can use the Cancel Split Configuration action from the order line. You can cancel the line split process only if the concurrent program is in progress. When the Split Configuration concurrent program is running for a particular line, you cannot initiate further splits on that line, otherwise the following message is displayed:

An active Split Configuration request with id &REQUEST_ID exists. The line cannot be split at this time

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.

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.

You can use the seeded Order Management workflow processes and activities 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.

> **Note:** Standalone subscription lines can be added to a fulfillment set but extended warranty lines can't be added to a fulfillment set.

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 if 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 is 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.

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. For 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 or cancel the rejected line.

- If there are no lines assigned to the fulfillment set, or if assigned lines are deleted, the fulfillment set automatically closes.

To perform Fulfillment Set functions for an order line, see User Procedures for Order Management Set Functions.

Automatically Assign All Lines Of An Order To One Fulfillment Set

You can have all lines of an order invoice at the same time. One way to achieve this is through fulfillment sets. Instead of typing in the Fulfillment Set Name for each line in the order, you can automatically assign all lines of an order to a fulfillment set. You can control this at the order level as well as use defaulting rules based on Customer, Ship To, Invoice To, and Order Transaction Type. The default at the header level populates the value at the line level.

- When a line is added to an existing order, that line is populated with the default

Fulfillment Set value *unless* the status of the existing Fulfillment Set is Closed. If the status of the existing Fulfillment Set is Closed, then all new lines added to the existing order will not be assigned to a Fulfillment Set.

- An error message alerts you that the line cannot be added to the existing Fulfillment Set because the Fulfillment Set is Closed.

- The default Fulfillment Set value can be manually overridden.

  > **Note:** Service line added to a fulfillment set are fulfilled once the parent line is fulfilled.

  - Arrival Set: status, Closed.

  - Fulfillment Set: status, Closed (after Fulfill activity).

- You can define a Transaction Type definition to determine whether the lines can be added to a fulfillment set automatically for a specific transaction type.

  - Lines can be added to multiple Fulfillment Sets

- Default Line set (Ship or Arrival) is automatically defaulted for specific Transaction type.

  Addition and Removal of Lines From Any Line Set Through Order Import and Process Order API

Order Import and Process Order API support the removal of a line from a fulfillment set, and addition and removal at the same time to and from a fulfillment set.

Fulfillment Set: status, Closed (after Fulfill activity) Name Fulfillment Set On The Header

Using the Fulfillment Set check box available in the Others tab at order header, you can state on the order header whether or not you want the lines automatically placed in the fulfillment set.

You can specify a name for the system generated fulfillment set on the header. The name cascades to the sales order lines. If a name is not specified, the system populates the sales order lines with the set number

If you select a fulfillment set at the header level, order based service lines are added into the fulfillment set when the line it is associated with is already part of the fulfillment set. This will be fulfilled only after the parent line is fulfilled.

User Procedures

Oracle Order Management provides the choice of header level Ship/Arrival Set functionality. The profile, OM: Assign new set for each line, provides two alternatives:

Many businesses do not wish to create multiple shipments for a single order. The

default is set to N creating one Ship/Arrival Set per order. As an example, if the header level choice is Ship, then all successfully scheduled lines, will automatically go into one ship set when created.

It is important for other businesses that a single line ship complete and multiple shipments are allowed per order. By setting the profile to Y, the system creates a unique Ship/Arrival Set for each line in an order if the line can be scheduled.

Fulfillment With Wait

Fulfill Line Workflow

The Fulfill Line workflow activity in Order Management indicates:

1. The workflow activity in the order line workflow that is used as the fulfillment activity.

2. The desired completion result of the fulfillment activity.

   At the Fulfill Line workflow activity, Order Management checks to see if the fulfillment activity for this line is completed with the desired result (i.e. ship confirm). If it has, then the Fulfill Line activity is completed and the order line is marked as fulfilled.

   > **Note:** During the order line fulfillment phase, the application raises the oracle.apps.ont.oip.statuschange.update business event if profile OM: Raise Status Change Business Event is set to Yes.

Shippable Versus Non-Shippable Line Fulfillment

In order to block the fulfillment of non-shippable lines as and when they are booked, the seeded flows - Line Flow - Generic, Bill Only with Wait to Fulfill and Line Flow - Generic, Bill Only with Payment Assurance and Wait to Fulfill can be used on an order line by creating the line type assignments to an order type using the **Transaction Types** window. These flows can be assigned to Standard items, ATO Classes, ATO options, PTO Classes, PTO options, Kits, and Included items. For more information on the **Transaction Types** window, see: *Oracle Order Management Implementation Manual*.

After booking, the lines using these flows pass through a block activity. Lines with standard items, shippable items of Models, Kits, and Service lines that refer to a line in another order are blocked at this activity and wait for the user to progress the lines manually using Actions > Progress Order. The non-shippable lines of Models, Kits, and the service lines referencing another line in the same order are not blocked because the lines wait for the fulfillment of the dependent shippable lines.

In general, shippable lines use the Ship Line workflow activity as a fulfillment activity and ship confirm as the completion result.

> **Important:** It is not mandatory to have ship line as fulfillment activity for shippable lines.

Non-shippable lines (such as lines with Bill Only workflow, Service, etc.) on the other hand, do not have any obvious fulfillment activity. Fulfillment of these lines is usually dependent on fulfillment of some other shippable lines in the order or is handled outside the Order Management system. When an order is booked, shippable lines wait at the Ship Line activity for actual shipment before transitioning to the Fulfill Line activity. However, non-shippable lines immediately reach the fulfill line activity. In absence of any fulfillment activity, the Fulfill Line is completed.**

> **Note:** **The only exception to this is if the lines are in a fulfillment set.

Seeded Workflow Sub-process

Some businesses may want to hold the fulfillment of shippable lines even after the lines are actually ship confirmed. The seeded workflow sub-process called Wait to Fulfill Line can be added before the existing Defer Fulfillment and or Fulfill Line functions.

Wait to Fulfill Line Workflow
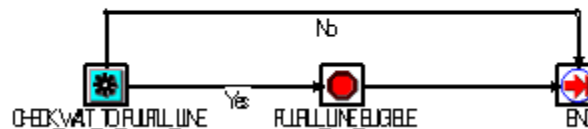
Check Wait To Fulfill Line

The workflow order line will reach the Check Wait To Fulfill Line function after it is scheduled and shipped (for shippable lines only).

This feature by default returns one of two values:

1. **No** for all shippable lines and all lines that are part of a configuration and service lines referencing a shippable order line in the same order. These lines will go to 'defer fulfillment' as in a workflow without this sub-process. Fulfillment functionality has special processing to handle non-shippable lines in a configuration and service lines with reference to the same order. These lines do not need an additional wait.

2. **Yes** for non-shippable order lines excluding the type of non-shippable lines mentioned in point 1. In this case, the order lines will wait at the Fulfill Line Eligible block. Completion of this block will be decided by your business process.

> **Note:** You can copy the sub-process Wait to Fulfill Line. You can write a procedure to handle the copied check_wait_to_fulfill_line function so that it returns a value of Yes for order lines eligible for delayed fulfillment specific to your business requirement.

A procedure is provided to:

- *OE_Fulfill_WF. Complete_Fulfill_Eligible_Block*. This will complete the block Fulfill_Line_Eligible when called from a custom fulfillment solution outside Order Management. You can use it when the lines are fulfilled per your business process and when to progress them to fulfillment.

- Additionally the block (wait) can also be completed using the Sales Orders window, Action > Progress Order.

> **Note:** There is no seeded concurrent program to complete the Fulfill_Line_Eligible Block. This is because every business may have a different event or process function to decide whether to transition to defer fulfillment or not.

Ship Set For Each Line

Oracle Order Management has increased the choice to their customers of header level Ship/Arrival Set functionality. The profile, "OM: Assign new set for each line," provides two alternatives:

Many businesses do not wish to create multiple shipments for a single order. The default will be set to "N" thus creating ONE Ship/Arrival Set per order. As an example, if the header level choice is Ship, then all successfully scheduled lines, will automatically go into one Ship Set when created.

It is important for other businesses that a single line ship complete and multiple shipments are allowed per order. By setting the profile to "Y," the system will create a unique Ship/Arrival Set for each line in an order as long as the line can be scheduled.

This ensures that all lines assigned to the same Ship set will not progress until each line in the set is ready. Fulfillment Set groups lines by activity, (Ship or Return) that aids in sending lines to Invoicing together. A line can be in multiple Fulfillment sets and can also be added to a Ship or Arrival set.

> **Note:** A Line can either belong to a Ship Set or an Arrival Set at one time.

Ship Set for Each Line Major Features

- Arrival Sets coordinate the Schedule Arrival Date of lines that may have different ship methods.

- Ship Sets are used to ensure that selected order lines have the same Schedule Ship Date. This creates informal consolidations of lines with the same ship method.

You can choose if a line goes to either the Ship set or Arrival set by setting the line set field at the header level. If the choice is Ship then all successfully scheduled lines, will automatically go into one Ship set when created. Similarly, if the choice is Arrival then all successfully scheduled lines, will automatically go into one Arrival set when created.

This functionality will place each line in a new set (Ship or Arrival) if the line can be scheduled.

Lines that have been grouped into a Ship set have the same Schedule Ship date, Ship From, and Shipping Method. If you try to change one of these fields, the system will not allow a change until the line has been removed from the Ship set. An error message advises you that the system will remove the line from the Ship set if you wish to proceed with the change to the Schedule Ship date, Ship From, and/or Ship To.

The error message: Changing the Schedule Ship date, Ship From, Ship To will remove the line from the Ship set. Do you wish to proceed? (Y/N)

You can use the same ship set name across orders. The ship set names are mapped to ship_set_ids which are unique to each ship set.

User Procedures

Oracle Order Management has enhanced the choice of header level Ship/Arrival Set functionality. The profile, OM: Assign new set for each line, provides two alternatives:

Many businesses do not wish to create multiple shipments for a single order. The default is set to N creating one Ship/Arrival Set per order. As an example, if the header level choice is Ship, then all successfully scheduled lines, will automatically go into one Ship Set when created.

It is important for other businesses that a single line ship complete and multiple shipments are allowed per order. By setting the profile to Y, the system creates a unique Ship/Arrival Set for each line in an order if the line can be scheduled.

To Set a default line set for a specific transaction type:

1. Navigate to the Transaction Types window.

2. Setup Default Line set as Arrival Set for Transaction Type Standard.

3. Save your work.

4. Navigate to the Sales Orders window.

5. Create an order with the Transaction Type Standard. The Line Set will be defaulted with the value Arrival.

6. Add lines to the sales order.

7. All the lines will be added to arrival set automatically if the line can be scheduled for the set date or based on the auto push group date profile, the entire group will be pushed for rescheduling to obtain a common date.

   If the Default line set is setup as Ship Set then all the lines will be added automatically to ship set.

8. Save your work.

To include lines in a Fulfillment Set automatically:

1. Navigate to the Transaction Types window.

2. Setup Default Fulfillment Set for Transaction Type Standard as Yes.

3. Save your work.

4. Navigate to the Sales Orders window.

5. Create order with Transaction Type Standard. The default Fulfillment Set will be defaulted with the value Yes.

6. Add Lines to the sales order.

7. All lines will be added to Fulfillment set if specified on the header or is system generated Fulfillment set automatically.

To set defaulting rules for defaulting ship or arrival set:

1. Navigate to the Defaulting Rules Setup window.

2. Setup Defaulting rules for: Customer, Ship To, Site etc. with a sequence specified in which the order Line Set is defaulted.

3. Save your work.

4. Navigate to the Sales Orders window.

5. Create an order with the Customer Line Set that defaults with value Arrival or Ship

depending upon the defaulting rules.

6. All the lines will be added to a ship set or arrival set automatically if line can be scheduled for the set date or else based on the auto push group date profile, the entire group will be pushed to obtain a common date.

To add promotional (get) items to a ship or arrival set:

Use the site level system profile option OM: Line Set for Promotional Items to include promotional (get) items in a Ship/Arrival set, together with buy items. The promotional item is assigned to the Ship/Arrival set based on the profile option value as follows:

1. If the value of the profile option is Always, the following scenarios may occur for all operating units:

   • If the buy item on the sales order line already has a value in the ship set or arrival set (added manually or assigned automatically), then the promotional (get) items are assigned to the same set.

   • Otherwise, if the buy item on the sales order line does not have an assigned ship set or arrival set (regardless of the line set value on order header), create a ship set, and assign the ship set to both buy and get items.

2. If the value of the profile option is Modifier Setup, the Pricing modifier setup will be referred for evaluation on item to item basis. In the pricing call, Order Management can receive the Line Set value as any of the following:

   • Yes - The following scenarios may occur for all operating units:

     If the buy item on the sales order line already has a value in the ship set or arrival set (added manually or assigned automatically), the promotional (get) item is assigned to the same set.

     Otherwise, if the buy item on the sales order line does not have an assigned ship set or arrival set (regardless of the line set value on order header), create a ship set, and assign the ship set to both buy and get item.

   • No/Blank – Buy item and get items will not be assigned to a default Ship/Arrival set.

3. If the value of the profile option is set to Null/No/Blank, buy item and get items are not assigned to a default Ship/Arrival set. This is the default value.

   Note that the Ship/Arrival sets can be assigned to Standard, Model, or Kit line types only, therefore, the Ship set is created automatically only for these line types, and the buy and promotional item are added. The system does not create ship/arrival sets where the line type of the buy item is Option, Class, or Included Item.

   For more information on the Pricing related functionality, see: Modifiers in the

Pricing chapter.

Project Task Changes for Booked Orders Overview

Oracle Project Manufacturing functionality allows an organization to plan, schedule, process and cost material and labor against a specific customer contract. Project Manufacturing as a process touches most of the products in the Oracle e-Business suite including Oracle Order Management. Oracle Order Management captures Project/Task information on the sales order lines, shipments, and options, both online using the Sales Orders window and in batch mode using the Order Import concurrent program. It also captures End Item Unit Number for Model/Unit Effectivity for controlled items. This information is used for integration with Oracle Project Manufacturing.

A seeded constraint still prevents changes to the project and task number after booking, but this constraint can be deleted. This allows more flexibility when working with project manufacturing information. Additional seeded system constraints (which cannot be deleted) prevent changes in the following situations:

For Order Lines:

1. The shipped quantity is not Null.

2. The line is Invoice Interfaced.

3. The item is Pick Released.

4. The Inventory Interface workflow activity has been completed.

   This activity is used in the non-ship cycle and its completion would signal that an item has been distributed (and so, the inventory needs to be updated). At that point no more updates to the project/task of that line are allowed.

5. The Purchase Release workflow activity has been completed.

6. An ATO item has been ship notified.

7. The configuration line on an ATO model has been ship notified.

For Return Lines:

The line has been booked.

Projects are specific to a warehouse, or inventory organization. When you update either the warehouse or the project so that the result is an invalid warehouse/project combination, an error message appears. Scheduling will not update the warehouse if there is a Project on the line. The LOV will show the warehouses that are valid only for the Project entered.

If an order line is rescheduled after booking, the warehouse is passed to Global Order Promising, which checks the availability of material only in that warehouse.

Updates on Split Lines

If you attempt to change/update the project/task on any one of the split lines and save the line, you receive the message requiring the project and task be updated on all the split lines.

To update the project/task, you can manually change each of the split lines and then save or select all the split lines and use the mass change feature to update the project/task.

Task Validation

You can specify those Tasks that have been setup in Oracle Project Manufacturing against the Project entered on the sales order line. Any change to the Project information will clear the Task field. Tasks may not be specified unless a valid Project has been first entered. E.g. If Project P1 has two tasks T1 and T2 associated to it and Project P2 has tasks T3 and T4, an entry of P1, T1 is valid. If however, the Project is now changed to P2, the Task field is cleared and it only accepts T3 or T4 as a valid Task number.

All options under an ATO Model or a hybrid ATO within a PTO model have the same Project and Task as the one specified on the model line.

Project Task Changes for Booked Orders Major Features

Sales Orders Window

Searching for Orders and Order Lines by Project and Task

Use the Find window on the Sales Orders window to search for orders or order lines that have one or more lines with the Project and Task specified in the search criteria. You can use Project and Task number as search criteria only if Oracle Project Manufacturing has been installed.

Entering Project and Task on Sales Order Lines

Use the Sales Orders window or Schedule Orders window to input the Project and Task information for a sales order line. You can enter this information when:

- Project Manufacturing product is installed at the site.

  The Warehouse on the line is set up as Project Enabled in Oracle Inventory.

Defaulting Project and Task Information

The Project and Task specified on an order line is defaulted to all its child shipment lines. If the order line is a model, the Project and Task defaults to all options specified for the model.

Cascading Project and Task Information

If the Project and Task information is updated, this information is cascaded. The information cascades to all child shipment lines from an order line and to all options from the model line.

Entering End Item Unit Number for a Model/Unit Number Effectivity Controlled Item

Use the Sales Orders window or the Schedule Orders window to input the End Item Unit Number for a sales order line. You can enter this information only when:

- Project Manufacturing product is installed at the site.

- The Warehouse on the line is set up as Project Enabled in Oracle Inventory.

- The item is under Model/Unit Number Effectivity Control.

Validating Project and Task Information

Project and Task information is validated for the following:

- Only active Projects and Tasks may be specified.

- Only those Projects may be specified that are associated with the customer on the sales order. This may be optionally enforced.

- A Task cannot be specified unless a Project has been.

- If the Project Control Level for a line warehouse is setup to be a Task, and if a Project is specified for the order line, the Task must also be specified before the order is booked.

- All options under an ATO model or a hybrid ATO within a PTO model have the same Project and Task as the one specified on the model line.

Validating the End Item Unit Number for Model/Unit Number Effectivity Controlled Item

End Item Unit number is validated when:

- End Item Unit Number is validated against the table

- End Item Unit Number cannot be changed once the order is booked

User Procedures

To query an order based on project and task:

1. Navigate to the Sales Orders window, and choose the Find icon.

2. Enter all or any of the following query criteria:

   Project Number

   Task Number

3. Click Find.

Find Window - Line Information Tab

4. View the orders returned by the entered query criteria.

To enter the Project, Task, and End Item Unit Number:

1. Navigate to the Sales Orders window.

2. Enter the order information, then choose the Lines tab.

3. Enter all required line information, then choose the Others tab.

4. Enter the Project, Task, and End Item Unit number.

5. Save your work.

To update the Project, Task, and End Item Unit Number:

1. Navigate to the Sales Orders window.

2. Query the line to update.

3. Select the Others tab.

Sales Orders Window - Others Tab

4. Update the appropriate field.

5. Save your work.

Seed Data Changes

Constraints for Project and Task

The seeded constraint that disallows updates to the Project and Task after booking, is not system seeded so you can delete it based on your implementation.

The following new conditions are seeded system constraints and cannot be changed:

Order Lines:

• No Update to Project and Task if the shipped quantity is not Null

• No Update to Project and Task if the line is Invoice Interfaced

• No Update to Project and Task if the item is Pick Released

• No Update to Project and Task if the Inventory Interface workflow activity has been completed

• No Update to Project and Task if the Purchase Release workflow activity has been

completed

- No Update to Project and Task if an ATO item has been Ship Notified

- No Update to Project and Task if the configuration line of an ATO model has been Ship Notified

  Return Lines:

- No Update to Project and Task if the line has been Booked

Messages

Name: OE_VAL_PROJECT_REQD

Message: Project is required, when task is not null.

Purpose: Validation Purposes. This message displays when you create a line with a task and without a project.

Name: OE_VAL_PROJ_UPD

Message: Project is not updatable when class/option is within ATO model.

Purpose: This message displays when you update a Project on a class or option that belong to an ATO model.

Name: OE_VAL_TASK_REQD

Message: Project control for warehouse is set to TASK. The project references must consist of both Project and Task.

Purpose: This message displays when a project is not null and a task is null and the control is set to task.

Name: OE_VAL_TASK_UPD

Message: Task is not updatable when class/option is within ATO model.

Purpose: This message displays when you update a Task on a class or option that are belong to an ATO model.

End Customer

This functionality addresses the following:

Businesses want to know the end customer for an order line for a number of reasons, for example, who is entitled to product support? Who is entitled to sales credits? Who is the user of sold items?

> **Note:** The Sold To customer/Partners can return items for either credit or repair.

If using Partner Order Processing, it is typical for a partner to sell to a number of

End_Customers. You can consolidate sales to multiple end customers on a single order.

If the end customer is specified when taking the order, it is possible for the system to automatically populates Install Base with the correct end customer, streamlining the integration of Order Management and Install Base.

If a business uses Service Contracts, you can create one Service Contract from the sales order. This feature is useful if the Sold To customer / Partner owns the Service Contract for multiple end customers. (You cannot create multiple Service Contracts for multiple End Customers on a single sales order.)

This functionality is appropriate for those who:

• Use Install Base for product support.

• Use Service Contracts for support contracts

• Want a better understanding of the sales channels used in their marketplace, i.e. who are the customers of Partners and for the End Customers

• Split sales commissions between partners and End Customers

End Customer Major Features

Specify the End Customer on the Sales Order Header and/or Line

There are columns on the Sales Order window, at both the header and line level, for users to specify attributes for the end customer in Install Base. You can set flags to specify the Owner, Install At Location, and Current Location in Install Base.

Line Level Independence

Each line on the order can have a different end-customer.

Orders Referencing Agreements Support End Customers

Orders that reference Sales Agreements or pricing agreements can specify end-customers, both at the header and at the line.

End-customer functionality is supported on both the standard and the Quick Sales Orders windows.

End-customer functionality is supported on both the standard Order Organizer, and the Quick Order Organizer. You can query by end customer, and also view the end customers.

Ship to Either the Partner or the End Customer

You can ship to either the End customer or the Partner/Sold-to customer. Additionally, if shipping to the End customer, the End customer party name displays on the Bill of Lading.

Default the Appropriate Owner into the Install Base

You can default the appropriate owner to Install Base. In some situations, the owner may be the Sold To customer. In other instances, the owner may be the End customer.

Identify the Install At Location / Current Location

You can identify the locations of both the Current Location and Installed At Location. The location of the end customer may be used as the Installed At or Current Location.

Default the Current Location into Install Base

You can default the Current Location to Install Base. The current location could be the ship_to, End_Customer, deliver_to, sold_to, or – in rare cases – the bill_to location.

Default the Installed Location into Install Base

You can default the Installed Location to Install Base. The Installed Location can be the ship_to, End_Customer, delivery_to, sold_to, or bill_to location.

Default the Sold_To to Customer for Service Contracts

You can default the Sold To customer to Service Contracts.

Import Sales Credits Split Based on the End-customer

If an end customer is specified, you can split the sales credit, i.e. give 50% to the sales rep associated with the End Customer, and 50% to the sales rep associated with the Sold To Customer. You can import the split sales credits from iStore, or using standard Order Import.

Import End-customer Attributes

Standard order import supports the end-customer attributes. EDI and XML are not supported at this time.

You can create one Service Contract per sales order. The Sold To Customer (Partner) on the header is passed to Service, and one Service Contract can be created.

The End Customer, Location, and Contact mean the following:

- End Customer: The ultimate recipient of the benefits of the good(s) on the order.

- End Customer Location: A site of the End Customer, with a business purpose of Sold To, Ship To, Deliver To, or Bill To.

- End Customer Contact: A contact of the End Customer, with a role of Sold To, Bill To, Ship To, Deliver To, or with no role.

New Order / Line Attributes: IB Owner, Installed Location, and Current Location

The owner of an item in IB can be either the sold-to customer (partner) or the end-customer. The values for the IB_Owner flag in Order Management are restricted to:

- Sold To Customer

- End Customer

For the End Customer Location, any of the following business purposes are available.

- Ship-to

- Deliver-to

- Sold-to

- Bill-to

Constraints

There are constraints that prevent updating IB Owner, Current Location, and Installed Location once the line is interfaced with Install Base. The IB Owner, Install Location, and Current Location is passed to Install Base:

- For shippable items, the attributes pass after shipping.

- For non-shippable items, the attributes pass after fulfillment.

Automatic Account Creation for End Customer

You can automatically create an account for the End Customer, for use with applications like Quoting.

Mass Change for End Customer Attributes

You can use mass change for End Customer attributes. A common business example includes an order that has multiple end customers on a line. Five lines could apply to one End Customer, six lines to another End Customer, four lines to another End Customer, etc. You can multi-select a set of lines, and change the End Customer, or mass change all End Customer attributes, including End Customer Address, Contacts, Owner, Current Location, and Installed At Locations in the Installed Base.

HVOP Support for End Customer Attributes

You can import end customer attributes using HVOP, which is bulk-enabled for high volume users. High volume orders are common in the distribution industry.

Reporting End Customer Information

You can report End Customer sales by partner. This also reports:

- What End Customers did my partner / Sold_To customer sell to?

- Who does this End Customer buy from?

OIP Displays the Name and Address of the End Customer

Within Order Information Portal (OIP) you can view the name and address of the End Customer, as captured at the time of processing the order, at both at the header and line levels.

OIP Displays the Contact for the End Customer

You can view the contact for the End Customer, when captured at the time of processing the order, at both the header and line level. External partners can use the contact for follow-up. Internal users can display the End Customer contact; if not wanted, the contact can be hidden via personalization.

OIP Displays End Customer Attributes for the Installed Base

You can view the Owner, Installed at Location, and Current Location in OIP – at both the header and line level. This information is useful for both internal and external users. The information displayed is what is captured on the order, not updates that may have been made later in the Installed Base.

OIP Displays Individual DFF Segments

Within OIP you can view the contents of Descriptive Flexfields (DFF) fields, with user-defined labels. For example, it may be important to capture the name or address of the reseller, the second-year renewal amount, or the CSI number. You can display all the individual segments of the DFFs, at the header and line level OIP.

Sort by End Customer

Using OIP, you can sort query results by End Customer. For example, you may query all orders , and then want to sort those orders by End Customer. This gives an indication of which End Customers are most active, and helps to find information about orders pertaining to specific End Customers.

User Procedures

To define the End Customer manually from the Sales Orders window:

1. Header-level defaulting. Any of the following attributes can be entered manually. However, most users will default values to the Sales Orders window. If desired, you can create an API Defaulting Condition, i.e. if Agreement is X, then default End Customer to be the IB owner, but if Agreement is Y, default Sold To customer as the IB owner. Alternately, attributes can default based on profile options for the Install Base Owner, Current Location, and Installed At Location.

2. End Customer. Determine if End Customer should be entered manually, or if it should default from either the Ship To or Sold To on the order header.

3. IB Owner. You may want to create an API Defaulting Condition to define logic for populating the header level dependent attribute for IB Owner, or you can use the defaulting framework to default either the Sold To customer or End Customer.

4. Current Location. Defaults from the header either the Ship To, End Customer, Deliver To, Sold To, or Bill To location.

5. Install At Location. Defaults from the header either the Ship To, End Customer,

Delivery To, Sold To, or Bill To location.

The values for Owner, Current Location, and Install Location will be passed to Install Base.

6. Line level defaulting. Any of the values can be entered manually. Optionally users can define how the four above attributes should default to the line level. For instance, the same values at the header can default to the line, if desired.

7. Define the Customer. Using the Customers window, define the End Customer. This will allow End Customer to be used as a Sold To Customer. If the End Customer is to be used as the Ship To customer, a Ship To site must also be defined. If desired, set up other business purposes such as Bill To and Deliver To. (The End Customer location can have a business purpose of Sold To, Ship To, Deliver To, or Bill To.)

8. Order header. Create an order header as usual. Select the End Customer from the header LOV if desired. Review the values defaulted for the Install Base attributes (Owner, Installed Location, and Current Location), and make modifications if desired.

9. Order lines. Enter information on the Lines tab, specifying a different End Customer for every line if desired. Optionally, the End Customer on the header can be defaulted to End Customer on the lines, using the Defaulting framework.

10. Progress the order as defined by the order and line transaction types, i.e. book, ship, invoice, etc. If the function activity IB Interface is inserted in the shippable line flow, the IB attribute values are passed to Install Base as described below.

Outbound order lines

11. If the item is shippable, the physical shipment is used to update Install Base.

12. If the item is not shippable, then there are no physical shipment details. The Fulfill - Line activity in the line flow is used to update Install Base.

Inbound lines

If the line is an RMA, the update of Install Base depends on whether an inventory material transaction may be used to update the line:

13. If the line is an RMA and it requires a physical material receipt, updating Install Base is triggered by the inventory material transaction for that receipt.

14. If the RMA line does not require a receipt, then Install Base is updated via the Fulfill - Line workflow activity in return line flow.

End Customer Functionality with Order Import:

1. Decide whether you will populate the values for the End Customer and the Install Base Attributes (Owner, Installed At Location, and Current Location) directly in the interface tables. Alternatively, you can use the Defaulting framework to default these values to the order header and lines, using the Defaulting framework and the profile options sources as desired.

2. Set up the End Customer in the Customers window. This will allow End Customer to be used as a Sold To Customer. For the End Customer to be used as the Ship To customer, a Ship To site must be set up. Other business purposes such as Bill To and Deliver To can be set up if desired.

   > **Note:** Add Customer functionality for Order Import does not support End Customer.

3. Run order import. Note that EDI and XML are not available.

4. Progress the order as defined by the order and line transaction types, i.e. book, ship, invoice, etc. The IB attribute values are passed to Install Base as below.

   Outbound order lines

5. If the item is shippable, the physical shipment is used to update Install Base.

6. If the item is not shippable, then there are no physical shipment details. The Fulfill-Line workflow activity node is used to update Install Base.

   Inbound lines (RMAs)

   If the line is an RMA, the update of Install Base depends on whether an inventory material transaction may be used to update the line:

7. If the line is an RMA and it requires a physical material receipt, updating Install Base is triggered by the inventory material transaction for that receipt.

8. If the RMA line does not require a receipt, then Install Base is updated through the Fulfill-Line workflow activity node.

iStore orders brought into Order Management through Order Capture:

1. Add the seeded workflow function activity, IB Interface, to the shippable line transaction type.

2. Set up the End Customer in the Customers window. This will allow End Customer to be used as a Sold To Customer. If the End Customer is to be used as the Ship To

customer, a Ship To site must be set up. Other business purposes such as Bill To and Deliver To can be set up if desired.

3. Create the order in iStore, specifying the End Customer information, the Owner, Current Location, and Installed At Location. Specify different End Customers for lines as desired.

4. Order Capture calls the Group API to bring the order into Order Management. The End Customer information and the IB attributes (owner, current location, and install location) are brought into Order Management from iStore.

5. Progress the order through the processing defined by the order and line transaction types, i.e. book, ship, invoice, etc. If using Install Base and Service Contracts, the IB attribute values are passed to Install Base as described below.

   Outbound order lines

6. If the item is shippable, the physical shipment is used to update Install Base.

7. If the item is not shippable, then there are no physical shipment details. The Fulfill - Line workflow activity node is used to update Install Base.

   Inbound lines (RMAs)

   If the line is an RMA, the update of Install Base depends on whether an inventory material transaction may be used to update the line:

8. If the line is an RMA and it requires a physical material receipt, updating Install Base is triggered by the inventory material transaction for that receipt.

9. If the RMA line does not require a receipt, then Install Base is updated through the Fulfill - Line workflow activity node.

Quotes with End Customer

1. No changes are required to the header workflow for quotes.

2. Set up the End Customer in the Customers window. This will allow End Customer to be used as a Sold To Customer. If the End Customer is to be used as the Ship To customer, a Ship To site must be set up. Other business purposes such as Bill To and Deliver To can be set up if desired.

3. Create the quote, specifying the End Customer information, the Owner, Current Location, and Installed At Location on the header.

4. Create the lines for the quote, specifying different End Customers for lines as desired.

5. Once the quote has been converted to an order, progress the order through the flow defined by the order and line transaction types, i.e. book, ship, invoice, etc. For Shippable lines with IB workflow, the IB attribute values are passed to Install Base. If using Service Contracts, Order Capture passes the Partner / Sold To Customer is passed to Service Contracts.

6. For shippable items, the values are passed after shipping.

7. For non-shippable items, OC captures the information after fulfillment and sends it to Service Contracts.

> **Note:** The End Customer is null for non-partner orders. If you have a mix of Partner and non-Partner orders, you may want to consider using two different Order Types.

Preview and Print Sales Documents

Businesses require documentation containing different information, each tailored to their unique business needs. A dynamic preview and print feature provides the ability to generate a printable Adobe Portable Document Format (PDF) that can meet your layout requirements. Preview and Print is an action available on each business document (Sales Order, Release Order, Quote, or Sales Agreement) that displays the viewable and printable PDF document.

Features include:

- Layout Templates can be designed to meet specific formatting requirements

- Print pertinent information of the business document including header, line information, and signature block

- A default Layout Template can be defined on the Transaction Type

- A Business Document field displays the Layout Template defined for the Preview and Print

- Ability to automatically attach a PDF in the workflow notification to Internal Approvers and attach the PDF file to the business document in the system by extending the seeded Negotiation workflow to include the subprocess, Sales Agreement/Sales Order Generation

- Sales Agreement/Sales Order Generation

- Ability to print custom data along with the transactional data in a blanket sales agreement, sales order, or quote.

Preview and Print Major Features

Preview and Print Document

Many businesses want to preview the Sales Agreement, Quote, or Sales Order, as it would appear for customer signing, and to print the document. The document may or may not include textual terms and conditions as part of the agreement.

> **Note:** Contract Terms can only exist on a Sales Agreement when the customer has Oracle Sales Contracts licensed and setup.

Preview and Print Sales Agreement and Quote/Sales Order

When a user initiates previewing of a sales document, Sales Agreement, or Quote/Sales Order, the system generates a preview of the document based on the following components:

- Sales Agreement data (including Sales Agreement header and lines, pricing and Terms and Conditions

- A customizable Style sheet, or layout template, for formatting

  or

- Quote/Sales Order data (including order, pricing, and Terms and Conditions (see note above)

- A link to the PDF of a referenced Sales Agreement at the header and/or line levels of the Quote or sales order

Preview Sales Documents

You can preview the formatted Sales Agreement. The document may include header information, line and price information, and textual terms and conditions.

To Preview and Print from the Sales Agreement header, you can use the Action, Preview and Print or right mouse click to access Preview and Print, to Preview and Print from the Sales Agreement header. When a specific sales agreement is open, you can initiate preview of the formatted contract document. The document always displays in PDF format when previewed from the sales agreement; you will not be required to choose a file output format.

When submitting the Sales Agreement for internal approval, the system will automatically generate a formatted PDF document that will be stored as a contract document attachment to the Sales Agreement. This PDF will automatically be stored as an attachment only if the WF extension mentioned above has been added to the Negotiation phase.

You can preview the formatted sales document. The printed document may include header information, line and price information, and textual terms and conditions.

> **Note:** The Oracle Sales Contracts license and setup are required to enable contract terms on the sales agreement and printed document.

T&Cs are only with Oracle Sales Contracts integration. A menu option Preview & Print is available from the Quote/Sales Order header. When a specific Quote/Sales Order is open, you can initiate preview of the formatted ordering document.

The ordering document always displays in PDF format when previewed from the Quote/Sales Order, and you will not be required to choose a file output format.

Attaching the Preview to the Sales Agreement or a Quote/Sales Order

When you initiate (Actions > Submit Draft) the approval process for a Sales Agreement or Quote, is initiated. The system attaches a formatted PDF file of the Sales Agreement or Quote to the workflow approval notification at the time the approval process is started. This enables approvers to view the formatted document directly from the approval notification.

When you Book a sales order, the system automatically attaches a formatted PDF file of the sales order.

> **Note:** The subprocess, Sales Agreement/Sales Order Generation, must be added to the Negotiation with Approval flow to obtain the automatic attachments.

Previewing the Business Document from a Workflow Approval Notification

The approver can open the workflow approval notification, and click a link directly within the approval notification to view the business document. The output file type is in PDF format.

All business variables are shown with the appropriate placeholders for empty business variables.

You can select to print the business document PDF file from the File window by selecting the File > Print menu option in Adobe Acrobat, or by clicking the Print Toolbar icon, a variable in Adobe Acrobat.

> **Note:** This is not compatible with the combination of Netscape 4.79 and Adobe Acrobat Reader 5.0. Higher revisions are compatible. Upgrading to Acrobat Reader 6.0 resolves compatibility issues.

Printing of the contract is performed by choosing the File > Print menu option from Adobe Acrobat, or by choosing the Print menu icon from the toolbar.

Printing

For all three transactions, the ability to print is the same. First you must preview (Action > Preview and Print) the PDF (or open an existing attachment) Then you can print the PDF using the printer icon or File > Print or Ctrl+P.

Printing Custom Data

You can print custom data along with the transactional data in a blanket sales agreement, sales order, or quote. You can achieve this using the 'PrintExtensionObject' Java interface and OM: Printed Document Extension Class Name profile option. You can create a custom class, by implementing the method 'getPrintExtensionXMLFragment' in the interface ''PrintExtensionObject' , to generate a custom XML structure and register the name of the implemented custom class in the profile option. The print module executes this custom class to retrieve the custom data. getPrintExtensionXMLFragment can either return a XMLFragement or a sql query. If getPrintExtensionXMLFragment returns a string which starts with "select", then the application code executes that query and appends the corresponding XML to the main XML. You can use a modified layout template to expose this custom data in the PDF document.

Document Formatting

A style sheet or layout template defines the format of the Sales Agreement or Quote/Sales Order document when previewed or printed. Four layout templates will be seeded with the application:

- Layout template to generate XML PUBLISHER for generating PDF for Sales Agreement

- Layout template to generate XML PUBLISHER for generating PDF for Quote/Sales Orders

- XML PUBLISHER Layout template to generate HTML for Sales Agreement

- XML PUBLISHER Layout template to generate HTML for Quote/Sales Orders

The super user can define multiple custom Layout templates during the setup. As part of the setup the user will associate a Layout template for each Order Management transaction type. When the user initiates the preview, the document will be previewed based on the layout template associated to that transaction type.

> **Note:** When the layout template is defined, the author will need to give it an intuitive name so when they associate it to the transaction type it is easy to pick the right one. This step is only done once at setup, not by everyday users.

> **Note:** You can create layout templates or layout templates using XML Publisher > Templates.

Format Business Document Data

The Super User can define the layout template formatting properties for each of the following components of the Sales Agreement and Quote/Sales Orders:

- Sales Agreement and Quote/Sales Order data: data such as item, item description, price, and commitment quantity (Sales Agreement only), for example, can have specific properties defined in the layout template that will tell the contract preview tool how to format the data

- Sections: Super users can define formatting properties for sections of clauses. Sections are the headings of clause groups, such as "1.0 General Terms" below. The section title and sequence number may have its own style setting:

    - 1.0 General Terms

    - 1.1 Term 1

    - 1.2 Term 2

- Clauses: Super users can define formatting properties for clause text. The title of the clause, the clause text, and the clause number may have their own style settings (assuming Oracle Sales Contracts has been licensed and set up).

    Static text: other text not appearing in the Sales Agreement or Quote/Sales Order schema, or the terms and conditions, may need to be printed. This data is defined in the layout template. For example, the text, "Software License Agreement," "between" and "and" in the following example is defined in the layout template:

    Software License Agreement

    Between

    <Oracle> <system variable>

    And

    <Company B> <system variable>

- Business Variable: values substituted for business variables may have their own style, as defined in the clause. This includes both system and user defined variables.

Security

Layout Template Security

Layout templates have global visibility and are not specific to an organization.

User Profiles

Listed below are the users and the tasks they will be performing while using the preview/print functionality.

Super User

System Administrators and IT Engineers are usually Super Users. These users define/customize the XML PUBLISHER Layout templates as part of the application setup. Definition of the layout template is a programming task and requires knowledge of XML PUBLISHER.

Business User

Business Users can be Sales Managers, Sales Representatives, Customer Service Manager, Customer Service Representatives, Contract Administrators/Negotiators, and other Business Managers (Sales Officers, Pricing Specialists).

Some of the tasks that business users are involved in are business document authoring, negotiation, and approval. Business users are usually responsible for defining the layouts of the business document and working with System Administrators to define or update the Layout templates to generate business documents in appropriate format.

End User

The Sales Representative and Customer Service Representative (CSR) constitutes the end user community. This person uses the document preview/print functionality. They use the Preview/Print functionality as part of their day-to-day responsibility.

Examples of when Preview and Print (PnP) may be used:

- Prior to initiating approval

- Approvers will use PnP for each WF Notification to view details of the business document

- Sharing with customer prior to customer acceptance

- Capture customer signature on hard copy, scan and attach to the business document for future reference

- View details of signed version when referencing the transaction

Formatting Properties for Business Document Data

Super User can define the following layout template properties for contract components:

- Font type and size

- Font attributes such as **bold**, <u>underline</u>, *italics*

Variable Formatting

The Super user can define formats for the business variables. The following formatting options are supported for **table** formatting:

- The text for each column header

- The columns displayed/printed and their order

- Font type (14 standard PDF fonts) and size for columns and headers

- Font attributes such as weight (**bold**) and emphasis (<u>underline</u>, *italics*) for columns and headers

- Borders (total or none, line width)

The following formatting options are supported for variables appearing in text format:

- Font type and size

- Font attributes such as **bold**, underline, *italics*

Format Header and Footer

The Super user can define a header and footer for the document as part of customizing the layout template. The header and footer may include:

- Static text

- Page Numbers (Arabic numbers)

- Total Pages (if supported by FOP/ATG infrastructure)

- Variables, which are available for the document. For e.g. Supplier Name

The following style properties can be defined for the header and footer in the Layout template:

- Font type (14 standard PDF fonts) and size

- Font attributes such as weight (bold) and emphasis (underline, italics)

Generate Signature Block

The system generates a signature block as part of the SA or Quote/Sales Order when it is defined in the layout template.

Register New Layout Templates

You can create new layout templates and/or modify existing layout templates, and register them with the application.

> **Note:** Seeded Layout templates will be protected from modification to support upgrades. However, you can download the seeded layout template and register it as a valid Layout template with or without modifications.

Associate Layout template to Transaction Type

You can select a format layout template and associate it with an Order Management

Transaction Type. Generation of the business document is formatted according to the transaction type of the business document and the associated layout template.

For example:

Transaction Type Layout Template Associations

Transaction Type	Layout template Name	Contains
Sales Agreement	Sales agreement Format	Layout template for preview/print of PDF output type
Quote/Sales Order	Sales Order Format	Layout template for preview/print of PDF output type

If the layout template is not identified in the Transaction Type screen, and you initiate the preview/print action, you receive an error message, telling you that the layout template must be defined. Setup > Transaction Type > Define, the Layout Template field has an LOV that will list all of the registered layout templates available to choose from.

Transaction Types Window - Layout Template Field

In Line Formatting

The preview/print supports inline formatting with a limited number of HTML style tags. Since Business Document Preview/Print functionality does not provide a rich text editor, these tags need to be inserted directly in the text.

For example, some words within an clause may be required to be formatted in bold: "Applicable shipping costs are to be **paid** for by the Customer, who agrees to pay them in full per payment terms."

Business Variable Substitution

The Business Document authoring functionality supports the inclusion of business variables into the clauses. These variables are substituted by its value when the business document is previewed/printed. The application supports simple (scalar) variables and table business variables.

Substitute Simple Business Variable

Simple Business Variables are replaced by their value whenever the document is previewed or printed. The display formats for business variables are defined in the layout template. You can customize the layout template to implement all the custom formatting needs.

Example of Simple Business Variable, where <Customer> would be substituted for the

customer name:

"Applicable shipping costs will be paid for by **<Customer>** …"

Example where Customer = ACME Corporation:

"Applicable shipping costs will be paid for by **ACME Corporation**..."

Substitute Table Business Variable

Table Business Variables are represented by XML values contained in the variable. The display formats for the table including which columns to display are defined in the layout template. You can customize the layout template to implement all the custom formatting needs. The XML representation contains all the table columns available for printing. The layout template determines which columns should be displayed and their ordering.

Print Unresolved Business Variables

When a Business variable has no defined value, the system prints a placeholder that is an underlined blank space with a length of 10 characters.

User Procedures

Listed below are the user procedures along with the User/Role that performs each procedure, in using the Document Preview/Printing functionality.

To associate a layout template to an Order Management Transaction Type (Super User + Business User):

1. Navigate to the Transaction Types window, Transaction Types Setup.

2. In the field Layout Template, use the List of values choose a layout template for the transaction type.

3. Save your work.

   > **Note:** When previewing a Business Document from this transaction type, the formatting will be based on the layout template defined here.

Previewing and Printing from Approval Notification, this is the same for all transactions

1. Initiate the workflow approval process. The approver receives approval notification, and may click the PDF link to preview the business document.

2. The business document is displayed in PDF format; formatting is based on layout template.

3. Review the document and print it if required, by clicking the File > Print menu option or by clicking Print icon, and close the document.

4. Respond to the approval notification, which is still open; you may not modify the Business document during the approval cycle.

To preview and print from the Quote, Sales Orders, or Sales Agreements window:

1. Navigate to the window and find the transaction (SA) to preview or print. From the Action button or right mouse click the Preview and Print option.

2. If a layout template has not been defined, then the system displays an error message: "Unable to preview or print the business document < > as a Layout Template has not been defined in the Transaction Type setup screen."

   If a layout template has been defined, the business document is generated in a PDF format, based on formatting from the style sheet.

3. Review the document and elect to also print the document from the Acrobat window by choosing File Print menu option in Acrobat, or by clicking the Print icon.

Previewing and Printing from the Contract Terms Window

When you are in the Contract Terms window, (Action > Contract Terms) and you click Preview Document, the same formatted business document will be generated, using the layout template identified in the Transaction Type setup screen, if you have Oracle Sales Contracts installed.

> **Note:** Only price lists and modifiers created from the sales agreement specific to that sales agreement will be previewed or printed. If a standard price list has been identified, it will show as a reference on the business document.

Integrations

Integration Dependencies: XML PUBLISHER Dependency

To be able to generate the document preview (in PDF), XML PUBLISHER is required. XML PUBLISHER is a mandatory pre-requisite for Oracle Sales Contracts, so if Oracle Sales Contracts is installed, you will have the capability to preview and print. If Sales Contracts is not installed, then users MUST install XML PUBLISHER to be able to generate the document preview. If XML PUBLISHER is not installed, the Preview and Print action for Blanket Sales Agreements and Quote/Sales Orders will not be enabled. This dependency affects the ability to:

- Manually initiate generation of the formatted document preview (in PDF file format) 2-132 Oracle Order Management User's Guide.

- Automatically generate the formatted document and attach it to the approval notification for viewing.

Seed Data

This section identifies all the seed data that are required for the Preview/print of the Blanket Sales Agreement or Quote/Sales order.

- Seeding of Layout templates for the Business Document. A layout template (Default Sales Agreement) is seeded for the preview of a generic Sales Agreement format.

- Layout template for generating PDF for Quote/Sales Orders.

- Layout template to generate HTML for SA.

- Layout template to generate HTML for Quote/Sales Orders.

- Functions have been seeded to display the preview or printing of the Sales Agreement.

  - When the preview/print of the SA is called from the Sales Agreement window, the following seeded function is invoked, that launches the Preview/Print page

  - Function: ONT_PRINT

  - User Function name: Order Management Print

- When the preview/print of the BSA is called from the Contract Terms window, the following seeded function is invoked to launch the Preview/Print page

  - Function Preview and Print

Drop Shipments Overview

Overview

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

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.

It's not uncommon to see companies use drop ship items in normal inventory organizations. This is fine as long as the company is not using MRP or Min-Max. The reason for this is because Min-Max and MRP are designed to consider all supply as expected increases in on hand quantity while in actuality, supply tied to drop ship orders will increase the on hand quantity and then the on hand quantity will immediately be decremented for the quantity received. Since this 'false' supply can throw MRP and Min-Max off for the quantities listed on drop ship purchase orders, it's recommended that drop ship inventory organizations are created entirely separate from non-drop ship inventory organizations. The Order Management User's Guide mentions that drop ship organizations should be 'logical' inventory organizations; which can be translated to say drop ship orders should only be conducted in drop ship inventory organizations.

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.

For more information on purchasing, dropshipping ATO items or configurations, and changes to these order types, see: *CTO Implementation Manual*.

Note: For additional features supported in this release for Drop Shipments please refer to the section, Drop Ship Across Ledgers and Change Management Overview , page 13-62

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.

Inventory Item Attributes

Item Attribute used within Drop Ship order processing	Setting
Purchased (PO)	Enabled
Purchasable (PO)	Enabled
Transactable (INV)	Enabled
Stockable (INV)	Enabled
Reservable (INV)	Enabled
Customer Ordered (OM)	Enabled
Customer Orders Enabled (OM)	Enabled
Default SO Source type	Optional
Shippable (OM)	Enabled

Item Attribute used within Drop Ship order processing	Setting
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.

Once the drop ship inventory organization is created, subinventories should be defined. To create the subinventory, go to an inventory responsibility and navigate to Setup: Organizations:Subinventories. All drop ship subinventory must have the Reservable box checked. Asset subinventories must have the Reservable and Asset boxes checked. Expense subinventories must have the Reservable box checked and CANNOT have the Asset box checked.

- Subinventory Attributes for Asset Subinventory

    - Reservable/Allow Reservations

    - Asset Subinventory

- Subinventory Attributes for Expense Subinventory

    - Reservable

    - Asset – must NOT be enabled

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.

3. 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.

4. 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 can perform a Mass Change for the order line attribute Source Type. The order line attribute Source Type is available (as a field) within the Shipping Tab of the Mass Change window.

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.

> **Note:** The application does not pass the values of Additional Line Attribute Information to the PO_REQUISITIONS_INTERFACE table. It passes these values to Oracle Receivables for invoicing.

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.

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 can be processed across Ledgers, operating units, or legal entities.

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, page 13-71

Cancelling Orders, page 7-90

Overview of Holds, page 7-54

Copying Orders, page 7-34

Note: If you are using Drop Shipment Across Ledgers / InterCompany transactions refer to the section, Drop Ship Across Ledgers and Change Management Overview , page 13-62

See: *Oracle Order Management Implementation Manual*, Order Overview of Shipping Tolerances.

Using Oracle Workflow in Oracle Order Management Manual.

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 Ship Across Ledgers and Change Management Overview

Drop Ship

There are three trends in business that require Oracle to enhance its support for outsourced manufacturing:

- Increased reliance on contract manufacturers to supply some or all of their products to their customers.

- Increased customer demand for mass customization, where the product is configured specifically to customer needs.

- Increased globalization, where companies are doing business throughout the world. Companies often have global supply plans, and global contracts with suppliers, but have country specific agreements as to which subsidiaries and suppliers are authorized to provide products to which country.

Many companies, create separate local organizations for every country where they do business. These organizations are in separate ledgers, and own the right to sell and service hardware and software products in specific geographic regions or countries. There are separate legal entities that own the distribution rights for the products. Often, but not always, there is a physical distribution center associated with the distribution legal entity. For instance, companies may have one distribution entity in their home country and one for all international country organizations. For internationally sourced products, the local country organizations must place orders with the legal entity that owns the distribution rights for their region. These trends require Oracle to enhance the functionality for drop shipment, outside processing, and manufacturing collaboration.

Drop shipments may happen for several reasons:

- Customer orders an item not normally keep in stock

- Customer orders an unusually large quantity of an item

- It is more cost-effective for the supplier to ship the item directly to the customer

  Drop Ship Across Ledgers and Change Management

- **Drop Ship across ledgers, operating units, or legal entities.** With the enhanced Drop Ship, functionality, you can choose a warehouse that belongs to a different operating unit (OU), legal entity, or ledgers than the order taking organization.

- **Enhanced Inter-company transactions between multiple Organizations** (Operating Units or Legal Entities) which could be in the same or different Ledgers. Intercompany accounting is supported between multiple operating units.

- **Enhanced Change Management between Order Management and Purchasing**. With enhanced Change Management support, changes in Order Management and Purchasing will be automatically synchronized.

- **Additional** Sales Order Data Elements sent to Supplier. With the enhanced Drop Ship functionality, additional Sales Order Data Elements that are essential for the

drop ship process are sent to the supplier.

Drop Ship Across Ledgers Major Features

Drop Ship Across Ledgers

You can now Drop Ship across Ledgers, operating units, or legal entities. A common scenario involves manufacturing facilities in some countries, sales organizations in others, and financial companies in several others. These entity structures allow multinationals to avail themselves of the benefits of each legal environment in which they are organized. They also allow companies to provide products to market quickly and profitably, taking advantage of regional 'hub' operations that rationalize product demand and control supply sourcing in a centralized fashion.

The ability to drop-ship goods across Ledgers, operating units, or legal entities is a major business requirement for today's businesses. Formerly it was not possible to drop ship across operating units and Ledgers in Oracle Applications. The introduction of cross operating unit drop ships raised the need for hybrid drop shipments where the sales order is drop shipped to one, but not both, of the organizations involved in executing the transaction.

- You can model a drop ship where the source of the goods is another organization or where a sales order is entered as a drop ship. When a purchase release is run, the order line is visible in the Procurement Organization's purchasing system (a different operating unit using a separate Ledger).

- You can view customer addresses across Ledger and legal entities to support the drop ship practices.

- You can receive and record an Advance Shipment Notice (ASN) to facilitate logical receipt of the goods in the sales organization. The ASN will indicate the quantities, items, shipment dates, and ship-to location (customer address). The ASN is created automatically when the procurement organization processes a logical receipt.

- Intercompany receivables and payables transactions are recorded automatically. The procurement organization creates an intercompany receivables invoice for the goods, and the sales organization generates an intercompany payables invoice. These transactions are based on prices negotiated between the two organizations. For the intercompany accounts to stay balanced, the receivables and payables invoices must be created simultaneously.

  For example, Company A needs to perform a drop ship transaction across their global enterprise. The drop ship transaction needs to balance inside each legal entity (debits = credits). These legal entities may have different chart of accounts, calendars. or currency.

- For drop ship lines, the cost of the item is taken from the organization that has been

specified in the Finance Options window (Financial System Parameters).

Following diagram shows the process flow for Drop Shipments:

Drop Ship Process Flow
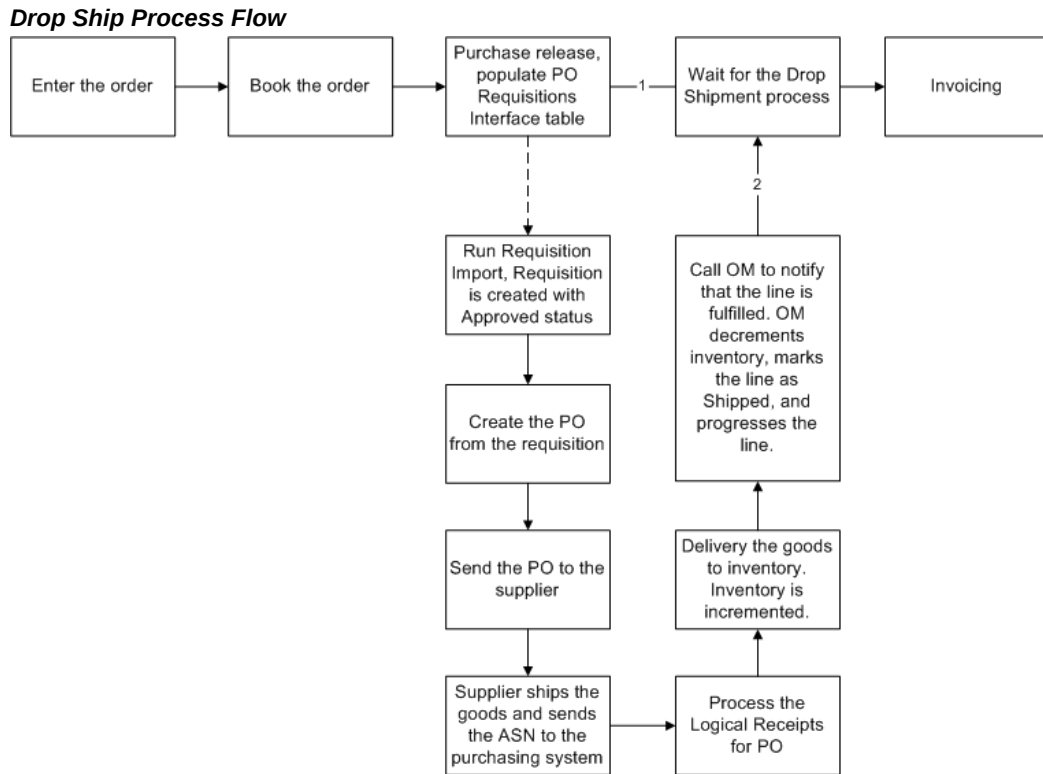
Drop Ship Across Ledgers

With enhanced Drop Ship support, you can choose any warehouse available in the system. Warehouses can come from a different Ledger, OU, or Legal Entity (LE). At a high level, there are two enhanced Drop Ship flows, Flow 1: Drop Ship Across Ledger; or Flow 2: Distribution center Drop Ship.

Flow 1: Drop Ship Across Ledger

The sales order is placed in OU1/DC. The order is fulfilled by the Distribution Center (DC/OU3) by shipping directly through its supplier.

• The sales order line is created in the OU1 operating unit, the Ship From Organization (receiving Organization) is DC and it is marked as a Drop Ship Order Line.

• The purchase requisition is created in operating unit OU3, the Ship To Organization is DC. The Ship to Location will be the Customer Location.

• The purchase order is created in operating unit OU3 and the Ship To Organization is DC. The Ship to Location will be the Customer Location.

The Process flow for drop ship across Ledger remains the same as the existing drop ship process, except that the requisitions and purchase orders are now created in different operating units. Intercompany transactions are performed when the logical receipt and delivery transactions occur for the purchase order. Please refer to Enhanced Intercompany transactions section below.

Flow 2: Distribution Center Drop Ship

The sales order is placed in OU1/MO. The order is fulfilled by the Distribution Center (DC/OU3) by shipping directly through its supplier.

- The sales order line is created in the OU1 operating unit, the Ship From Organization (receiving Organization) is MO and it is marked as a Drop Ship Order Line.

- The purchase requisition is created in the OU1 operating unit, the Ship To Organization is MO. The Ship to Location will be the Customer Location.

- The purchase order is created in the operating unit OU3 and the Ship To Organization is MO. The Ship to Location will be the Customer Location.

Flow 2 is supported by the new Shared Procurement functionality available in Purchasing. In this case, the requisition can be in one organization (Order Management/OU1), and the buyer can decide to source the material from a supplier that belongs to another organization (DC/OU3). As the supplier is tied to OU3, the purchase order will be cut from OU3, but the Ship To Organization will still be MO.

In another variation of the flow, the sales order can be placed in OU1/RC and the purchase order could be fulfilled by OU3/DC by shipping directly from its supplier.

Enhanced Inter-company Transactions

With the enhanced Intercompany transaction support, you can perform Intercompany transactions between multiple Organizations (OU1, OU2 and OU3) that are involved in the Drop Ship flow. In addition, Intercompany relations have to be set up that will define the intercompany accounts, costs, etc. between the organizations that are involved in the transactions.

Intercompany transactions are performed automatically when the delivery transaction occurs in the Purchasing system, where the sales order line will be marked as fulfilled and progressed to invoicing.

If customers have defined transaction flows, there is a change of behavior in the Intercompany accounting and also the Drop Ship Receiving Process in Order Management. When the delivery transaction occurs in Purchasing, and if there is a transaction flow defined, then the Inventory module will do all the processing and call Order Management to indicate that the line is fulfilled. In this case, Order Management will not perform any Inventory decrements, only the sales order line will be marked as fulfilled and progressed. From an accounting perspective, Inventory will not be incremented and decremented, only the logical intercompany transactions will be performed between the organizations that are involved in the Transaction flow.

If you do not use transaction flows, then the existing Intercompany transactions are still performed, provided that the Inter-Company relations are set up between the organizations. In this case, inventory will be incremented by the purchase order delivery and inventory will be decremented by the logical Sales Order Issue. Intercompany transactions are performed by using the sales order issue transaction. Note that existing intercompany transactions can only be used between two organizations. Transaction flows can also be defined between two organizations without an intermediate organization.

Changed Behavior for Existing Customers

Currently, a requisition is created in the same operating unit of the sales order as the warehouses can only come from the same Ledger. With the new changes, the purchase requisition is always created in the operating unit of the warehouse. This is more consistent with cross Ledger or legal entities business, where the requisition has to be created in the same operating unit of the warehouse. In addition, it will enable the intercompany logic to clearly identify the points where the inter-company is involved.

Drop Ship Design Changes

The following windows and processes will handle the enhanced Drop Ship across Ledger functionality.

Sales Orders window:

For Drop ship orders, you can choose any of the warehouses available. The list of values for the warehouse field shows warehouses across Ledgers.

Order Business Object Changes (Process Order):

Changes in the Process Order validations:

- Validation for Drop ship lines to allow any warehouses.

- Additional Line Information Window:

- Added Operating Unit information for the requisition and purchase order in the overflow region.

- With Multi-Org Access Control, even if Purchase Orders and Sales Orders are created in different Operating Units, if you have access to the Operating Unit that the Purchase Order was created in, you can view the Purchase Order.

- Drop Ship Information view is changed to get the requisition or purchase order information.

Purchase Release Process:

Purchase Release process is modified to create the purchase requisition in the operating unit of the receiving org if the receiving org does not belong to the operating unit of the sales order.

Drop Ship Receiving Process:

Drop Ship Receiving logic is modified to handle Drop Ship Across Ledger, where the purchase order could be in a different operating unit than the sales order.

Employee/Requestor Information and Cross-Business Groups Impact

To handle the cases where employees (users) might be creating purchase orders in different operating units that are in a different business groups, Purchasing allows Requisition Import to enable a customer service representative (CSR) to create a requisition in an operating unit associated with a different business group, than the one the CSR belongs to, if the value of the profile option HR:Cross Business Group is set to Yes.

User Procedures

To enter a drop ship sales order line (sourced externally) with a different Ledger:

1. Navigate to the Sales Orders window.

2. Enter a sales order and an order line with an item sourced externally with a quantity of 10.

3. Use a receiving org that is in a different Ledger.

4. Book the order.

5. Purchase Release runs automatically, if the purchase release is deferred, then run the workflow background process for WF Item Type Order Management Line (OEOL).

6. Run Requisition Import (the requisition is created and approved) after changing to the appropriate operating unit.

7. Create the purchase order in Purchasing. Verify the sales order information on Drop Ship tab of the Shipments block. The Purchasing button is enabled only if you have access to the operating unit in which you created the Purchase Order.

8. Approve and print the purchase order. Verify the additional sales order information for the shipments.

9. Send the purchase order to the supplier.

10. Logically receive and deliver the purchase order.

11. Verify that the sales order Lines shipped quantity is set properly.

To change data elements after a purchase order is approved when constraints are in place (not allowed):

1. Navigate to the Sales Orders window.

2. Enter sales order and an order line with an item sourced externally and with a quantity of 10.

3. Book the order.

4. Purchase Release is run automatically, if the Purchase Release is deferred, then run the Workflow Background process for WF Item Type Order Management Line (OEOL).

5. Change the Ordered Quantity to 20.

6. Run the Requisition Import and verify that the purchase requisition has an Ordered Quantity 20.

7. Update the sales order line's ordered quantity to 30, then save the changes. Verify that the requisition quantity is changed in purchasing. Choose the Drop Ship tab in Additional Line Information window.

8. If Yes, the status will be shown on the Drop Ship tab.

9. Create the purchase order from the requisition.

10. Update the sales order line's ordered quantity to 40, then save the changes. Verify that quantity has changed to 40 on the purchase order Line. Choose the Drop Ship tab in the Additional Line Information window.

11. Approve the purchase order.

12. Now try to change the Ordered Quantity to 50, and save. You get a message indicating the sales order cannot be changed as the related purchase order is approved.

13. This procedure can be repeated for all data elements (Ship to Location etc.) that are communicated between Order Management and PO.

To Change Data Elements After a Purchase Order is Approved When Constraints are Not in Place (Allowed):

1. Disable the constraints for changes to Ordered Quantity increase, Ship To Location, and Shipping Instructions.

2. Query the sales order from the previous procedure.

3. Change the Ordered Quantity to 50, Change the Ship To Location, and Shipping Instructions, then save.

   The application saves the changes and then launches the approval workflow. If the person making the changes has enough authority to approve the document, then it automatically approves the changes. However, if the person does not have enough authority to approve, then the applicable purchase order goes into the *In process* status and will be routed to the appropriate person for approval based on the approval hierarchy.

4. Again, this procedure can be repeated for all data elements that are communicated between Order Management and Purchasing.

Seed Data: Constraints

Constraints

New Constraints have been added for the Drop Ship Sales Order Lines (source Type is EXTERNAL) that can be removed/disabled depending on the business needs.

Constraints

Disable Allowed	Constrained Operation	Attributes	Validation Template
No	Update	Warehouse	Purchase Release completed.
No	Update	Ordered Qty UOM	Purchase Release completed.
Yes	Update	Ordered Qty	If the related Drop Ship purchase order is approved. If there are multiple requisitions and purchase orders, then do not allow the change if all the purchase orders or releases are approved.

Disable Allowed	Constrained Operation	Attributes	Validation Template
Yes	Update	Shipping Instructions, Packing Instructions, Ship To Contact, Deliver to Address, Deliver to Contact, Customer PO Number, Customer PO Line Number, Customer PO Shipment Number, User Item Description, Shipping Method, Ship To, Schedule Ship Date	Do not allow the change if any one of the related purchase orders or releases is approved. For Customer PO Number and Customer PO Line Number, the system processing constraint can be enabled or disabled in case you wish to update the PO Number before Invoice Interface.
Yes	Cancel		Do not allow partial cancellation if the related Drop Ship purchase order is approved. If there are multiple requisitions and purchase orders, then do not allow the change if all the purchase orders or releases are approved. Do not allow complete cancellation, if any one of the linked Drop Ship purchase orders or releases are approved.
No	Update	Project, Task, End Item	Purchase Release completed.

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 Group Requisitions by Sales Order system parameter is set accordingly. The Group Requisitions By Sales Order system parameter determines whether the Requisition Import process will import all the drop ship sales order lines into a single purchase requisition even though the lines belong to multiple sales orders or whether the process will group all drop ship sales orders lines by sales order and then import them into multiple purchase requisitions.

   For more information on this Group Requisitions By Sales Order system parameter, see Oracle Order Management Setup in the *Oracle Order Management Implementation Manual*.

4. Ensure the Oracle Workflow Background Engine is running.

5. Ensure all Drop ship locations you will use to perform drop shipments have the Ship To Site and Receiving Site defined.

6. Ensure you have defined the Internal Ship To Locations for your drop shipment customers (Oracle Receivables Standard Customer window, Business Purpose Details tab).

7. 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 an its option classes and option are purchased and purchasable, and follow the purchasing setup steps defined in setup chapter of the *Oracle Configure To Order Implementation Manual*.

8. 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.

   Note: If you are using Drop Shipment Across Ledgers / InterCompany

transactions refer to the section Drop Ship Across Ledgers and Change Management Overview, page 13-62.

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.

Cascading Order Line Attribute Source Type

Additional Details for Drop Shipments of Models, Kits and Configurations

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 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.

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.

> **Note:** For remnant model lines and their child lines, cascading and configuration validation will not happen. Any changes that the user makes on any of the remnant lines will be treated as if the line is a standard line.

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 a drop ship item.

2. Book the order.

3. Run Requisition Import.

    > **Note:** The Group Requisitions By Sales Order system parameter determines whether the Requisition Import process will import all the drop ship sales order lines into a single purchasing requisition even though the lines belong to multiple sales orders or whether the process will group all drop ship sales orders lines by sales order and then import them into multiple purchasing requisitions.

    > For more information on this Group Requisitions By Sales Order system parameter, see Oracle Order Management Setup in the *Oracle Order Management Implementation Manual.*

4. Create a purchase order from the requisition.

5. Approve the purchase order.

6. Receive against the purchase order.

Forward Drop Ship Flow for ATO Model

1. Enter a sales order for the drop shipped ATO model.

2. Select the options.

3. Schedule and Book the order (Schedule date will default to request date for all lines.)

4. Create the configured item by progressing the order ATO Model line or running the Autocreate Configuration batch process.

5. Verify order and line status.

6. Create Supply Order (Drop ship requisition) by progressing the 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 the drop shipped ATO item.

2. Schedule and Book the order (Schedule date will default to request date for all lines.

3. Create Supply Order (Drop ship requisition) by progressing the 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 Drop Shipped Standard Options

1. Enter a sales order for the 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 purchase order

7. Receive the purchase order

See

Drop Shipments Overview, page 13-54

Copying Orders, page 7-34

Order Import, page 3-129

See Additional Sample flows under Drop Ship Across Ledgers and Change Management Overview, page 13-62

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*.

Change Management for Drop Ship Orders

With enhanced change management support between Order Management and Purchasing, user initiated changes on the sales order will automatically trigger changes to the requisition or purchase order. If a change cannot be performed on the requisition or purchase order due to the document status, then your change will be rejected and an appropriate message will be issued.

Another aspect of change management comes from the purchasing or supplier systems. Buyers can make changes to the requisitions or purchase orders and the supplier system can also change the promise dates and quantities. With enhanced change management, changes on the requisitions and purchase orders will be synchronized with the sales order line. Certain types of changes like Ship To Location, etc. that were allowed earlier because of an asynchronous link between sales orders lines and purchase orders, will now be restricted.

> **Note:** The Sales Order Purchase Order Discrepancy report contains Holds discrepancies between Order Management and Purchasing. With de-support of the Purchase Order Discrepancy Report, this information is no longer available.

Sales Order Changes

Sales order changes are supported as long as the purchase order can be changed. If the sales order line is linked to a requisition, which is not converted to a purchase order, then the requisition will be updated with the new changes. If the sales order line is linked to a purchase order that is not yet approved, then the purchase order is updated. Purchasing also allows changes on the purchase orders even if they are approved. Changes on approved purchase orders will re-trigger the approval process and the changes may or may not be approved. If changes are not approved, a notification will be sent to the CSR. If the purchase order changes are approved, then the changed purchase order is sent to the supplier, where the supplier can always reject the changes if the sales order in supplier's system cannot be changed or if the goods have shipped. For a drop ship sales order line, this could cause a problem as the sales order line could already be canceled. To handle the cases, where the system is not aware of the status of the order in the supplier system, Order Management has constraints that can be disabled. These constraints will restrict the sales order line changes once the purchase order is approved. Depending on the business and the relationship with the supplier, you can choose to disable the constraints to allow more flexibility for sales order changes, provided they also take the responsibility of handling any exceptions.

When a Drop Ship Sales Order line that is interfaced to Purchasing is changed, the change management process is started. If the requisition import is not run and the Purchase Requisition request is still in the Requisition interface, then the interface record will be updated. If a purchase requisition or purchase order exists for the order line, Order Management will accept the updated data elements and cascade the change to the requisition or purchase order if it is allowed, the same process will also start the change management/automatic approval process. If the requisition or purchase order cannot be changed due to the document status, then a message is given indicating the reason for failure. Data elements that are present on the purchase order will be updated directly on the requisition or purchase order.

When there is a partial receipt and the sales order line is split, the Sales Order Line number that is displayed in the drop ship tab on the PO shipment reflects the open sales order line, and the shipped quantity will display as null. However where there is a full receipt and the sales order line is closed, the shipped quantity will reflect the quantity delivered into inventory.

When a sales order line is cancelled, the corresponding requisition line has the following fields updated: Cancel flag is set to Yes and the amount is set to 0. When one or more multiple sales order lines are cancelled, the following updates are made to the requisition line: Cancel flag is set to Yes, Cancel Date is defaulted from system date, Cancel Reason has to be entered, and amount is set to 0.

Sales order changes are sent to the purchase order and then to the supplier including:

- Cancellation

- Request or Schedule dates

- Order Quantity

- Ship To Address

Changes can be made by the buyer or supplier.

Additional Sales Order Data Elements Sent to the Supplier

With enhanced Change Management, the following Sales Order Data Elements will be sent to Supplier:

- Ship To Customer Name

- Ship To Customer Address (Already supported)

- Ship To Contact Name

- Ship To Contact Phone Number

- Ship To Contact Fax Number

- Ship To Contact E-mail

- Deliver To Customer Name

- Deliver To Customer Address (All address information)

- Deliver To Contact Name,

- Deliver To Contact Phone Number

- Deliver To Contact Fax Number

- Deliver To Contact E-mail

- Shipping Method

- Shipping Instructions

- Packing Instructions

- Customer Product Description*

- Customer PO Number

- Customer PO Line Number

- Customer PO Shipment Number

    The following precedence is used to derive the Customer Product Description: User

Item Description, Customer Item Description, and Generic Item Description. Purchasing will not store the Sales Order Data elements on the requisition or purchase order tables, instead the information is taken from the sales order lines whenever required.

All communication modes listed below will communicate changes to the additional sales order data elements to the supplier:

- Printed Change Order Report

- Printed PO Report

- Fax PO

- E-mail PO

- EDI 860 (Change PO Outbound)

- XML (CHANGE_PO)

- iSupplier Portal

The following sales order line fields are directly interfaced to Purchasing and are available on the purchase requisition and purchase order: Ship To Location, Need By Date, Ordered Quantity, Ordered Quantity UOM, Project, Task, End Item, Ordered_Qty2, UOM2, Grade, Inventory Item. Additional data elements that are sent to the supplier are referenced and not stored on the Requisition or Purchase Order.

If the sales order line is still in Requisition Interface, all Field changes are supported and the record is updated in the interface record.

If the requisition or purchase order is already created, then following rules apply:

- Only the primary quantity (Ordered Quantity) updates on a sales order line will trigger secondary quantity synchronization changes in Purchasing.

- Purchasing will synchronize a secondary quantity (Ordered_Qty2) only if there is a one-to-one mapping between the sales order and requisition/ purchase order and if the UOM's are same. If the secondary quantity cannot be automatically synchronized with the sales order, then Purchasing will derive the secondary quantity based on the standard conversion. In other words, If the Item is dual UOM controlled, then all the dual UOM controls (Fixed, Default, No Default) will be handled as a Fixed control and will use the standard conversion.

- Grade will not be automatically synchronized between Order Management and Purchasing. You can change the grade both in Order Management and Purchasing.

    Ship Method Information Passed to Purchasing

The purchase requisition for Drop Ship orders currently contains the Shipping Method.

The Shipping Method in Order Management dictates how a package will be shipped to the customer. Since the purchase requisition contains the ship method, the drop ship supplier now has visibility to the customer's desired shipping method. For instance, if customer A wants their sales order as soon as possible, the ship method on this order would let the person who is ship confirming the order know to ship it, overnight via air. If customer B indicates that they are in no rush to get their order, the ship method on their order would let the person ship confirming the order know to ship the order, via ground service.

Shipping Information Passed To the Drop Ship Supplier

Customer specific shipping instructions are captured when the original sales order is placed Order Management. This information is forwarded to the purchase requisition and subsequent purchase order. For warehouse-based shipments, the shipping information is converted into supplier shipping instructions and passed to the supplier as part of the purchase order shipping instructions. The purchase order information adheres to EDI, XML, industry standard interface requirements and iSupplier Portal. All the relevant customer information on the sales order is available for the shipping organization.

The following data elements from the sales order shipping information are available to all associated drop shipped suppliers:

- Ship To Customer Name

- Ship To Customer Address

- Ship To Customer Contact Name

- Ship To Customer Contact Name Phone Number

- Ship To Customer Contact E-mail

- Deliver To/For Use At Customer Name

- Deliver To/For Use At Customer Address

- Deliver To/For Use At Customer Contact Name

- Deliver To/For Use At Customer Contact Name Phone Number

- Deliver To/For Use At Customer Contact E-mail

- Shipping Method

- Shipping Instructions, Packing Instructions

- Customer PO Number, Customer PO Line Number

> **Note:** The Ship To and Deliver To addresses may be different for a customer. Also, the customer name may be different at the Ship To address from the final Deliver To customer name.

Visibility of Sales Order Number and Data Fields in Purchasing

Buyers can see the sales order line details in the new Drop Ship tab added to the Shipments block of both the Enter Purchase Order window and the Enter Releases window.

Following sales order information is displayed on the Purchasing Drop Ship tab:

- Sales Order Number

- Sales Order Line Number

- Sales Order Line ordered quantity

- Sales Order Line shipped quantity

- Sales Order Line status

- Ship To Customer Name

- Ship To Customer Contact

- Sales Order Line Status

A new menu option called View Sales Order is on the Purchase or Release Shipment windows. A buyer can invoke this option to view Sales Order information such as customer or shipping details, if the Purchase Order Shipment references a requisition line associated with a Drop Ship Sales Order line.

Following new status details are available for order tracking:

PO Req Requested

PO Req Created

PO Created

PO Received

The requisition or purchase order status is available on the Drop Ship tab of the Additional Line Information window.

Purchase Requisition Changes

The buyer cannot change the following data elements on purchase requisitions that are linked to a Drop Ship Sales Order:

- Inventory Item

- Ship To Location (Deliver to in PO).

- UOM

- Quantity

- Need By Date

- Warehouse (Ship To Org)

- Project and Task Information

In addition, Drop Ship Purchase Requisitions cannot be returned to the requestor. Normally, buyers can return the requisitions to the requester and no action will be performed. Splitting the purchase requisition is also not allowed for the buyer. Purchase requisitions linked to a sales order cannot be canceled or finally closed.

Purchase Release

The Purchase Release program passes information about eligible drop-ship order lines to Oracle Purchasing. You can run this program for one Operating Unit at a time by specifying a value for the Operating Unit parameter or run it for all Operating Units that you have access to by leaving the parameter blank. For more information on MOAC in concurrent programs, please refer to the Appendix on Concurrent Programs, page D-2.

This program processes purchase releases for drop ship sales order lines, even if the user who initially created these orders is terminated as an employee, based on the value of the Requestor For Drop Ship Orders Created By Inactive Users system parameter. See Seeded System Parameters, *Oracle Order Management Implementation Manual.*

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.

> **Note:** With Drop Ship Across Ledgers functionality Purchase Release will now create the Purchase Requisition in the Operating Unit of the Warehouse, if the Warehouse on the Sales Order does not belong to the Operating Unit where the where the Sales Order is created.

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

> **Additional Information:** Note: If purchase Release activity could not be completed because of: 1. A hold on that line. 2. Incorrect employee setup. 3. The Deliver to Location is invalid. 4. The Item attribute setup is incorrect. then the Purchase Release concurrent program completes with a Warning instead of an Error.

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, page 13-71

Defining Sales Order Line Services Information

Order Management enables you to order services from the Sales Orders window. You can order services for product items currently being ordered, such as immediate services, or you can order services for already installed product items or delayed services.

At the time of ordering the service, you can specify the billing option and billing frequency of the periodic billing. Based on the selected frequency, the application generates the billing schedule invoices accordingly. You can specify the service level like Gold and Silver while ordering the service from Order Management using the service coverage template.

Additionally, you can order subscription services and specify service related attributes such as service start date and duration, which the application uses to fulfill the subscription line as a service line. You can order tangible and intangible subscriptions. Order Management supports subscription services as Model or part of the Model like optional or mandatory item. You can select the subscription service in the Configurator

for fulfilling the subscriptions as service line and interfacing to Oracle Service Contracts for service contract creation. To achieve this functionality, you must set up defaulting rules for service attributes like service start date, service duration, and service subscription template before the configuration of subscription service. The defaulting rules are required if you do not provide the values for Service Start Date, Service Duration, Service Period, and Service Subscription Template during the time of booking. You can use the Configurator while the order is in entered status and provide values for these fields manually (without setting up the defaulting rules), before the order is booked. The system prices tangible and intangible subscriptions based on the subscription period, subscription frequency, and the quantity in each subscription. The flexible billing options available for service items like extended warranty are available for subscription service items as well. You can order extended warranty on subscription services.

Subscription services are similar to extended warranty service as you can create a new subscription service contract while creating a new subscription line or attach a new subscription line to the existing subscriptions contract at the time of ordering the service. Order Management does not interface freight charges on the order to Oracle Receivables for service lines when billing is done from Oracle Service Contracts for service items and subscription services.

You can order subscription services without any coverage level or covered product. You can mass change the billing profile, coverage template, and subscription template. Additionally, you can set defaulting rules and processing constraints for service item and subscription related fields such as billing option, billing profile, coverage and subscription templates. In Service Contracts, you can query subscription orders with contract category as 'subscription agreement' and by providing sales order number to view the contract created by a sales order in Order Management.

You can also order subscription services in the Sales Order window as a promotional good. To order subscription services as a promotional good you need to define an Advanced Pricing modifier using a "Promotion" list type and entering the subscription service as a get item. When entering the subscription service as a get item you can specify its service duration, service period, and subscription template. For example, let us say that when a customer orders a laptop they will receive one year of internet service for free. For this example, you would need to define a promotion modifier so that when you order the laptop item the internet service (subscription service) is the get item. Then when you go the Sales Order window and order the laptop item the internet service (subscription service) is automatically added to the sales order as well.

Process Order API

For a Subscription Item, if the subscription_enable_flag is set to "Y", then the Process Order API creates the line as a Subscription Service Line. The Process Order API does not honor the value of the Default Behavior for Subscription Item on Order Line system parameter. If no values are passed to this API, then it honors the defaulting rules if you have set them.

Order Import

For a Subscription Item, if subscription_enable_flag is set to "Y", then the Process Order API creates the line as a Subscription Service Line. The Process Order API does not honor the value of the Default Behavior for Subscription Item on Order Line system parameter.

When importing kits/models from external systems, if the PRE_EXPLODED_FLAG on the top kit/model line is set to "Y", then the Order Import process will import the kits/models and the associated included items for those kits/models into Order Management. Included items could be subscriptions and the details for the subscriptions such as start date and end date. The PRE_EXPLODED_FLAG indicates whether the BOM component is exploded outside and imported to Order Management as a pre-exploded component.

High Volume Order Import (HVOP)

HVOP does not support creation of services and subscription services.

Order Management enables you to:

- Order service and subscription service lines along with the product lines.

- Capture additional service related attributes for extended warranty lines including billing profile and coverage template.

- Import service lines and service orders using order import.

- Generate invoice for the first bill period.

- 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 the service lines with service item types. Service lines are non-schedulable and non-shippable. 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 the workflow process to meet your business needs.

See: *Oracle Order Management Using Oracle Workflow in Oracle Order Management.*

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 the 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, page 5-31.

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, 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 an included 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. This is applicable for included warranties and not extended warranties (service programs).

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.

Related Customers

You can support entry of related customers for services in either of the following ways:

- Support ordering services referencing Installed Base products for a customer other than the one ordering the service.

- Support ordering services referencing sales order lines sold to a customer other than the one ordering the service.

Depending on the value of the system parameter Customer Relationships (Service), you can facilitate ordering services for products sold to a different customer. The customer may be a related customer (related through Account relationships and not Party relationships).

If the value of the system parameter is Single Customer, then you can not enter related customer information for service products referenced in the Installed Base. Order details would be for the same customer only. Similarly, you can reference a sales order line belonging to the same customer only.

 If the value of the system parameter is Related Customer, the related customer can order services for the item specified by the original customer. That is, any customer that

has an account relationship (not a party relationship) with the original customer can order services referencing the item specified by the original customer.

If the value of the system parameter is All Customers, you can order services for items sold to any customer.

Contract Details window

For more information on viewing the warranties created, please refer to the *Oracle Service Contracts User Guide.*

Service Availability Rules

For more information on using service availability rules, please refer to the *Oracle Service Contracts User Guide.*

To Define Sales Order Service Information:

1. Enter a service item in the Line Items tab of the Sales Orders window. For the service item, all the service related columns will be enabled in the Services tab.

2. Navigate to the Line Items, Services tabbed region.

3. Select the Service Billing Option. Options are:

   • Full Billing from Order Management: This option enables Order Management to invoice interface the complete line amount to Oracle Receivables. If you do not select any option, then Order Management considers it as full billing from Order Management.

   • Full Billing from Service Contracts: This option skips invoicing from Order Management. There is no invoice interface for this line and Service Contracts bills completely as per the billing schedule. The workflow activity Invoice Interface is "Not Eligible" and ends with status as "Billed from Contracts". For line level payments, there is no amount available for which a payment has to be made since Service Contracts generates the invoice. For order level invoice payments, the payment can be made only for the amount that is billed from Order Management. At order payment level, Order Management does not perform credit card authorizations for the amount which is invoiced through Service Contracts. Service Contracts performs authorization as appropriate at the charging or billing phase.

   • First Period Billing from OM, Subsequent from Contracts: This option results in Order Management invoice interfacing the first period billable amount to Oracle Receivables. Oracle Service Contracts performs the subsequent billing as applicable. Service Contracts provides the "Service First Period Bill Amount" and "Service First Period End Date" values and Order Management retains them on the line. Order Management invoice interfaces the First Period Amount to Oracle Receivables for Invoice and the First Period End Date. The

application does not invoice any freight charges on a service line or adjustments separately to Oracle Receivables to be in sync with Services Contracts which does not invoice freight charges nor display adjustment details in the subsequent invoices. It treats the Show Discount Details on Invoice system parameter always as "No". Order Management invoice interfaces any freight charges at the sales order level only if there is at least one line in the sales order that needs to be billed from Order Management. The application does not consider the freight charges on the line level in the total for order and line level payments. For payments performed through a credit card, the application performs credit card authorization for the first period billing amount and not for the line amount (corresponding to whole duration of the service). Additionally, it calculates the tax on the sales order line for the entire line amount and not for the first period amount. Thus while performing Invoice payment, the application considers the tax for the entire period.

You can default the billing option using the Order Management Defaulting Rule functionality. If you set up the defaulting rule for Billing Option as "First Period Billing from OM, Subsequent from Contracts", then you can use the billing profile having one time billing to have the complete billing performed from Order Management rather than changing the billing option every time.

> **Note:** For Subscription service as "Included" item type (when inside a model), the Service Billing Option field has no value and is non-updateable.

4. Select the Service Billing Profile.

   Select the billing profile from the list of values that displays all profiles for the bill to customer on the order line as well as the generic billing profiles (where customer/site is not attached to the billing profile). Service Contracts uses this value for creating a contract. The field is enabled only for Extended Warranty and Subscription Service lines. The field is mandatory if you select the service billing option as "First Period Billing from OM, Subsequent from Contracts" or "Full Billing from Service Contracts". If you select the billing option as "Full Billing from Order Management", then the Service Billing Profile field is disabled. You can update the billing profile on the order line when line status is either "Entered", "Booked" or "Awaiting Fulfillment" and it is yet to be interfaced to Oracle Service Contracts. You can select a different service billing profile for each line on the sales order. When the application creates a new service line for a new or existing service contract from a sales order line, then each service line is created has its own billing schedule in Oracle Service Contracts as per the billing profile that you select here. You can default the billing profile using Order Management Defaulting Rule functionality. Ensure that you have defined billing profiles in Oracle Service Contracts.

5. (Optional) Select the Service Coverage Template.

Select from the list of values that displays all active templates. Service Contracts uses this value for creating the contract. The field is enabled only for Extended Warranty lines. You cannot edit or update the coverage template details in Order Management. If you do not specify a template in Order Management, then Oracle Service Contracts populates the value. You can use this field as a custom pricing attribute to price the Extended Warranty line based on the coverage provided, for example Gold Coverage or Silver Coverage. You can update the coverage template on the order line when line status is either "Entered", "Booked", or "Awaiting Fulfillment" and it is yet to be interfaced to Oracle Service Contracts. Ensure that you have defined service coverage templates in Oracle Service Contracts.

6. View the Service First Period Bill Amount.

   This is a display field that you cannot edit. If you select "First Period Billing from OM, Subsequent from Contracts" as the service billing option, then Order Management calls the Service Contracts API to get the first period billable amount and stores it in this field. Order Management invoice interfaces only for this first period bill amount. This field has no value if billing option is "Full Billing from Order Management" or "Full Billing from Service Contracts".

7. View the Service First Period.

   This is a display field that you cannot edit. If you select "First Period Billing from OM, Subsequent from Contracts" as the service billing option, then Order Management calls the Service Contracts API to get the first end date and stores that value in this field. For Partial Period Revenue Recognition, Order Management interfaces the Service First Period End Date to Oracle Receivables. The field has no value if billing option is "Full Billing from Order Management" or "Full Billing from Service Contracts".

8. Select the Service Subscription Template.

   Select an active subscription template defined in Service Contracts. This is a mandatory field on a subscription service line if the sales order is Booked. This template determines the service frequency and thereby pricing of the line. For example, a monthly subscription for a period of 1 year is priced for 12 items whereas a yearly subscription for a period of 1 year is priced for only 1 item. The field is not enabled for any non-subscription service line. You can update the subscription template on the order line when line status is either "Entered" or "Booked" and it is yet to be interfaced to Service Contracts. For a subscription service line, Subscription Template, Service Start Date, and Service End Date fields are mandatory and are used to derive the price. You can optionally enter the Billing Option and Billing Profile fields.

9. Select the Subscription Service check box to enable or disable this option

   When you enter a subscription item on the order line, then based on the default behavior for the Subscription Item system parameter, the system populates this

check box. You can modify the value before saving the line. After saving the line, you cannot change the check box value and the order line progresses according to the applicable workflow. If you clear the check box, then the line progresses as standard shippable line. If you select it, then the line progresses as a subscription service line in Order Management and Oracle Service Contracts creates it as subscription line type. For any order coming from an external source such as ASO API, Order Import, and direct Process Order API, the Subscription Service check box is not selected by default.

> **Note:** For a subscription item as a part of Model, if the default behavior for the Subscription Item on Order Line parameter is set to "Subscription Service Line", then the application treats the line as a Subscription Service Line. After saving the line, you need to revisit the Configurator for a change to BOM configuration (you need to set this system parameter according to your business requirement). The check box is enabled only if the item on the line is a Subscription Item (in Item Master, the "Contract Item Type" in Services tab must have a value of "Subscription"). For a Subscription Service line, there is no interface performed by Order Management to Oracle Install Base for IB Instance creation. Oracle Service Contracts creates the instances when the subscription contract gets created. There is no scheduling involved for Subscription Service Lines and the Scheduling Organizer does not display them.

10. Enter the Service Reference Type.

There are two service reference types: Sales Order and Customer Product.

For sales orders, the Service Ref Order Number field consists of the following columns:

- Order Number

- Order Type

- Customer Number

- Customer Name

For customer products, the Service Ref Cust Product field consists of the following columns:

- Product:Serial#:Reference#

- Description

- System

- Customer Number

- Customer Name

11. Enter the Service Order Type.

12. Enter the Service Reference Order and Line Numbers if the service reference type is Sales Order.

13. Enter the Service Reference Shipment and Option Numbers if the service reference type is Sales Order.

14. Enter the Service Reference Customer Product and System Name if the service reference type is Customer Product.

> **Note:** The Service Ref Serial Number field is a folder enabled field and not displayed by default on the Services tab. You can display this field on this tab using the folder functionality. If you know the serial number for the product you can select it using the Service Ref Serial Number field. If you select the serial number using this field, the Service Reference Customer Product field is automatically populated from the serial number selection you made using the Service Ref Serial Number field.

15. Select the Service Coterminate Flag check box to disable or enable this option.

    Use the Service Coterminate field to set the same end date for all service programs sold to a particular customer or grouped into a specific system. You can also use the **Service Coterminate Flag** check box to end date the subscriptions lines of a contract. Refer to the *Oracle Service Contracts User Guide* for more information.

16. Enter the Service Start and End Dates.

    The Service Start and End Dates fields determine the start and end dates of the service program.

17. Enter 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.

18. Enter the Service Txn (Transaction) Reason and any additional Service Txn (Transaction) Comments for the order.

19. Save your work.

> **Note:** This functionality is also available in the Quick Sales Orders window.

To Order Subscription Services as a Promotional Good

1. Define a subscription service item using the Master Item window.

    1. Navigate to the Master Item window.

    2. Define the subscription service item. In the Service tab, select *Subscription* in the Contract Item Type field in the Service Contracts region.

2. Define the Advanced Pricing Promotion Modifier using the Advanced Pricing - Define Modifier window by selecting the Subscription Service check box at the line level for the subscription service item as a get item when ordering another item.

    Also enter the Service Duration, Service Period, and Subscription Template for the subscription service item in the Get region. When the Subscription Service check box is selected, the Service Duration, Service Period and Subscription Template fields are mandatory as they are used in calculating the price of the subscription service get item. If you do not enter this service information here then you need to enter it when creating the sales order.

    For more information on defining a promotion modifier, see Promotional Goods in Modifier Type Setup, *Oracle Advanced Pricing Implementation Guide.*

3. Create a sales order for the item which has the subscription service item as a promotional good using the Sales Orders window and save the order.

    A message will display letting you know that a line has been created on the sales order for the promotional good (subscription service).

4. Enter the additional fields (service start date) required for the subscription service item in the Services tab. The Service Subscription Template, Service Start Date, Service Duration, and Service Period fields are required before you can book the sales order.

    > **Note:** To simplify the process, you can enter defaulting setup rules to populate the additional fields required for the subscription service item.
    >
    > For more information on defaulting setup rules, see Define Defaulting Rules, *Oracle Order Management Implementation Manual.*

5. (Optional) View the adjustments that were made to the sales order for the promotional good.

   1. Select the line item for the subscription service

   2. Click the actions button and select View Adjustments

6. Continue to process the sales order per the standard sales order processing steps.

Service Termination Overview

Service items are traditionally defined as agreements to provide service such as extended warranties. The ability to terminate a service item and credit the customer is a common business requirement in many industries.

Order Management interfaces to Service Contracts via the Fulfillment workflow activity (Fulfill Line). This activity populates the Service Contracts interface table. You need to run the Service Contracts Order Processing concurrent program to process the interface records.

When a serviceable item is returned for credit, whether the customer is credited for the extended warranty depends on the value of the profile OKS: Raise Credit Memo for IB Instance Termination. Additionally the amount of credit issued is determined by the Global Contracts default setting. This can be overriden at the serviceable item return line level via the workflow activity Set Order Line- Service Credit. You can use this activity to set the service_credit_eligible_code to a value of Full, Pro-rated or None.

Service Termination Major Features

Ability to Terminate a Service Item When a Product is Returned

You can terminate a service item when a product is returned. The Source transaction (RMA) will be responsible for determining if a credit is issued for service when a service is terminated in Service Contracts.

OM automatically qualifies an RMA line for service credit when a product is returned for credit and processed in OM. Currently, when a product is returned for credit in OM, Install Base changes the ownership of the item instance to internal organization and also terminates the associated warranties & extended warranties for the product by calling Service Contracts. Install Base also determines if the termination of service for the product item should result in Issue/Non-Issue of credit by looking at the product item in OM.

Issue a Full or Partial Credit for Service Lines

An indicator shows that a full credit (100%) should be issued for service of the return line (product item). This control is introduced initially as a profile option in Oracle Service Contracts and can be set at the Responsibility or Site levels. Oracle Order

Management uses the existing integration between Order Management, Install Base and Service Contracts to terminate the service. For more information on service termination, please refer to the *Oracle Service Contracts User Guide.*

User Procedures

To set up for Service Termination:

Set the profile option OKS: Full Credit for Product Return for full or partial credit of service lines within the Service Contracts application. The profile option can be set at Site level.

To terminate a service item when a product is returned for credit only with Reference:

1. Navigate to the Sales Orders window.

2. Enter the header information including: Customer Name, Order Type = Return or Mixed.

    Note: An order type with an order category of "Return" or "Mixed" with a Line Type which has a Return flow should be setup. Order Management does not seed order/line types.

3. If you do not want to return the full quantity of the line item, change the quantity to a lesser amount on the line.

4. In Line Items tab, enter the Product Item number, choose the Returns tab, enter Line type = Return for Credit Only. Click the Reference field, enter the Referenced Type = Sales Order, enter the sales order number and line number. Enter a return reason. Also, enter the installation details for the return line.

5. Book the return.

6. The Order Management Fulfillment workflow activity runs in the background to progress the product lines.

7. The Order Management Install Base Interface runs in the background to progress the product lines.

8. When returning a service item, the Install Base terminates related service contract lines based on the IB transaction types. The IB will let the Service Contract API automatically pro-rate credit based upon termination date or issue full credit based on the profile setting. This is an automated flow and no manual override of credit amount is allowed. The service lines are interfaced to AR from the Service Contracts application to issue a separate credit for them in OKS.

9. The product lines progress to the Invoice Interface workflow activity in Order Management. This activity is run in the background and AR will pick up the product lines for invoicing and issue a credit for them in Order Management.

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 my be an option of a top model. Any changes to Project and Task for any other option will not be allowed.

Sales Orders Customization, page 3-10

Defining Sales Order Main and Other Header Information, page 3-26

Defining Sales Order Line Item Main Information, page 3-35

Defining Sales Order Line Shipping Information, page 12-1

Oracle Project Manufacturing User's Guide and *Oracle Project Manufacturing Implementation Manual*.

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.

   > **Note:** Customers who use the functionality of Customer Job, should create a Custom Index on the column 'CUSTOMER_JOB' of OE_ORDER_LINES_ALL table in their schema.

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.

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, page 7-34

Order Import, page 3-129

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.

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
Transaction Phase	System generated if not defaulted
Agreement	If Order Type requires; Booking.

Attribute	When required
Price List	Booking
Payment Terms	Booking (not required for Return)
Currency	Entry
Conversion Type	If Currency entered is not your functional currency; Booking
Conversion Date	If Conversion Type entered is User; Booking
Conversion Rate	If Conversion Type entered is User; Booking
Tax Handling	Booking
Tax Reason	If Tax Status is Exempt at Entry
Payment Amount	If Payment Type requires
Check Number	If Payment Type requires
Credit Card	If Payment Type requires
Credit Card Holder	If Payment Type requires
Credit Card Number	If Payment Type requires
Credit Card Expiration Date	If Payment Type requires
Credit Card Approval Code	If Payment Type requires

Order Line

The following table lists Order Line attributes available from the order lines window and when a value must be provided for an order or return.

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 items)
Customer	Booking
Ship To	Booking (not required for Return)
Bill To	Booking
Payment Term	Booking (not required for Return)
Tax Handling	Booking
Tax Date	Booking
Tax Code	Booking, when Tax Handling is Required or Calculate Tax is set to Yes
Service Duration	Booking, only for service lines
Task	Entry, depending on Project Control Level
Tax Reason	Entry, if status is exempt
Request Date	for order lines, required at Scheduling. Scheduling occurs before Booking. For return lines, required at Booking

Attribute	When required?
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 window, Lines Tab:

1. Navigate to the Sales Order window, Lines tab.

2. From the Folders Menu, select Sort Data

Order Lines Sorting Criteria Window
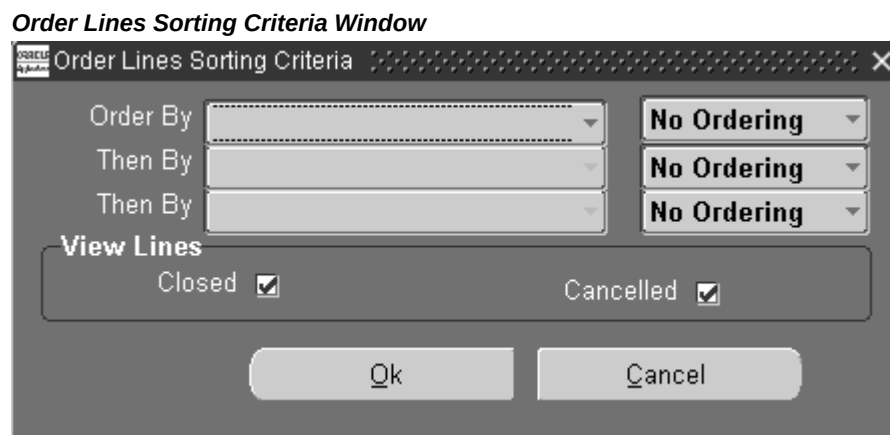
3. Select at least one order attribute to sort order or return lines. You can choose to sort order lines using any combination of one, two, or three order attributes.

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 window.

- 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.
>
> To progress an ATO Model (Create config item) after booking, it is mandatory that a defaulting rule exists for Accounting duration. For standard items and PTO models this is not applicable.
>
> After booking the order, the application may not display the tax amount and the tax code may change to location at line level. This is due to the predefined dependency between schedule ship date and tax date. This dependency triggers the clearing and re-defaulting of tax code whenever you change the schedule ship date. Additionally, schedule ship date can change as part of scheduling activity through workflow. To disable the dependency between schedule ship date and tax date, see Dependencies, *Oracle Order Management Implementation Manual*.
>
> When order booking fails and if profile OM: Raise Status Change Business Event is set to Yes, , then the application raises the oracle.apps.ont.oip.processfailure.update business event with the following parameters:
>
> - name: 'PROCESS_NAME', value: 'BOOK_ORDER'
>
> - name: 'HEADER_ID, ' value: header__id of order for which booking failed
>
> - name: STATUS_CODE, value: flow_status_code of order This business event is for the order header and line ID has

no value.

Only the sales orders customizations mentioned here are supported by Oracle Order Management.

Related Topics

See:Booking, page 3-154

Oracle Order Management Suite Implementation Manual, Oracle Payments Processing.

Add Customers, page 9-1

Sales Orders Tools menu, page 3-25

Copying Orders, page 7-34

Order Import, page 3-129

Exception Management

You can now view and correct stored workflow errors in the Process Messages window. Each logged message has an associated status (seeded values are Open or Closed).

The various transaction ** windows provide direct navigation to Open errors, and allow you to retry a workflow activity that failed. If the retry is successful, Open messages are automatically closed.

The new workflow error handling process generates an Order Management-specific notification that uses standard workflow functionality to enable the recipient to retry an activity in error. The workflow also generates diagnostic information for the problematic order or line automatically.

In some cases it may take you a couple of iterations of fixing errors and retrying the activity to fix all the issues that are causing an activity to error. This feature also includes a record of errors and corresponding diagnostic information for Oracle Support to aid in fixing the problem.

** - Sales Order, sales agreements and Open Interface Tracking

Major Features

Enhanced Visibility of Workflow Activity Errors

You can query and view the errors that occurred in a particular workflow activity directly from the various transaction windows. For example if your cursor is in the Sales Orders window Lines tab, you will only see the errors for that particular line.

The following windows allow you to directly view open errors:

- Sales Orders

- Order Organizer

- Quick Sales Order

- Quick Order Organizer

- Sales Agreements

- Open Interface Tracking

Messages Now Include the Message Status

- Error messages have an associated status (Open/Closed) to identify corrective action for the Open status.

- The statuses available for each message are extensible so you can add your own statuses. Custom statuses are treated the same as the Open status.

- Error messages that are not closed are closed automatically when the activity is retried.

- The Message Purge concurrent program accepts the status as a parameter.

Retry Errored Activities

Retry is available on the above-mentioned windows using the Actions Button, right-mouse click (where Right Mouse Click functionality is available) and from the workflow notification. Error messages that are not closed are closed automatically when the activity is retried and completes successfully.

Order Management-specific Workflow Activity Error Handling

- If the profile option OM: Generate Diagnostics for Error Activities is set to Yes, the Diagnostics: OM Order Information concurrent program is automatically started by the new error handling process when a workflow activity goes into error. The concurrent program output contains workflow error messages and workflow activity skip information to ease the debugging of problematic orders.

- The new error handling workflow places the request ID in the notification, and adds a message with the request ID that is visible in the Process Messages. You can locate the concurrent program output and provide it to support when logging a TAR with Oracle Support for errored activities that you are unable to resolve.

- This error handling flow is associated with the Order Header, Order Line, Negotiation, Sales Agreements, and Electronic Messaging workflows.

  The following functions are protected by function security:

- **View Open Messages** – this function is enabled for all users by default.

- **Retry Activities in Error** – this function is not enabled for all users by default, as you may not want to allow all users to retry workflow activities. The System Administrator must enable it once the Exception Management patch is applied.

Progress Order Vs Retry Capability

The Retry Activities in Error action is different from the existing Progress Order action. The existing Order Management workflow processes contain eligible states for most function activities (e.g. Book – Eligible for Booking, Schedule – Eligible for Scheduling , Invoice Interface – Eligible for Invoice Interface). If such an activity fails due to an expected error, the workflow goes back to the eligible state and you can manually select the Progress Order action after taking corrective steps.

However, the new Retry Activities in Error enables you to retry a particular activity when the workflow itself is in an error state due to an unexpected error. In other words, Progress Order applies to activities in the eligible state whereas Retry Activities in Error applies to activities that are in an error state.

The Online User

Online, you try to progress the order in the Sales Orders window, and receive an error message. You can:

- View the errors for that header or line via the View Open Messages function. This function is available via the Actions button or right-mouse click on both the Sales Orders, Quick Sales Orders, Order Organizer, Quick Order Organizer windows.

- You can take steps to correct the error (if the cause is known).

- If you have been granted access to the Retry Activities in Error function, you can also retry the activity via the Actions button or the right-mouse click menu.

The Administrator

The WorkFlow administrator can also identify orders and address workflow activity errors based on the notification sent automatically by the new Order Management Error flow. This feature is useful in cases when there is no online user (e.g. workflow activity errors during deferred Workflow Background Engine processing).

- The workflow administrator can view the order by clicking the link to the Order Information Portal embedded in the notification.

- The workflow administrator can also query the order in the Sales Orders window since the notification will contain the Order Number, and other Order Management-specific information.

- The workflow administrator can view the errors, take steps to correct the error, and retry the activity directly from the notification or as described in the previous

section.

- If the value of the profile option **OM: Generate Diagnostics for Error Activities** is set to Yes, the Diagnostic Order Information concurrent program output will be available to provide to support when logging a TAR.

To review orders with messages of a particular message status:

The Order Organizer/Quick Order Organizer can be used to query all orders with error messages with a particular status.

- The Organizer can be used to query orders containing at least one message with the status Open.

This feature can also be used in conjunction with the extensibility of the message status codes. For instance, online users can manually change the status of Open messages to some other custom status if they are not able to fix the problem. Next, a Power User/Administrator can periodically query orders based on the custom message status to identify orders that need more detailed analysis.

Examples of Workflow Activity Failure and Handling It

The following diagram depicts the business flow for correct workflow activity errors using this new feature:

Exception Management Business Flow

Process Messages Window

Access to Open Messages

You can process the Open messages for an order/line directly without leaving the Sales Orders, Order Organizer, Quick Sales Orders, or Quick Order Organizer windows. The action does not work if you have multi-selected records.

Query Capability

You can query orders/lines that have at least one message in a particular seeded or custom status.

You can now search for Orders based on a Message Status.

Order Organizer Find Window - Order Information
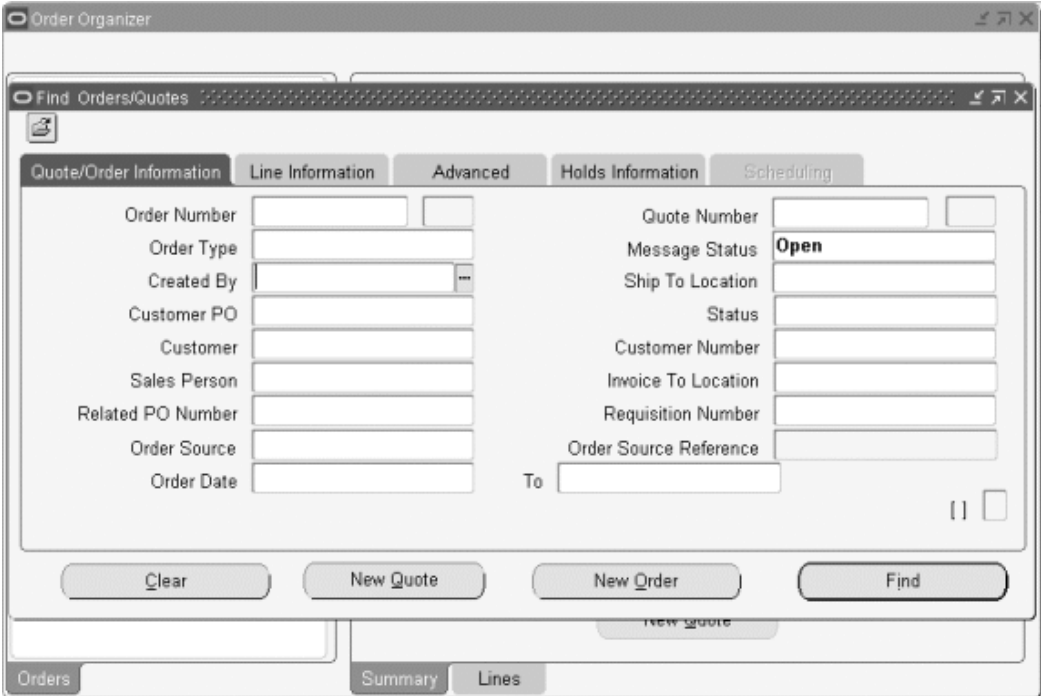
You can now search for Lines based on Message Status.

Order Organizer Find Window - Line Information

Order Organizer Window

The Open Messages check box indicates whether there are any Open Messages for the Order.

For the Sales Orders and Quick Sales Order forms, there is also an Open Messages check box at the line level (Main tab), besides the Open Messages check box visible in the Order Organizer and Quick Order Organizer.

> **Note:** For performance reasons, this field is only populated if the value of the profile option OM: Show Process Messages Flag is set to Yes.

Order Organizer, Sales Orders, Quick Order Organizer, Quick Sales Orders

The Actions and right-mouse click menu functions are accessible from both the Summary and Lines regions.

Enhanced Diagnostics: OM Order Information Concurrent Program

This concurrent program shows the following information:

- Header Processing Messages (all statuses)

- Line Processing Messages (all statuses)

- Workflow Skip Information

- When you skip the Ship activity, Order Management logs the user_id,

application_id, and responsibility_id, and two workflow notifications are also sent out. One notification is sent to SYSADMIN and one to whoever skipped the Ship activity. The notifications alert them of the skip and advise them not to skip activities in the future.

If the Profile OM: Generate Diagnostics for Error Activities is set to Yes, the OM Error Process now starts this concurrent program automatically in case of an unexpected workflow activity failure.

The diagnostics concurrent program will not be triggered for Electronic Messaging flows where there is no corresponding sales order (e.g. Process PO failed to create an order) or for Sales Agreement flows.

Message Purge Concurrent Program

This concurrent program includes the following parameter: Message Status

Message Purge Concurrent Program - Parameters Window

> **Note:** The values for the parameter will be based on the same lookup type ONT_MESSAGE_STATUS. If the concurrent program is submitted with the message status parameter set to Open, then messages with NULL status will also be purged in addition to messages with Open status.

OM Error Workflow

The new Order Management-specific error flow starts when an activity errors. The notification includes Order Management-specific information that will help the System Administrator to identify the order and find the root cause of the error. This includes Order Number, Order type, Line number, Organization, etc. If the Profile OM: Generate

Diagnostics for Error Activities is set to Yes, it automatically submits an OM Diagnostics concurrent program. Included is a link from the notification to the Order Information Portal for the order or the line that is in error.

Workflow for OM Standard Error Process with Retry (OMERROR/R_ERROR_RETRY)

This new workflow error process is associated with the existing workflow activities. The associated workflow package is OE_ERROR_WF. Note: The notification timeout is seeded as 3 days. At the end of this period the flow automatically closes if the error no longer exists.

OM Standard Error Process with Retry Steps
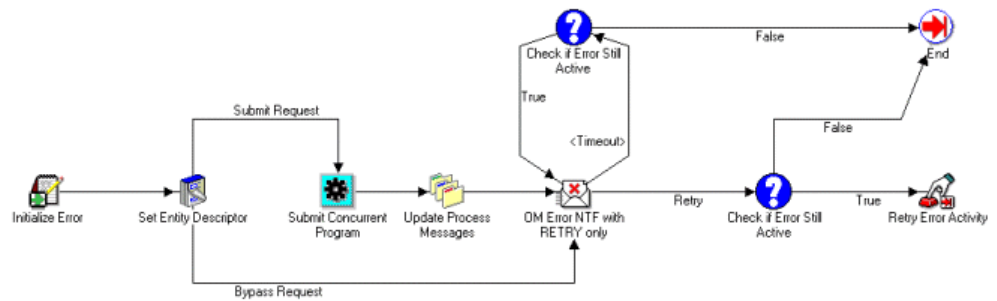
OM Standard Error Process with Retry Steps

Number	Process Step	Description
1	Initialize Error	This procedure checks to see if the error flow has the item attribute "WF_ADMINISTRATOR" and a value assigned to it. If it does, then it uses that value to send out a notification. If not then it uses the default value of SYSTEM.
2	Set Entity Descriptor	Sets the values for the message attributes that are needed for the default notification.
3	Submit Concurrent Program	Submits a Diagnostics: OM Order Information concurrent request.

Number	Process Step	Description
4	Update Process Messages	Adds the concurrent request ID to the message stack.
5	Check if Error Still Active	Checks to see if the Error is still active.
6	Retry Error Activity	If the activity is still in error, it retries the activity.

Validations

Notifications for Order Management Standard Error Process with Retry

Desc	To:	Result Type	Responses	Message
OM Error NTF with RETRY only	If the error flow has the item attribute WF_ADMINISTRATOR and a value assigned to it, then it uses that value to send out a notification. If not then it uses the default value of SYSTEM	@Retry	OM Error message with RETRY as the only option.	You have received an error in the following Workflow activity. Please review the error information below to resolve this issue. Operating Unit =&OPERATING_UNIT VersionNumber = &VERSION_NUMBER Flow Status = &FLOW_STATUS Request ID = &CONC_REQ_ID &TRANSACTION_DETAIL_URL Workflow Detail:Item Type = &ERROR_ITEM_TYPE Item Key = &ERROR_ITEM_KEY User Key = &ERROR_USER_KEY Error Name = &ERROR_NAME Error Message = &ERROR_MESSAGE Error Stack = &ERROR_STACK Activity Id = &ERROR_ACTIVITY_ID Activity Label = &ERROR_ACTIVITY_LABEL

Note: The subject of the notification will read as follows for the various entities, Order Header:

OM Error in Workflow Order Type: Standard, Sales Order XXXX ORA-20001 Order Line

OM Error in Workflow Order Type: Standard, Sales Order XXXX, Line 1.1 ORA-20001 Negotiation Header

OM Error in Workflow Order Type: Standard, Quote Number XXXX ORA-20001 Sales Agreement Header

OM Error in Workflow Order Type: Standard, Sales Agreement Number XXXX ORA-20001 Electronic Messaging

OM Error in Workflow Order Source: XML, Original System Document Reference: XXXX, Customer: Computer Service and Rentals ORA-20001 In addition, for Electronic Messaging, there are certain cases when the order number does not exist (e.g. Process PO failed to create an order). In these cases, the Version Number, Flow Status, link to OIP, and OM Diagnostics Request ID will not be shown on the notification as all of these fields are only pertinent when an order exists.

Also, in the case of the activity Send Document (used by outbound XML documents), this activity is owned by XML Gateway and only referenced by OM. As such, this activity has its own XML Gateway-specific error handling and notification (ECXERROR) Therefore, if the Send Document fails, the System Administrator will not receive the OM-specific notification above. The user will still be able to retry the activity from the Open Interface Tracking form as well as the XML Gateway notification.

> **Note:** Retrying of the Send Document activity from the Open Interface Tracking form will not cause prior error notifications for the same activity to be removed automatically. This would also hold true for other activities that do not use the OM Standard Error Process with Retry error workflow because only existing notifications sent from this error flow are removed.

Retry Activities in Error Concurrent Program

You can retry workflow activities in error across multiple orders/lines by launching the Retry Activities In Error concurrent program. The following workflow item types are supported:
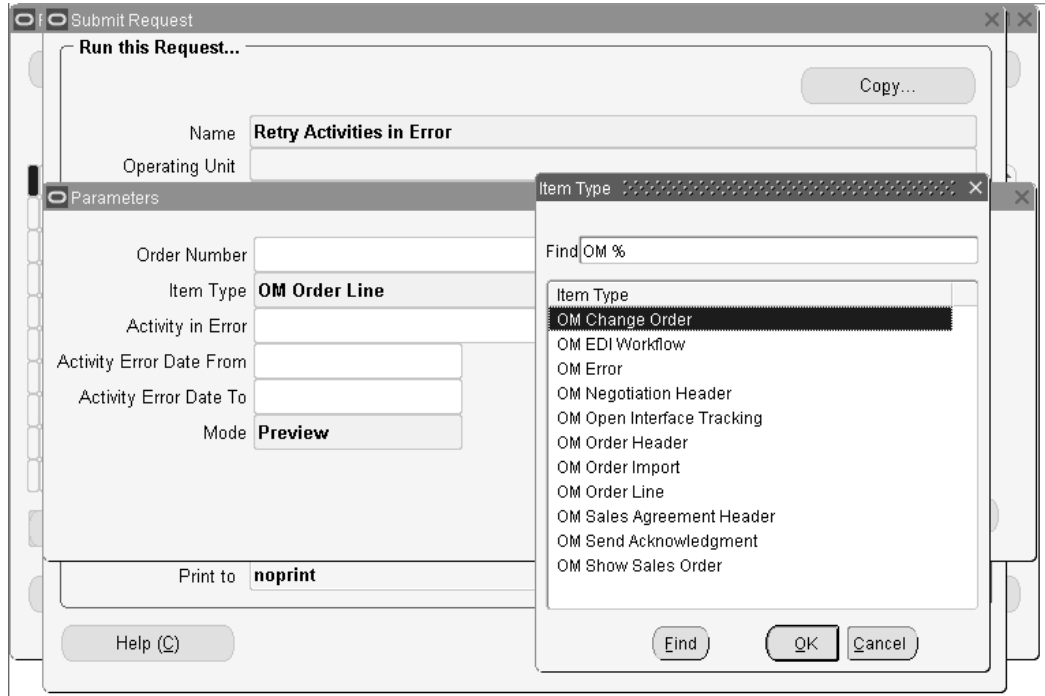
If you enter an Order Number, then the header flow and all failed line flows are retried. All other parameter values are ignored. Since Item Type is mandatory, it is defaulted to order header. The Order Number parameter LOVdisplays order numbers across operating units.

The concurrent program supports two modes: Preview and Execute. In Preview mode, the concurrent program shows a summary of activities in error.

In Execute mode, the activities are retried. You can use the Preview mode to identify the number of activities in error, and use the Execute mode to retry them.

Parameter	Description
Order Number	Order Number (only valid if the Item Type is Order Management Order Header). If populated, the lines of the corresponding sales order are retried before the header.
Item Type	Order Management Order Header, Sales Agreement Header, etc.
Activity in Error	This is filtered by the Item Type
Activity Error Date From	Workflow activity in error start date (low)

Parameter	Description
Activity Error Date To	Workflow activity in error start date (high)
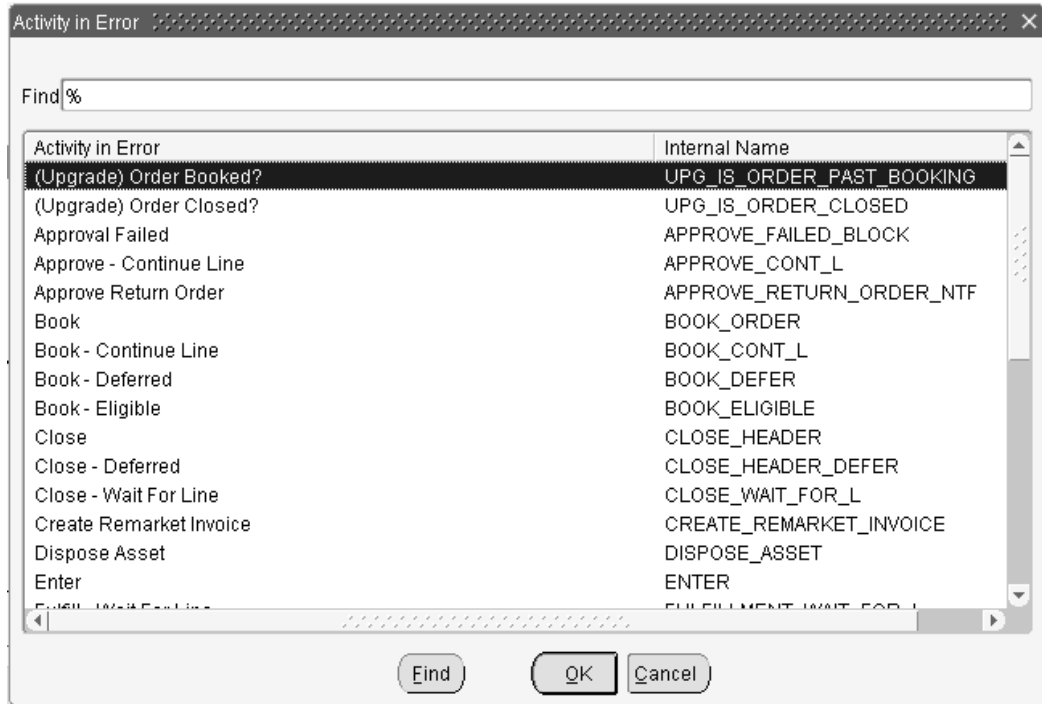
This concurrent program retries workflow activities in error and then displays the result of the retry and any error messages. It will retry all the failed activities satisfying the criteria entered in the Standard Request Submission window.

The Retry Activities in Error concurrent program is incompatible with the following concurrent programs: Retry Activities in Error - Cannot run two instances of this program at the same time; Schedule Orders; Reserve Orders; Re-Schedule Ship Sets.

There are cases when retrying a workflow activity in error will not resolve the problem. One such case occurs when the Ship Line workflow activity errors out, but at least one corresponding delivery detail is closed since the line was shipped. In this case, retrying the activity via the existing Exception Management functionality will always fail.

With the new functionality when Exception Management encounters this situation, the workflow activity is set to Notified instead of being retried.

Setting the activity status to Notified is not supported when the Ship Line activity is retried from the Oracle Workflow Status Monitor. You must use one of these three methods:

1. Use the action, Retry Activities in Error on the Sales Orders Organizer, Quick Order Organizer, and the Sales Orders and Quick Sales Orders windows, and the ability to retry from the Order Management Error notification.

2. An Order Management Error notification is sent when an activity errors.

3. The Retry Activities in Error concurrent program.

   Note: The behavior of the Retry Activities in Error action from the

Open Interface Tracking window and the Sales Agreements window is unchanged.

Use caution assigning access to the Retry Activities in Error concurrent program. Since this concurrent program retries activities in error and thereby increases the number of rows stored in the Oracle Workflow tables, incorrect or indiscriminate usage can result in the excessive population of the workflow tables and lead to severe performance issues. You should use the messages included in the log output of the concurrent program to identify and fix as many errors as possible before re-submitting the program. In addition, the concurrent program can be submitted in Preview mode to help identify errors without retrying activities in error. An activity will complete successfully on retry only if the root cause of the failure has been identified and corrected.

The Retry Activities in Error action and concurrent program will also abort and purge any active WFERROR flows before retrying an activity in error.

Sales Agreements Forms

Sales Agreement Organizer
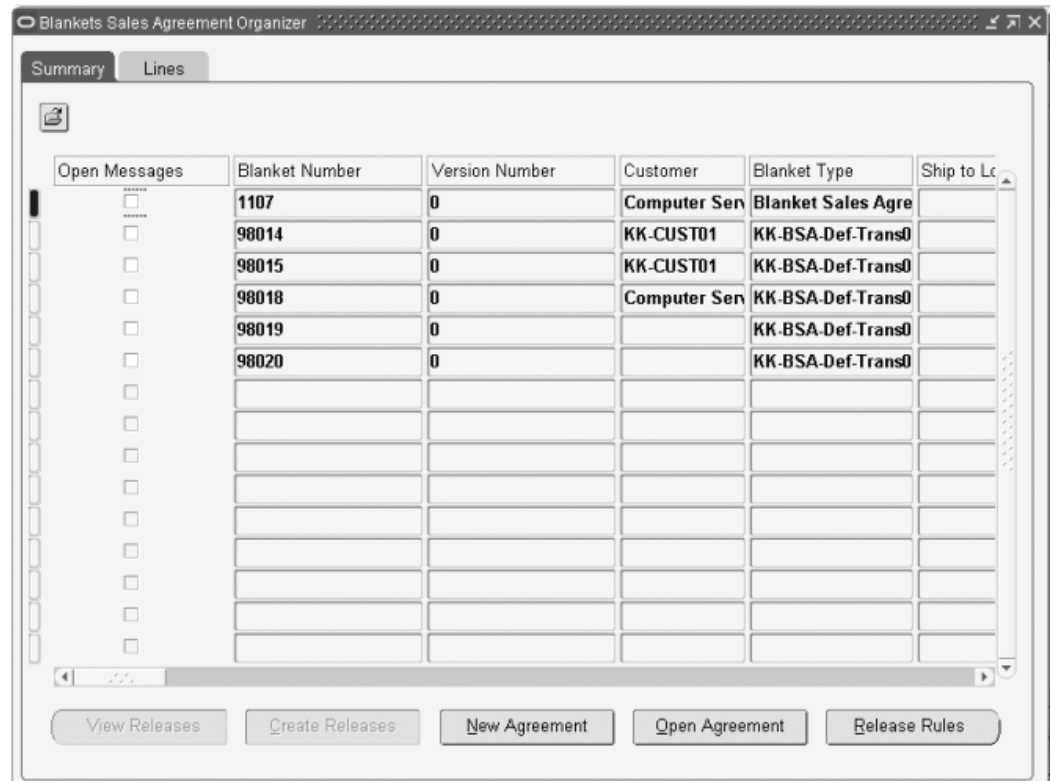
Access to Open Messages

You can process the open messages for Sales Agreements directly without leaving the Sales Agreements window.

Note: You cannot perform this action by multi-selecting for the first phase.

Query Capability

You can query Sales Agreements that have at least one message in a particular seeded or custom status.

Sales Agreements Organizer

The Open Messages Check box indicates whether there are one or more messages that are not closed.

Note: Retry Workflow Activities in Error will not be available from the SA Organizer.

Sales Agreements Window Actions and Right Mouse Click

The Actions and right-mouse click menu functions are accessible from the Main tab.

Open Messages – Open Interface Tracking Window

You can process the Open messages for an Electronic Messaging transaction directly without leaving the Open Interface Tracking window.

Note: The View Open Messages function is only available from the Actions button on the Details window, as the right-click menu is not supported for any functions on this window. Multi-select is not supported in the Open Interface Tracking window.

Retry Capability

You can retry activities in error from the Open Interface Tracking window.

> **Note:** The Retry function will only be available from the Actions button on the Details window; the right-click menu is not supported for any functions on this window. Multi-select is not supported in the Open Interface Tracking window.

Query Capability

You can query transactions that have at least one message in a particular seeded or custom status.

Find Window Details

Open Messages check box indicates whether there are one or more messages that are not closed.

Projected Sales Revenue Reporting by Sales Group

Within Order Management, you can specify the Sales Person(s) who receives sales credit on any sales order line. Now, the Sales Group is captured on the order line. In addition to storing the Sales Group on the order line, there are certain new features:

- Default a Sales Group based upon the Sales Person

- Freeze the Sales Group from future changes or updates

- Override the Sales Group

- The addition of Sales Group to return lines (RMA)

Order Management Support for Sales Group

The Sales Group is automatically populated when the Sales Person is selected. The Sales Group is also shown with RMA lines if referenced.

Prevent Changes to the Sales Group

Fix or prevent changes to the Sales Group is supported via a Fixed check box.

Override the Defaulted Sales Group

You can manually change the Sales Group on an order line. When the Sales Person is

entered, the appropriate Sales Group is automatically populated on the order line. However, you can change the Sales Group to another valid group.

User Procedures

Sales Group is Defaulted

The Sales Group is defaulted when the sales person is entered in the Sales Credit window, and when the sales credit is created via Process Order. Besides Sales Reps, the Order Date or Book Date is used as an input for the API for defaulting purpose.

The API considers the Sales Groups that have an Order Date or Book Date that fall in between the start and end of the Sales Group effective date. When the order is entered but not booked, the system defaults the Sales Group by sending Order Date to the API. When the order is booked, the system re-defaults the sales group by sending the Booked Date to the API. The re-defaulting will take place only when you have **not** manually overridden the defaulted value or nullified the Sales Group value.

Fix or Set a Sales Group

You can mark the sales group as being frozen or not available for update, by checking the Fixed check box if you want the sales group which defaulted during order entry. By doing so, this ensures that the Sales Group will not be re-defaulted at booking time even if the Sales Group effectivity has changed.

Choose a Different Sales Group

You can manually override the defaulted Sales Group by picking a valid Sales Group from a Sales Group LOV. The Fixed check box will be checked after you have selected a record from the LOV.

Copy the Sales Group on RMA Lines

The original Sales Group and sales credit on the order line must be copied to any new RMA lines if it is a referenced RMA.

14

Invoicing and Payments

This chapter covers the following topics:

- Invoice Processing
- Detailed Order Statuses for Invoicing
- Multiple and Partial Payments Overview
- Multiple and Partial Payments Major Features
- Payment Features
- Payment Processing
- Business Flows
- Payment User Procedures
- Lookups
- System Parameters
- Constraints
- Data Requirements for AR
- Retroactive Billing Overview
- Retroactive Billing Major Features
- Typical Retrobilling Usage
- Retroactive Billing User Procedures
- Seed Data
- Constraints
- Recurring Billing Overview
- Recurring Billing User Procedures
- Customer Acceptance
- Customer Acceptance User Procedures

- Customer Acceptance/Rejection Scenarios

- Credit Card Encryption

- Credit Card Security Code

- Partial Period Revenue Recognition

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, see *Oracle Receivables Implementation Guide* and *Oracle Receivables Reference Guide.*

For more information about invoicing and credit memo creation, see *Oracle Receivables User Guide* and the Oracle Integration Repository (iRepository).

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:

1. Item with Invoiceable attribute set to No or

2. Item with Enabled Invoicing attribute set to No or

3. Configure item type or

4. Service item where the serviced item is not serviceable or

5. Internal order

For all conditions listed, 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 after the hold is released.

If the value of the profile option **OM: Price Included Items** is set to **Yes**, included items are priced and invoiced. Also, charges on included items are calculated, regardless of the value of the profile option **OM: Charges for Included Items**.

With the Price Included Items functionality:

- When the **Calculate Price Flag** on the Model/KIT is **Freeze Price or Partial Price**, exploded Included Items will have zero price. This behavior is the same for all methods of Sales Order Line creation in the following: Sales Order window, Quick Sales Order window, Copy action, Order Import, HVOP, and PO API.

- Additionally, you can change the **Calculate Price Flag** to **Calculate Price** on the included items to reprice the order or line as needed.

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:

    1. Fulfilled quantity

    2. Shipped quantity

    3. 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.

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.

Example Order Line Details

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

- If any charges are updated manually or automatically, and if the line is closed, then the charges should be invoiced manually.

  > **Note:** Order Management interfaces 1 as the quantity for freight lines, if:
  >
  > - Invoice Freight as Revenue system parameter is set to Yes.
  >
  > - The line is a credit line with reference.
  >
  > - The Line Type setup being used for the inbound Order Line has Credit Method Code for Accounting Rule as Unit.
  >
  > For other cases, Order Management does not populate the quantity for the freight lines even if the freight is invoiced as revenue.

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.

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 more information, see the Oracle Integration Repository (iRepository).

- 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: Invoices/Credit Memos tab. This displays invoice information for the active line

- Additional Order Information: Invoices/Credit Memos 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.

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: 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.

Profile Option Name	Usage
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: Invoice Transaction Type	Value is transferred to Receivables if no value is defined at OM Transaction Type.

System Parameters Affecting the Operation of the OM Invoice Interface

System Parameter Name	Usage
Overshipment Invoice Basis	Determines whether to interface ordered quantity or shipped quantity for overshipment.
Inventory Item for Freight	Invoice Interface activity interfaces this item for freight charges treated as revenue lines.
Invoice Freight as Revenue	Determines that freight charges are treated as revenue lines, and Invoice Interface activity interfaces VAT tax information and sales credits for them too.
Overshipment or Undershipment Invoice Basis for Charges	Determines whether to calculate based on the ordered quantity or on the shipped quantity. If the quantity shipped or received is within the tolerance specified on the sales order line, then the freight charge amount invoiced is calculated based on the value of this parameter for both undershipment and overshipment.

For additional information surrounding the user of the profile options and system parameter listed above, see Order Management Profile Options in the *Oracle Order Management Implementation Manual*.

Detailed Order Statuses for Invoicing

The order line status provides complete information on the status of the line with regard to the Invoicing Activity. The line status includes Interfaced to AR and Partially Interfaced to AR along with the reasons why the line has not progressed. The following tables display the flow status codes in the invoice processing and the reprice line activities:

Flow Status in Invoice Processing

Lookup Code for Line Flow Status lookup	Meaning
INVOICE_HOLD	Awaiting Invoice Interface -- On Hold
INVOICE_INCOMPLETE	Awaiting Invoice Interface -- Incomplete Data
INVOICE_DELIVERY	Awaiting Invoice Interface - Pending Complete Delivery
INVOICE_RFR	Awaiting Invoice Interface -- RFR Item
PARTIAL_INVOICE_RFR	Awaiting Invoice Interface -- Partially Interfaced, RFR Item
INVOICE_NOT_APPLICABLE. INVOICED Invoice Interface -- Interfaced to Receivables	Invoice Interface -- Not Applicable

Flow Status in Repricing

Lookup Code for Line Flow Status lookup	Meaning
REPRICE_COMPLETE	Reprice – Complete
REPRICE_HOLD	Awaiting Reprice – On reprice line hold
REPRICE_NOT_ELIGIBLE	Reprice – Not Applicable
REPRICE_UNEXPECTED_ERROR	Awaiting Reprice – unexpected error
REPRICE_INVALID_SETUP	Awaiting Reprice – Invalid setup

Lookup Code for Line Flow Status lookup	Meaning
REPRICE_PRICING_ERROR	Awaiting Reprice – Pricing error

Multiple and Partial Payments Overview

Multiple Payments enhances the payment options for orders, replacing the single payment type option at the order header (with the exception of Commitments) for example, cash, check, credit card, or null. Now you can specify multiple payment types for a single order. This change enables other payment options like Purchase-cards, direct bank transfer, etc. Other business situations include:

- Where a consumer does not have sufficient credit on one card to cover all the items being ordered, so multiple cards may be used.

- Prepayments (commitments) can be used as a payment type. However, if the prepayment doesn't cover the entire order total, another form of payment is requested at the time of ordering.

- With the expanded use of eBusiness, different payment types such as P-cards, direct bank transfer, financing, and others are becoming more common.

- The order taker can record all types of payment for an order, and if necessary, designate which lines are to be paid with each type of payment. They can also record the amount to be paid using each payment type.

- The payment information is defined at the time of order entry.

- When the order is credit checked, you can add other payment types when the primary payment type cannot cover the total order amount.

- These payment types and the supporting data are sent to Receivables for accounting and collection purposes.

Order Management enforces that, if there is prepayment, you are not allowed to specify another payment type at the order line level. Order Management also enforces that credit check for commitment is set to No, the commitment applied (promised) amount is always excluded from credit check exposure.

Note that there is no enhanced payment support on EDI/XML standards.

Multiple and Partial Payments Major Features

Tax Issues and Prepayments

Prepayments that are collected via the Receipts API do not make accounting entries for tax. This can be an issue in countries (especially VAT countries) where the receipt of money is a tax event. In those cases, to be totally correct from an accounting point of view, prepayments cannot be used.

Order Management will not disallow use of prepayments in these countries. It will be the responsibility of the deploying company to ensure they conform to tax law.

100% prepaid and the Multiple Payments Prepayment Functionality

In the multiple payment support, changes in order value will not automatically trigger receipt creation or refund. The process must be done manually, where users need to adjust the prepaid amount manually.

> **Note:** We do not support automatic receipt creation or refund when order values change.

Payment Features

Multiple Payment Types Per Order

Order Management will allow orders to be paid for with multiple payment types or multiple occurrences of the same payment type (as in multiple credit cards) in a limited way in this release.

> **Note:** Order Management will support Multiple Payment Types at the order level only and only for Prepayments.

- Multiple payment instruments can be used for a prepayment or a down payment.

- One payment instrument, in addition to commitment, can be used for the balance on the invoice.

- You can choose a different payment instrument on an order line for orders without prepayment. Each order line can have only one payment instrument in addition to commitment.

- Payment terms on the order header determines the prepayment amount. Order Management interfaces the line level payment terms to AR when interfacing an order line for invoice creation. Users can choose a different payment term on an order line, however, this will not affect the prepayment portion.

- Each order has a unique payment set id that ties all the prepaid receipts for the order to the invoice.

- Users are not required to provide payment instrument at the order entry time. Null is allowed as the Payment Type, and it is interpreted as 'send me an invoice.' A

constraint can be setup so that a non-null form of payment must be provided at order entry time.

Notes on Payment Terms in Order Management:

- Payment terms on the line is allowed to be different from the ones on the header.

- Payment term at the order header can be prepaid or non-prepaid.

- For prepayment, Order Management is only considering the payment terms at the header only. This payment terms determines the default down payment amount. You can then manually adjust the down payment amount.

- Prepayment can also be collected even if the header Payment Terms do not require it. In such cases, you will manually enter the prepayment amount.

- When interfacing to AR, Order Management is interfacing payment terms of the line. Payment terms at the order lines can be of prepaid or non-prepaid type.

- LOV of Payment Terms shows the prepaid flag.

- You can specify what type of payment is being used for the order or order line.

  Types of Payment

  Order Management has a new window, Payment Types to enable you to set up Payment Types and indicate which ones will be accepted in each operating unit. This will be available only in Order Management.

Possible payment types currently supported include:

- Check

- Cash

- Credit Card

- Commitment

- Blank or not specified – same as Invoice

- Wire Transfer

- Procurement Card - iPayment does support PCards to Level III for both Paymentech and FDMS

Order Management will only seed the payment types that AR and Oracle Payments supports.

These instruments are supported for prepayment collected in Order Management or invoice payment collected in AR.

- Credit Card / Purchase Card

- ACH

- Direct Debit

- Wire Transfer (EFT -- Electronic File Transfer, EDI -- Electronic Data Interface). For Invoice payment only.

- Check

- Commitment (see note below)

- Invoice

- Cash

In addition, you can enter a PO number on the order header.

Note on Commitment:

1. Commitment is available at the order line level only. Only one commitment can be specific per order line.

2. You can update the promised commitment amount.

   The promised amount entered must be:

3. equal to or smaller than the total order line amount,

4. and equal to or smaller than the available balance on the commitment.

5. Commitment cannot be used for prepayment or down payment.

   Down payment or prepayment can be paid using one or more supported instruments listed above. However, only one payment instrument, in addition to Commitment, can be used for the balance on an invoice.

6. Revenue is not recognized upon collection of down payment.

7. Tax is not accounted upon collection of down payment.

Note on Viewing Line Payments

The View Line Payments window, when accessed from header Payment window, displays all the line level payments without any header region. However, when you access the View Line Payments window from a line, it displays the payments applicable to the individual line along with the applicable information in the header region

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access the View Line Payments window from a line, it displays the payments applicable to the individual line along with the applicable information in header region.

Payment Processing

During payment processing, the following occurs:

- Process prepayment. One or more receipts is created in AR that will be matched against the invoice(s) of the order.

- For credit card payment at the header level, authorize the open balance for the entire order (total order minus prepayment minus total lines covered by other instruments).

- For credit card payment at the line level, authorize the balance of corresponding lines.

- Credit check the open balance when credit check is on.

- Notes on credit card authorization, authorization reversal, and re-authorization:

  - For authorization to occur, you must turn on credit check rule. To authorize at booking, credit check must be turned on for booking.

    > **Note:** Order Management does not perform credit card authorization on prepayments. AR will do the authorization and capture it during receipt creation.

  - You can completely reverse the existing credit card authorization and re-authorize the order/line with the current data on an order/line. OM can make "Reversal and/or Re-authorization calls" to Payments whenever there is change in previously authorized data. The change in data could be due to- change in Order/Line amount, cancellation of order/line, change in credit card information or change in payment type. To reverse the credit card authorization, ensure that you have set up the following:

    1. Set up Reversal of Credit Card Authorization and Re-authorization system parameter. See: Seeded Parameters, Oracle Order Management Implementation Manual.

    2. Select applicable value in the Reversal of Credit Card Authorization and Re-authorization field in the Transaction Type window. See: Defining Order Management Transaction Types, Oracle Order Management Implementation Manual.

    3. Perform manual or auto options to process payments after credit card

authorization reversals or re-authorization for the order/line placed on hold, due to selection of the respective choice in the Reversal of Credit Card Authorization and Re-authorization system parameter. The manual options are - perform Action > Process payments or run the Process Pending Payments concurrent program. You can auto schedule this concurrent program. The other automatic option is - Attaching a Credit Check Rule at Picking/Shipping phase in the Transaction Types window.

How does Order Management calculate the amount for prepayment and credit card authorization?

Prepayment:

- The Order Header Payment Term is used to determine the prepayment amount suggested. You need to define the payment term as Prepaid and set up the first installment to be the down payment.

- For example, for 20/80 prepaid payment term, flag it to be prepaid, and create the first installment as 20% and due in 0 days.

- When this payment term is used, the down payment calculated would be: 20% * total order (include charges and taxes). Please note that the total order will not exclude the commitment promised amount from the order lines.

  - A commitment can not be used for Prepayment, and commitment promised amount on order lines will not be accounted when calculating the down payment due.

  - Prepayment calculated is only the suggested amount. The Order Management user can lower or increase the prepayment amount to be collected.

    > **Note:** If the prepayment amount collected is higher than the total open balance, Order Management will issue a warning only, and the payment can still be processed successfully. This is the intended functionality of *Over Prepayment*. The over prepayment is resolved manually in AR.

- When the payment type is either card or direct debit, you can specify just the payment percentage, without specifying the payment amount. This process uses the pre-payment amount based on percentage whenever the payment record is processed.

Credit Card Authorization:

- The amount to be authorized, at the order level, is calculated as follows:

  Total order (including charges and taxes) minus total prepayment minus total order

lines (i.e. commitment applied amount and amount covered by other instruments).

- The amount to be authorized, at the order line level, is calculated as follows:

  Total order line minus commitment applied amount.

Subsequent payment processing can be triggered only by the following:

- Process Payment action.

- Process Pending Payment concurrent program.

  Changes that increase or decrease the order value will not automatically result in an additional receipt being created. Subsequent collection or refund is totally manual. You need to do the following:

- Set the prepaid amount to higher value for more collection, or lower value for refund.

- Choose the Process Payment action, or run the concurrent program.

  > **Note:** Credit checking is re-executed upon subsequent payment processing. Processing Constraints can be used to enforce entering a reason code and optional comments when canceling or decreasing quantities for lines on orders with prepaid payment terms. We have not seeded this constraint – you can add it if required.

There is an attribute on the Remittance Bank Account called Minimum Receipt Amount. Before creating a receipt, this amount is checked against the receipt amount. If the amount is smaller than the Minimum Receipt Amount, then a receipt is not created and the order is placed on Pending Payment Process hold. This small incremental amount can be collected by AR at Invoicing, or could be included in a subsequent receipt if further order changes are made. The Minimum Receipt Amount does not apply to refunds.

Payment Assurance Workflow

Activity Name: Payment Assurance.

Parameter: Frequency to check the status. Set this up according to your business requirement. Order Management will seed to run once in 24 hours.

In some business practices, especially retail, a prepayment or down payment is collected so a reasonable payment assurance before fulfilling the order is necessary.

You can place this activity at any point in the order flow between booking and invoicing, preferably before shipping. This activity will check the receipt status and hold the flow until the status shows a reasonable payment assurance.

For orders with prepayment, Order Management will check the status of the receipt. A

unique Payment Set is assigned in AR, and all receipts for one order will have the same Payment Set. See the following table for status of receipt upon creation and the required status for Payment Assurance to pass.

Receipt Status

Creation Status Payment Instrument	Approved	Confirmed	Remitted	Cleared	Status for payment assurance
Credit Card, Purchase Card		X			Remitted
ACH		X			Cleared
Direct Debit		X			Cleared
Wire Transfer (EFT/EDI)	X				
Check		X			Cleared
Cash		X			Cleared
Commitment					

> **Note:** When payment from the customer has been remitted to the supplier's account, during account reconciliation, Cash Management will set receipt status to Cleared. Account reconciliation is normally done at the end of the month. You can also set up your system to set the receipt status when the payment has been deposited into the account. You can set the Clearing Method in the Receipt Class to be Automatic Clearing. Normal business practice is to wait for 3 days before checks are cleared, this is set up specific.

Multiple Payment Type Input

Order Management will provide multiple payment capability through the various Sales Order user interfaces, via Order Copy, Order Import, and the Process Order API.

Copy

- A check box Payments is on the Copy window to copy payment information. The

default value for the check box is checked.

- This check box will be available on Copy header and Copy lines tabs.

- Copying payment information is applicable to outbound orders only.

> **Note:** Payment information on Returns is not being used by AR. AR gets the payment information from the referenced invoice. When there is no reference Invoice, and On-Account credit memo gets generated. Payment information is not copied to Returns.

Returns

Refund of an Order or Order Line:

When canceling an order, refunds of prepayments are generated automatically. Canceling an order **line** will not generate an automatic refund. The refund has to be done manually by setting the down payment to a lower value and activating Process Payment.

In a mixed order, that contains both inbound and outbound lines, the defaulting of the prepaid amount will be based on the outbound lines only. The prepayment functionality will not account for the inbound order lines in calculating the total order.

Credit due to customers:

- Customer cancels an order, an order line, or a portion of the order line after the down payment has been collected, and no shipment has been made.

- Customer returns (RMA) an order, an order line, or a portion of the order line after payment (including down payment) has been collected.

Credit processing in Receivables:

1. Return order or order line may or may not have reference to the paid invoice.

   For Returns without reference information of the paid invoice, credit will placed into On-account Credit.

   For Returns with reference information of the paid invoice, credit can be given out in different ways depending on how the invoice was paid. See the table below.

   Return process:

   Order Management interfaces the return order line to AR for credit memo creation.

2. For canceled order or order line, credit may be given out in different ways depending on how the prepayment was paid. See the table below.

   Refund process:

   Order Management calls the AR Refund API as follows:

Automatically for canceling the whole order.

Initiated manually or through concurrent program for other cases.

> **Note:** When calling the Refund API, AR will refund the same credit card or purchase card up to the amount on the receipts. The delta will be credited using Check.

Refunds

Credit Paid By	Check cut by Acct Payable	Card Refund	Commitment Reversed	Comments
Credit Card, Purchase Card		X		Delta is credited using Check.
ACH	X			
Direct Debit	X			
Wire Transfer	X			
Check	X			
Cash	X			

Credit Card Authorization in Batch Mode

You can defer the credit card authorization. This is available at the Payment Type Setup level and the Payment Transaction level. To process the pending authorization, you can use Pending Process Payment concurrent program or Process Payment action.

Business Flows

Single Payment Type

1. Enter an order using the Sales Orders window. A default payment type appears on the header based on whatever Defaulting Rules have been set up. Enter additional data as required by the Payment Type – for example, if a check, then the bank account, routing number, and check number is recorded.

2. At booking or shipping, based on the set up of the order type and validate payment

rules, the payment may be authorized and approved.

3. At invoicing, the payment information is passed to AR for invoicing or collection and accounting purposes.

Payment With Differing Types on One Order

1. Enter an order using the Sales Orders window. A default payment type appears on the header based on whatever Defaulting Rules have been set up. Enter additional data as required by the Payment Type – for example, if the payment type is PO, then the Customer PO number may be required.

2. Enter order lines as required. The customer wants to pay for one or more lines using a different payment type, for example credit card. Add the secondary payment information while on the order line it is to apply to. All other lines should be paid for using the Payment Type on the header. If a different line is to use a third payment type, it would be entered in a similar fashion.

3. At booking or shipping, based on setup of order type and validate payment rules, the credit card or other payment type may be authorized and approved. The approval information is recorded.

4. At invoicing, the payment information is passed to AR for invoicing or collection and accounting purposes. The line that was supposed to be paid from the credit card will have the credit card information passed to AR – other lines will get a payment type from the line or the header.

Prepayment Flow

1. Enter an order using the Sales Orders window. **Payment terms** that indicate a prepayment is needed are defaulted or chosen. A default payment type also appears on the header based on whatever Defaulting Rules have been set up. Enter additional data as required by the Payment Type – for example, if payment type is credit card, then the credit card number and expiration may be required.

2. Lines are entered for the order.

3. Book the order. Credit card collection and receipt creation is done for the amount that is a down payment. Credit card authorization is attempted for the balance if the payment type is credit card.

4. The order ships as usual.

5. At invoicing, the payment set id is passed to AR so that the balance can be collected on the account, and the receipt created in step 3 can be matched to the invoice.

Payment By Installments

1. Enter a customer and order type using either the Sales Orders or Quick Sales Orders windows.

2. A default payment type and payment terms appears on the header based on whatever Defaulting rules have been set up.

3. You can override payment terms and may choose one with installment payments.

4. Enter one or more items.

5. After entering all the items, view the payment information. Open the Payments window and see the amount of the first installment, and the amount outstanding.

6. Book the order.

7. At booking or shipping, based on setup of order type and credit check rules, the first installment payment or the total order amount may be authorized and approved. Credit Card authorization is done only if the credit check is set for Booking. The amount authorized (full amount or first installment) is controlled by the setting of the OM system parameter Authorize First Installment Only.

8. At invoicing, the payment information is passed to AR for Invoicing or collection and accounting purposes.

Payment User Procedures

To order with a Check as Prepayment, with Payment Assurance, and print a receipt:

1. Navigate to the Sales Orders window and enter an order. Payment terms that indicate a prepayment is needed are defaulted or chosen. Assume the payment terms indicates a need for a 100% down payment. A default payment type also appears on the header based on whatever Defaulting Rules have been set up.

2. Enter all the lines for the order.

3. When finished, go to the order header and open the Payments window. The Payment window will have two entries in the multiline area, with the default Payment Type entered on each line. The percentages will be defaulted from the payment terms definition in this case, 100% for the down payment and 0% for the balance. The amounts are computed as well. Additionally, you can view invoiced (hidden field) and uninvoiced charges in both header and line level Payments window.

Payments Window

4. The down payment is with a check, and invoicing is for the remaining amount. Choose check as the down payment, payment type, enter the check number, and verify the amount. It may be more or less than the computed amount. Change the amount if necessary. Close the Payment window.

5. Book the order, choose Action Print Payment Receipt to print a receipt, to give to the customer as a receipt for the check.

6. The Order Management process creates a receipt for the check, passing the check information to AR. Order Management may credit check the remainder, if credit check conditions apply.

7. If you want to wait for the check to clear before the items can be shipped, as the items are ready to ship, the Payment Assurance workflow activity is reached, and that activity checks the AR Receipt to see if the check has cleared. If not, the goods are not released to Shipping, but instead the line status shows Awaiting Payment Assurance. Once the AR Receipt clears, the next time the Payment Assurance activity checks, it will succeed and the line will progress to the next activity (shipping).

8. Items are shipped, and the lines go to invoicing carrying the payment set id of the receipt created in step 6. AR will automatically apply the check receipt to the transaction, and send an actual invoice for the remaining balance due.

Lookups

Changes on existing Quick Codes:

- Lookup type of Payment Type is no longer used.

- Lookup type of OE_PAYMENT_TYPE has been extended to have the following:

Lookups in Multiple Payments

Lookup_Code	Meaning	Description
Cash	Cash	Cash
Check	Check	Non-electronic check.
Credit_Card	Credit Card, Purchase Card	Credit Card of any type such as Visa, Master Card, etc. – may use ipayment integration.
ACH	ACH	Vendor initiated electronic fund transfer – may use ipayment integration.
Direct Debit	Direct Debit	Vendor initiated electronic fund transfer.
Wire Transfer	Wire Transfer	Consumer initiated electronic fund transfer.

Note: Commitment is not included as a payment type.

New Quick Codes:

- Lookup type = OE_Payment_Collection_Type

Lookup_Codes

Lookup_Code	Meaning	Description
Prepay	Down Payment	Payment collected in Order Management.
Invoice	Invoice Payment	Payment collected in Receivables.

System Parameters

New Order Management System Parameter: **Allow Multiple Payments** can be set to NO to preserve the existing functionality. When set to NO, the payment information can only be entered at the order header. You can not navigate to the new Payments window. In this case only a single payment type at the header level without partial prepayment feature is allowed. With the parameter set to NO, you are allowed to enable more payment types. However, to use multiple payments per order and to use down payment feature, this parameter must be set to YES.

> **Note:** Once this parameter is set to Yes it cannot be changed to No.

Authorize First Installment Only Authorize First Installment Only can be set to YES to authorize the first installment only. The default is No. The amount authorized (full amount or first installment) is controlled by the setting of the OM system parameter Authorize First Installment Only.

Multiple Payments System Parameter

Code	Name	Desc	Category	Value Set	Open Orders Check	Enabled	Comment
Multiple_ Payments	Allow Multiple Payments	To enable Multiple Payments functiona lity	Payments	OM: Yes or No	W	Yes	Seeded with No

Code	Name	Desc	Category	Value Set	Open Orders Check	Enabled	Comment
Authorize_First_Installment _Only	Authorize First Installment Only	To authorize first installment only.	Payments	OM: Yes or No	Y	Yes	Seeded with No

Constraints

Seeded Processing Constraints

Order Management has seeded processing constraints to prevent updates to attributes once the order is booked and a prepayment receipt has been created, or for invoice payment using a credit card, data can not be changed when authorization has been completed.

For prepayments, when a payment has been processed and a receipt has been successfully created, the payment information cannot be updated except for the amount that can be adjusted to a lower or higher value.

For prepayments, when payment has been processed and a receipt has been successfully created, the payment information can not be deleted.

Order Header:

When order has been booked, and prepayment has been processed (i.e. payment set id is populated), these attributes cannot be changed by the user:

- Transactional Currency

- Invoice-to Customer

- Invoice-to Address

- Payment Method

- Payment Term

- Payment Set_id

- Prepaid Amount

- Payment Type, and its corresponding attributes, that are used for the prepayment. The Payment Type assigned for Invoice payment can be changed as long as no line has been interfaced yet, and no authorization code has been obtained for credit card

invoice payment.

Order Line:

None

There are two new entities for constraints for oe_payments:

1. Order Payments

2. Line Payments

Order Payments:

- DELETE/UPDATE is not allowed to payment information used for prepayment (down payment) once prepayment has been collected (i.e. payment_set_id is populated).

- INSERT of new payment type for prepayment is allowed, and will be used only for future lines added to the order.

- DELETE is not allowed when at least one line is invoice interfaced

- INSERT of new payment type for non-prepayment is also allowed, and will be used only for future lines added to the order.

- Update of the following attributes is not allowed when at least one line is invoice interfaced.

  - PAYMENT_SET_ID => is not updateable at anytime and is view only.

  - RECEIPT_METHOD_ID

  - PAYMENT_TYPE_CODE

  - PAYMENT_TRX_ID

Line Payments:

- CREATE/DELETE/UPDATE of all the attributes is not allowed when a line is invoice interfaced.

- CREATE/DELETE/UPDATE of payment attributes is allowed when there is no prepayment information and the line has not been invoiced. A maximum of one payment instrument, in addition to commitment, is allowed.

  DELETE/UPDATE is not allowed for payment information used for prepayment (down payment) once a prepayment has been collected (i.e. payment_set_id is populated).

Payment Types:

INSERT/DELETE is not allowed in the Payment Types window.

Payment_type_code is not updatable, others are updatable in the Payment Types window.

Messages

Only one payment instrument with a payment collection event as Invoice (for header or line payments) can be selected. When you add another one, an error will be raised upon saving.

Message Name: ONT_INVOICE_PAYMENT_INSTUMENT

Message Text: You cannot select more than one payment instrument for invoice.

Message Type: Error

Prepayment is not supported for line level payments. When you add a line level prepayment, an error will be raised upon saving.

Message Name: ONT_LINE_PREPAY_NOT_SUPPORTED

Message Text: Prepayment is not supported at line level.

Message Type: Error

Wire Transfer is not a supported prepayment instrument. When you select Wire Transfer as prepayment instrument then an error will be raised.

Message Name: ONT_NO_WIRE_TRANSFER_FOR_PREPAY

Message Text: 'Wire Transfer is not supported for prepayment.'

Message Type: Error

When multiple payments exist, you must use the Payments window to update payment information.

Message Name: ONT_MULTIPLE_PAYMENTS_EXIST

Message Text: 'You cannot update payment attributes of the order header because multiple payments exist for the order. Please use Payments window to update payment attributes.'

Message Type: Error

Prepayments cannot co-exist with line level payments.

Message Name: ONT_LINE_PAYMENTS_EXIST

Message Text: 'You cannot enter prepayments because payments exist at the line level.'

Message Type: Error

Message Name: ONT_LINE_INVOICE_NOT_SUPPORTED

Message Text: 'You cannot enter payments at line level because prepayments exist at the order level.'

Message Type: Error

Line level payments must be associated with order lines.

Message Name: ONT_NO_LINES_FOR_PAYMENT

Message Text: 'You cannot enter line level payments because there are no lines on this order.'

Message Type: Error

Using the Payments window to update payment information.

Message Name: ONT_GOTO_PAYMENTS_WINDOW

Message Text: 'Please use Payments window to update the payment attributes for this order.'

Message Type: Error

Order Import - When payment reference information is invalid, an error will be raised.

Message Name: OE_OI_ORIG_SYS_PAYMENT_REF

Message Text: 'Invalid ORIG_SYS_PAYMENT_REF. Please enter a non-null value.'

Message Type: Error

Data Requirements for AR

1. Commitment - commitment number

2. CC/P-Card - number, expiration date

3. ACH - normal business practice is to have an agreement on file with the customer that authorizes the originator of the ACH transfer (Oracle deploying company - merchant) to debit the customer's bank account. One time phone ACH authorization is legally allowed provided we capture the following pieces of data:

   - The date on or after which the consumer's account will be debited;

   - The amount of the debit entry to the consumer's account;

   - The consumer's name;

   - A telephone number that is available to the consumer and answered during normal business hours for customer inquiries;

   - The date of the consumer's oral authorization; and

   - A statement by the Originator that the consumer's authorization will be used to originate an ACH debit to the consumer's account.

   Theses 6 points are mandated by NACHA - the governing body of the ACH

Network.

4. Wire

5. Check: We support 2 flows.

   - The check given to the Order Management clerk, which is then deposited directly to the bank. Checks mailed to the AR department.

   - Checks deposited via lockbox or mailed directly to the bank are not supported.

Retroactive Billing Overview

Retroactive billing refers to a business practice common in certain industries, especially the automotive industry, when a customer requests changes to amounts charged by a supplier on an invoiced order to receive credits.

Periodically, the price of an item on a sales agreement or purchase order will be changed, for example, a commodity will sharply increase or decrease in price. The customer will issue an amendment to the sales agreement or purchase order. If the price change is retroactive, shipment quantities are identified that occurred during the retroactive billing period, and the additional charges or credits are calculated and sent to the customer for billing.

Retroactive Billing Major Features

Price List Changes

You can capture a new selling prices for an item, a range of items, or a particular customer price list. You can enter the new selling price (either as a unit price or a % of the previous price) with an effective date range.

You can use the Price List window to define or modify a unit list price for items or item categories with an effective date range. You can also add qualifiers to a price list to specify what kind of customers or orders will get the price from a particular price list. The Sales Agreements window are entry windows to capture price list line changes.

1. The difference in list price would be considered to determine whether the retrobill line would be of type 'ORDER' or 'RETURN'. If the difference in list price is zero, the difference in selling price would be considered. Example: If Invoiced ulp = $100 and latest ulp = $50, the retrobill line type is 'RETURN,' even if invoiced usp = $90 latest usp = $110 (due to some new modifiers in the setup)

2. If a modifier present in the original line (or previous retrobill line) is invalid in the setup during the retrobill run, this modifier would be shown in the View Adjustments window for the retrobill line and the following would be the value for adjusted_amount. Adjusted_amount corresponding to the retrobill line = -1 * adjusted_amount corresponding to the original line (or previous retrobill line) if the

retrobill line type is 'ORDER.' The adjusted_amount corresponding to the retrobill line = adjusted_amount corresponding to the original line (or previous retrobill line) if the retrobill line type is 'RETURN.'

3. If a new modifier MOD_NEW is present in the setup and is returned by the pricing engine, the following would be the value of adjusted_amount for MOD_NEW in the View Adjustments window. If list_line_type_code = 'PBH', it will be changed to 'DIS'. Adjusted_amount = The amount returned by pricing engine corresponding to the latest list price, if the retrobill line type is 'ORDER'. Adjusted_amount = -1 * (amount returned by pricing engine corresponding to the latest list price) if the retrobill line is of type 'RETURN'. > >

4. In View Adjustments form, for the diff adjustments > sign(operand) = -1 * sign (adjusted_amount) if list_line_type_code = 'DIS' and sign(operand) = sign (adjusted_amount) if list_line_type_code = 'SUR.'

Identify Eligible Lines

You can identify eligible shipped/invoiced lines with a flexible list of criteria. You can identify invoice lines by:

- Searching for all invoices made within a date range

- Searching for all invoices for a particular item

- Searching for shipments/invoices to a particular customer, or ship-to-location

- Searching for a range of invoices by invoice number

Report Eligible Lines

You can report all eligible re-priced invoice lines. This report is intended to replace RLM's current Retrobilling Report. You can view the results of a Preview or Executed retrobill request online.

See: RetroBilling Report, page 18-59

Adjust Prices on Future Shipments

You can update pricing of all future shipments based on new price list information. You can mass change open orders, or re-price shipments before ship confirm to insure the latest price details.

This functionality is available in Order Management. You can mass select orders and use the Price Order action. Alternately, you can add the Reprice at Shipment workflow activity to the line workflows, so that repricing is automatically executed at shipping before invoicing.

Visibility to Re-billed Lines

You can identify all re-pricing actions against an invoice line when you search for eligible invoice lines. You can see the history of the re-priced lines, as well as the latest unit-selling price, and the debit/credit based off that price.

The Retrobill Report and the Inquiry Results show the eligible order lines. The 'invoiced unit price' and 'invoiced extended price' is the net of any existing executed Retrobill runs. In other words, if the original invoice unit price was $10, and there was already one retrobilling executed that reduced the price to $9, and now we are working on another retrobill request to lower the price to $8, we show $9 as the 'unit invoiced price' on the report and the query.

Retrobilling Preview (Inquiry)

With retrobill criteria, you can preview a list of eligible invoice lines, the proposed price changes (with updated unit selling price, the invoice difference as a debit or credit) as well as any previous changes to a price that would impact the invoiced amount.

The process will allow for the retrobilling request to be run in Preview mode, and the results could be viewed on line. After Preview has been executed (either concurrently or real-time), the Adjustment/Credit part of the window is populated as well as the Summary tab. You can also print the Retrobilling Report to show retrobilling details including original price, new price and variance price.

Approve and Automatically Create Adjustments

Before creating any adjustments, you should be able to approve the set of re-priced lines. When you approve a list of eligible re-priced invoice lines, you can automatically create debit (invoice lines) or a credit (credit memo) for each line. You can group the new invoice lines onto an invoice by shipment, by customer ship-to location, or by customer. You can group the new credit memo lines onto a credit memo by shipment, by customer ship-to location, or by customer.

Approval Process

Approval will consist of the user viewing the Preview results and choosing to Execute the retrobill request. That activity will book the retrobill orders, which will then execute their workflows like any other orders/lines.

> **Note:** If companies need a more formal approval process, they can insert a workflow approval step into the order or line workflow.
>
> Retrobill Order

When a retrobilling event occurs, the adjusted amount is created as an open adjusting order line. If the price increases, this line will be bill-only and have an ORDER line category. If the price drops, this line will be credit-only and have a RETURN line category. A new seeded Retrobill source indicates that the line is an adjusted line, and refers to the current retrobilling request. See the following table to see how attributes on retrobill lines are populated.

Retrobill Values

Columns on the retrobill line	Get value from
Item	Copy from original line
Quantity	Retrobillable quantity (Ordered quantity of original line reduced by any return quantity; if the returned material is not invoiced, then the application considers the ordered quantities and does not consider the canceled quantity.)
UOM	Copy from original line
Line Category Code	RETURN when the line is used for crediting customer ORDER when the line is used to bill customer
Line Type	Use the default ORDER or RETURN line type as setup in the order type definition.
Item Type Code	Always hard code as STANDARD
Calculate Price Flag	Default to N, which means Freeze Price
Unit List Price	Difference of the unit price on price list line
Unit Selling Price	Difference after discounts applied
Price List	If the price list on the original order line is no longer active, it will be defaulted based on defaulting framework. This could be different from the original order line based on defaulting or pricing engine output.
Pricing Date	Current date
Tax Code	Copy from original line
Shippable_Flag	N, means the line is not shippable

Columns on the retrobill line	Get value from
Return Reason Code	Default from system parameter 'Default retrobill reason'. You can also override for each retrobilling request
Order_Source_ID	A new seeded order source type 'Retrobill'
Orig_sys_document_ref	Store original order's header_id
Orig_sys_line_ref	Store original order line's line_id
Source_Document_shipment_ref	Not populated for retrobilling
Retrobill_Request_ID	Foreign key to retro request table
Reference_Line_Id	We are not going to use this column
Credit_Invoice_Line_Id	Store the retrobilled invoice line
Shipped_Quantity	Null
Reserved_Quantity	Null
Shipping_Quantity	Null
Shipping_quantity_UOM	Null
Actual_Shipment_Date	Null
Over_Ship_Reason_Code	Null
Over_Ship_Resolved_Flag	Null
Shipping_interfaced_Flag	Null
Option_Number	Null
Commitment_Id	Null
Other fields	Will be copied from original line

These lines are grouped into orders by customer, currency, conversion type, conversion

date, and conversion rate. These orders are bill only or credit only open orders. One or more invoices or credit memos can be generated from a retrobill order depending on AR grouping rules. See the following table to see how order attributes are populated.

Order Attribute Population

Columns on the Retrobill Order	Get value from
Order Type	Default from Order Management system parameter. You can override the default by choosing any order type for a retrobilling request
Other attributes	Defaulted
Order_Source_Id	Use new order source type 'Retrobill'
Orig_sys_document_ref	Store retrobill_request_id

> **Note:** The application copies the agreement information on the original line to the retrobill line. However, the application does not copy the Bill To and Ship To values on the original line to the retrobill header as the retrobill order could have retrobill lines created against original lines from different orders.

Retrobilling Event Parameters

You can optionally give the following input parameters to retrobilling run:

Retrobilling Event Parameters

Parameter	Description	Required?	Defaulting source
Order Type	Retrobill orders will be created with this order type	No	From the Order Management System Parameter
Retrobill Reason	Credit memo reason to send to AR	Yes	From the Order Management System Parameter

Parameter	Description	Required?	Defaulting source
Retrobill Event Name	Name to identify retrobilling run	Yes	
Description	Short description or comment of the retrobill request	No	
Mode	Preview or Execute	Yes	Determined by which action is chosen. Previewed retrobill orders if saved will be created in Entered status. Executed retrobill orders will be created in Booked Status

Retrobill Amount Calculation

A seeded Pricing Event, Retrobill determines the amount to bill or credit It is seeded with a pricing phase, List Line Base Price. If there are already discounts applied to the original order line, the discounts will be applied to the new list price to determine whether there is any price change.

For customers who also want the line level modifiers reevaluated, they can change the Advanced Pricing event phases mapping to activate line level phases. Only phases with modifier_level_code='LINE' should be attached. The Retrobilling engine will validate and raise an error if the wrong phases are attached. Only discounts, surcharges, and price break headers will be considered.

1. Recalculating line group level and order level discounts are not supported.

2. We will price the selected order lines with current date as pricing date.

3. Each adjustment is compared with the same modifier attached to original order line, and if it had been retrobilled before, the most recent (based on pricing date) retrobill line, and come up with an adjusted_amount difference. This adjustment is stored with the difference as applied. The application method is changed to Amount when needed. The View Adjustment for the retrobill line will only show these adjustments.

   Sales Credits

The sales representative and sales credits are copied from the original order line. These are interfaced to AR and the sales credits are adjusted.

Workflow Considerations

Please assign the same workflow for both Order and Return lines for the Order Type that is used for Retrobill Orders. If you require different processing in the workflow for Order and Return lines, create the workflow which branches based on line category of the Retrobill Lines.

Typical Retrobilling Usage

The following are some typical examples of using the Retrobilling feature in this design. This is not intended to describe all business scenarios:

Retroactively Crediting to Customer Due to Item List Price Drop

1. Customer A and B have placed the following orders:

Customer Order Placement

Ord #	Cust	Line	Item	Qty	Line Cat	Unit List Price	Unit Selling Price	Ext Price	Invoice #
1000	A	1.1	X	10	Order	20	20	200	2000
1001	B	1.1	X	20	Order	20	20	400	2001
1000	A	1.1	X	5	Order	20	20	100	2002

Customer Order Placement

2. The Unit List Price of Item X has dropped from $20 to $17. The user end-dated the Corporate Price List Line for Item X, and added another price list line for Item X:

Price List Changes

Price List	Item	Start Date Active	End Date Active	Unit List Price
Corporate	X	1/1/2000	7/31/2003	20
Corporate	X	8/1/2003		17

Price List Changes

The user retrobills the three orders and the Retrobilling Engine generated the following orders:

Retrobill Generated Orders

Ord #	Cust	Line	Item	Qty	Line Cat	Unit List Price	Unit Selling Price	Ext Price	Credit Memo Against
2000	A	1.1	X	-10	Return	3	3	-30	Invoice 2000
2001	B	1.1	X	-20	Return	3	3	-60	Invoice 2001
2000	A	1.1	X	-5	Return	3	3	-15	Invoice 2002

Retrobill Generated Orders

Retroactively Bill To Customer Due To Item List Price Increase

1. Customer A and B have placed the following orders:

   Customer Order Placement

Ord #	Cust	Line	Item	Qty	Line Cat	Unit List Price	Unit Selling Price	Ext Price	Invoice #
1000	A	1.1	X	10	Order	20	20	200	2000
1001	B	1.1	X	20	Order	20	20	400	2001
1000	A	1.1	X	5	Order	20	20	100	2002

   Customer Order Placement

2. The Unit List Price of Item X has increased from $20 to $23. The user end-dated the Corporate Price List Line for Item X, and added another price list line for Item X:

Price List Changes

Price List	Item	Start Date Active	End Date Active	Unit List Price
Corporate	X	1/1/2000	7/31/2003	20
Corporate	X	8/1/2003		23

3. The user retrobills the three orders and the Retrobilling Engine generated the following orders:

Retrobill Generated Orders

Order #	Cust	Line	Item	Qty	Line Cat	Unit List Price	Unit Selling Price	Ext Price	Invoice Number
2000	A	1.1	X	10	Order	3	3	30	3000
2001	B	1.1	X	20	Order	3	3	60	3001
2000	A	2.1	X	5	Order	3	3	15	3000

Retroactive Billing User Procedures

To perform Retrobilling:

1. Navigate to the Retrobilling Organizer Find window.

Retrobilling Organizer Find Window

2. Enter the criteria for the orders to retrobill. Searching by item and customer is similar to the searches that you can carry out in the Order Organizer.The lines that match the criteria are displayed.

The Operating Unit field is folder enabled and available in all the tabs. It displays your default Operating Unit. You can choose a different Operating Unit that is accessible to you from the LOV. The Operating Unit selected should have Retro-Billing enabled (via System Parameters).

Retrobill Find Results Window
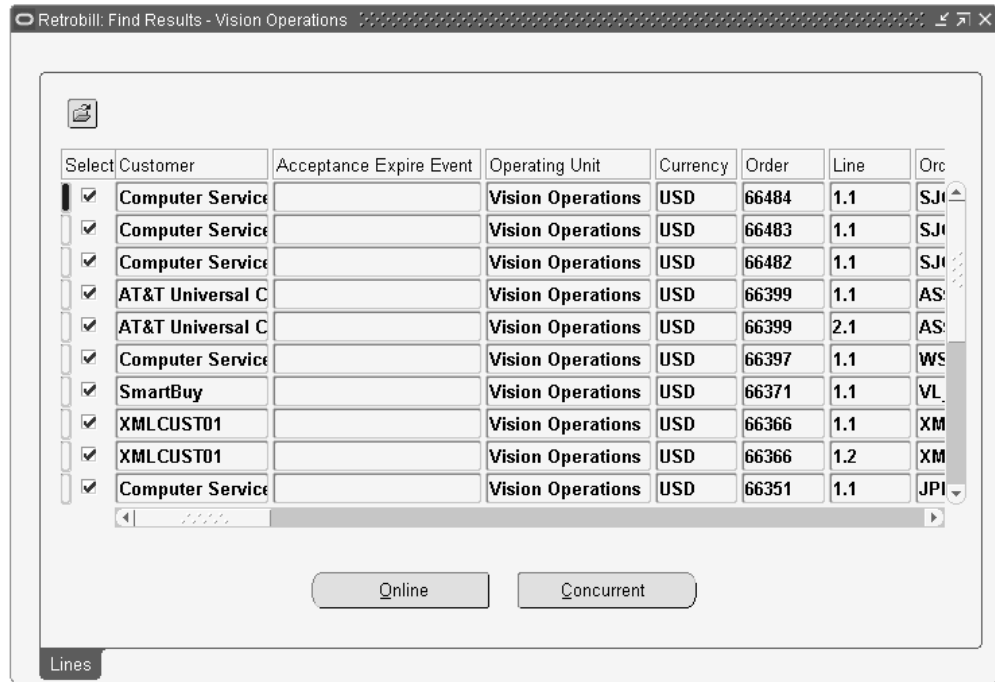
3.   Choose the row(s) to Retrobill. If you do not choose any rows, then any action described in steps 4 through 6 will execute against **all** rows selected by the Find criteria.

4.   Click either Online or Concurrent Request to invoke retrobilling. A parameter window will pop up to accept parameters. You can give a retrobill event name, description, order type, reason and mode (either Preview or Execute).

Retrobilling Parameters window

5. Optionally perform a **Preview** Retrobilling activity. This will execute the retrobilling engine in preview mode. You can view the results of the Preview in the Retrobilling Organizer by querying up the request by name. You can see the amounts to be retrobilled for each line and also summary information. You can optionally run the Retrobilling Report to see the details as a standard report.

   You cannot create a single Retro-Billing request for Orders from across Operating Units. However you can retrobill orders from different Operating Units that are accessible to you without changing responsibilities, thus creating multiple Retro-Billing requests (one or more) for each Operating Unit that you have access to.

   > **Note:** After preview or execution, the Lines tab will show the retrobill order lines created by the retrobilling engine. For previewed results, you can deselect retrobill order lines or change the retrobill quantity and do either preview or execution again.

   You can input parameters and click OK. If this was invoked from the Concurrent Request button, a concurrent request id will be displayed and cursor back to the Retrobilling window. If it was invoked from the Online button, the results show in the Retrobilling window Lines tab for each retrobill line. An additional tab, Summary shows. You can choose the Summary tab to see retrobill orders. This summary tab has two regions.

   The upper region displays the parameters: Retrobill Event, Description, Order Type, and Reason. Another field Request Status shows whether the retrobill request is previewed or executed.

   The lower region is the same as the order organizer Summary tab and is folder enabled. The seeded default folder will have Order Number, Customer Name, Currency, Order Amount, Subtotal, Tax and Conversion Type, Conversion Rate, and Conversion Date. Operating Unit is a folder enabled field.

Retrobilling Results Summary Tab

6. You can choose to change the quantity on any retrobilling line, or delete lines from the Preview set of lines before executing.

7. You can finally choose an **Execute** Retrobilling activity. This will execute the retrobilling engine in 'execute mode' against the selected lines. If not previewed before, this will create and book the retrobill orders and lines. If previewed previously and results were saved, this execution will update the retrobill orders to Booked status.

8. You can optionally exit without executing the request, and later return to the retrobilling request by querying it up in the Retrobilling Organizer.

9. To query previewed retrobilling requests by event name, you can go to the Retrobilling Organizer window Retrobill Requests tab to do that. This tab is also useful when users want to query retrobill requests by item, customer, request date. (Figure 7) When any information is entered in this tab, the 'Order Information' and 'Line Information' tab will be disabled. Item identifier type and ordered item will be available as hidden folder fields so that you can query by customer item also.

> **Additional Information:** Note: You can enter free text in the field where the query will run based on whatever was entered. If you select a request from the LOV, the query would run based on the

retrobill_request_id corresponding to the selection.

10. When you click Find the following summary window shows. You can choose one retrobilling request and click Open to see individual retrobill requests.

> **Note:** When only one retrobilling request is found, the retrobilling requests summary window is bypassed, and the Retrobilling window displays.

Seed Data

Order Management Parameters

Several new Order Management Parameters related to Retrobilling have been added as follows:

1. Enable Retrobilling – values are Enabled or Disabled. The default is Disabled.

2. Default Retrobill Order Type – values will be based on all active Order Types that have been defined. This is used as the default order type for retrobill orders.

3. Default Retrobill Reason – values will be based on all active AR credit memo reasons. This is used as the default retrobill reason for retrobill orders.

These parameters will be added to a new category Retrobilling.

Constraints

A new seeded validation template Retrobill Line. It will be true for lines with retrobill_request_id populated.

A new seeded validation template Return Retrobilled Line. It will be true for Return Lines that have retrobill lines created after the Return Line is created.

Invoice Processing, page 14-2.

Recurring Billing Overview

With Oracle Order Management you can bill a customer on a recurring basis for standard items on a sales order line. When you enter the sales order you can create a billing plan for the sales order line. When you create the billing plan you can specify a fixed number of billing plan lines, an indefinite number of billing plan lines, milestone-based billing plan lines or usage billing plan lines. If you choose a fixed number of billing plan lines, you then enter parameters for the billing plan, including billing

period, billing frequency, start date, billing amount, and number of billing plan lines. If you choose an indefinite number of billing plan lines, the parameters for the billing plan include billing period, billing frequency, start date, and billing amount. If you choose milestone-based billing plan lines, you enter parameters that include milestone, bill percent or bill amount, and bill date for user-defined milestones. If you choose usage-based billing plan lines, the parameters include billing frequency, billing period, number of billing plan lines, and start date. You can enter the billing plan lines manually in the Billing Plan lines section.

After you have created a billing plan associated with a fixed or indefinite number of billing plan lines, you must close the sales order source order line before the billing lines can be created. After the sales order source order line is closed, you can then manually run or have the system periodically run the Create Billing Lines concurrent program. The Create Billing Lines concurrent program creates *bill-only* (based on the default setup) sales order lines for each of the billing plan line associated with the billing plan in the same sales order as the billing plan. These bill-only lines interface data to Oracle Accounts Receivable, which then creates the invoices for them. This concurrent program creates bill-only lines for billing plan lines where the source order line is closed, the billing plan status is Billing in Progress or Open, the system date is greater than or equal to the bill date on the billing plan line and usage is entered on the billing plan line. As the recurring billing process goes along, you can view the amounts you have billed the customers and the amounts you have yet to bill. After the last billing plan line associated with the billing plan is invoiced, the billing plan status is automatically changed to Closed.

When you are creating a billing plan associated with milestone-based billing plan lines you can select predefined milestones and user-defined milestones. If you choose predefined milestones, the system automatically populates the bill date for a milestone billing plan line as the different milestones occur for the source sales order line. If you choose user-defined milestones, then you must manually enter the bill date for each billing plan line or use the PO API to generate the bill date. After you have created a billing plan associated with milestone-based billing plan lines, you must book the source sales order before the billing lines can be created. As the different milestones occur for the source sales order line, you can then manually run or have the system periodically run the Create Billing Lines concurrent program. The Create Billing Lines concurrent program creates *bill-only* (based on the default setup) sales order lines of each of the billing plan lines associated with the billing plan in the same sales order as the billing plan. These bill-only lines interface data to Oracle Accounts Receivable, which then creates the invoices against them. This concurrent program creates bill-only lines for billing plan lines only when all of the following criteria are met:

- The source order line is booked.

- The bill date is available on the billing plan line.

- The billing line is not generated.

- The billing plan status is Billing in Progress or Open.

- The system date is greater than or equal to the bill date on the billing plan line.

As the recurring billing process goes along, you can view the billing plan to view the amounts you have billed your customers and the amounts you have yet to bill. When the last billing plan line is billed and the status of source order line is Closed, then the status of billing plan is changed to Closed.

> **Note:** The major difference between milestone-based plans and other plans is that with milestone-based plans, the source sales order line does not need to be closed; it only needs to be booked before you can create billing lines using the Create Billing Lines concurrent program.

For all billing plan types, until the billing plan is closed, you can make modifications to the billing plan for which billing sales order lines have not been created. This includes deleting individual plan lines or terminating all of the billing plan lines at once. Your customer may also fully or partially return items from the sales orders line associated with a billing plan. Periodically, you may need to review or make changes to the billing plan to accommodate those changes that have occurred against the sales orders lines. If full quantity of an item has been returned on an RMA, the system terminates the billing plan which in turn stops the invoicing of the customer.

> **Note:** The recurring billing feature does not incorporate any changes to revenue and COGS recognition functionality in E-Business Suite. If required, you are responsible for implementing any related changes.

For a usage- based billing plan, the Recurring Billing framework will automatically generate invoices based on customer usage during a billing period. A usage based billing plan can contain multiple usage tiers for scenarios where the billing amount per usage unit differs based on the volume of usage. Each usage tier can be defined in any combination of a fixed billing amount and a billing amount per usage unit. If a fixed billing amount is specified in the lowest usage tier, it implies that there is a minimum billing amount even if the customer does not use the product or service. Usage tiers can be applied incrementally or cumulatively. When usage tiers are applied incrementally, usage is split into each tier and the billing amount is calculated based on the billing amount per usage unit for each tier. When usage tiers are applied cumulatively, the billing amount is calculated based on the billing amount per usage unit in the highest, applicable usage tier. Usage Based Billing in the Recurring Billing framework is also supported in the Process Order API and Order Import windows but not in High Volume Order Processing (HVOP) window.

After you have created a Usage Based Billing Plan, you must close the sales order source order line before the billing lines can be created. After the sales order source order line is closed, you can then manually run or have the system periodically run the Create Billing Lines concurrent program. The Create Billing Lines concurrent program creates *bill only* (based on the default setup) sales order lines for each of the billing plan lines associated with the billing plan in the same sales order as the billing plan. These

bill only lines interface data to Oracle Accounts Receivable which then creates the invoices against them. Usage is entered in the billing plan line. This concurrent program only creates bill only lines for billing plan lines where the source order line is closed, the billing plan status is Billing in Progress or Open, and the system date is greater than or equal to the bill date on the billing plan line and usage is entered on the billing plan line. As the recurring billing process goes along, you can view the billing plan to view the amounts you have billed to your customers and the amounts you have yet to bill to your customers. After the last billing plan line associated with the billing plan is invoiced the billing plan status is automatically changed to Closed.

Entering Additional Information Using Descriptive Flexfields

For billing plans, you can provide additional business information in the billing plan header and line using descriptive flexfields. To enter the additional information, you must set up the descriptive flexfields, **Additional Billing Plan Header Information** and **Additional Billing Plan Line Information.**

See "Setting Up Recurring Billing" in *Oracle Order Management Implementation Manual* for information.

You can import the descriptive flexfield attributes related to the billing plan through Process Order API and Order Import process.

When you copy a billing plan, the application also copies the descriptive flexfields attributes.

Recurring Billing High-Level Process Flows

These are basic process flows when using recurring billing in Oracle Order Management:

Recurring Billing High-Level Process Flow (Fixed Number and Indefinite Number Billing Plan Lines on Billing Plan)

1. Create a sales order and a sales order line for a standard item using the Sales Order window in Oracle Order Management.

2. Create a billing plan associated to the sales order line using the Billing Plan page in Oracle Order Management.

   When creating the billing plan you can define a fixed number of billing plan lines or an indefinite number of billing plan lines. You can also specify whether you want billing validation to occur.

   For more information on how to create billing plans, see Recurring Billing User Procedures, page 14-53.

3. Ship (book, pick, and ship confirm), fulfill and close the sales order line associated with the billing plan to the customer in Oracle Order Management.

4. Run the Create Billing Lines concurrent program in Oracle Order Management.

   Oracle recommends that this program be scheduled to run periodically to not require any user intervention.

   For more information about the Creating Billing Lines concurrent program, see Create Billing Lines Concurrent Program, page D-10.

5. Progress the billing lines to invoices in Oracle Accounts Receivable.

6. Periodically review the billing plan to view the progress of the billing plan using the Billing Plan page in Oracle Order Management.

   Using the Billing Plan page you can view the amount billed and the amounts yet to be billed. When the last billing plan line is billed, the billing plan status is changed to Closed. No more billing can occur against this billing plan.

   For more information about viewing billing plans, see Recurring Billing User Procedures, page 14-53.

7. Create an RMA for the item on the sales order line associated to the billing plan, if the customer returns a partial or full quantity of the item in Oracle Order Management.

8. Terminate the remaining billing plan lines that have yet to be billed using the Billing Plan page in Oracle Order Management.

   > **Note:** If you create an RMA for the full quantity, the system automatically terminates the billing plan and deletes the remaining billing plan lines that are yet to be billed.

   For more information about terminating billing plans, see Recurring Billing User Procedures, page 14-53.

Recurring Billing High-Level Process Flow (Milestone Based Billing Plan Lines on Billing Plan)

1. Use the **Sales Orders** window in Oracle Order Management to create a sales order and a sales order line for a standard item.

2. Use the **Billing Plan** page in Oracle Order Management to create a billing plan associated with the sales order line.

   When you create the billing plan you can define milestone-based billing plan lines. You can also specify whether you want billing validation to occur.

   For user-defined milestones, enter the bill date for the billing plan line either manually or using the PO API.

   For more information about how to create billing plans, see "Recurring Billing User Procedures", page 14-53.

3. Perform a milestone (such as booking, fulfillment, customer acceptance, or any user-defined milestone) for the source order line on the sales order. Before the first billing line can be created you must first book the sales order.

   For predefined milestones, the application automatically populates the **Bill Date** field on the billing plan line in the billing plan as the milestone is reached.

   > **Note:** For a milestone-based billing plan, the source sales order line does not need to be Closed before the billing lines can be created.

   Milestones dates are resequenced when you enter a milestone with a bill date or when you change the bill date of an existing milestone. The application displays the user-defined and predefined milestones in ascending order by bill date, followed by milestones without a bill date.

   - For a new milestone, when you enter a bill date that falls between the bill dates of existing milestones, the milestones display in ascending order by bill date.

   - For an existing milestone, when you change the bill date which is either prior to a preceding milestone bill date or later than a succeeding milestone bill date, the milestones are resequenced and display in ascending order by bill date.

   When you enter a new milestone without a bill date or delete a milestone, there is no resequencing of milestones.

4. Run the Create Billing Lines concurrent program in Oracle Order Management.

   Oracle recommends that this program be scheduled to run periodically.

   For more information about the Creating Billing Lines concurrent program, see "Create Billing Lines Concurrent Program", page D-10.

5. Progress the billing lines to invoices in Oracle Accounts Receivable.

6. Use the **Billing Plan** page in Oracle Order Management to periodically review the progress of the billing plan.

   Using the **Billing Plan** page you can view the amount billed and the amounts yet to be billed. When the last billing plan line is billed and the source order line is with status Closed, then the billing plan status gets changed to Closed. No more billing can occur for this billing plan.

   > **Note:** If all the milestones are billed, then billing plan is closed in the **Close** activity of the source order line.
   >
   > If a source order line is in status Closed, then during the billing of the last milestone, the billing plan status gets changed to Closed.

   For more information about viewing billing plans, see "Recurring Billing User

Procedures", page 14-53.

7. Repeat Step 3 through Step 6 until all of the milestones have been reached and the sales order source line is closed.

8. If the customer returns a partial or full quantity of the item:

   1. Create an RMA in Oracle Order Management for the item on the sales order line associated with the billing plan.

   2. If the return was for a partial quantity, terminate the remaining billing plan lines that have yet to be billed using the **Billing Plan** page in Oracle Order Management.

      > **Note:** If you create an RMA for the full quantity, the system automatically terminates the billing plan and deletes the billing plan lines that are yet to be billed.

   For more information about terminating billing plans, see "Recurring Billing User Procedures", page 14-53.

Recurring Billing (Usage Based Billing)

Several rental and subscription contracts are billed based on a fixed and/or variable component. The variable component is usually based on usage of the underlying product. Usage based billing is widely used for tangible equipment as well as intangible products. For example, a hospital could rent an X-Ray machine that is billed on number of X-Rays. Similarly, a cloud server could be billed based on CPU usage, bandwidth usage, hard disk usage, and so on.

Enter the billing details in the Usage Based Billing page. Even though Usage can be entered several days prior to the Bill Date, the billing line will only be generated on the Bill Date. Bill Amount is calculated on the Bill Date.

Billing lines are generated by the concurrent program only if the Usage column has been entered by the Bill Date. If not, the billing lines will only be generated once Usage is entered, and the billing line will be generated at a later date than the Bill Date.

Recurring Billing High-Level Process Flow (Usage Based Billing Plan Lines on Billing Plan)

1. Use the **Sales Order** window in Oracle Order Management to create a sales order and a sales order line for a standard item.

2. Use the **Billing Plan** page in Oracle Order Management to create a billing plan associated with the sales order line.

   When you create the billing plan you can define usage based billing plan lines.

   You can opt to use one of the following usage based billing plan types to select whether usage units are applied to usage tiers incrementally or cumulatively:

- Bill Amount for each billing period is applied by calculating Usage Period incrementally to each Usage Tier: This option, when selected, enables you to apply Usage Units to Usage Tiers incrementally.

- Bill Amount for each billing period is applied by calculating Usage Period cumulatively to each Usage Tier: This option, when selected, enables you to apply Usage Units to Usage Tiers cumulatively.

For more information about how to create billing plans, see "Recurring Billing User Procedures", page 14-53.

3. Ship (book, pick, and ship confirm), fulfill and close the sales order line associated with the billing plan, to the customer in Oracle Order Management.

4. Run the Create Billing Lines concurrent program in Oracle Order Management.

    Oracle recommends that this program be scheduled to run periodically.

    For more information about the Creating Billing Lines concurrent program, see "Create Billing Lines Concurrent Program", page D-10.

5. Progress the billing lines to invoices in Oracle Accounts Receivable.

6. Use the **Billing Plan** page in Oracle Order Management to periodically review the progress of the billing plan.

    Using the **Billing Plan** page you can view the amount billed and the amounts yet to be billed. When the last billing plan line is billed, and the source order line is in status Closed, then the billing plan status is changed to Closed. No more billing can occur against this billing plan.

    For more information about viewing billing plans, see "Recurring Billing User Procedures", page 14-53.

7. If the customer returns a partial or full quantity of the item:

    1. Create an RMA in Oracle Order Management for the item on the sales order line associated with the billing plan.

    2. If the return was for a partial quantity, the system sets the Billing Plan status to Review Required. Review and update the billing plan using the **Billing Plan** page in Oracle Order Management.

        > **Note:** If you create an RMA for the full quantity, the system automatically terminates the billing plan and deletes the billing plan lines that are yet to be billed.

    For more information about terminating billing plans, see "Recurring Billing User Procedures", page 14-53.

Billing Plan Statuses

These are the statuses for a billing plan:

Billing Plan Status	Description
Open	Initial status of a billing plan. Billing has not started yet. Billing plan information can be updated.
Billing in Progress	Billing has started per the associated billing plan. At least one billing line on the billing plan has been billed. Billing plan information can be updated.
Closed	Billing is complete for all billing plan lines in the billing plan. Billing plan information cannot be updated.
Terminated	You have manually terminated the billing plan to stop further billing, or an RMA (with full quantity) has been created against the source order line. Billing plan information cannot be updated.
Review Required	You are expected to review the billing plan because changes to quantity and amount has happened to source order line, or RMA with partial quantity has been created when billing is in progress. In this status, you can review and update the billing plan with respect to bill dates, amounts, and so on.

Recurring Billing User Procedures

This section includes the following recurring billing procedures:

- Create a billing plan with fixed number of lines, page 14-54.

- View a billing plan with fixed number of lines, page 14-64.

- Update a billing plan with fixed number of lines, page 14-65.

- Delete a billing plan with fixed number of lines, page 14-70.

- Terminate a billing plan with fixed number of lines, page 14-70.

- Complete the review of a billing plan with fixed number of lines, page 14-71.

- Create a billing plan with indefinite number of lines, page 14-72.

- View a billing plan with indefinite number of lines, page 14-80.

- Update a billing plan with indefinite number of lines, page 14-81.

- Delete a billing plan with indefinite number of lines, page 14-83.

- Terminate a billing plan with indefinite number of lines, page 14-83.

- Complete the review of a billing plan with indefinite number of lines, page 14-84.

- Create a billing plan with milestone-based billing, page 14-84.

- View a billing plan with milestone-based billing, page 14-94.

- Update a billing plan with milestone-based billing, page 14-95.

- Delete a billing plan with milestone-based billing, page 14-100.

- Terminate a billing plan with milestone-based billing, page 14-100.

- Complete the review of a billing plan with milestone-based billing, page 14-101.

Prerequisites

❒ You have set up recurring billing.

To set up recurring billing, see *Oracle Order Management Implementation Manual*.

To Create a Billing Plan with Fixed Number of Lines:

1. Navigate to the **Sales Orders** window.

2. Enter sales order header information in the **Order Information** tab.

Sales Orders window - Order Information tab

3. Select the **Line Items** tab.

4. Enter sales order line information for a standard item.

5. (Optional) Select the **Billing Validation** check box to validate the billing plan lines to the source order line.

> **Note:** The **Billing Validation** field is folder enabled.

If you select this check box, the sum of the amounts on the billing plan lines must be equal to the extended price of the source order line. In the case of a partial quantity RMA, the sum of billing plan lines can be less than or equal to but not greater than the order line amount.

If you do not select this check box, then there is no validation between the amounts on billing plan lines and the extended price of the source order line.

Sales Orders window - Line Items tab
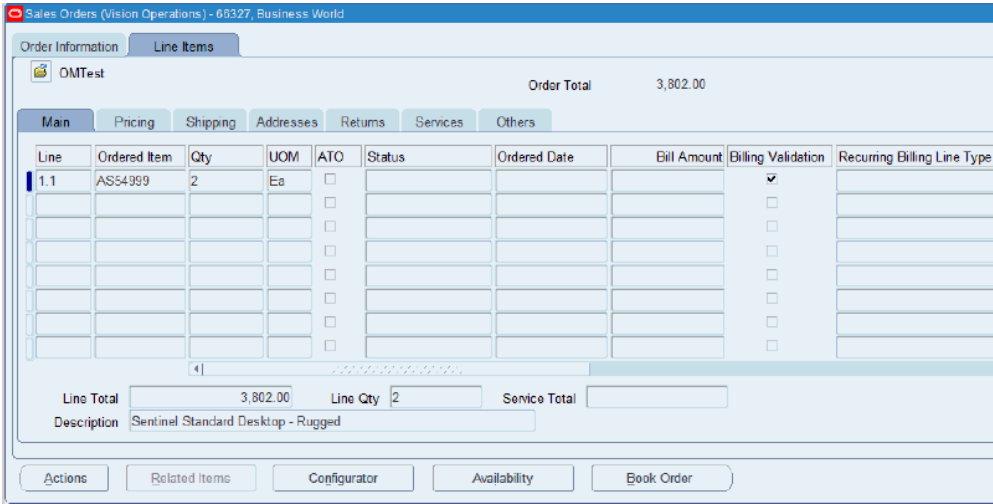
6. From the **Action**s menu, select **Billing Plan** and click **Ok**.

> **Note:** Billing plan information can be recorded for standard items.

Billing Plan page

The Billing Plan page opens with the following fields. The **Generate Billing Plan Lines Indefinitely** option is selected by default.

- Order Number: This is the source order number associated with the billing plan.

- Line: This is the source order line associated with the billing plan.

- Ordered Item: This is the item associated with the source order line.

- Item Description: This is the description of the ordered item.

- Order Quantity: This is the quantity ordered of the item.

- Returned Quantity: This is the quantity returned to this date for the item. When you create the billing plan, the value is 0.

  Sum of ordered quantity of all RMA lines created for the source order line.

- Extended Price: This is extended price of the item.

  (Unit Selling Price * Quantity) of source order line.

- Billed Amount: This is the billed amount to date for the billing plan. When you create the billing plan, there is no amount.

- Billed Plan Lines: This is the count of billing plan lines that are billed. When you create the billing plan, the value is 0..

- Billing Plan Status: This is the status of the billing plan. After you create the billing plan the status is Open. The statuses are:
  - Open
  - Billing in Progress
  - Closed
  - Terminated
  - Review Required

7. Select the **Generate a Fixed Number of Billing Plan Lines** option.

   > **Note:** You do not have to enter the parameters to generate a fixed number of billing plan lines for a billing plan. You can choose to bypass these steps and enter the lines directly in the Billing Plan Lines table.

   After you select the **Generate a Fixed Number of Billing Plan Lines** option, the following fields display:

   - **Unbilled Amount**: This is the amount pending to be billed. When you create the billing plan, the amount is 0. This field is available when managing billing plans for fixed number of billing plan lines and for milestone based billing plan lines.

   - **Unbilled Plan Lines**: This is the count of pending billing plan lines. When you create the billing plan, the value is 0. This field is available when managing billing plans for fixed number of billing plan lines and for milestone based billing plan lines.

8. (Optional) Select **Bill First Billing Plan Line with Source Order Line** option to bill the first billing plan line with the source order line.

   If you select this option, the start date must be same as the bill date of the second billing plan line.

9. Enter the following information:

Field	Description
Billing Frequency	Enter the frequency to create the billing plan lines.
Start Date	Select the start date for the billing plan lines.
Billing Period	Select the billing period to create the billing plan lines. The billing periods are: • Day • Month • Week • Year Billing periods are system defined using the Billing Plan Period Lookup Type.
Billing Amount	(Optional) Enter the amount for each billing plan line. If you do not enter the billing amount here the you can enter the billing amount later for each individual billing plan line after the lines are generated.
Number Of Billing Plan Lines	Enter the number of billing plan lines that you want to create.

Billing Plan page

10. Click **Generate Billing Plan Lines.**

Billing Plan page (1 of 2)

Billing Plan page (2 of 2)

The system automatically creates the billing plan lines according to the parameters you entered, and then displays them in the **Billing Plan Lines** region of the page in a table format. The Total field at the top of the table displays the sum total of all Bill Amounts for all billing plan lines.

11. (Optional) Enter a description for one or more individual billing plan lines.

The description you enter is appended to the Line Description for the invoice when

it is created.

Billing Plan page

12. (Optional) Enter or change the bill amount for one or more individual billing plan lines.

13. (Optional) Enter additional billing plan lines:

    1. Click the **Add Another Row** icon at the top of the Billing Plan Lines table.

    2. Enter the following information:

        > **Note:** The system automatically generates the sequence number.

    • Bill Date

    • Bill Amount

    • (Optional) Description

14. Click **Save**.

Billing Plan page

If the Billing Validation check box was selected, thn the e total bill amount for all the billing plan lines is validated against the extended amount on the sales order line. Otherwise, there is no bill amount validation. . If the billing plan passes validation or there is no validation, then the billing plan is created and the Billing Plan Status is set to *Open*.

Sales Orders window - Line Items tab

When you re-query the sales order associated with the billing plan using the Sales Orders window, and view the sales order line, the Bill Amount field displays zero $0.00 and the Recurring Billing Line Type field displays *Source Order Line.*

To View a Billing Plan with Fixed Number of Lines:

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated with a billing plan to view.

3. Select the **Line Items** tab.

4. Select the line associated with a the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **Ok**.

Billing Plan page

The Billing Plan page opens with the billing plan and its associated billing plan lines.

After a billed line is created for a billing plan line, you can view the billed line and the billed line status in the Billing Plan Lines region of the page. The Billing Plan Status changes from *Open* to *Billing In Progress*. Billed lines are created using the **Create Billing Lines** concurrent program. After the billed line is closed the **Billed Amount** field, **Billed Plan Lines** field, **Unbilled Amount** field, and **Unbilled Plan Line** fields are updated to reflect the current billed and unbilled information.

To Update a Billing Plan with Fixed Number of Lines:

You can update billing plans with a billing plan status as *Open*, *Billing In Progress*, or *Review Required*.

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated to a billing plan to update.

3. Select the **Line Items**tab.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **OK**.

Billing Plan page

The **Billing Plan** page opens with the billing plan and its associated billing plan lines.

6. Perform one or more of these procedures:

To Update Bill Amount and/or Description

1. Update the bill amount and description for an existing billing plan line.

> **Note:** You can only update the **Bill Amount** and **Description** fields for billing plan lines if there is no billing for the billing plan line.

2. Click **Save**.

To Add Another Billing Plan Line

1. Click **Add Another Row**.

Billing Plan page

2. Enter the following information:

> **Note:** Sequence is a sequential number automatically assigned by the system.

- Bill Date

- Bill Amount

- (Optional) Description

Billing Plan page

3.   Click **Save**.

Billing Plan page

To Delete Specific Billing Plan Lines

1. Click **Delete**.

> **Note:** You can only delete a billing plan line if there is no billing for the billing plan line.

2. Click **Save**.

To Re-Generate the Fixed Number of Billing Plan Lines

1. Select the **Generate a Fixed Number of Billing Plan Lines** option.

> **Note:** You can only regenerate the fixed number of billing plan lines for a billing plan with a billing plan status as *Open*.

2. (Optional) Select **Bill First Billing Plan Line with Source Order Line** option.

3. Enter the following:

    1. Billing Frequency

    2. Start Date

3. Billing Amount

4. Billing Period

5. Number of Billing Plan Lines

4. Click **Generate Billing Plan Lines**.

   A message displays stating that the existing billing plan lines will be lost and would you like to proceed.

5. Click **Yes.**

   The system automatically creates the billing plan lines with the parameters that you entered. The existing billing plan lines are removed.

6. Click **Save**.

To Delete a Billing Plan with Fixed Number of Billing Plan Lines:

You can only delete a billing plan with a billing plan status as *Open*.

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated with a billing plan that you want to delete.

3. Select the **Line Items** tab in the **Sales Orders** window.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **OK.**

   The **Billing Plan** page opens with the billing plan and its associated billing plan lines.

6. Click **Delete**.

   A message displays stating that the billing plan lines will be lost and would you like to continue.

7. Click **Yes.**

   All the billing plan lines are deleted.

To Terminate a Billing Plan with Fixed Number Lines:

You can only manually terminate billing plans with a billing plan status as *Billing In Progress*.

The **Terminate** button displays on the **Billing Plan** page after you have created a billing line for one of the billing plan lines on the billing plan.

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated to a billing plan that you want to terminate

3. Select the **Line Items** tab.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **OK**.

   The **Billing Plan** page opens with the billing plan and its associated billing plan lines. If a billing plan line has been billed the Billed Line and Billed Line Status columns are populated for the billing plan line.

6. Click **Terminate**.

   A warning message appears asking are you sure you want to terminate the billing plan?

7. Click **Yes**.

   All the billing plan lines that have not been billed are deleted. The lines that have been billed remain. The billing plan status of the billing plan changes from *Billing In Progress* to *Terminated*.

To Complete a Review for a Billing Plan with Fixed Number of Lines:

You can complete a review for billing plans with a billing plan status as *Review Required*.

The **Review Complete** button displays on the Billing Plan page. When you invoice the source order line and the amounts on the billing plan lines for the billing plan do no match the extended amount on the sales order line. This occurs even when you do not perform billing validation. Before the source order line invoice can be created, you must review the billing plan and make any adjustments if necessary to ensure that the amount discrepancy between the billing plan lines and the extended amount on the sales order line is what you intended.

The **Review Complete** button also displays when you have created an RMA for a partial quantity of the source order line.

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated to a billing plan that you want to review.

3. Select the **Line Items** tab.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **OK.**

   The Billing Plan page opens with the billing plan and its associated billing plan lines.

6. (Optional) Change the information associated with existing billing plan lines and create new billing plan lines.

7. Click **Review Complete**.

   The Billing Plan Status changes from *Review Required* to *Open*.

8. Click **Save**.

To Create a Billing Plan with Indefinite Number of Lines:

1. Navigate to the **Sales Orders** window.

2. Enter the sales order header information in the **Order Information** tab.

Sales Orders window - Order Information tab

3. Enter sales order line information for a standard item in the **Line Items** tab.

4. (Optional) Select the **Billing Validation** check box to validate the billing plan.

   > **Note:** The Billing Validation field is folder enabled.

   If you select this check box, then the billing amount on the billing plan must match the extended price of the source order line. In the case of partial quantity RMA, billing amount can be less than or equal to but not greater than the order line amount.

   If you do not select this check box, then there is no validation between billing amount and the extended price of the source order line.

Sales Orders window - Line Items tab

5. From the **Actions** menu, select **Billing Plan** and click **OK**.

Billing Plan page

The Billing Plan page opens with the following fields. The **Generate Billing Plan Lines Indefinitely** option is selected by default.

- Order Number: This is the source order number associated with the billing plan.

- Line: This is the source order line associated with the billing plan.

- Ordered Item: This is the item associated with the source order line.

- Item Description: This is the description of the ordered item.

- Order Quantity: This is the quantity ordered of the item.

- Returned Quantity: This is the quantity returned for the item. When you create a billing plan, the value is 0.

  Sum of ordered quantity of all RMA lines created for the source order line.

- Extended Price: This is the extended price of the item.

  (Unit Selling Price * Quantity) of source order line

- Billed Amount: This is the billed amount to date for the billing plan. When you create a billing plan, this value is 0.

- Billed Plan Lines: This is the count of billing plan lines that are billed. When you create a billing plan, this value is 0

- Billing Plan Status: This is the status of the billing plan. After you create the billing plan, the status is *Open*. The other statuses are:

  - Open

  - Billing in Progress

  - Closed

  - Terminated

  - Review Required

6. The **Generate Billing Plan Lines Indefinitely** option is selected by default.

7. (Optional) Select **Bill First Billing Plan Line with Source Order Line** option to bill the first billing plan line with the source order line.

    If you select this option, then the **Start Date** must be the same as the **Bill Date** of the second billing plan line.

8. Enter the following information:

Field	Description
Billing Frequency	Enter the frequency to create the billing plan lines.
Start Date	Select the start date for the billing plan lines.

Field	Description
Billing Period	Select the billing period to create the billing plan lines. The billing periods are: • Day • Month • Week • Year Billing periods are system defined using the Billing Plan Period Lookup Type.
Billing Amount	Enter the amount for each billing plan line.

Billing Plan page

9. Click **Save**.

Billing Plan page

If the **Billing Validation** check box is selected, then the billing amount that was entered for each potential billing plan line is validated for the extended amount on the sales order line. Otherwise, no bill amount validation occurs. If the billing plan passes validation or there is no validation, then the billing plan is created and the **Billing Plan Status** is set to **Open**.

When defining indefinite number of billing plan lines, these billing plans lines do not display in the **Billing Plan** page until the billing line is created by running the **Create Billing Lines** concurrent program. After the program runs, you can view the billing plan lines associated with the billing plan using the **Billing Plan** page.

Sales Orders Window - Line Items tab

When you re-query the sales order using the **Sales Orders** window and view the sales order line, the **Bill Amount** field displays $0.00 and the **Recurring Billing Line Type** displays **Source Order Line**.

To View a Billing Plan with Indefinite Number of Lines:

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated to a billing plan that you want to view.

3. Select the **Line Items** tab.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **OK**.

Billing Plan page

The Billing Plan page opens with the billing plan and its associated billing plan lines.

If you specified an indefinite number of lines for the billing plan, the the billing plan lines do not display on this page until billing lines have been created using the **Create Billing Lines** concurrent program. After a billing line is created for a billing plan line, you can view the bill date, bill amount, billed line, and billed line status in the Billing Plan Lines region of the page. The **Billing Plan Status** changes from *Open to Billing In Progress*. After the billed line is closed, the **Billed Amount** field and **Billed Plan Lines** field are updated to reflect the current billed information.

To Update a Billing Plan with Indefinite Number of Lines:

After a billing plan has been created by entering indefinite number of lines parameters those parameters are saved. You can change those parameters, but the new parameter values are applicable to billing plan lines that are created in the future.

You can only update billing plans with a billing plan status as *Open* or *Billing In Progress*.

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated to a billing plan that you want to update.

3. Select the **Line Items** tab.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **OK**.

   The Billing Plan page opens with the billing plan and its associated billing plan lines.

6. (Optional) Select **Bill First Billing Plan Line with Source Order Line** option to bill the first billing plan line with the source order line.

   If you select this option, the start date must correspond to the bill date of the second billing plan line.

   You can only select this option if the source order line for the billing plan has not been invoiced or closed.

7. Enter the following information:

Field	Description
Billing Frequency	Enter the frequency to create the billing plan lines.
Start Date	Select the start date for the billing plan lines.
Billing Period	Select the billing period to create the billing plan lines. The billing periods are: • Day • Month • Week • Year Billing periods are system defined using the Billing Plan Period Lookup Type.
Billing Amount	Enter the amount for each billing plan line.

8. Click **Save**.

To Delete a Billing Plan with Indefinite Number of Lines:

You can delete a billing plan with a billing plan status as *Open*.

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated to a billing plan that you want to delete.

3. Select the **Line Items** tab.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **OK**,

   The Billing Plan page opens with the billing plan and its associated billing plan lines.

6. Click **Delete**.

   A message displays stating that the billing plan lines will be lost and would you like to continue.

7. Click **Yes**.

   All the billing plan lines are deleted.

To Terminate a Billing Plan with Indefinite Number of Lines:

You can manually terminate billing plans with a billing plan status as *Billing In Progress*.

After you create a billing line for one of the billing plan lines on the billing plan, the **Terminate** button is available on the Billing Plan page.

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated to a billing plan that you want to manually terminate.

3. Select the **Line Items** tab in the **Sales Orders** window.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **Ok**.

   The Billing Plan page opens with the billing plan and its associated billing plan lines. You can see the billing plan lines after these have been billed.

6. Click **Terminate.**

   A warning message appears asking are you sure you want to terminate the billing

plan?

7. Click **Yes.**

   All the billing plan lines that have not been billed are deleted. The lines that have been billed are available. The billing plan status of the billing plan changes from *Billing In Progress* to *Terminated*.

To Complete a Review for a Billing Plan with Indefinite Number of Lines:

You can only complete a review for billing plans with a billing plan status as *Review Required*.

The **Review Complete** button is available on the **Billing Plan** page when you attempt to invoice the source order line and the amounts on the billing plan lines for the billing plan do not match the extended amount on the sales order line. This occurs even when do not perform billing validation. Before the source order line invoice can be created, you must review the billing plan and make any adjustments if necessary to ensure that the amount discrepancy between the billing plan lines and the extended amount on the sales order line is what you intended.

The **Review Complete** button is available when you create an RMA for a partial quantity of the source order line.

1. Navigate to the Sales Orders window.

2. Search for a sales order that has a sales order line associated to a billing plan that you want to review.

3. Select the Line Items tab on the Sales Orders window.

4. Select the line associated to the billing plan.

5. From the Actions menu, select *Billing Plan* and click **OK.**

   The Billing Plan page appears displaying the billing plan.

6. (Optional) Change the parameters associated with the billing plan lines.

7. Click **Review Complete.**

   The Billing Plan Status changes from Review Required to Open.

8. Click **Save.**

To Create a Billing Plan with Milestone-Based Billing:

1. Navigate to the **Sales Order** window.

2. Enter sales order header information in the **Order Information** tab.

Sales Orders Window - Order Information Tab

3. Select the **Line Items** tab.

4. Enter sales order line information for a standard item in the **Main** sub tab.

5. (Optional) Select the **Billing Validation** check box if you want to validate the billing plan lines to the source order line.

    > **Note:** The **Billing Validation** field is folder-enabled.

    If you select this check box, the sum of the amounts on the billing plan lines must be equal to the extended price of the source order line. In the case of a partial quantity RMA, the sum of billing plan lines can be less than or equal to but not greater than the order line amount.

    If you do not select this check box, no validation is enforced between the amounts on billing plan lines and the extended price of the source order line.

Sales Orders Window - Line Items Tab

6. From the Actions menu, select **Billing Plan** and click **OK.**

> **Note:** Billing plan information can only be captured against standard items.

Billing Plan Page

The **Billing Plan** page appears. The **Generate Billing Plan Lines Indefinitely** option is selected by default. The following fields appear at the top of the page:

- **Order Number:** The source order number associated with the billing plan.

- **Line:** The source order line associated with the billing plan.

- **Ordered Item:** The item associated with the source order line.

- **Item Description:** The description of the ordered item.

- **Order Quantity:** The quantity ordered of the item.

- **Returned Quantity:** The quantity returned to this date for the item.

  The sum of the ordered quantity of all RMA lines created against the source order line.

- **Extended Price:** The extended price of the item.

  (Unit Selling Price * Quantity) of source order line

- **Billed Amount:** The billed amount to date for the billing plan.

- **Billed Plan Lines:** The number of billing plan lines that have been billed.

- **Billing Plan Status:** The status of the billing plan. The possible values for this field are:
    - Open (The billing plan has been created but has not progressed.)

    - Billing in Progress

    - Closed

    - Terminated

    - Review Required

7. Select the **Milestone Based Billing** option.

   After you select the **Milestone Based Billing** option, two additional fields appear in the upper region of the page. These fields are:

   - **Unbilled Amount:** This field displays the amount yet to be billed. The field is available when managing fixed-number and milestone-based billing plans.

   - **Unbilled Plan Lines:** This field displays the number of pending billing plan lines. When you create a billing plan, this number is zero. This field is available when managing billing plans for fixed-number of billing plan lines and for milestone-based billing plan lines.

8. Enter the number of milestone billing plan lines you want to create in the **Number Of Milestone** field.

Billing Plan Page

9. Click **Generate Milestones.**

Billing Plan Page

The system automatically creates the billing plan lines according to the parameters you entered, and then displays them in a table format in the **Billing Plan Lines** region of the page.

10. Enter this information:

Field	Description
Milestone	Select a milestone for the billing plan line.
	Milestones are defined using extensible lookup type BILLING_PLAN_MILESTONE. Oracle Order Management provides the Booking, Fulfillment, and Customer Acceptance predefined milestones, which must be entered in the billing plan in the same order listed here.
	You cannot select a milestone that has already been reached for an order.
	The milestone field is appended to the item description attribute for the invoice when it is created.
Bill Percent or **Bill Amount**	Enter either the bill percent or the bill amount of the billing plan for this milestone. When you enter a value in the **Bill Percent** field, the **Bill Amount** field is automatically populated. The reverse is also true.
Bill Date	(Optional) Select a bill date for user-defined custom milestones. You must manually enter the bill date or use the PO API.
	Billing cannot start before booking and custom milestones must occur after booking even if Booking is not selected as a milestone. If a bill date for a custom milestone is prior to booking, the milestone will only be invoiced after the order is booked.
	For the predefined milestones (Booking, Fulfillment, and Customer Acceptance) the bill date is the completion date of the event. The completion date is automatically populated by Oracle Order Management for each milestone and you cannot manually enter a bill date.

Billing Plan Page

11. (Optional) Enter additional billing plan lines:

    1. Click **Add Another Row** at the top of the **Billing Plan Lines** table.

    2. Enter this information:

        1. **Milestone**

        2. **Bill Percent** or **Bill Amount**

        3. **Bill Date** for user-defined milestones

12. Click **Save.**

Billing Plan Page

If the **Billing Validation** check box was selected, the total bill amount for all the billing plan lines is validated against the extended amount on the sales order line. Otherwise, no bill amount validation occurs. If the billing plan passes validation or there is no validation, then the billing plan is created and the billing plan status is set to Open. The **Delete** button also appears at the top of the **Billing Plan** page. The **Total** at the top of the table displays the total of all bill amounts for all bill plan lines.

Sales Orders Window - Line Items Tab

When you re-query the sales order associated with a billing plan using the **Sales Orders** window, and view the sales order line, the **Bill Amount** field displays $0.00 and the **Recurring Billing Line Type** field displays Source Order Line.

To View a Billing Plan with Milestone-Based Billing:

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated with a billing plan that you want to view.

3. Select the **Line Items** tab in the **Sales Orders** window.

4. Select the line associated with the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **Ok.**

Billing Plan Page

The **Billing Plan** page appears displaying the billing plan and its associated billing plan lines.

After a billed line is created for a billing plan line, you can view the billed line and the billed line status in the Billing Plan Lines region of the page. The **Billing Plan Status** changes from Open to Billing In Progress. Billed lines are created using the Create Billing Lines concurrent program. After the billed line is closed, the **Billed Amount** field, the **Billed Plan Lines** field, the **Unbilled Amount** field, and the **Unbilled Plan Line** fields are updated to reflect the current billed and unbilled information.

To Update a Billing Plan with Milestone-Based Billing:

You can update a billing plan with a status as *Open, Billing In Progress, or Review Required*.

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated with a billing plan that you want to update.

3. Select the **Line Items** tab in the **Sales Orders** window.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **Ok**.

Billing Plan Page

The **Billing Plan** page appears displaying the billing plan and its associated billing plan lines.

6. Perform one or more of these procedures:

To Update the Bill Percent or Bill Amount

1. Update the **Bill Percent** or **Bill Amount.**

2. Click **Save.**

To Add Another Billing Plan Line

1. Click **Add Another Row.**

Billing Plan Page

2. Enter this information:

    1. **Milestone**

    2. **Bill Percent** or **Bill Amount**

    3. **Bill Date** for user-defined milestones.

Billing Plan Page

3. Click **Save.**

Billing Plan Page

To Delete Specific Billing Plan Lines

1. Click **Delete** next to a billing plan line.

> **Note:** You can only delete a billing plan line if no billing has occurred against the billing plan line.

2. Click **Save.**

To Re-Generate the Milestones

1. Select the **Milestone Based Billing** option.

> **Note:** You can only re-generate milestones for a billing plan with a billing plan status of Open.

2. In the **Number Of Milestones** field, enter the number of milestone billing plan lines you want to create.

3. Click **Generate Milestones.**

The system notifies you that the existing billing plan lines will be lost, and asks if would you like to continue.

4. Click **Yes.**

   The system automatically creates the billing plan lines according to the parameters you entered. The existing billing lines are removed.

5. Enter this information:

   1. **Milestone**

   2. **Bill Percent** or **Bill Amount**

   3. **Bill Date** for user-defined milestones.

6. Click **Save.**

To Delete a Billing Plan with Milestone-Based Billing:

You can only delete a billing plan with a status of Open.

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated with a billing plan that you want to delete.

3. Select the **Line Items** tab in the **Sales Orders** window.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **Ok**.

   The **Billing Plan** page appears displaying the billing plan and its associated billing plan lines.

6. Click **Delete** at the top of the page.

   The system notifies you that the existing billing plan lines will be lost, and asks if would you like to continue.

7. Click **Yes.**

   All of the billing plan lines are deleted.

To Terminate a Billing Plan with Milestone-Based Billing:

You can only manually terminate billing plans with a status of Billing In Progress.

The **Terminate** button appears on the **Billing Plan** page after you have created a billing line.

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated with a billing plan that you want to terminate.

3. Select the **Line Items** tab in the **Sales Orders** window.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **Ok**.

   If a billing plan line has been billed, the **Billed Line** and **Billed Line Status** columns populate for the billing plan line.

6. Click **Terminate.**

   The system asks if you are sure you want to terminate the billing plan?

7. Click **Yes.**

   All of the billing plan lines that have not been billed are deleted. The lines that have been billed remain. The billing plan status of the billing plan changes from Billing In Progress to Terminated.

To Complete the Review of a Billing Plan with Milestone-Based Billing:

You can only complete a review for billing plans with a status of Review Required.

The **Review Complete** button appears on the Billing Plan page when you attempt to invoice the source order line and the amounts on the billing plan lines for the billing plan do no match the extended amount on the sales order line. This occurs even when you have selected to not perform billing validation. Before the source order line invoice can be created, you must review the billing plan and make necessary adjustments to ensure that the amount discrepancy between the billing plan lines and the extended amount on the sales order line is what you intended.

The **Review Complete** button also appears when you have created an RMA for a partial quantity of the source order line.

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated with a billing plan that you want to review.

3. Select the **Line Items** tab on the **Sales Orders** window.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **OK.**

   The **Billing Plan** page appears displaying the billing plan and its associated billing plan lines.

6. (Optional) Change the information associated with existing billing plan lines and/or create new billing plan lines.

7. Click **Review Complete.**

   The **Billing Plan Status** changes from Review Required to Open.

8. Click **Save.**

To Create a Billing Plan with Usage Based Billing:

1. Navigate to the **Sales Order** window.

2. Enter sales order header information in the **Order Information** tab.

Sales Orders Window - Order Information Tab

3. Select the **Line Items** tab.

4. Enter sales order line information for a standard item in the **Main** subtab.

Sales Orders Window - Line Items Tab
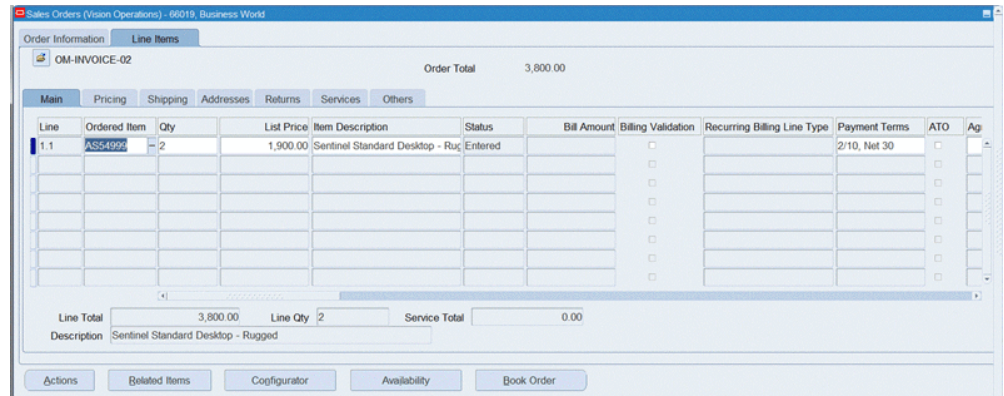
5. From the **Actions** menu, select **Billing Plan** and click **OK**.

> **Note:** Billing plan information can only be recorded for standard items.
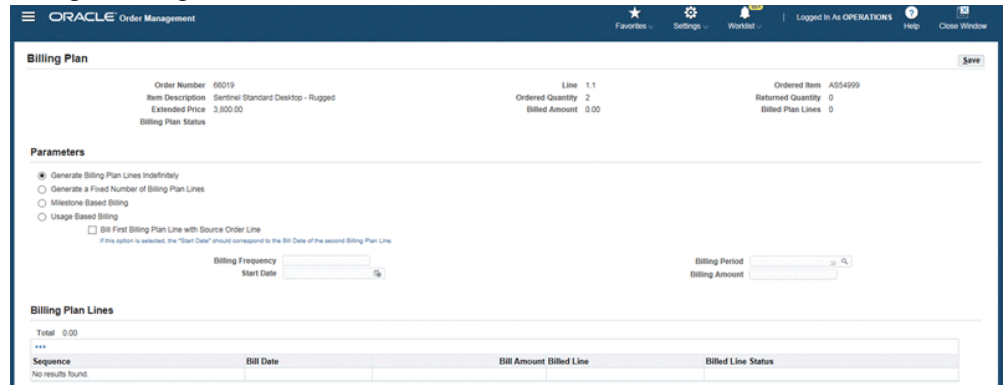
Billing Plan Page

The Billing Plan page opens with the following the fields. The **Generate Billing Plan Lines Indefinitely** option is selected by default.

- Order Number: This is the source order number associated with the billing plan.

- Line: This is the source order line associated with the billing plan.

- Ordered Item: This is the item associated with the source order line.

- Item Description: This is the description of the ordered item.

- Ordered Quantity: This is the quantity ordered of the item.

- Returned Quantity: This is the quantity returned for the item. The sum of the ordered quantity of all RMA lines created against the source order line.

- Extended Price: This is the extended price of the item. (Unit Selling Price * Quantity) of source order line .

- Unbilled Amount: This is the pending amount to be billed. Unbilled Amount for Usage Based Billing is always zero.

- Unbilled Plan Lines: This is the count of pending billing plan lines. This field displays a zero value when creating the billing plan. This field is available while managing billing plans for fixed number of billing plan lines, for milestone based billing plan lines and for usage based billing plan lines.

- Billed Amount: This is the billed amount to date for the billing plan.

- Billed Plan Lines: This is the number of billing plan lines that have been billed.

- Billing Plan Status: This is the status of the billing plan with the following values:
  - Open (The billing plan has been created but has not progressed)
  - Billing in Progress
  - Closed
  - Terminated
  - Review Required

6. Select the **Usage Based Billing** option. You can then select the check boxes to apply the usage units to the usage tiers either incrementally or cumulatively.

- **Bill Amount for each Billing Period is applied by calculating Usage Period incrementally to each Usage Tier**: Select this option to apply the usage units to usage tiers incrementally.

- **Bill Amount for each Billing Period is applied by calculating Usage Period cumulatively to each Usage Tier**: Select this option to apply the usage units to usage tiers cumulatively.

Billing Plan Page

7. Click to generate a Billing Plan incrementally or cumulatively.

8. You can define tiers using any combination of a fixed billing amount and a billing amount per unit. Create any combination of a fixed billing component and variable billing component. Enter the **From, To, Fixed Billing Amount** and **Billing Amount per unit.**

9. Enter the following information:

   • Billing Frequency (for example: 1 year)

   • Billing Period (for example: Month)

   • Number of Billing Plan Lines (for example: 12)

   • Start Date (for example: today's date)

   Click **Generate Billing Plan Lines**. The system automatically creates billing plan lines based on the parameters you specified, and displays them in a tabular format in the Billing Plan Lines region.

10. (Optional) Enter additional billing plan lines and the relevant information:

    Click **Add Another Row**.

    Enter the following information. The system automatically generates the sequence number.

    • Bill Date

    • Bill Amount

    • (Optional) Description

Click **Save**.

11. The bill amount is calculated by the **Create Billing Lines** concurrent program depending on the usage for each billing period.

    Bill amount is not a mandatory and user enterable field. It is a read-only field. You can enter the usage several days prior to the bill date, however, the billing line will only be generated on the bill date.

    The bill amount is always calculated on the bill date. Billing lines are generated by the **Create Billing Lines** concurrent program only when you enter **Usage** by the bill date.

    The billing line will be generated at a later date than the bill date after you enter the usage. Billed plan lines cannot be edited. You cannot update the usage after the billing lines have been generated by the **Create Billing Lines** concurrent program.

12. The Billing Plan Lines region displays the generated billing plan line details, including the Billing Line Status.

The Delete button also appears at the top of the Billing Plan page. You can see the total of all bill amounts for all bill plan lines.

> **Important:** If the order line amount or quantity changes after the billing plan was last updated, the Billing Plan Status changes to Review Required (for the order line). The review is required before invoicing or closing the order line. In such a situation, the order line cannot progress until the review is complete.

After the line is closed, usage for each billing period can be entered manually or automatically using open interfaces. The billed amount will be automatically calculated and invoiced on the bill date.

When you re-query the sales order associated with a billing plan in the **Sales Orders** window, and view the sales order line, the **Bill Amount** field displays $0.00 and the **Recurring Billing Line Type** field displays Source Order Line.

To View a Billing Plan with Usage Based Billing:

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated with a billing plan that you want to view.

3. Select the **Line Items** tab in the **Sales Orders** window.

4. Select the line associated with the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **OK**.

   The Billing Plan page opens with the billing plan and its associated billing plan lines. After a billed line is created for a billing plan line, you can see the billed line and the billed line status in the **Billing Plan Lines** region of the page. The Billing Plan Status changes from *Open* to *Billing In Progress*. Billed lines are created using

the **Create Billing Lines** concurrent program. After the billed line is closed, the application updates the **Billed Amount** field, the **Billed Plan Lines** field, and the **Unbilled Plan Line** field to reflect the current billed and unbilled information.

To Update a Billing Plan with Usage Based Billing:

1. When billing starts, the Usage Billing Plan may be updated and the new values are applied to future billing plan lines.

   After billing has commenced, billed plan lines cannot be updated. However, unbilled plan lines can be updated. In addition, new lines can be added for renewal or extension.

   You can only update a billing plan with a status as *Open, Billing In Progress,* or *Review Required*.

   1. Navigate to the **Sales Orders** window.

   2. Search for a sales order that has a sales order line associated with a billing plan that you want to update.

   3. Select the **Line Items** tab in the Sales Orders window.

   4. Select the line associated with the billing plan.

   5. From the **Actions** menu, select **Billing Plan** and click **OK**.

   The Billing Plan page opens with the billing plan and its associated billing plan lines. You can perform the following steps:

   To Update the Usage column:

   - Click **Update Usage**.

   - Click **Save**.

     > **Important:** You can update only the Bill Date, Description, and Usage fields for billing plan lines if there is no billing for the billing plan lines.

   To Add Another Billing Plan Line:

   - Click Add Another Row.

   - Enter the following information:

     - Bill Date

     - Usage

- (Optional) Description

> **Note:** Sequence is a sequential number, automatically assigned by the system.

- Click Save. You get a confirmation message informing you that your changes have been saved.

- You can add or updated usage tiers as well.

To Delete Specific Billing Plan Lines:

- Click Delete next to a billing plan line. Note: You can only delete a billing plan line if no billing has occurred against the billing plan line.

- Click Save.

To Re-Generate the Usage elements:

- Select the Usage Based Billing option. Note: You can only re-generate billing plan lines with a billing plan status of Open.

- Enter the following:
  - Billing Frequency

  - Start Date

  - Billing Period

  - Number of Billing Plan Lines

- Click Generate Billing Plan Lines. The system notifies you that the existing billing plan lines will be lost, and asks if would you like to continue

- Click Yes. The system automatically creates the billing plan lines according to the parameters you entered. The existing billing plan lines are removed.

- Click Save.

To Delete a Billing Plan with Usage Based Billing:

You can only delete a billing plan with a status as *Open*.

1. Navigate to the **Sales Orders** window.

2. Search for a sales order that has a sales order line associated with a billing plan that

you want to delete.

3. Select the **Line Items** tab on the **Sales Orders** window.

4. Select the line associated to the billing plan.

5. From the **Actions** menu, select **Billing Plan** and click **OK**.

   The **Billing Plan** page appears displaying the billing plan and its associated billing plan lines.

6. Click **Delete**.

   The system notifies you that the existing billing plan lines will be lost, and asks if would you like to continue.

7. Click **Yes.**

   All the billing plan lines are deleted.

To Terminate a Billing Plan with Usage Based Billing:

1. You can only manually terminate billing plans with a status of *Billing In Progress*. After billing has commenced, RMAs will automatically terminate further billing. The Terminate button appears on the Billing Plan page after you have created a billing line for one of the billing plan lines on the billing plan.

   • Navigate to the **Sales Orders** window.

   • Search for a sales order that has a sales order line associated with a billing plan that you want to terminate.

   • Select the **Line Items** tab in the **Sales Orders** window. Select the line associated with the billing plan.

   • From the **Actions** menu, select **Billing Plan** and click **OK**. If a billing plan line has been billed the **Billed Line** and **Billed Line Status** columns are populated for the billing plan line.

   • Click **Terminate**. A message appears - *If you are sure you want to terminate the billing plan*? Click **Yes**. All the billing plan lines that have not been billed are deleted. The lines that have been billed remain. The billing plan status of the billing plan changes from *Billing In Progress* to *Terminated*.

To Complete the Review of a Billing Plan with Usage Based Billing:

You can only complete a review for billing plans with a status of **Review Required**.

The Review Complete button appears on the Billing Plan page when you attempt to

invoice the source order line and the amounts on the billing plan lines for the billing plan do no match the extended amount on the sales order line. Before the source order line invoice can be created, you must review the billing plan and make necessary adjustments to ensure that the amount discrepancy between the billing plan lines and the extended amount on the sales order line is what you intended.

The Review Complete button also appears when you have created an RMA for a partial quantity of the source order line.

1. Navigate to the **Sales Orders** window.

2. Select the **Line Items** tab in the **Sales Orders** window.

3. Search for a sales order that has a sales order line associated with a billing plan that you want to review. Select the line associated to the billing plan.

4. From the **Actions** menu, select **Billing Plan** and click OK. The **Billing Plan** page displays the billing plan and its associated billing plan lines.

5. (Optional) Change the information associated with existing billing plan lines, or create new billing plan lines.

6. Click **Review Complete**.

   The Billing Plan status changes from *Review Required* to *Open*.

7. Click **Save**.

Customer Acceptance

In different countries a number of companies prefer to accept goods formally before being invoiced by the supplier. To record and view customer acceptance, Oracle Order Management integrates with Accounts Receivables and Costing. The customer can accept the goods in any or in combination of the following ways:

• Pre-Billing Acceptance (goods are accepted before Invoicing) – Implicit or Explicit

• Post-Billing Acceptance (goods are accepted after Invoicing) – Implicit or Explicit

In Pre-Billing Customer Acceptance, once the goods are accepted, invoicing is carried out. In Post-Billing Acceptance, the revenue recognition process is deferred and linked to customers accepting the shipped goods. Only full acceptance is recorded; partial acceptance is not recorded. Post-billing acceptance is not supported for lines with deferred accounting rules.

Implicit Customer Acceptance

The field Acceptance Days on the Sales Order line (folder enabled on the Others tab), enables you to see the time limits specified on customer acceptance. This is set up in

Receivables (Revenue Management) in the deferral reason definitions. For more information on setting up deferral reasons and Expire Activities, please refer to the *Oracle Receivables User Guide.*

Implicit Customer Acceptance

Implicit Acceptance of Pre-Billing and Post-Billing is checked using the Implicit Acceptance request set. This request set verifies the expiration of implicit acceptances.

Explicit Customer Acceptance

The Actions item Fulfillment Acceptance enables you to accept the goods explicitly. This is available in the Sales Orders Lines window and on selecting this option, the Order Details window of the Order Information Portal opens.

Explicit Acceptance is recorded in Order Information Portal, using which you can search and accept/reject multiple lines at a time.

Once you select Accept or Reject, the Acceptance Status on the line in OIP changes to Accepted or Rejected. You need to specify an Acceptance Date, signature and other fields for the acceptance to be recorded in OIP. The order status in the Sales Order window also changes to Closed. The Sales Orders window has two other dates - Earliest Acceptable Date and Latest Acceptable Date - that are related to Scheduling and not to the Customer Acceptance functionality. Acceptance details like Acceptance Date, Acceptance Comments etc., are allowed for update only before the line is closed and are available for users who have the privilege (function security) to perform explicit acceptance.

> **Note:** The acceptance date can be before the fulfillment date, however, it cannot be prior to the actual shipment date. If the actual shipment date is not available, then the application validates the acceptance date against the fulfillment date and does not allow the acceptance date to be prior to the fulfillment date.

Though Customer Acceptance is available at both levels – header and line, the Sales Orders line (Others tab) contains the following Customer Acceptance related fields (folder enabled):
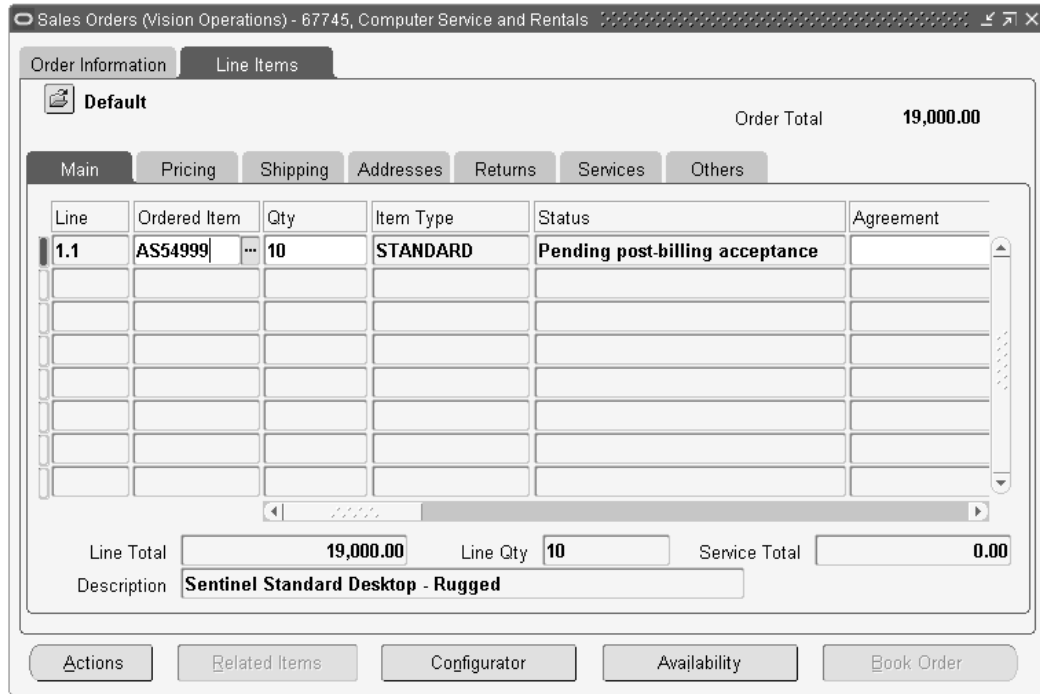
Specify an Acceptance Name in the field, this is also known as Deferral Reason and has been defined in Receivables, Revenue Management. If a number of days that the acceptance will expire in, has been defined in Receivables, then the Acceptance Number of Days will display the value. Similarly, the Acceptance Expire Event will display from the Receivables field. These will be populated in case of Implicit Acceptance.

Customer Acceptance for Promotional Goods

When the original item has promotional goods associated with it, both need to be individually accepted by the customer. The customer may accept one and reject the other.

Customer Acceptance for ATO/PTO/CTO Items

In the case of ATO models:

- Model Lines are eligible for acceptance when the configured items have been fulfilled. The options lines are not enabled for customer acceptance.

- When acceptance of a model line is recorded, the acceptance detail is copied for each child under that model.

In the case of PTO models:

- Customer Acceptance is only available at the top model line only.

- Top model lines are eligible for acceptance when all of the children lines requiring acceptance are at 'Pending Fulfillment Acceptance' status.

- When acceptance is recorded for a top model line, the information is copied to all of the children including Included Items.

For kits (PTO items):

Acceptance only at the top model. All included items will be accepted when top model line is accepted.

- Acceptance is available at the PTO item.

- When acceptance is recorded for the PTO item, the information is copied to all of the included items in the kit.

Please note that in case of Sales Agreements, if the goods are rejected or treated as scrap, an RMA (Return Material Authorization) needs to be created. The sales agreement quantity and amount are always adjusted during pre-billing acceptance or rejection.

Customer Acceptance User Procedures

The following are the steps to record and view Customer Acceptance:

General Procedures

1. Enter orders that need to be accepted by the customer and this acceptance is to be recorded by the Customer Sales Representative.

2. View/update Acceptance fields on the order line. The Others tab of the sales orders line displays the folder enabled Acceptance fields.

3. Sales Order Acknowledgment Report prints Acceptance Required.

4. Ship Confim the items – view the line status 'Pending Pre-Billing / Pending Post-Billing Acceptance'.

5. Perform Acceptance/Rejection.

6. View Acceptance Details in Sales Orders line.

7. **Explicit Acceptance:**

   Acceptance through Order Information Portal (click on Sales Order Actions – Fulfillment Acceptance) from Header or Lines OR through Order Import.

8. **Implicit Acceptance:**

   Deferral reason has to be defined in AR with event attribute as Ship Confirm date and expiration days.

An Implicit Acceptance Request set that records Implicit Acceptance consists of the following concurrent programs:

- Generate Pre-billing Acceptance Program for Pre-billing, Implicit Acceptance

  This program enables you to record the system date or expiry date based on contingency rule as the acceptance date. The application passes the acceptance date to Accounts Receivable (AR). If you select 'Expiry Date based on Contingency Rule',, then the application calculates acceptance date based on the actual shipment date and number of expiry days defined in the Event Attribute field and Days Added to Event Attribute field of Revenue Contingency page in Revenue Management.

- Revenue Contingency Analyzer for Post-billing, Implicit Acceptance

Customer Acceptance/Rejection Scenarios

Given below are different scenarios in which acceptance/rejection (implicit or explicit, pre-billing or post-billing) are specified:

Customer Acceptance prior to billing, full explicit acceptance

Customer Acceptance required prior to billing, with full explicit acceptance:

1. Customer Acceptance required prior to billing, with full explicit acceptance:

2. Order is picked and shipped.

3. Order lines status is Pending Pre-Billing Acceptance'.

4. Customer logs into Order Information Portal, queries their order and marks the lines as accepted for the full quantity shipped. Or, if the customer has called or faxed their acceptance to the call center, the CSR queries the order and uses the Sales Order form Action 'Fulfillment Acceptance' which brings up the OIP page, and records the acceptance there.

5. Order line proceeds to invoicing and revenue recognition. The invoice date for the line is the acceptance date.

6. CSR can query the lines to find out the details of the acceptance.

Customer Acceptance prior to billing, some goods not acceptable

Customer Acceptance required prior to billing, but some of the quantity on a line are not acceptable:

1. CSR enters order and books it.

2. Order is picked and shipped.

3. Order lines status is Pending Pre-Billing Acceptance'.

4. Customer calls or faxes to CSR indicating they cannot accept all the items that they have received - they have rejected part of one or more of the order lines. CSR instructs the customer to send back the items for replacement.

5. CSR raises an RMA for credit referencing the original order line (since the original order line has not been invoiced, the credit will go on account).

6. CSR also raises a new order for shipping replacement goods.

7. When the replacement items are shipped and received, the customer calls or faxes to indicate that the items are acceptable.

8. CSR logs into OIP, queries the original order line and marks it as accepted for the full quantity shipped. Or CSR uses the Sales Order form Action 'Fulfillment Acceptance' which brings up the OIP page, and records the full acceptance. When recording the acceptance, CSR can enter Comments to indicate what happened, and can reference the replacement order number if desired.

9. Order line proceeds to invoicing and revenue recognition.

10. CSR can query the lines to find out the details of the acceptance.

Customer Acceptance after billing, full implicit acceptance

Customer Acceptance after billing, with full implicit acceptance:

1. CSR enters order and books it. Revenue Management is set up to assume acceptance if explicit acceptance/rejection is not performed within 30 days of shipment.

2. Order is picked and shipped.

3. Order line is invoice interfaced.

4. Order lines status is Pending Post-Billing Acceptance.

5. Even after 30 days, there is no acceptance or rejection of the goods.

6. Acceptance is assumed. Order line closes and revenue recognition takes place.

7. Later, if there is a question, CSR can query the order lines and see that an automatic acceptance was generated on the 31st day after shipping.

Customer Acceptance after billing, full explicit rejection

Customer Acceptance required after billing, with full explicit rejection:

1. CSR enters order and books it.

2. Order is picked and shipped.

3. Order lines are invoice interfaced.

4. Order lines status is Pending Post-Billing Acceptance.

5. Customer calls or faxes to CSR indicating they have rejected the order lines. CSR instructs the customer to either send back the items or scrap them.

6. CSR logs into OIP, queries the order line and marks it as rejected for the full quantity shipped. Or CSR uses the Sales Order form Action 'Fulfillment Acceptance' which brings up the OIP page, and records the rejection.

7. Order lines close.

8. CSR creates an RMA order referencing the rejected order line, with a line flow indicating receipt of goods or scrap.

9. CSR can query the lines to find out the details of the acceptance.

Customer Acceptance prior to billing, full explicit acceptance, goods and service on same order

Customer Acceptance required prior to billing, with full explicit acceptance:

1. CSR enters order for a product and a service on that product (extended warranty) and books it.

2. Goods line is picked and shipped.

3. Both order lines (good and service) appear in status 'pending pre-billing acceptance'.

4. Customer calls or faxes to CSR indicating they have accepted the goods.

5. CSR logs into OIP, queries the order line for the goods and marks it as accepted for the full quantity shipped. The Service line does not appear in the UI as a line that can be accepted. Or CSR queries the order in the Sales Order or Quick Sales Order form, then invokes Action Fulfillment Acceptance which brings up the OIP page, where the line is marked for acceptance.

6. Both order lines proceed to invoicing and revenue recognition – the invoice date for both the goods and the service is the acceptance date.

7. CSR can query the lines to find out the details of the acceptance.

Customer Acceptance prior to billing, delayed service

Customer Acceptance required prior to billing, for orders with delayed service:

1. CSR uses Order Management to enter order for service such as extended warranty for an item that was ordered on a different order. The service line can reference the serviceable item's original order or its install base instance. CSR books order for service.

2. Service line status is Pending Pre-Billing Acceptance.

3. If the serviceable good has already been accepted, then the service line will be automatically accepted. There is no user action required. The acceptance details from the good line will be copied to the service line.

4. If the serviceable good has NOT be accepted, then the service line will wait at the invoice interface in status 'pending pre-billing acceptance' until the goods line is accepted. CSR will not be able to explicitly accept or reject the service line. Once the goods line is accepted, the acceptance details will be copied automatically to the service line and the service line will automatically proceed in the workflow.

5. Service line invoices and closes once acceptance of the good has been received.

6. Later, if there is a question as to when or how the service line was accepted, CSR can query the service line, as the acceptance details are copied to that line.

Customer Acceptance prior to billing, ATO or PTO models

Customer Acceptance required prior to billing, with full explicit acceptance, for ATO and PTO models, including ATO within PTO:

1. CSR enters order, configures as necessary and books it.

2. Acceptance attributes will be visible and updatable only on the top model lines of the order, not the child lines.

3. Order is picked and shipped.

4. All order lines status is Pending Pre-Billing Acceptance, including all child lines of the configurations.

5. Customer logs into OIP, queries their order. They will see only the model lines eligible for acceptance. They will mark them as accepted for the full quantity shipped.

6. All order lines proceed to invoicing and revenue recognition.

7. CSR can query the lines to find out the details of the acceptance.

> **Note:** In the case of non-SMC PTO models and PTO models with imbedded ATO models, be aware that acceptance takes place at the top model level only. If a business is concerned with billing and collecting for options as they are shipped, then they should choose post-billing acceptance rather than pre-billing.

Credit Card Encryption

Funds Capture Enhancements is initiated by Oracle Payments and Cash Management and its objective is to use a centralized credit card and bank account information system. Vital and sensitive data such as the credit card number, the credit card security code (CVV2), bank account are encrypted and stored in this centralized model. This means that applications (such as Order Management) that have been locally storing information such as credit card details now integrate with the central model. This provides enhanced security and control over critical information. Credit card information such as credit card holder name is displayed in encrypted format and the expiration date appears without a value in the Sales Orders, Payments, and Quick Sales Orders windows. Additionally, you can view the status of a credit card as Unexpired or Expired in the credit card expiry status field in these windows, based on the encrypted expiry date. This encrypted format is customizable and has the following options:

- Display last N digits (N – user defined)

- Display first N digits (N – same as above)

- Display all digits (no masking)

- Mask all digits (complete masking)

> **Note:** Such an option is available for masking the bank account too.

You are not allowed to enter line level credit card payment if the line has already been covered by the header level credit card, and a valid authorization exists for the header level credit card. The error message is displayed: Credit Card payment cannot be entered for this line, it is already authorized by the Credit Card specified at the Order Header.

For upgraded credit card orders coming from previous releases, if you have run the Audit History Consolidation program before upgrade, then the credit card numbers shown on the View Audit History window will be in the encrypted format, and the new credit card number masking setting will not be applied.

If you run the Audit History consolidation concurrent program after upgrading, then the credit card numbers shown on the View Audit History window will be in the format per current credit card masking setting.

If you have run the Audit History Consolidator for credit card orders in previous releases before upgrade, you can see the credit card numbers in masked format in the View Audit History window. You can delete the credit card related records in table oe_audit_attr_history then re-run the Audit History Consolidator concurrent program. The attribute ids for credit card records are 46,47,48,49.

If you have enabled credit card encryption in an 11i release of this functionality, then run the Migrate Payment Data for Closed Orders to Oracle Payment concurrent program after or before enabling it in a higher release. If you have not enabled credit card encryption in an 11i release of this functionality, then run the Migrate Payment Data for Closed Orders to Oracle Payment concurrent program before enabling it in a higher release.

Credit Card Security Code

To ensure that Internet-based transactions are protected from credit card fraud during buying and selling of goods and services, credit card companies such as Visa, Master Card, and American Express are required to include a security code number in addition to the credit card number. This is called as CVV2 (Card Verification Value) by Visa, CVC2 (Card Validation Code) by MasterCard and as CID (Card Identification #) by American Express. It is a 3 or 4 digit number printed on the back of the card.

The credit card companies use this verification code to provide greater security to merchants who process transactions in situations where their customers' cards are not present, such as over the Internet. This code is used to confirm that customers possess genuine credit cards, and that their account numbers are legitimate. The security code is not encoded in the card's magnetic stripe and is not printed on sales receipts.

In the Credit Card Security Code field of the Sales Orders window, you can enter a security code that is verified with the credit card number that is entered. The Security Code field is folder-enabled and its value is verified in Oracle Payments.

If a credit card authorization failure occurs (either the security code or the credit card number cannot be validated), the order is put on hold. In addition, if the card fails risk validation, Order Management puts the order on hold. Risk Management allows you to define any number of risk factors to verify the identity of your customers, assess their credit rating, and manage risk in a secure online environment.

Some considerations when using Credit Card Security Code that has been set as a

required field in Oracle Payments:

- You cannot copy an order that has credit card information.

- When a sales order line with credit card information is split into one or more lines, you need to open the Payments window to re-enter the Security Code. However other information like the card holder name and expiration date will default on the Payments window.

For more information on credit card encryption and credit card security code, please refer to the *Oracle Order Management Implementation Manual*, Payments chapter.

Partial Period Revenue Recognition

Due to strict accounting standards, Revenue Management must account for revenue at a granular level, such as daily revenue or partial period revenue. The Partial Period Revenue Recognition feature enables you to recognize revenue for partial periods or daily rate accurately. The Accounts Receivables module initiates this; however, you can use it for rate calculation in Order Management (for outbound and return order lines containing standard items) and Service Contracts (for service items only). The revenue for a service sold needs to be distributed accurately over the duration of the service term (between start date of the service to end date of the service).

A calendar month is a standard month definition and consists of a number of specified days (for example 1-Jan to 31-Jan). A year has 12 standard months.

A service calendar month is started based on the day the user signs the contract. Therefore, if a contract is signed on 23-Feb-2004, a service month is defined as 23-Feb-2004 to 23-Mar-2004. If the customer wants to consider 23-Feb-2004 to 23-Mar-2004 as a single month, the customer should not use the partial period revenue recognition rule.

For example, if the customer does not use the partial period revenue recognition rule on a service line that is invoiced into Receivables, Receivables will recognize revenue for the whole month on 23-Feb-2004 (rule start date) in this example.

The available accounting rule types are:

Type	Description
Fixed Schedule	All periods have fixed duration and fixed percentage.
Variable Schedule	First period is optionally fixed, remaining periods are prorated.
Daily Revenue Rate, All Periods	All periods use daily revenue rate.

Type	Description
Daily Revenue Rate, Partial Periods	Partial periods use daily revenue rate, full periods are prorated.

The examples below show how partial period or daily rate is calculated.

Fixed Schedule

In this example, the revenue is not calculated based on daily rate. The revenue is distributed evenly over the duration provided.

The fixed schedule accounting type, the GL calendar is used, and duration is 6 months.

Revenue per period = $600/6 = $100. The revenue schedule is:

GL Date	Period	Amount
April 17	Month of April	100
May 17	Month of May	100
June 17	Month of June	100
July 17	Month of July	100
August 17	Month of August	100
September 17	Month of September	100
	6 Monthly Periods	600

Variable Schedule

GL Date	Period	Amount
April 17	Month of April	85.71
May 17	Month of May	85.71

GL Date	Period	Amount
June 17	Month of June	85.71
July 17	Month of July	85.71
August 17	Month of August	85.71
September 17	Month of September	85.71
October 17	Month of October	85.71
	6 monthly periods	600

Daily Revenue Rate - All Periods

With this option, the revenue is calculated based on daily revenue rate. The calling applications, Order Management and Service Contracts, must interface either rule start date and duration number, or rule start date and rule end date.

Partial periods and full periods are based on the number of days in the periods.

- Calculate daily rate based on the total number of days in the contract. Daily rate = 600/183 = 3.28.

- First period = number of days * daily rate.

- Middle period = number of days * daily rate.

- Last period = the remainder. 600 – (45.92 +101.68+98.40+101.68+101.68+98.40) = 52.24

The revenue schedule is:

GL Date	Period	Amount	Days
April 17	Month of April	45.92	14
May 17	Month of May	101.68	31
June 17	Month of June	98.40	30
July 17	Month of July	101.68	31

August 17	Month of August	101.68	31
September 17	Month of September	98.40	30
October 16	Month of October	52.24	31
	7 monthly periods	600	183

Daily Revenue Rate - Partial Periods

Partial periods are prorated based on the number of days in the periods. Full periods have equal revenue distributions.

- Daily rate = Total amount / total no. of days = 600/183 = 3.28.

- First period = number of days * daily rate.

- Last period = number of days * daily rate.

- Middle periods = (total amount - (first period + last period))/number of middle periods. (600 – (45.92 + 52.48)) / 5 = 100.32.

The revenue schedule is:

GL Date	Period	Amount	Days
April 17	Month of April	45.92	14
May 17	Month of May	100.32	31
June 17	Month of June	100.32	30
July 17	Month of July	100.32	31
August 17	Month of August	100.32	31
September 17	Month of September	100.32	30
October 16	Month of October	52.48	16
	7 Monthly Periods	600	183

You can use the Partial Period Accounting Rules for Standard Items, Subscription Items, Service items, models and its components. The Accounting Rule includes the Daily Revenue Rate - All Periods and Daily Revenue Rate - Partial Periods in the list of values. When you select the accounting rule as Daily Revenue Rate - All Periods or Daily Revenue Rate - Partial Periods, the Accounting Rule Start Date and Accounting Rule End Date fields get enabled on the Pricing tab of the sales order. If you do not enter the Accounting Rule Start Date and the Accounting Rule End Date, then you cannot book an order. The application displays an error indicating that the accounting rule start date and end date must be entered.

You can also update the accounting rule with Revenue Accounting Rule of type Daily Revenue Rate - All Periods, Daily Revenue Rate - Partial Periods through the Order Import/PO API. You can also create a sales order line with accounting rule of types Daily Revenue Rate - All Periods and Daily Revenue Rate - Partial Periods using Order Import/PO API

> **Note:** You can use the Partial Period Accounting Rule on the Billing tab in the HTML user interface.

Windows Using Partial Period Revenue Recognition

The Receivables window, Accounting Rules, enables you to set up accounting rules with attributes like Rule Type, Period, Number of Periods, and so on.

Accounting Rules window

The Sales Orders window, Order Information tab > Others tab, displays the accounting rule field with an LOV that is populated from the Receivables Accounting Rule window.

Sales Orders window

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Integration with Other Applications

This chapter covers the following topics:

- Publishing Plan Results to Order Management Overview
- User Procedures
- Global Order Promising for ATO Configurations
- Global Order Promising for ATO Configurations Major Features
- User Procedures
- Inbound Purchase Order Changes
- Inbound PO Change Data Elements
- Outbound Purchase Order Acknowledgements
- Outbound PO Acknowledgement Data Elements
- Vertex Engine-Related Updates
- International Trade Management
- Export Compliance Screening
- Generic Export Compliance Major Features
- Manual Screening and Overriding or Completing Export Compliance Screening
- Export Compliance Workbench
- Authoring and Negotiating Contract Terms
- Authoring and Negotiating Contract Terms Major Features
- Adding Clauses and Accessing Contract Terms in a Business Document
- Authoring and Negotiating Contract Terms on a Sales Agreement or Quote/Sales Order
- Managing Contract Documents
- Add Contract Documents

- Customer Acceptance

- Purging Sales Orders with Terms and Conditions

- Security - Contract Terms Authoring

- Sales Contracts Workbench

- Order Management Diagnostics

- Launch Sales Orders from TeleSales

- Sales Orders From TeleSales Major Features

- User Procedures

Publishing Plan Results to Order Management Overview

Advanced Supply Chain Planning (ASCP) can make planning recommendations based on the latest supply / demand picture. With ASCP, these recommendations can be published to Order Management, automatically updating the sales order line(s).

These scheduling attributes can be updated by ASCP:

- Scheduled arrival date

- Scheduled ship date

- Warehouse, if the line is not firmed

- Delivery lead time

- Ship method

Order Management provides the following three ways to firm a line. Once the line is firmed, the warehouse cannot be changed by planning output.

- Based on the event

- Through workflow block

- Firm using the Sales Orders window

Based on the Event

Order Management provides a scheduling parameter for this requirement. A value set containing Schedule, Shipping Interfaced, and None is in this parameter. Based on the requirement, a customer can select the appropriate value for this parameter. The values are:

Schedule: Lines will be firmed once they are scheduled. APS will not be able to make updates to the warehouse after the line is scheduled.

Shipping Interfaced: APS is not allowed to update the warehouse once lines are

interfaced to shipping. Lines are firmed one they are interfaced to shipping.

None/Null: APS is not allowed to update the warehouse on the line until it is shipped, closed, fulfilled, or cancelled.

Through the Workflow Block

The purpose of the Wait to Firm - Line process is to hold lines, until they are progressed. During the progress, lines are firmed. A customer can customize their line flow and place this sub process anywhere in the flow based on their need. Lines reaching this sub process will wait till they are progressed by user/system. You can manually progress the lines to continue their process. When the line is progressed, the system will firm the lines and progress to next activity/process. You can also schedule a concurrent program, Progress from Firm Process, to progress the lines.

Wait to Firm - Line

End

No: Eligible

Start   Is Line Firmed   Incomplete   Firm Eligible   Firm Demand   End

Complete

End
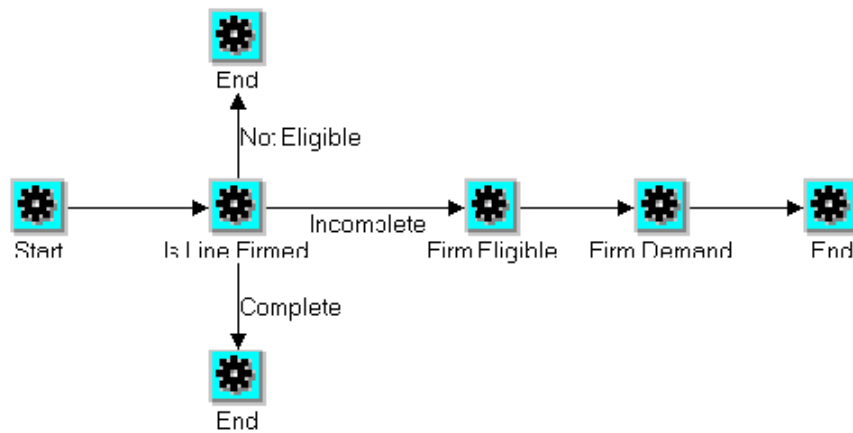
Firm using the Sales Orders Window

- The Firm check box is located on the Sales Orders window, Shipping tab.

- You can manually firm/unfirm the lines, based on your requirements.

- You can not update the Firm check box on closed, shipped, cancelled, or fulfilled lines.

Notification

Automatic notifications are sent when a planner changes the dates on the scheduled lines. Using manual notification functionality on the Sales Orders window, Actions > Notifications, you can send manual notifications

Progress from Firm Process Concurrent Program

Order Management provides a concurrent program to progress the lines that are waiting at this sub process. You can schedule this program periodically to progress lines that are waiting at this sub process.

Override ATP

- APS can update the overridden lines, if they are not firmed.

- When APS updates the overridden line with new dates, Order Management will un-override the line.

- Order Management will allow APS to update the overridden lines, irrespective of the authorization profile value.

- Sets -If one of the lines in a set is firmed, Order Management will not allow APS to update the warehouse on any of the lines in that set.

- APS will call Order Management to update sets only when all the items in the set are planned items.

- Ship Sets - If a line being processed is part of ship set, then APS will pass the complete set to Order Management to update the scheduling attributes.

- Arrival Sets - If a line being processed is part of an arrival set, then APS will pass the complete arrival set to Order Management to update the scheduling attributes.

- ATO Models - APS will pass the ATO model alone to Order Management when the configuration line does not exist. Order Management has to query the whole ATO model and cascade the changes.

- APS will pass only the configuration line to Order Management when the configuration exists for an ATO model. Order Management has to cascade the changes to whole of ATO model and process them.

- The Firm flag will be cascaded across the whole model, including the configuration item. When new lines are added to the firmed ATO model, the firm flag will be defaulted to new lines.

- Updates occur only if all the lines in the ATO model are planned items.

- PTO Models and Kits - Ship Model Complete (SMC) models and SMC kits are not supported.

- Options and included items in non-SMC models and kits are supported.

User Procedures

To firm the eligible line using the Sales Orders window:

1. Navigate to the Sales Orders window.

2. Enter a line to schedule.

3. Go to the Shipping tab and check the Firm check box.

4. Save your work.

    > **Note:** If you try to firm a non-eligible line for example a return or service external line, you will receive an error message that the line cannot be firmed.

To un-firm the firmed line using the Sales Orders window:

1. Navigate to the Sales Orders window.

2. Enter a line to schedule.

3. Go to the Shipping tab and check the Firm check box to firm the line.

4. Save the changes.

5. Uncheck the Firm check box. The line is un-firmed.

    If you are using a seeded subprocess, Wait to Firm Line, in workflow, you can progress the line from that status in one of two ways:

    Manually from the Sales Orders window, select Actions > Progress Order.

    Run the concurrent program, Progress from Firm Process.

    > **Note:** You cannot unfirm a shipped, canceled, closed, or fulfilled line.

Global Order Promising for ATO Configurations

ATO Models are now enabled with global availability so that entering a source organization is not mandatory.

Multiple Sources

Global Order Promising (GOP) currently does not automatically select a warehouse based on sourcing rules for an ATO model as it does for standard items. The warehouse must be specified for the ATO Model before scheduling it. This is done so that CTO can provide the mandatory components for ATP based on the specific Bills of Material (BOM) in that organization.

This new functionality will enable you to order an ATO model without specifying a warehouse, regardless of whether the system uses ODS or PDS. In addition, if there is a match for the configured item and if using Planning Data Store (PDS), the system will use the match at the time of scheduling. The new Match functionality is not provided for Operational Data Store (ODS).

> **Note:** The Global Forecasting enhancement is a prerequisite.

Global Order Promising for ATO Configurations Major Features

Net Existing Inventory of Configured Assemblies

With a fully licensed version of planning and PDS, ASCP and GOP can recognize and net existing supply for configured parts that has a BOM that is equivalent to the model and options being ordered. The Match functionality is based on the configured item. Configured items are created as before, either manually or by using a concurrent program.

When scheduling an order for a model and options, GOP matches for existing configurations inventory prior to the ATP call. If a match is found, the promised availability considers the matched configuration supply in addition to building the model and options. Once the configuration is linked to the sales order line, ATP promises availability based on the configuration instead of the model and options (if the date for the configuration is better than that for the model and options).

Formerly, if users were using predefined configurations, they could not promise an accurate delivery to their customers. Now they can check to see if there is any on hand or on order for a match that is not consumed by other orders before checking the

availability of making a new item. ATP considers existing reservations in this process.

> **Note:** The Match functionality is available with PDS, but not with ODS.
>
> Allow Multiple Sources for an ATO Model, GOP Determines the Best Source During Scheduling

For both PDS (Planning Data Store) and ODS (Operation Data Store), GOP can determine the best source (customer specific) for an ATO Model based on internal and external capacity in Oracle ASCP. GOP can determine the best source if the warehouse is not specified.

Splitting of the ATO Model, Beyond Configuration Creation

The seeded constraint for not allowing an ATO model split once the configuration is created has been changed to enable this, since CTO can create a configuration item before booking.

Allow the Change of Warehouse on a Scheduled ATO Model

The seeded constraint to restrict the change of warehouse on an ATO model has been converted from a seeded constraint to non-seeded constraint.

Allow an Unscheduling Operation on an ATO Model, beyond the Configuration Creation

The constraint for not allowing the unscheduling of an ATO model once the configuration item is created, is no longer mandatory.

ATP Check Display Changes

If an Availability check is made on the ATO Model, Order Management will display only the ATO Model and not its child lines. Child line details can be seen by navigating to ATP Details window.

Similarly, if the ATO Model is part of a set, all the lines from that set except ATO child lines are displayed.

Enable Configuration Actions Before Booking the Order

Once the GOP for ATO Model is installed, you can link the configuration item after scheduling, making following actions available once the ATO model is scheduled:

- Match_AND_Reserve

- Link_Config

- Delink_Config

Push Group Changes for Models

Push group logic will be implemented for the ATO Models once GOP for the ATO Model is implemented. If the ATO Model is added to an existing set, the system sends the complete ATO Model to ATP for the set date. If the scheduling succeeds, the ATO

Model is placed into the set. If not, based on the push group date value, the complete set is pushed for the next available date or fails the request to add the ATO Model to the set.

If a new option is added to the ATO Model, that is already in the set, it re-schedules the complete ATO model for the set date and based on the results, will either push the complete set for the new date or fail the addition based on the push group profile value.

User Procedures

Additional Information: Note: Set the profile option for BOM: Match Existing Configurations to Yes if you are using PDS. Without setting this profile, there will be no difference in functionality between ODS and PDS.

PDS or Planning Data Store: Represents all the information within Oracle ASCP which encompasses those in the ODS and other output tables from planning. PDS based ATP implies ATP based on planning output.

ODS or Operation Data Store: Represents all the information that acts as destination for the collected data from each of the data sources (both Oracle Applications or legacy systems). This acts as the input for the snapshot portion of the planning process. ODS based ATP implies ATP based on collected data.

To perform availability using multiple sources for ATO Models:

1. Navigate to the Sales Orders window.

2. Create a sales order.

3. Configure an ATO Model without a warehouse.

4. Make sure the sourcing rules have been specified in APS.

5. Check the availability for the ATO Model.

6. The system will provide the availability details from multiple sources, either before or after there is a configured item. If using PDS and if the item is ATPable, the Availability picture will take into account any existing matches.

To provide a warehouse for an ATO Model based on the sourcing rules:

1. Navigate to the Sales Orders window.

2. Create a sales order.

3. Configure an ATO Model without a warehouse.

4. Make sure the sourcing rules have been specified in APS.

5. Schedule an ATO Model, either with or without the configured item.

6. The warehouse is derived based on the planned output and sourcing rules.

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 atransaction interface data filefrom 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 meet

*   Change request will be purged from the Order Import tables after a successful import

Change Sequence

You can control the sequence of processing of multiple changes to a line such as, if you have multiple Oracle e-Commerce Gateway headers changing one order line. You

control the sequence of processing the Oracle e-Commerce Gateway lines by specifying values in a column called CHANGE_SEQUENCE. These lines will be processed in the ascending value of the change sequence numbers.

Once a change is applied, Oracle e-Commerce Gateway updates the sequence number in the base tables against the appropriate order and line number. Any future Oracle e-Commerce Gateway processing compares incoming change sequence numbers against this sequence number to determine the process. The change sequence number in the base tables indicates the last change sequence number that was applied to an order or line.

Similarly, the change sequence number in the base order line table indicates the last change sequence number that was applied to that line of an order.

Different lines may have different change sequence numbers since a change sequence may or may not apply to all the lines of an order. But the change sequence number at the order header level will always be the latest change sequence that was applied to an order or any of its lines. At any point in time, the change sequence at any line of an order cannot be greater than the change sequence at the order header.

If an error is encountered while processing changes for any of the lines in a change sequence, the entire change sequence will not process. Either all the changes under a change sequence are processed or none.

The change sequence numbers must be ascending. You can force processing of out of sequence change request by setting OE_HEADERS_ INTERFACE. FORCE_APPLY_FLAG to Yes. The default value is No.

For example, if the base order header table has a change sequence number of 5, the last change sequence that was applied to the order was 5. The following table describes how different actions are performed for obtaining different change sequences:

Change Sequences Example

Change Sequence Number	Force Apply Flag	Ready FLag	Action by Oracle e-Commerce Gateway
4	N	Y	Error. The change sequence number 4 is less than the change sequence number in the master table 5.
6	N	Y	Processes

Change Sequence Number	Force Apply Flag	Ready FLag	Action by Oracle e-Commerce Gateway
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.

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

X12 CODE	DEFINITION	Determine in PO Change Request Process
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.

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
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

X12 CODE	DEFINITION	Determine in PO Change Request Process
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

Controlling the Purchase Order Change Acknowledgements

By default, the application automatically generates the change acknowledgements for POCAO/865 process when there is a change to the unit selling price or when populating the shipped quantity during the Ship Confirm process.

When there is a price change or when the shipped quantity is populated in the sales order lines table as part of the shipping process of a line, you can control the change acknowledgements using the lookup Generate PO Change Acknowledgements (POCAO/865).

Control POCAO/865 for Change in Unit Selling Price

Oracle Order Management provides the Quick Codes lookup Generate PO Change Acknowledgements (POCAO/865) (ONT_GENERATE_PO_CHANGE_ACKS) to control the generation of changed acknowledgement when there is a change to the unit selling price. By default, the lookup code is enabled for the unit selling price. Deselect the **Enabled** check box of the lookup code **USP** if you do not want to generate the change acknowledgements for a change in the unit selling price.

Control POCAO/865 for Ship Confirm Process

If a line is ship confirmed and is already acknowledged using POCAO, by default the application automatically generates change acknowledgements for POCAO when the shipped quantity is populated on the sales order line.

To control the generation of change acknowledgement for the shipped quantity, use the Quick Codes lookup **Generate PO Change Acknowledgements** (POCAO/865) (ONT_GENERATE_PO_CHANGE_ACKS). By default, this lookup code is enabled for the shipped quantity. Deselect the **Enabled** check box of the lookup code **SHIPQ** if you do not want to generate the change acknowledgements for the shipped quantity.

Generate PO Change Acknowledgements
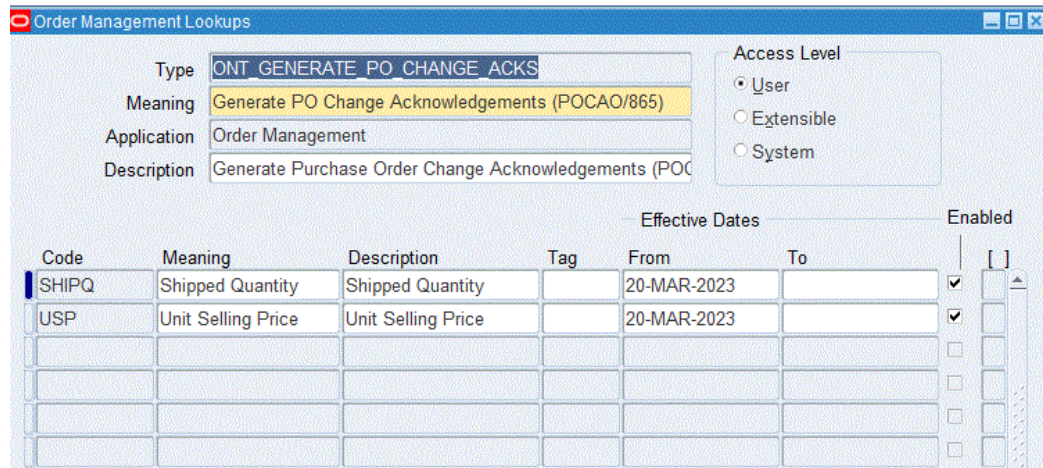
Change Request Types

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 OM 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.

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:

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.

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.

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 exists 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.

Outbound Order Line Level/Acknowledgement Codes

X12 Code	Definition	Determine in Po Change Request Process
DR	Item Accepted - Date Rescheduled	Yes
IA	Item Accepted	Yes
IB	Item Backordered	Yes
IC	Item Accepted, Changes Made (If there are more than 1 change)	Yes
ID	Item Deleted	Yes
IQ	Item Accepted, Quantity Changed	Yes
IR	Item Rejected	Yes

X12 Code	Definition	Determine in Po Change Request Process
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 theheader 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.

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
AE	Acknowledge - with Exception Detail Only	No
AH	Acknowledge - Hold Status	No
AK	Acknowledge - Detail or Change	No

X12 Code	Definition	Determine in Po Change Request Process
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.

e-Commerce Gateway Transaction Codes

Transactions	Direction	e-Commerce Gateway Transaction Code	X12	EDIFACT
Original Purchase Orders Acknowledgement	Outbound	POAO	855	ORDRSP

Transactions	Direction	e-Commerce Gateway Transaction Code	X12	EDIFACT
Purchase Order Change Acknowledgement	Outbound	POCAO	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 POCAO 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 POCAO processes set the acknowledgement flag so that next POAO and POCAO extract processes do not retrieve the acknowledged order again. Also the order purge process can delete the data. The POAO and POCAO 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

Vertex Engine-Related Updates

Order Management has been enhanced to better support the tax vendor Vertex through integration with Oracle E-Business Tax. Since E-Business Tax allows legal entity-related tax setup and Order Management requires that all lines in the same order belong to the same legal entity, please make sure your Receivables transaction type, invoice source and non delivery invoice source in the line type refer to the same legal entity as the order type. Also the Receivables tax setup submenu included in Order Management setup menu has changed to not allow setup of tax Codes, Authorities, Sales Tax Rates, Exceptions, Exemptions, Tax Groups, General Ledger Tax Assignments and Tax Reporting Ledger. For more details about tax setup and migration, please refer to *Oracle E-Business Tax User Guide* and Financials Functional Upgrade document.

Also some of the Order Management windows have additional/renamed fields as a result of the Vertex uptake. Additionally profile options have been changed. These changes to Order Management are described in the sections below:

Order Header: The fields Tax Exempt Number, Tax Handling and Exempt Reason remain the same.

> **Note:** When the profile option EBTAX: Allow Override of Customer Exemptions is set to Yes, you can enter values in the Exemption related fields.

Order Line: The field Tax Code in the Order Line has been renamed to Tax Classification Code. The field Tax Group is no longer used. When the profile option EBTAX: Allow Override of Tax Classification Code is set to Yes, you can enter values in the Tax Classification Code field.

Additionally when you click Actions > View Tax Details, the Tax Details window displays the following fields: Tax Regime, Tax, Tax Status, Tax Rate Code, Rate, Amount. The Order Information Portal shows similar tax-related fields in the Additional Details page.
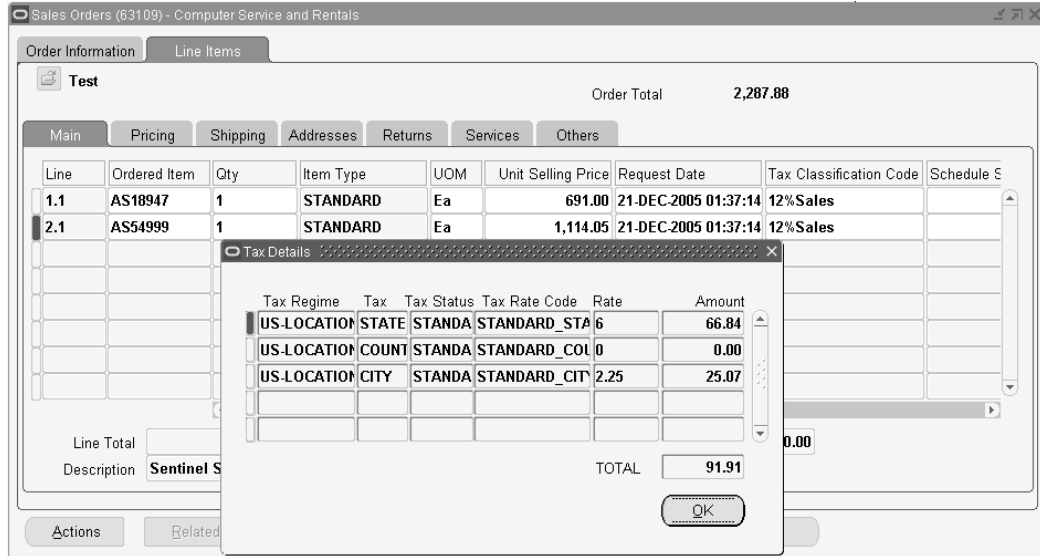
Tax calculation takes place depending on the tax event (Entered, Booked, Invoiced) specified in the Transaction Type window. Use Actions > Calculate Tax to ensure that the tax calculation is carried out. In case you update information in the sales order line, the tax engine is called again and the tax is recalculated. Also if you change the tax classification code, the tax is recalculated.

International Trade Management

Overview

International Trade Management, includes Export Compliance Screening (ECS) which is comprised of Denied Party Screening (DPS), License Determination, and Embargo etc.

> **Note:** This depends on the services supported by the vendors. This can be any number. Each check helps to ensure that exporters are shipping within government regulations.

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 Export Compliance screening.

See Export Compliance Workbench, page 15-35

Export Compliance Screening

Export Compliance 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 to.

Export Compliance 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 export compliance 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 Export Compliance Screening process.

You can:

- Manually or automatically place an Export Compliance Screening hold for an order line

- Override or remove an Export Compliance hold

- Provide Alert notifications for sales order lines that have been placed on hold due to an Export Compliance screening failure

Within Order Management, Export Compliance 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. Export Compliance 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.

Prerequisites

1. Verify seeded Order Management ITM line workflows meet your business processes for 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

Generic Export Compliance Major Features

Generic Export Compliance Screening

Generic Export Compliance is generic term applicable for all the export related compliance checks. These include Denied Party Screening, Embargo Country Screening, License Determination, Document Generation etc. The partner ITM application evaluates the transaction for export compliance and responds to Oracle Applications with the overall compliance pass or fail status for each of the order line.

> **Note:** The US Government often updates the Denied Party List, and partner ITM applications may update this information every seven days.

General Flow of Data for Generic Export Compliance
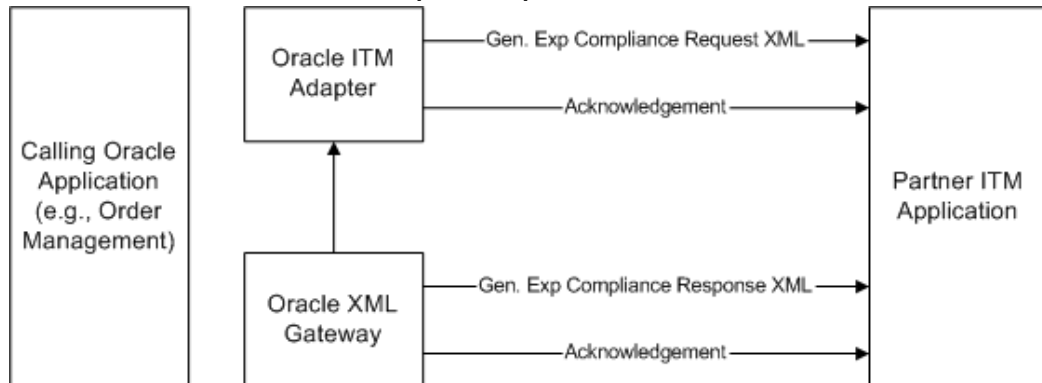
> **Note:** Generic Export Compliance Screening will have two results:

Success or Failure. The screening types will depend upon the types supported by the vendor and the setup. The ITM Adapter response will send a result of success or failure. A new hold EXPORT COMPLIANCE HOLD is seeded that is a generic type of hold. This hold is applied on an order line when compliance fails.

> **Note:** Denied party screening done in earlier releases will remain intact.

If the screening type is a denied party and the compliance fails, a Denied Party Hold will be applied on the line and if the generic screening fails, the new Export Compliance Hold will be applied.

Holds

Following holds can defined.

Hold Type: Import/Export Compliance

Hold Defined: Export Compliance Hold

Holds information can be checked from the Additional Line Information Window in the Sales Orders window.

Holds provide security to apply/release by responsibility. Holds can be released from the Sales Orders window for a single line or multiple lines by using multi-select functionality.

Pick Release honors generic holds.

Holds Functionality provides the following Reports:

- Outstanding Holds Report: Lists outstanding holds, sorted by Customer. Customer, Hold name, and Item can be entered as parameters.

  Hold Source Activity Report: Gives the audit-trail of holds. Hold Type from/to, Hold name from/to, Activity date from/to can be entered as parameters.

To resolve the order when it is on Export Compliance Screening hold:

1. Navigate to the Sales Orders window.

2. Enter the order header and line information.

3. Book and schedule the order.

4. Pick Release, and Ship Confirm.

   If screening fails a Hold is applied on the line and the block is released, an Alert is sent from Workflow.

5. The hold is reviewed. If it is determined to be a False Positive, the Hold is removed and the line can be Pick Released and Ship Confirmed. If it is determined to be, non-compliant you must decide whether to cancel the line or the order.

Export Compliance Screening Workflow

Export Compliance Screening has been implemented as a sub-process that can be inserted into existing lines workflow.

Export Compliance Screening - Line Level
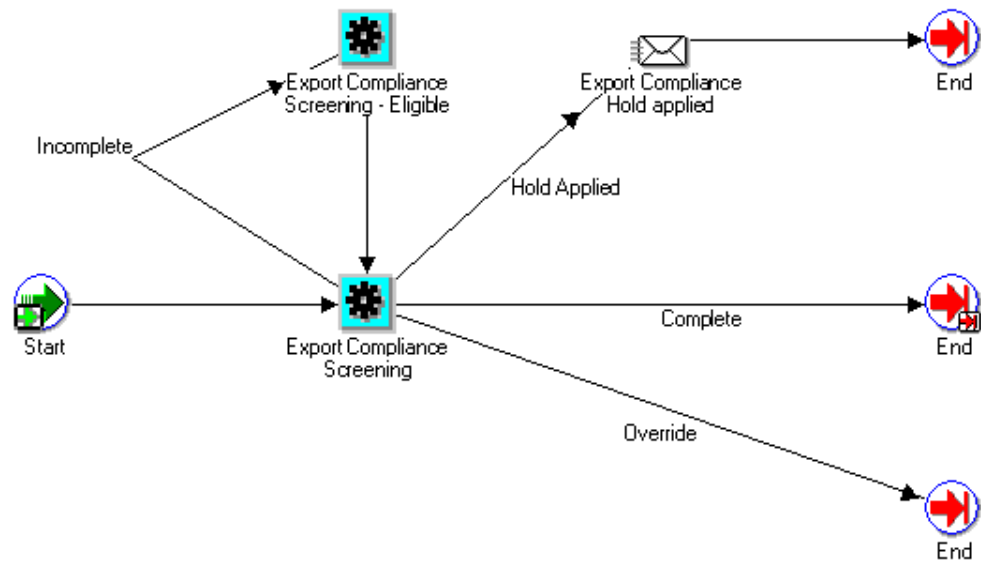
Line Flow - Generic, With Export Compliance Workflow process

The Line Flow - Generic, With Export Compliance line flow is seeded for Oracle Order Management.

Line Flow - Generic, With Export Compliance Workflow
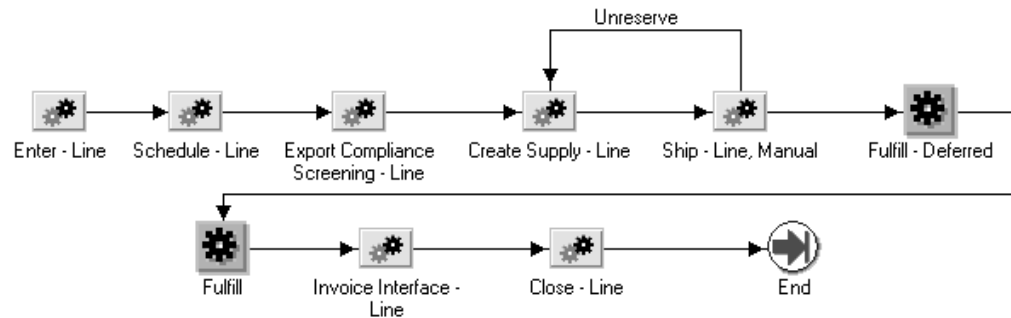
Export Compliance Screening Activity will populate the Generic Adapter Interface Tables and wait for the Export Screening to complete. After the records are processed, they are analyzed. If the screening was successful, then the Export Compliance Screening activity is completed with Complete result.

Once an order with an order type that enables 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 workflow 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 Export Compliance data is passed from Order Management to the Oracle ITM Adapter

  - When 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

- If there are system/setup errors, the flow is not changed, as the processing did not go through. A report is provided that can be used to view the errors and resubmit the transactions for processing.

  Data errors halt 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.

- Success: The order line successfully passed export compliance screening by your ITM vendor software application; the order or line progresses to the next activity within it's respective flows.

- On-Hold/Failure: The Export Compliance checks performed by your ITM vendor software application determined that the order or line violates the DPL, and Order Management will place an Export Compliance 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.

  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 it's line flow (line can be Pick Released and Ship Confirmed).

  - If the generic hold is determined to be a true Export Compliance 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.

- 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.

  Error Interpretation rules can be defined that are meant only for a particular vendor. For example: Partner ITM application sends the message 'Export Compliance function not part of European' as a data error (type = 3, code = 1). E.g: Ireland does not have Export Compliance check and Partner ITM application reports it as a data error. To handle these cases, the Adapter will provide an Error Processing window that you can use to classify the errors. The Response Analyzer window provided by Adapter can be used to specify how an error should be interpreted. E.g: A data error (type = 3, code = 1) can be interpreted as SUCCESS or ERROR.

  See: *Oracle Shipping Execution User's Guide*, Resubmit Errored Requests concurrent program.

Manual Screening and Overriding or Completing Export Compliance Screening

If the network, Adapter, trading partner server had some problems and the system is down for an extended period of time, then you can manually screen the lines and progress them. Based on business processes, you can manually screen the lines during Pick Release process.

To progress the flow for many lines and manually screen them later, the Adapter has a concurrent program that can be used to complete the transactions with Override mode. For transactions that are processed in Override' mode, the line flow will be completed with the Override result. This concurrent program can be used to override the records processed with System errors (which is the usual case). This program can also be used to progress unprocessed transactions, if the Adapter itself is down.

For individual lines, if manual screening was successfully completed then you can, with System Administrator responsibility, complete the Export Compliance Screening activity from the workflow status screen. Even though this is not recommended as a general rule, this can be done for exception cases when the complete/override action does not really impact the functional line flow.

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 warehouse must be present.

2. The Party Name for the Ship To cannot be NULL.

Process Messages Window

The Process Messages window can be used to display all messages for an order or line. The navigation to this window is: Orders, Returns > Process Messages. You can query messages using Order Number, Order Type, Customer and other attributes.

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 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.

Export Compliance Workflow Details

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 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 Export Compliance screening subprocess.

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 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 remove orders from your system, ensure you do not purge orders that have undergone 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 Export Compliance screening process; if an order line has undergone Export Compliance 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.

Export Compliance Workbench

The Export Compliance Screening Workbench enables you to review all orders and lines that have undergone the Order Management 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 Export Compliance 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.

Find Screening

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:

- Operating Unit: This shows you the default Operating Unit. You can pick a different Operating Unit accessible to you from the LOV. You can leave the field blank to search for Export Compliance Results across all Operating Units accessible to you.

- Order Number (From/To)

- Screening Date (From/To)

- Order Type

- Customer Name

- Customer Number

> **Note:** The Order Number and Order Type LOVs show data from a
> single Operating Unit or all Operating Units accessible to you
> based on whether the Operating Unit field has a value or not.

Once you have your determined and entered your criteria, select *Find*.

Export Compliance Workbench Window

Orders Region

Order Management displays order details for 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 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 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

- Export Compliance Description

> **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 Orders window 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 export compliance holds by clicking Release Holds and then entering a

reason for releasing the hold in the Release holds window.

- Review additional Export Compliance Matches detail by clicking Denied Party.

  The Denied Party Matches window displays additional party details surrounding compliance screening that has occurred.

Denied Party Matches Window
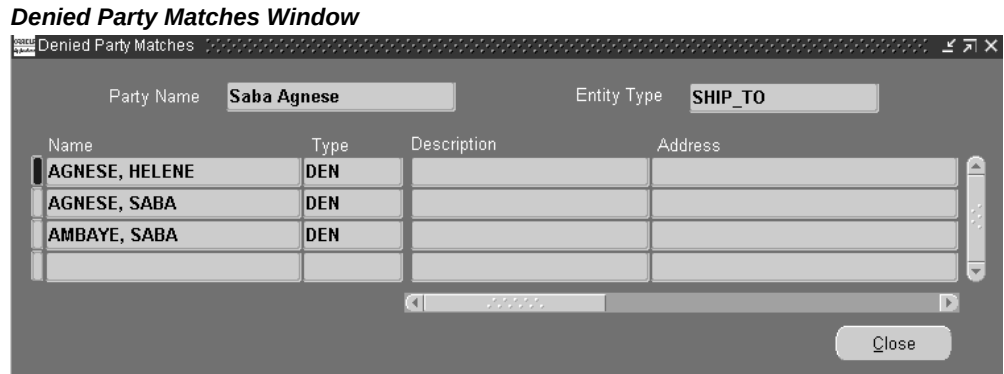
Export Compliance Screening, page 15-27.

Authoring and Negotiating Contract Terms

Oracle Sales Contracts offers companies a comprehensive solution to negotiate and manage contractual relationships with their customers. Companies can standardize their corporate contract policies and improve internal controls to minimize risk and comply with regulatory requirements. Contract terms and conditions are captured in a central library, providing visibility to all departments to ensure timely execution and compliance.

Oracle Sales Contracts extends Order Management by offering embedded terms & conditions authoring and negotiation capabilities. Contracts functionality is woven into the existing Order Management sales processes.

Oracle Order Management transactions have been enhanced to support the ability to author and negotiate contract terms on Order Management business documents, including:

- Sales Orders:

- Release Orders: Sales Orders with a Sales Agreement reference

- Sales Agreements: Long-term agreement which can be referenced on a sales transaction to leverage volume pricing and terms and conditions

Contract terms authoring and negotiation features include the ability to:

- Default standard pre-approved language from a Contract Template

- Change the Contract Template

- Choose additional pre-approved standard clauses from the contract terms library

- Create non-standard clauses (either from scratch or from existing language)

- Compare clause text to compare differences between clause versions

- Remove clauses

- Choose alternate clauses

- Update clause variables to insert text into clause language

- Validate the contract terms

For additional information on Sales Contracts features, please reference the following sections:

Authoring and Negotiating Contract Terms: reference section "Authoring and Negotiating Contract Terms Major Features"

Negotiating and holding price on a sales agreement: reference section "Pricing of Sales Agreements"

Blanket Sales Agreement approval process: reference section "Approvals"

 Previewing and printing a contract: reference section "Preview and Print Sales Documents"

 Capturing customer acceptance: reference section, "Customer Acceptance"

Blanket sales agreement lifecycle management: reference section" Sales Agreement Processes"

- Terminations

- Receiving notifications prior to BSA expiration

- Versioning blanket sales agreements

- Making changes after customer acceptance: reference section, "Modifying a Customer Accepted Blanket Sales Agreement or Sales Order section"

To learn more about setting up the Contract Terms Library, please refer to the *Oracle Sales Contracts Implementation and Administration Guide.*

Authoring and Negotiating Contract Terms Major Features

Contract terms can be added to a business document by defaulting a Contract Template that contains pre-approved clauses. If no default is provided, a contract template can be

manually selected. You can add additional pre-approved clauses to a business document, and edit clauses on a business document. You can also change the current contract template, or delete clauses.

Adding Clauses and Accessing Contract Terms in a Business Document

Contract terms and conditions can be added to a business document by defaulting a Contract Template that contains pre-approved clauses. If no default is selected, a contract template can be selected. You can add additional, pre-approved clauses to a business document, and edit clauses on a business document.

Authoring and Negotiating Contract Terms on a Sales Agreement or Quote/Sales Order

From the Contract Terms window opened from the Sales Agreement or Quote/Sales Order, you can:

- Apply the default contract template selected

- Change the Contract Template on a Business Document

- Remove Contract Terms

- Manage Sections under which clauses are organized

- Add and Update Clauses

- Update variable values on clauses

- Move Contract Terms

- Renumber Contract Terms

- Validate Contract Terms

- Check for Clause Updates

- Manage Contract Documents

- Preview Contract

Selecting a Contract Template

To work with sections, clauses, and contract documents in a business document, you must first apply a contract template to the business document. Using the Contract Terms window, you can select and apply the contract template to create the terms and conditions on the Sales Agreement or Quote/Sales Order document.

After you have opened the Contract Terms window, a prompt asks you to specify a contract terms template, if one has not been defaulted already.

If a Contract Template has been defaulted onto the Sales Agreement or Quote/Sales Order, when you click Contract Terms, it opens the Contract Terms page displaying all of the contract terms that came from the contract template.

When a Contract Template is chosen, the latest version of the clauses are applied to the Sales Agreement or Quote/Sales Order as of the system date.

Validation on the compatibility and applicability of the clauses is performed by a separate clause related quality check during the Submit Draft activity for the Sales Agreement or Quote. The validation occurs during the Book activity for Sales orders.

You can choose a different contract template after making an initial selection. If you have saved the Sales Agreement or Quote/Sales Order with the original contract template selection and subsequently choose a new contract template, all the standard clauses referenced on the Sales Agreement or Quote/Sales Order are removed and you start over from a new template.

If clauses in addition to those that came from the contract template were added to the Sales Agreement or Sales Order, and you change the contract template, those additional clauses will not be deleted; instead they will be moved to an "unassigned" section where you can then assign them to sections. Clauses from the contract template that were modified are not deleted, and will be moved to an unassigned section.

The system will remove the foreign key reference for that version forward, the version history will have a back up with previous foreign key references provided you saved the original transaction and have the template set to auto generate revision or you manually version the Blanket Sales Agreement or Quote/Sales Order.

> **Note:** The Contract Source and Authoring Party fields, located on the Main tab of the Sales Orders and the Sales Agreements windows are folder enabled. The Contract Source displays Structured Terms (when there is a default template on the sales document) until you change the source or clear the template, then it will change to Attached Document or No Terms. When there is no default template the Contract Source will display No Terms unless you assign a template or set the source to Attached Document using the Contract Terms window, where it will be Structured Term or Attached Document respectively.
>
> The Authoring Party displays 'Internal' when there is a default template, and changes when you change the Authoring Party to Customer using the Contract Terms window. 'None' displays when the terms are removed and there is no attached document. The Contract Template displays the name of the template, and if the contract source is 'Attached Document' the field displays the template. When there is no default template or you remove the terms/template reference then the field is blank.

A default contract template can be set based on the Order Management Transaction Type. Please reference the Order Management Implementation Manual for information on setting the default Contract Template.

A default contract template is available to apply to the business document only if it has been setup in the Contract Terms Library. If the default contract template is not the right template, you can search the Contract Terms Library to change the contract template. To setup a contract template, please reference the *Oracle Contracts Implementation and Administration Guide*.

Prerequisites

Oracle Contracts must be set up, including clauses and contract templates. For more information, please see Defining Contract Templates section of *Oracle Contracts Implementation and Administration Guide*.

To Apply a Contract Template:

1. Launch the Contract Terms page from:

   BSA - (B) Contract Terms

   Quote/Sales Order - Action Contract Terms or Right Mouse click

2. Click the Search for Contract Template icon, to search and select a contract template from the library.

3. Enter your search criteria and click Go. The Results page displays all templates that:

   Match the search criteria for Template Name and Description

   Are active as of the start date of the contract

   Are relevant for the organization in which the contract is authored

4. Select the appropriate template from the list and click Select.

5. In the Contract Terms page, click Apply Template to apply the standard clauses.

Adding contract terms to a Release Order

Quote/Sales Orders with a Sales Agreement reference may also need to add clauses specific to that release. A Quote/Sales Order with a Sales Agreement reference has the flexibility to reference a Contract Template whether by default or manual assignment via the Contract Terms window. Full functionality of the Contract Terms window is available for Release Orders. Clauses are maintained at the header level. BSA references can be at the header and/or line level.

> **Note:** There is no incompatibility check between clauses in the Sales Agreement and clauses on the Release order. The Sales Agreement will remain a reference. To access the Sales Agreement and view its clauses, you can either open the Sales Agreements window from the sales order

by choosing Action > View Sales Agreement or by navigating directly to the BSA window.

Contract Terms Page

The Contract Terms page is the page from which you perform most of the operations related to the contract terms, that is, the sections, and clauses in a business document. The Contract Terms page is the page that displays a summary list of the contract terms for a business document.

You reach the Contract Terms page when you choose to author, edit or revise contract terms for your business document.

The Contract Terms page contains the following:

General contract details

Clauses help

General Contract Details

The general details include the following:

Authoring Party

Contract Source

Contract Template

> **Note:** Actions that can be performed at the contract level are represented in the general contract details either as buttons, such as Apply Template, or as explicit entries in an Actions pulldown list.

Authoring Party

This field indicates which party authored the contract terms. It has the following possible values:

- Internal: Indicates that an internal party authored the contract terms.

- Customer: Indicates that an external party authored the contract terms.

- None: Indicates that nobody has authored the contract terms, that is, there are no contract terms on the business document.

Contract Source

This field how the contract terms are represented in the system. It has the following possible values:

- No Terms: Indicates that no contract terms exist on the business document yet.

- Structured Terms: Indicates that the structured clauses, as seen on the Clauses tab of the Contract Terms page, represent the clauses of the contract. With this option, you must also select a value for the Contract Template field.

  Initially, you specify this by selecting a value in the Contract Template field and clicking Apply Template (see Applying Contract Templates). Subsequently, you can change the contract template through the Update Contract Source action.

- Attached Document: Indicates that the clauses of the contract appear in an attached document, usually a Microsoft Word document.

Initially, you click Update Contract Source to attach (upload) the document. Subsequently, you can attach either another document or another version of the original document through the Update Contract Source action.

> **Note:** You must have the non-standard authoring privilege to use the Attached Document feature.

Contract Template

This field specifies the contract template that is associated with the business document.

If Contract Source=Structured Terms, you must select a contract template from the approved contract templates in the Contract Terms Library.

If Contract Source=Attached Document, the value of Contract Template may be null, meaning that no structured terms exist.

Contract Template field, this indicates that you had previously specified a Contract Source of Structured Terms for the business document, but subsequently switched to an attached document representation of the terms.

Clauses Tab

The layout of the Clauses tab depends on the value of the Contract Source field.

Clauses Tab (Contract Source=Attached Document)

> **Note:** You must have the non-standard authoring privilege to use the Attached Document feature. See Oracle Contracts Function Security.

When Contract Source=Attached Document, the Clauses tab contains a message indicating that the contract terms are supplied in an attached document, and a link to the attached document.

The number of actions you can perform is limited compared to the actions available in the Clauses tab (Contract Source=Structured Terms.) In particular, the actions related to the editing of sections and clauses are not available, since you will be editing offline in Microsoft Word or some other application.

Clauses Tab (Contract Source=Structured Terms)

When Contract Source=Structured Terms, the main part of the Clauses tab displays the sections and clauses in the business document.

In the Clauses tab, you can perform the following general operations:

- Expand or collapse the results to display full details or an outline of the sections and clauses.

> **Note:** By default, the contract terms page will always display only the first level of sections and clauses. If you wish to view Clauses within Sections, use the Expand All feature.

- Focus on one section and the clauses in that section; you can click the Contract Terms link above the search results to return to the display of all sections.

- Click the Show link for a clause to display clause and instruction text; click Hide to hide the text fields.

The Contract Terms page also displays the following columns:

- Non-Standard: A check mark in this column indicates that the clause is non-standard. For more information, please see: Create Non-Standard Clauses

- Mandatory: Clauses that are marked as Mandatory cannot be deleted.

- Contract Expert: Clauses that have been added as a result of using the Contract Expert feature.

- Select Alternate: A **Plus** (+) sign indicates that the clause has alternates. Click the Plus sign, to view and select an alternate clause. Note: If the clause previously had a (+) indicator that is now no longer seen, it maybe because the relationship has been removed in the clauses library.

- Update: Click the Update icon if you want to make any changes to an clause.

- Delete: Click the Delete icon if you want to remove an clause. You cannot delete clauses that are marked as Mandatory.

> **Note:** Exception to this rule would be if you are in the contract terms page with the function security of 'Super User' assigned to you.

In the Clauses tab (Contract Source=Structured Terms), you perform all the operations dealing with sections and clauses in a business document. The main operations are:

- Viewing Clauses

- Adding Sections

- Adding Standard Clauses

- Updating Clauses and Creating Non-Standard Clauses

- Moving Sections and Clauses

- Renumbering Sections and Clauses

- Deleting Section and Clauses

Changing Contract Templates

When the Contract Source = Structured Terms, and a Contract Template has been defined, you can choose a different template after making an initial choice.

If you change the template on a contract:

- All standard clauses will be deleted from the contract.

- All manually added standard and non-standard clauses are retained. However, they are moved to an Unassigned section.

- Any other changes, such as formatting and layout, are removed.

To change contract templates:

1. From the Contract Terms page, click Change.

2. The system displays the Change Contract Template page. Click the Search for Contract Template icon to search and select a template from the library.

3. Enter your search criteria and click Go.

4. The Results page displays all templates that match your search criteria.

5. Select the appropriate template from the list and click Select.

6. In the Change Contract Template page, click Apply to bring in all the clauses from the template to the contract.

Removing Terms

After applying a Contract Template to a contract, you can choose to remove all the clauses and sections that are in the contract. To use this feature the contract must be in an unapproved status.

To remove terms:

1. Navigate to the Contract Terms page. For BSA, (N) Blanket Sales Agreement (T) Main (B) Contract Terms. For Sales Order, (N) Sales Order (A) Contract Terms.

2. In the Actions field, select the Remove Terms option.

3. Click Go.

4. Click Yes to confirm removal of all the clauses and sections in the contract. Once the terms are removed, the system displays the initial page and the Apply Template button becomes available.

Adding and Deleting Sections

Sections allow Clauses to be grouped together for logical display in the contract. For each section, you can add subsections and group clauses as necessary. You can manually create a section for the contract or select a pre-defined section from the Sections library. To add a section to a contract, select the location for the section. You can select an existing section and choose to add the new section before, after, or within the section. If you choose to add the section within the selected section, it would be treated as a subsection.

You can only update sections that are manually added. Sections that are added from the Sections Library or the Unassigned section (Unassigned is a seeded section) cannot be updated.

For more information, please see *the Defining Sections ofOracle Contracts Implementation and Administration guide.*

To add a new section:

The steps for adding a new section manually or for adding a new section from the Sections Library are:

1. Create a new BSA or Quote/Sales Order or open an existing one.

2. Launch the Contract Terms page. From BSA (N) Blanket Sales Agreement (T) Main (B) Contract Terms. For Sales Order, (N) Sales Order (A) Contract Terms.

3. Select an existing section and click Add Section. If no sections exist on the Contract Terms Page, select the Contract Terms node and click Add Section. The system displays the Add Section page.

4. In the Location field select the appropriate location for the new section.

5. In the Create field, select one of the following options:

   • From Library: Select this option if you want to select a section from the Sections

library. In the Title field, enter the title for the section. You can also use the Search for the Title icon to search for the title and select it in the Search and Select Title page.

- New: Select the New option if you want to add a section manually. Enter the Title and Description for the new section.

6. Click Apply.

Deleting a Section

If you delete a section, all clauses and subsections within that section are deleted. A section with mandatory clauses in it, cannot be deleted.

To delete a section:

1. Create a new BSA or Quote/Sales Order or open an existing one. Launch the Contract Terms page. From BSA (N) Blanket Sales Agreement (T) Main (B) Contract Terms. For Sales Order, (N) Sales Order (A) Contract Terms.

2. Click the Delete icon for the section you want to remove.

3. In the Delete Section page, click Yes.

Adding and Updating Clauses

As part of creating contract terms, you can:

- Add Standard Clauses

- Update Clauses

- Delete Clauses

- Create Non-Standard Clauses

- Select Alternate Clauses

Adding Standard Clauses

You can add one or more standard clauses at a time to a business document. Standard clauses are clauses that have been approved, but do not have to belong to any contract template. You may have placed standard clauses into one or more folders.

The general procedure of adding standard clauses to a business document is as follows:

- First, you must decide where to place the standard clause or clauses in the business document.

- Then, you must find the standard clauses either by using search criteria, or by browsing folders.

- Finally, you must select the standard clause or clauses that you want to add.

    Note: This procedure describes the addition of standard clauses into a business document. You can also create new non-standard clauses in a business document.

Prerequisites

You must be in the Contract Terms page for your business document.

Select the place among the contract terms in the business document where you want to add the clause or clauses. You can select either a section, a subsection, or another clause.

Click Add Clause.

Clauses can be added in two ways:

Search and add clauses

Browse and add clauses

To search and add clauses:

1. Create a new BSA or Quote/Sales Order or open an existing one.

2. Launch the Contract Terms page. From BSA (N) Blanket Sales Agreement (T) Main (B) Contract Terms. For Sales Order, (N) Sales Order (A) Contract Terms.

3. To add a standard clause, select the location where it needs to be added to the contract.

4. Click Add Clause. The system displays the Add Clause page.

5. You can search for a clause using the following search criteria:
   - Clause Keyword

   - Clause Number

   - Clause Type

   - Clause Title

   - Default Section

   - Include Future Dated Clauses: Select if you want to search for clauses that are effective as of a future date.

6. Click Go to view the search results. The Results section displays all clauses that are active as of the start date of the contract.

7. Optionally, you can click the Show link for any clause to review the clause text and instruction text.

8. Select the clause or clauses that you want to add.

9. Click Apply.

To browse and add clauses:

In the process of deciding which clauses to add to a business document, you can browse folders to see the clauses in the folders.

Prerequisites

You must have started the process of adding standard clauses to a business document, and then clicked Browse.

The system displays a list of folders to select the clauses from.

1. Create a new BSA or Quote/Sales Order or open an existing one.

2. Launch the Contract Terms page. From BSA (N) Blanket Sales Agreement (T) Main (B) Contract Terms. For Sales Order, (N) Sales Order (A) Contract Terms.

3. To add a standard clause, select the location where it needs to be added to the contract.

4. Click Add Clause. The system displays the Add Clause page.

5. Instead of using the Search option, click Browse to search for clauses by Clause folders. For more information, please see *the* Defining Clause Folders section of *Oracle Contracts Implementation and Administration Guide*.

6. To view all clauses assigned to a particular folder, select the folder.

7. Optionally, you can click the Show link for any clause to review the clause text and instruction text.

8. Optionally, select the clause or clauses that you want to add to the business document, and click Apply. The Contract Terms page appears, displaying the clauses that you added.

To update clauses:

From the Contract Terms page, you can update clause details in a business document. To update a clause on a business document, start with either of the following

procedures:

View the clause first, by clicking the Title link for the clause, then click Update.

> **Note:** If the Protect Text check box is set for the clause, you cannot update the clause.

Click the Update icon for the clause.

1. Create a new BSA or Quote/Sales Order or open an existing one. Launch the Contract Terms page. From BSA (N) Blanket Sales Agreement (T) Main (B) Contract Terms. For Sales Order, (N) Sales Order (A) Contract Terms.

2. Click Update to open the Update Clause Page.

3. In the Update Clause page make the necessary changes to the clause. You cannot change the clause type or any of the attributes such as 'Mandatory', 'Protect Text', etc.,

4. Optionally you can add variables to the clause.

   If you have added variables to the clause, you can perform the following operations for each added variable:

   a. Click the Value flashlight icon, and select a value for the variable.

   b. To insert the variable into the text, click the place in the text where you want the variable to be added, then click the Insert icon in the Clause Variables section for the variable to be added.

5. Click Save or Apply.

To delete clauses:

1. Open a BSA or Quote/Sales Order and launch the Contract Terms page. From BSA (N) Blanket Sales Agreement (T) Main (B) Contract Terms. For Sales Order, (N) Sales Order (A) Contract Terms.

2. Click the delete icon for the clause to delete. The system displays the Delete Clause page.

3. Click Yes to confirm the action.

   > **Note:** Clauses marked as Mandatory cannot be deleted.

Creating Non-Standard Clauses

There are two ways to create a non-standard clause. You can:

- Create a new non-standard clause

- Create a non-standard clause from any standard clause

You can leverage the rich text editor functionally to format clause text using features such as bold, italics, bullets, underline, etc.

Prerequisites

You must be in the Contract Terms page of your business document. Select the place among the contract terms in the business document where you want to place the new non-standard clause to be added.

To create a new non-standard clause:

1. Open a BSA or Quote/Sales Order and launch the Contract Terms page. From BSA (N) Blanket Sales Agreement (T) Main (B) Contract Terms. For Sales Order, (N) Sales Order (A) Contract Terms.

2. Select the section, subsection, or another clause.

3. Click Add Clause. The system displays the Add Clause page.

4. Click Create Non-Standard Clause. The system displays the Create Non-Standard Clause page with the Non-Standard check box selected..

5. Enter the following parameters:
   - Clause Title (Required)

   - Display Name (Optional)

   - Type (Required)

   - Description (Optional)

   - Clause Text (Required)

6. Optionally, you can add variables to the clause.

   If you have added variables to the clause, you can perform the following operations for each added variable:

   Click the flashlight icon, and select a value for the variable.

   To insert the variable into the text, click the place in the text where you want the variable to be added, then click the Insert icon in the Clause Variables section for the variable to be added.

7. Click Save or Apply.

Creating a Non-Standard Clause from any Standard Clause:

From the Contract Terms page, you can create a non-standard clause from a standard clause in a business document, starting with either of the following procedures:

View the clause first, by clicking the Title link for the clause, then click Update.

> **Note:** If the Protect Text check box is set for the clause, you cannot update the clause.

Click the Update icon for the clause.

To compare standard and non-standard clauses:

You can compare the text of two clauses when you have created a non-standard clause in a business document from a standard clause, and you want to compare the non-standard clause with the original standard clause.

1. Click the Title link for the non-standard clause to open the View Clause page.

2. Click Compare to Standard Clause. The system displays the Compare Clauses page. The inserted texts are marked with an Underline line, and deleted texts are marked with a Strike-through line.

> **Note:** Changes to embedded variable values within clause text are not compared on a business document. Variable tags are compared, not variable *values*.

To move contract terms:

Clauses are organized in groups of sections and subsections. To reorganize the order which sections and clauses appear on the printed contract, you can move contract terms (sections and clauses) within a BSA or Quote/Sales Order.

1. Open a BSA or Quote/Sales Order. From BSA (N) Blanket Sales Agreement (T) Main (B) Contract Terms. For Sales Order, (N) Sales Order (A) Contract Terms.

2. In the Contract Terms page, select the clause or section to move.

3. Click Move to open the Move Term page.

4. Use the Destination Location field to specify the insert location by selecting one of following options:

   • Before Selection

   • After Selection

- Within Selection

5. Select the appropriate radio button as the destination for the clause or section.

6. Click Apply.

7. Renumber the contract terms. To achieve proper numbering, you need to manually renumber the contract terms. See Renumbering Contract Terms

Renumbering Contract Terms

After making any changes, such as moving or deleting sections and clause, you need to manually renumber the contract terms. Numbering schemes are defined in the Contract Terms Library. For more information please see *the Defining Numbering Schemes section of Oracle Contracts Implementation and Administration Guide.*

To renumber contract terms:

1. Open a BSA or Quote/Sales Order. From BSA (N) Blanket Sales Agreement (T) Main (B) Contract Terms. For Sales Order, (N) Sales Order (A) Contract Terms.

2. Click Renumber to open the Renumber page.

3. In the Pick Numbering Scheme filed, select a scheme from drop down list.

4. Preview the numbering scheme before applying the changes to the contract terms.

5. Click Apply to save.

Resolve Alternate Clauses

Some clauses in the business document may have alternate clauses that you can choose from.

Clauses that have alternates are highlighted with a link to indicate that alternates are available.

You can navigate to the view that lists the base clause and its alternates, make a choice, and return to the main view. Now the view is refreshed with the selected 'alternate' clause.

Check For Clause Updates

Use the Check for Clause Updates function to view the list of clauses that have newer versions in the library, and then select the applicable ones to apply to the contract terms. This feature checks for latest updates for only those clauses that are currently in the contract.

To check for clause updates and apply the latest version of a clause:

1. Open a BSA or Quote/Sales Order. From BSA (N) Blanket Sales Agreement (T) Main (B) Contract Terms. For Sales Order, (N) Sales Order (A) Contract Terms.

2. In the Actions field, select the Check for Clause Updates option.

3. Click Go to open the Check for Clause Updates page. This page includes the following fields:

   • Clause: Clause Name

   • Section: The location of clause in the document

   • Current Version: The clause version used in the document

   • Latest Version: The latest version available

   • Compare Text: Click the icon to open the clause text and review differences between the current and library versions.

4. Select the clauses to update and click Apply.

Clause Variable Resolution

Users can enter or update values for user-defined variables using this feature. Users may enter a value for a variable using the Global feature that will update all the clauses using that variable. To enter or update a variable value globally, enter a value in the column Global Value for a variable in the table below. Users can also update the value of a variable on specific clauses. Entering or updating a single clause instance affects only that clause. You can use the Override Global Value check box to protect the variable value from future global updates

There are two ways to resolve variable values:

Automatically - system variable values are automatically populated from values populated in other BSA or Quote/Sales Order fields. Resolution of these values occurs when the contract is previewed and printed.

 Manually - user defined values require user input. Users can enter or update values for user-defined variables using this feature.

Users may enter a value for a variable using the Global feature that will update all the clauses using that variable. To enter or update a variable value globally, enter a value in the column Global Value for a variable in the table below. Users can also update the value of a variable on specific clauses. Entering or updating a single clause instance affects only that clause. You can use the Override Global Value check box to protect the variable value from future global updates

To update variable values:

Click Update Variable Values.

In the Update Variable Values page, you can perform one or more of the following

operations for each variable:

Select the variable. The clauses that contain the selected variable appear in the Clauses section in the lower part of the page.

Click the Global Value flashlight icon to set a global value for the variable.

For each clause that uses that variable, click the Value flashlight icon to set a specific value for the variable in that clause.

To ensure that a specific value for a variable in a clause overrides any global value for that variable, select the Override Global Value check box for the clause.

Click Save or Apply.

Validating Contract Terms

As part of the quality assurance process for a sales contract, you can validate contract terms.

To validate contract terms only, you can launch the Validation process at any time during the contract terms authoring process.

The system also validates contract terms automatically when a sales contract is submitted for approval.

- The terms and conditions associated with a Blanket Sales Agreement or Quote/Sales Order document will be validated to ensure that:

  - Each clause is compatible with other clauses associated to the business document

  - All sourced variables are populated based on the source data element values

Once a standard clause is modified and becomes a non-standard clause, it will not be included in the incompatibility check.

> **Note:** For Order Management transactions (BSA, Quote/SO), if there are multiple messages, you can see all at one time through Actions > View Messages which opens the Processing Messages window. For single messages, the message will appear on the transaction (BSA, Quote/SO) window.

About Microsoft Word Integration

While Oracle Contracts provides authoring capabilities for contract terms and conditions, it is common practice to use an external word processor, such as Microsoft Word, to author complex contracts. Oracle Contracts enables users to use Microsoft Word for extensive offline text editing, and for sending the contract terms for review, negotiation and approval.

The terms and conditions can be supplied to a business document in either of the following ways, as defined by the values of the Contract Source field of the business document:

Structured Terms

The contract terms are represented by the structured terms defined in the Oracle Contracts application.

Attached Document

The contract terms exist in a Microsoft Word document which is attached to the business document; the attached document is categorized as the primary contract document for the business document. An attached document is typically in Microsoft Word format, but may be in any format.

> **Note:** You must have the non-standard authoring privilege to use the Attached Document feature. See Oracle Contracts Function Security.

The content of attached documents is not verified or validated by Oracle Contracts.

The Structured Terms option provides you with the ability to enter sections, clauses, and contract templates as you author the contract, and to control the contract text all the way to contract approval, using Oracle Contracts features. An important feature, available while the Contract Source is Structured Terms, is the ability for you *to generate a Microsoft Word document from the structured terms, and to download this external document to your desktop.*

The Attached Document option provides the convenience of being able to use offline documents, from authoring and editing the contract through to contract approval. In some organizations, contract terms are provided solely in offline documents; these documents can now used within the contract life cycle as maintained by Oracle Contracts.

Maintaining or Altering the Contract Source

For many business documents, you will maintain the same Contract Source for the entire contract life cycle, as in the following cases:

For business documents which are always associated with a contract template and whose terms and conditions are always represented by Structured Terms, this means that you can use all the Oracle Contracts features and facilities throughout the contract life cycle.

With the Attached Document feature, you can provide the terms and conditions in a Microsoft Word document or another type of document, as is the policy in some organizations. This document that contains the contract terms is attached to the business document as the Primary Contract Document.

> **Note:** It is not necessary to always have the same file as the Primary

Contract Document throughout the contract life cycle, so long as the currently-attached file provides the most recent version of the terms and conditions.

For a business document, you may switch the Contract Source as follows:

From Structured Terms to Attached Document

From Attached Document to Structured Terms

Switching Contract Source from Structured Terms to Attached Document

When you start off with your contract terms represented by structured terms, there are two general situations where you may want to switch the Contract Source of the contract terms to Attached Document:

You make the decision that you prefer the convenience of working with offline documents.

Your reviewers and approvers prefer to work with offline documents, and feed extensively modified contract terms back to you in offline documents. You then incorporate these offline documents directly into the contract life cycle as the main contract term documents.

> **Note:** You must have the non-standard authoring privilege to use the Attached Document feature. See Oracle Contracts Function Security.

The content of attached documents is not verified or validated by Oracle Contracts.

Overview

The main stages involved in switching from structured terms to an attached document are as follows:

1. If you have a Contract Source that equals Structured Terms, you can generate and download a Microsoft Word document from the structured terms.

2. After you have generated and downloaded a Microsoft Word document to your desktop, you can edit the document externally, and save it to a location accessible from your desktop.

3. Switch the Contract Source of the business document to Attached Document, and upload the edited file from where you saved it.

The document is attached as a contract document with a Document Category equal to Contract, and is marked as the Primary Contract Document.

> **Note:** If reviewers and approvers provide you directly with an offline document containing all the contract terms, which you wish to make

the primary contract document, you do not have to go through the first two stages.

If your contract terms were previously represented by structured terms, the switch keeps the contract template association with the business document, but effectively masks all the sections and clauses that were available before the Contract Source switch, whether they originated from the contract template, or were added in subsequently.

All of these sections and clauses can be reactivated in the business document if you switch the Contract Source back to Structured Terms and use the same contract template as before.

Scenario Starting With Structured Terms

In this case, you start off with the terms and conditions provided by a contract template, sections, and clauses in Oracle Contracts.

1. Start with the Contract Source of the business document as Structured Terms.

2. Add in and edit sections and clauses as appropriate.

3. Generate a Microsoft Word document of the structured terms.

4. Edit the Microsoft Word document offline.

5. Possibly send out copies of the Microsoft Word document for review.

6. You can "inform" Oracle Contracts of the editing changes in the Microsoft Word document in either of the following ways:

If the amount of offline editing is not extensive, maintain the Contract Source of the business document as Structured Terms, and repeat the external editing changes in the sections and clauses of the Oracle Contracts structured terms.

Useful Tip: In this case, use the Manage Contract Documents page to attach the Microsoft Word document as a supporting document. This way, you have a record of the original document on which the structured updates were based.

If the amount of offline editing is extensive, switch the Contract Source of the business document from Structured Terms to Attached Document, and attach the Microsoft Word document as the Primary Contract Document.

Generating and Attaching Microsoft Word Documents

When you start off with a contract template and structured contract terms and conditions, the standard set of steps for creating, editing, and attaching Microsoft Word documents is as follows:

Generating Microsoft Word Documents of Structured Terms

Editing Offline Microsoft Word Documents

Uploading Offline Documents

Generating Microsoft Word Documents of Structured Terms

From the Contract Terms page, you can generate a Microsoft Word document of the structured terms.

Prerequisite:

You must be in the Contract Terms page for your business document. The Contract Source of the business document must be Structured Terms.

To Generate Microsoft Word Documents of Structured Terms (Download Contracts):

1. Select the Download Contract action, and click Go.

   The system displays the Download Contract page.

2. Select one of the following file formats:

   - Rich Text Format (RTF)

   - Word 2003 (XML): Select this option if you are planning to use the Automatic Import option. The Automatic Import option is supported only for Word 2003 (XML) file format.

3. Select the Lock Contract Until Upload check box to prevent any changes to the contract while the contract is updated offline. The option to lock the structured terms is only available if the contract was not already locked either for editing or for review.

4. Click Apply.

   The system runs the Word Export function and downloads the document containing the sections, clauses, and variable values of the business document to your desktop.

   > **Note:** If your business document contains deliverables, the deliverables are not exported unless they are included as a variable inside a clause.

   > **Note:** Depending on how your Web browser is set up to handle download files, a number of options are possible when you download the document. For example, a File Download dialog box may appear where you can choose to Open or Save the file. Another option is that the downloaded document may automatically open, ready for editing.

For details of editing, see Editing Offline Microsoft Word Documents. If the document has clauses edited in MS-Word 2003, then you can upload the updates to the document only as an attachment.

Editing Offline Microsoft Word Documents

This stage is performed entirely within Microsoft Word. The menu options described in this section are based on Microsoft Word 2000. Newer releases of Microsoft Word may use different names.

When you download a Microsoft Word document, the following Microsoft Word document properties are set in the downloaded file:

Microsoft Word Properties Set in Downloaded Documents

Property	Value	Equivalent Menu Options
Track Revisions	On	Tools > Track Changes > Highlight Changes > Track changes while editing (checked)
Show Revisions	On	Tools > Track Changes > Highlight Changes… > Highlight changes on screen (checked)
Print Revisions	On	Tools > Track Changes Highlight Changes… > Highlight changes in printed document (checked)
Document Protection Tracked Changes		Tools > Protect Document… > Tracked changes

Notes

1. If you wish to remove the tracked changes from your Microsoft Word document, then, after editing, you must unprotect your document (use the Microsoft Word menu option Tools > Unprotect Document), then accept or reject the changes.

2. When you save the external Microsoft Word document, be sure to save it to a folder always accessible from your desktop, that is, not to a temporary folder.

3. In order for your changes to be updated in the Oracle Contracts system, you must upload the offline document.

Uploading Offline Documents

You upload an offline document when you update the Contract Source of the business document to Attached Document, and specify the name of the attached file.

> **Note:** Although typically you will be uploading documents created by word processors such as Microsoft Word, you can upload any type of document.

Prerequisite:

You must be in the Contract Terms page for your business document.

You must have the non-standard authoring privilege to use the Attached Document feature. See Oracle Contracts Function Security.

To Upload Offline Documents:

1. Select Update Contract Source for the Action, and click Go.

2. In the Contract Source field, select Attached Document. The File and Description fields appear. You must provide a value for both fields.

3. Click Browse, and select a file from your desktop.

4. Enter a mandatory Description for the file.

5. Click Apply.

Oracle Contracts uploads the new file, and verifies that it does not overwrite any existing file.

When the file has been successfully uploaded, a message appears with a link to the file that you have attached.

The file has been uploaded to the Oracle Contracts system. If you click the link to view the file, and decide to edit the file, remember to subsequently save it to a folder that is accessible from your desktop, and later to upload it back to the system.

The uploaded file has been attached to your business document, with a Document Category of Contract, and has been designated at the Primary Contract Document. You can see this if you decide to manage the contract documents.

You can also manually set a document to be the Primary Contract Document for your business document. See Adding or Updating Contract Documents from Your Desktop.

Switching Contract Source from Attached Document to Structured Terms

If, at some point in the past, the Contract Source for the business document was Structured Terms, you can switch back to representing your contract terms as structured terms.

When you switch the Contract Source for the business document back from Attached Document to Structured Terms, there are two situations:

If you do not select a new contract template - that is, you do not select any value in the New Contract Template field - all the previous structured terms that were in the business document are reactivated.

If you select a value in the New Contract Template field, whether it is the same as the last contract template or a completely new one, this applies the latest version of the selected contract template from the Library.

If the Contract Source for the business document has never previously been Structured Terms, then you must select a contract template as part of the switch.

In all cases, the category of the attached document will change from Contract to Supporting Document, or the document will be deleted. The system will warn you in advance of the outcome, and allow you to cancel your switch operation.

> **Note:** After the switch, the only active terms and conditions for the business document are those provided by the structured terms.

Using Contract Expert to Add Clauses to Business Documents

The following applies when the Contract Source of a business document is Structured Terms.

Prerequisite

You can only use Contract Expert on a business document if the contract template of the business document is Contract Expert enabled. Also, the value of the profile option OKC: Use Contract Expert must be Yes.

Overview

During authoring, when you use Contract Expert on a business document, you invoke one or more rules associated with the contract template.

During the Contract Expert session, the rules are continously evaluated, and typically clauses are selected to be added to the business document. However, the clauses are not added immediately to the business document as a result of each individual rule evaluation, they are "held in reserve". This is because these reserved clauses can be subject to further conditions in the Contract Expert session. When these further conditions are evaluated and processed, this can result in extra clauses being added to the reserved list of clauses.

When you exit the Contract Expert session, all the reserved clauses are either added to the business document or discarded.

Rule Conditions

The types of conditions that appear in rules are as follows:

Question

You answer one or more questions. Your answers determine if and which clauses are to be reserved for subsequent addition to the business document.

Rules may include dependent questions, that is, questions that are only presented depending on the answer to a previous question.

Clause

A Clause condition checks for the existence or absence of particular clauses among the clauses reserved by Contract Expert rule evaluation, and reserves further clauses as a result.

System Variable

Oracle Contracts automatically reserves one or more clauses depending on the value of a system variable.

A Contract Expert session typically consists of two stages, both of which have a corresponding page:

Questions stage - you start Contract Expert and answer the questions set up in the rules.

View Clauses stage - you view the clauses to be added into the business document as a result of your answers and the other rule conditions.

Select one of the following:

Starting Contract Expert and Answering Questions

Viewing Clauses to be Added by Contract Expert

Starting Contract Expert and Answering Questions

Prerequisites

You must be in the Contract Terms page for your business document.

The contract template for your business document must be Contract Expert enabled.

The profile option OKC: Use Contract Expert must be set to Yes.

To start Contract Expert and answer questions:

1. Click Use Contract Expert.

   > **Note:** If Contract Expert has already been run on a business document, and the profile option OKC: Use Contract Expert is then set to No, the Use Contract Expert button is not available. You must change the profile option to Yes to be able to run Contract Expert again on the business document.

2. The Questions page appears. If there are no questions on the page, you can go to the second stage of the Contract Expert session, to view the clauses to be added to the

business document.

3. Answer the questions, either by selecting or entering values. Before you submit the business document for approval, you must answer all the mandatory questions. You can do this in one or more Contract Expert sessions; note that for each session the profile option OKC: Use Contract Expert must be set to Yes. For more information on answering Contract Expert questions, see Contract Expert Question Notes.

4. After you have answered questions in the Questions page, you can perform one of the following operations:

   a. Click Cancel. If you confirm this, you exit the Contract Expert session and expert will not bring in any clauses into the document.

   b. Click Save Responses. This establishes a save point for your questions. In future Contract Expert sessions, or even later in the same Contract Expert session, you can either answer further questions or change your existing answers.

   c. Click Continue. This moves you to the second stage of the Contract Expert session, to see the clauses that will be added to the business document based on the rule conditions.

Contract Expert Question Notes

1. If you want to edit questions that depended on others, you must edit the lowest-level questions first, then work back up the hierarchy as far as you require.

2. You may select a blank answer to a lower-level question to remove it from the list of questions.

3. If you have replaced a Contract Expert added clause in your business document with an alternate clause, and then run Contract Expert again, Contract Expert will not replace the alternate with the original clause.

Viewing Clauses to be Added by Contract Expert

Prerequisites

You must have started a Contract Expert session.

You must have clicked Continue in the Questions page.

See Starting Contract Expert and Answering Questions.

> **Note:** The clauses appear in this page not only because of the questions you have answered, but also because of the existence of other clauses in the business document and the values of system variables.

To view clauses to be added by Contract Expert:

1. After viewing the clauses to be added to the business document, you can either go back to the Questions page, that is, continue at step 3, or click Finish to exit the Contract Expert session and add the clauses on the page to the business document.

2. When you finish the Contract Expert session, you return to the Contract Terms page, where the clauses added as a result of the session are available in the default section that was set up in the contract template.

3. You can then perform all the standard operations on these clauses, such as renumbering, moving to other sections, editing, deleting , and so on.

4. After viewing the clauses to be added to the business document, you can perform one of the following operations:

   a. Click Cancel. If you confirm this, you exit the Contract Expert session without adding any clauses to the business document.

   b. Click Back. You return to the Questions page, and can continue to answer questions. See step 3 of Starting Contract Expert and Answering Questions.

   c. Click Finish. You exit the Contract Expert session, and the clauses that appear in this page are added to the business document. You return to the Contract Terms page for your business document, where the clauses added as a result of the session are available in the default section that was set up in the contract template. These clauses are marked as Contract Expert clauses.

You can perform all the standard operations on these clauses, such as renumbering, moving to other sections, editing, deleting , and so on.

For information on setting up Contract Expert, reference the Oracle Contracts Implementation and Administration guide.

To use Clause QA check with a BSA:

The Clause QA check can be run manually from the Contract Terms page (Actions > Validate), or by initiating the Blanket Sales Agreement for internal approval (click Submit Draft from BSA).

To use Clause QA check with a Quote:

1. Navigate to the Quote window.

2. Create a Quote (draft status), including header and lines information and save your work.

3. Apply the Contract Template choose Action > Contract Terms, add a standard clause, and save your work.

4. Requeries the Quote and choose Submit Draft to start the internal approval process.

5. Upon submission of the Quote for internal approval, clause QA check will run to ensure clauses are valid. The Quote receives internal Approval.

6. The Quote is previewed and then printed choose Action > Preview and Print, to present to the customer for acceptance.

7. Navigate Action > Customer Acceptance.

8. Enter Supplier and Customer acceptance details and choose Customer Acceptance which transitions the Quote to a sales order.

To Use the Clause QA check with a sales order:

This is the negotiation flow without approval.

1. Navigate to the Sales Orders window.

2. Creates a sales order (Entered status), including header and lines information and save it.

3. Apply the Contract Template Action > Contract Terms, add a standard clause, and save the changes.

4. Requery the sales order.

5. There is no system defined internal approval process.

6. The sales order is previewed and then printed Action > Preview and Print, to present to the customer for acceptance.

7. If you are satisfied with the sales order data, choose Book the Sales Order.

8. At time of booking, the clause QA check will automatically be run.

To run the validation process:

1. To manually initiate the validation process, open a BSA or Quote/Sales Order. From BSA (N) Blanket Sales Agreement (T) Main (B) Contract Terms. For Sales Order, (N) Sales Order (A) Contract Terms. Then from the Contract Terms page, choose Validate from the Actions drop down menu. To automatically initiate the validation, submit the BSA or Quote/Sales Order for approval and the system will run the validation.

2. The Validation Results page displays the number of errors and warnings, and information related to errors and warnings including:

- Type

- Title

- Section

- Severity

- Problem

- Problem Description

- Suggestions for fixing the errors or warnings.

3. If warnings are present, you may choose to fix the issues or proceed with the approval process. For more information, please see the Validation Errors and Warnings section of *Oracle Contracts Implementation and Administration Guide*.

> **Note:** This functionality will be integrated with Order Management messages. The messages will be visible from either the Contract Terms window, thet Sales Agreement window, or the Quote/Sales Order.

Managing Contract Documents

About Contract Documents:

Contract documents are files attached to a business document that represent or relate to the business document's contractual terms.

There are three categories of contract documents that can be added to your business document:

Contract

Contract Image

Supporting Document

You can have as many contract documents of each document category attached to the business document as you require.

Contract

The Contract category documents can be added to a business document by the following means:

Automatically, as part of the approval process when enabled in Workflow .

Manually

The Contract category documents that are automatically added are the standard PDF documents which are generated during approval. When you manually add a Contract category document, it does not have to be a PDF document.

Contract Image and Supporting Documents

Documents whose category is Contract Image or Supporting Document can only be attached manually to the business document, which can have any status.

Users can attach contract documents to a business document. The following categories of documents can be attached:

• Contract

This is a softcopy document (e.g. PDF, MSWord, or other) representing the entire contract, created during authoring of the contract.

• Contract Image

This is a scanned image of a hardcopy of the signed contract.

• Supporting Document

This can be any document such as e-mails, faxes, images and spreadsheets.

While the business document is in draft mode, the user can add, update and delete the attached contract documents. After the business document has been approved and a PDF has been automatically generated, the PDF will be stored and attached as a contract document.

As part of authoring contracts, you can:

• Add Contract Documents

• View and Update Contract Documents

Contract Category

Category	Draft	Approved	Previous Version
Contract	Add, Delete, Update	-	-
Contract Image	Add, Delete, Update	Add, Delete	-
Supporting Document	Add, Delete, Update	Add, Delete	-

Add Contract Documents

You can add additional documents from:

- Your Desktop

    Previous Versions or Business Documents

To add contract documents from your desktop:

When you add a contract document from your desktop, you must specify the following:

Description

Category, which is the document category for the contract document.

Document Type, which is either a file name or a web address.

When you update a contract document, and it was originally added from the desktop, you can change the description and the document category.

1. From a BSA or Quote/Sales Order, you can access Contract Documents either by clicking Actions and selecting Contract Documents, or by navigating to the Contract Terms page and selecting Manage Contract Documents from the Actions menu.

2. From the Contract Documents page, in the Actions List of Values click Add from Desktop.

3. Click Go to open the Add Document page.

4. Category field: Select a Category for the new document.

5. Description field: Enter a description for the document.

6. File: Enter the document location and file name. Optionally, click Browse to locate the file.

7. URL: Enter a URL as an alternative to a file.

8. Click Apply to validate and add the document.

To add contract documents from previous versions:

1. From the Contract Terms window, click Manage Contract Documents to open the Contract Documents page.

2. In the Actions List of Values, select Add from previous versions.

3. Click Go. The Add Document From Previous Versions page displays the list of

documents.

4. Select the check box for the document to add.

5. Click Select.

Manage (View and Update) Contract Documents

You can limit the documents shown by selecting a particular document category and / or a specific contract version.

You can view all the existing contract documents for a business document

You can add contract documents to a business document using one or both of the following ways:

You can add contract documents from the desktop.

You can add contract documents from previous versions of the business document.

You can update the contract documents already attached to the business document.

You can delete contract documents from the business document.

When working on a business document that has already been approved, you can add new documents or add documents from previous versions.)

> **Note:** When you create a business document by duplicating an existing business document, none of the contract documents associated with the original business document are copied across to the new business document.

Deleting Contract Documents

You can delete contract documents from the business document. This removes the contract document from the business document.

To delete contract documents:

1. When processing a particular business document, clickManage Contract Documents. This displays the Manage Contract Documents page, showing all the contract documents attached to the business document.

2. Click the Delete icon to delete the contract document.

3. Click Yes to confirm that you want to remove the contract document from the business document.

Special Considerations in Managing Contract Terms:

> **Copying Clauses**

The system copies the corresponding clauses automatically when any Business Document is copied. If you copy an old version, the system obtains clauses associated with that version. Copied clauses will not run through any validations. A separate QA check will be done when users submit the business document to the system.

Order management must call clauses API to copy the T's&C's from source to destination.

Attachments Are Not Copied From the Source

Attachments will not be carried over to the new agreement. The original agreement could have a signed copy of the document and hence should not be carried over to the new agreement. All standard documents must be manually attached to new agreement again.

Copy can use the standard attachment function used for sales orders to also copy for BSA

.

Tracking Clause Versions in Sales Agreements

Versioning of the Sales Agreement can be triggered manually or automatically. If a Sales Agreement attribute is changed and business rules associated with the Sales Agreement dictate, the system will trigger a new version of the Sales Agreement. For changes made to the terms and conditions on a Sales Agreement, the system will not automatically version the Sales Agreement in this case - the Sales Agreement must be manually versioned. For all other Sales Agreement attributes, automatic and manual versioning is supported.

Viewing Contract Template Selection from Sales Agreements and Quote/Sales Orders

You can view which Contract Template, if any, has been assigned to the BSA or Quote/Sales Order. A contract template field on the BSA or Quote/Sales Order header provides a read-only view of the Contract Template assigned to that BSA or Quote/Sales Order.

Viewing Contract Terms on the Sales Agreement and Quote/Sales Order Documents

You can view the terms and conditions associated with the Sales Agreement or Quote/Sales Order. After the Contract Template is selected from the Contract Terms window, the system provides you with:

- A listing of the clauses (this is an unformatted, structured view listing each clause name)

- You can view the formatted, printable sales agreement contract document. The formatted, printable Sales Agreement or Quote/Sales Order contract document can be generated for viewing from either the Contract Terms window (Preview Contract button), or from the Sales Agreement window or the Quote/Sales Order (Actions > Preview & Print)

Variable values will be resolved when you initiate the formatted preview/print view only.

Contract Term Deviations

Deviations are changes to contract terms in a business document that make them different from the standards established by both of the following:

The contract terms in the contract template associated with the business document

Contract Expert rules, if they apply to the business document

> **Note:** Because deviations are based on contract terms and rules associated with a contract template, the concept of contract term deviations does not apply to business documents whose Contract Source is Attached Document.

Actions That Trigger Deviations

The following are the actions that trigger contract term deviations:

1. Users add non-standard clauses to the business document.

2. Users remove clauses from the business document.

3. Clauses are required by Contract Expert rules to be either included or removed from the business document, and you have not completed all the Contract Expert requirements.

4. For a clause on a business document, later versions of the clause are available in the Library.

5. Users add standard clauses or their alternates to the business document.

You can generate a report of the deviations from your contract terms standards, through either of the following methods:

Manually, as part of the authoring process.

Automatically, when you submit a business document for approval. The deviations report includes two components:

- A tabular list of the Clause Deviations as evaluated and generated by Oracle Contracts.

- An Approval Abstract, consisting of text that you enter manually, typically specifying reasons for the deviations.
    - Each entry of the Clause Deviations list includes the following columns:

    - Category - A high-level categorization of the deviation.

- Deviation - The type of deviation.

- Section - The section title from the business document

- Clause Title -The clause display name from the document.

- An Approval Abstract, consisting of text that you enter manually, typically specifying reasons for the deviations.

- In addition, the deviation report entry generated manually contains a Compare Text icon, which enables you to compare old and new versions of the clause text in the following cases:

- A standard clause was modified.

- An expired clause on the document has a newer valid version in the Library.

- An alternate clause has been replaced in place of the original clause.

Downloading the Deviations Report

For some types of business document, you can download the deviations report to a Microsoft Word document, edit it offline, and attach it to your business document as a contract document.

Copying the Deviations Report

The deviations report that is created automatically as part of the approval process is not copied to the next version of a business document; however, any documents that you attach manually to an earlier version are copied across to a new version of the business document.

Generating a Deviation Report Manually

Prerequisites

You must be in the Contract Terms page for your business document.

The Contract Source of the business document must be Structured Terms.

To generate a Deviation report manually:

1. Select Review Contract Deviations for the Action, and click Go. The Deviations Report appears, displaying the clause deviations in the lower part of the window. The deviations initially appear sorted by Category -the deviation category. For more information on the report details, see About the Deviations Report.

2. In the View By field, you can select Section to order the deviations by Section. NOTE: However, the download feature will always download the deviations report sorted on category.

3. When it appears in a deviations report entry, you can click the Compare Text icon to compare the clause text. The situations when this occurs are as follows:

- A standard clause was modified. – In this case, the compare text displays the non-standard and the standard text versions

- An expired clause on the document has a newer valid version in the Library. – In this case, the system compares the expired clause text with the library version

- An alternate clause has been replaced in place of the original clause.] – In this case, the compare text displays the alternate clause text and the original clause text

4. You can select the check box Generate for Approval if you want the Deviations Report to be attached to the approval notification. Selecting this option overrides the value of the profile option OKC: Generate deviations report for approval.

> **Note:** You can have different values of theGenerate for Approval check box for different versions of a business document.

5. In the Approval Abstract box, optionally enter text that you want to describe the deviations.

6. You can click Download to download the deviations report to your desktop. After downloading the report, you can save the report, edit it offline, and attach it as a contract document with the category Approval Abstract. The Approval Abstract documents appear as attachments to approval notifications. For more details, see Managing Contract Documents.

For more information on setting up the Deviations Report, please refer to the *Oracle Contracts Implementation and Administration Guide*.

Customer Acceptance

Signature Block

Document binding is the final phase of the BSA or Quote negotiation. Once the BSA or Quote is approved internally it will submitted for customer approval. On receipt of customer approval the system must able to capture following information on the BSA or Quote.

- Supplier signed date

- Supplier Name

- Customer Name

- Customer signed date

The information will be captured in the signature block on the window. The block has fields for customer and supplier.

No validation will be built around these fields and they are not mandatory for user entry.

1. Enter BSA or Quote

2. Submit Draft (starts Internal Approval process)

3. Obtain internal approvals

4. Confirm customer acceptance. This is a manual step, you must enter signatory information (optional), action 'Customer Acceptance' or progress the flow. The Quote is transitioned to a sales order in either the Enter or Booked status. Once you have entered signatory information (optional) on the BSA, action 'Customer Accepted' or progress the flow. The BSA status will change to 'Awaiting Start Date' or 'Active' determined by the effective start date of the BSA.

Purging Sales Orders with Terms and Conditions

Purge Sales Orders With Clauses

Considering that contract terms can be perpetual, it is necessary for you to distinguish between Sales orders with clauses (a Contract Template will have been assigned) from Sales orders without clauses, and to provide an option to make sales orders with clauses in-eligible for the regular PURGE process.

When purging Sales orders, you can select a purge parameter that specifies whether orders with clauses are eligible for purging. If you select No for this parameter, then the order will not be eligible for purging if it has clauses.

To purge orders, navigate to the Order Management Navigator menu > Orders, Returns > Order Purge > Order Purge Selection.

- In the Parameters window, you may select either Yes/No in the Contract Terms field. If selecting the default value, No, then any orders with clauses will not be eligible for purging. If you select Yes, orders with clauses (Terms and Conditions) are eligible for purging.

- A parameter exists in the Order Purge Selection program. Navigate to System Administrator Navigator menu > Concurrent > Program > Define. Query for "Order Purge Selection" program, and click Parameters.

> **Note:** This parameter will only be active if the user has licensed Sales Contracts.

- A parameter exists, Contract Terms with a Yes or No value set.

- The default value should be No. This means by default, all orders containing terms and conditions will NOT be eligible for purge.

- If a Sales order is eligible for purge, all versions of the Sales order (with its clauses) can be purged.

Security - Contract Terms Authoring

Locking the Sales Agreement or Quote/Sales Order and Related T's&C's

Document security is controlled through the Order Management Process Constraints framework. A seeded processing constraint setup is included for the most common Sales Agreement and Quote/Sales Order scenarios.

You can set up processing constraints to prevent changes to Sales Order attributes at certain points in the sales order lifecycle, such as:

- When the sales order is submitted for approval

- After Customer Acceptance

- When the Sales order is created from an Oracle Quoting, with Customer Acceptance

Using Processing Constraints

Specify the condition to base the security on by using pre-seeded validation templates. Then, if the condition is validated as true, processing constraint rules are checked and certain actions to the sales order attributes may be specified as not allowed.

Validation Templates

The following templates should be seeded for Sales Agreements and Sales Orders:

- Customer Accepted – this condition should be based on when the Sales Agreement or Quote/Sales Order Workflow for customer acceptance has been completed and acceptance is attained. When this validates true, then attributes are frozen. Applies to Sales Agreement and Quote/Sales Orders.

- Customer Accepted – this condition should be based on when the Sales order (without acceptance workflow) has been accepted by the customer – the template would validate as true when the Customer Sign Date field is not null. This would be a table-based template.

- Submitted for Approval – this condition should be based on when the Workflow for approval has been initiated (not completed) so that when the user initiates the approval process, the Sales Agreement / Quote SO attributes are frozen.

Customer Accepted from Quote – because the T's&C's have been negotiated and accepted in the Quote negotiation phase, once a sales order is placed, there shouldn't be any contractual changes made to the Sales order (unless the customer agrees to the change). This condition should be based on a) when the Sales order originates from an Oracle Quoting, and b) when the sales order field Customer Signing Date is not null. When this condition validates as 'true,' then attributes of the sales order are frozen. This only applies to sales orders.

Processing Constraint Rules

When a condition from the validation template validates as true, the system will:

1. Check which responsibilities the constraints are applicable to

2. Enforce the constraint rules according to the setup of the processing constraint rules. There will not be system seeded processing constraint conditions -- users will have to build their own conditions.

When any of the three conditions (sales order is submitted for approval, after Customer Acceptance, or when the sales order is created from the quote with Customer Acceptance) are validated as true, you cannot update the sales order attributes identified in the Constraints region of the Processing Constraints screen:

- Sales order header and line attributes (already seeded)

- Contract Terms – this means that when you click Contract Terms on the Sales Orders window, the Clause Authoring window opens in **read-only** mode. You cannot:

    - Change contract template

    - Renumber

    - Use contract expert

    - Check for clause updates

    - Update variable values

    - Add clauses

    - Delete clauses

    - Update clauses

- Add sections

- Move clauses

> **Note:** You can manage Contract Documents and Preview/Print the Contract, even if the Contract Terms window is in read-only mode. This means rather than enter one row in the Constraints region to specify updating all attributes is not allowed, you must enter each attribute where update is not allowed and exclude Contract Documents and Preview.

Security - Clause Authoring Window

The following modes are available for the BSA and Quote/Sales Orders window.

Read Only Mode

From the BSA or Sales Orders window, when the Clause Authoring window is invoked, you cannot perform updates to clauses in read only mode.

The only actions that are allowed in read only mode are preview of terms and conditions, and contract document management.

Update Mode

From the BSA or Sales Orders window, when the Clause Authoring window is invoked, you can perform all clause related tasks.

Security

You can define rules to control changes to contract terms. This can be done by using processing constraints framework. The rules will be defined the same way as for any other attributes on the BSA.

System must check security rules before it opens the Contract Terms window or before it allows user to pick template on BSA. You can only access the Clauses window in view only mode if security does not permit to change the contract terms.

Security Constraints

The constraints work the same way for contract template as it works for Sales orders. Since quote/I-store flow is supported only for the create operation the constraints defined for create operation on the header remain the same.

The Processing Constraint Framework will provide the Security framework for Sales Agreements. Several new seeded validation templates will be created as well as allowing definition at the Sales Agreement header and Sales Agreement line. You can define your constraints based on your business processes.

Contract Terms Function Level Security

Sales Contracts allows organizations to control levels of access to authoring contract terms on a business document. Many businesses have multiple roles involved in the

contract negotiation process including contract negotiators, contract administrators, and contract approvers. Negotiators may have standard authoring privileges with access to standard clauses and alternates in the Library. Administrators may have additional privileges that allow them to author non-standard clauses or remove contract terms. Approvers or super users may have privileges that allow them to override standard authoring controls. For instance, with super user authoring privileges, a user can delete a mandatory clause from a business document or edit a clause that is text protected.

Sales Contracts provides the following levels of authoring access to business documents.

- Standard Authoring Privileges: Users can add standard clauses, update variable values, and change terms.

- Non-standard Authoring Privileges (Default): To enable users to create non-standard clauses while authoring business documents, the default access is set at the non-standard authoring level. In addition to the available functions in the Standard Authoring Privileges level, users can author non-standard clauses and remove or delete terms.

- Override Authoring Controls Privileges: In addition to the available functions in the Non-standard Authoring Privileges level, users can delete mandatory clauses and override the lock text option.

- Restricted Contract Authoring privileges: Users with this privilege can only apply a contract template and use contract expert. This is the most restrictive contract authoring security level.

Non-standard Authoring Privileges level is the default security level, if you add the seeded menus. To change the security level from the default to the Standard Authoring Privileges level, remove the Author Non-standard Terms function from the list of available functions. For the Override Authoring Controls Privileges security level, add the Override Authoring Controls function to the list. To setup a user with the restricted contract authoring security level, an administrator must remove the "Author Non-Standard Terms" and "Author Standard Terms" functions from the user's menu.

If you want to set up your own responsibility, you can then attach menus to the responsibility, typically by copying existing menus. Subsequently, you can grant or revoke specific functions from the menus, such as the Override Authoring Controls function. Please refer to the *Oracle Contracts Concepts and Procedures Guide* to obtain more details on how to setup and use these functions.

> **Note:** If you customize responsibility functions or menus to change function security access levels, you must also bounce the midtier port for your changes to be effective.

Version Contract Terms On Sales Agreements

When versioning the Sales Agreement, whether manually or automatically, any contract terms on the agreement will also be copied and versioned.

If a change is made to a contract term, the system will not automatically version the Sales Agreement. You must manually enter the new Sales Agreement version number, and navigate to the Contract Terms window and make clause changes. The system then would version the Sales Agreement along with the associated contract terms.

To version the Sales Agreement when making changes to contract terms:

Manually enter version number and reason.

Navigate to the Contract Terms to make changes.

View History

You can see all versions of an agreement, including each agreement's contract terms. An action to view the associated contract terms for each version of the contract and pricing terms is on the Agreements Summary window.

Modifying a Customer Accepted Sales Agreement or Sales Order

You can initiate a new version of a signed Sales Agreement or Sales order, and make changes to the new version. Once the changes have been manually approved, the agreement should then take affect and the former version should be placed in history.

You can view the old version for historical reference.

The system retains the information on who versioned the document, and on what date. This information is available from the Version History window.

- The Sales Agreement is versioned, and the old version is moved to history.

- If the customer accepted Sales Agreement is on hold; you cannot order against this Sales Agreement now.

As part of the versioning process you are required to enter:

- Version number

  Version reason

  Approver name(s) and date(s) (Optionally capture this in comments/attachments)

  Enter changes directly on the new version of the Sales Agreement, that is still on Hold.

  Run the Clauses QA check to validate any newly added clauses (Mandatory user step)

  Print the document

  Enter customer signatures in the new version

  Remove the hold from the new version.

When you version the Sales Agreement, any price list and/or modifier associated to the

Sales Agreement will not be versioned in this release.

Sales Contracts Workbench

The Contracts Workbench page is an HTML page that exists on top of the Contracts Repository page. It enables Contract Administrators to view, organize, create and keep track of sales contracts using various features like search, bins, notifications.

The Contract Administrator drafts contracts, negotiates with the external party, administers contract approval, and manages contract execution and administration. The Contract Administrator either negotiates contracts directly with customers, or updates the contract based on feedback from the customer, usually obtained through the Sales group. He/she is the primary user of the Sales Contract Workbench.

The following features of the Sales Contracts Workbench are used by Contract Administrators:

- Search – Simple and Advanced

- Notifications Bin - container for all contract-related notifications (for example, users have to be notified of approved or expired contracts)

- Shortcuts – to actions and reports

- Contracts Bin – the main container that displays the contracts in the Workbench and from this container you (as Contract Administrator) can perform the following actions and create/use the following bins and views:

    - Actions available on each bin – you can perform different actions from each bin, like updating contract terms, viewing the contract PDF, opening the business document for updates, etc.

    - Contract Administrator attribute—defines how contracts can be assigned to a Contract Administrator and identified in search criteria for populating a bin with your contracts.

    - Bookmarked Contracts—this view in the Contracts bin displays only contracts that you have bookmarked. You can create and remove bookmarks.

    - Default views for contract bins—defines the default contract bins and views available for each bin.

These Contract Workbench features are covered in more detail in the sections below.

Simple Search

Simple Search has three fields that you can use – specify a document type (Sales Order, Sales Agreement), contract attribute (Number, Name) and then enter a value for the attribute. All three fields should be entered. The Search Results page is shown below:

Advanced Search

 Advanced Search enables you to first specify Intent – Buy, Sell or Other. Once the Intent is specified, select one of the following Document Types:

- All

- All Order Management Types

- Quote

- Sales Order

- Sales Agreement

- Miscellaneous Contract

Once you have selected a Document Type, the search criteria fields are displayed depending on the document type. Some common search criteria fields across document types are: Number, Name, Operating Unit, Contract Type, Contains Contract Terms box, Status.

The search results for advanced search are shown below and you can perform some actions like viewing contract terms, updating contracts, exporting etc.

The following actions can be performed from the search results table; these actions are also available from the contract bins on the Workbench:

• View Contract (icon in column)

• View Summary (link)

• Open (drop-down action)

• Update Contract Terms (drop-down action)

• View Contract Documents (drop-down action)

• Add Bookmark (drop-down action)

• Remove Bookmark (drop-down action)

• Export (button)

• Customer name (link)

• Full List (button)

Notifications Bin

Notifications are sorted based on the Date Sent field with the recent most date on the top of the list. To view the notification details, click the Subject link. The following notification types are currently in use:

1. Contract Clause Approval

2. Contract Template Approval

3. Contract Template export to Configurator

4. Deliverables Notification

5. OKC: Contract Repository Approval

6. OM Blanket Header

7. OM Negotiation Header

8. OM Order Header

9. OM Order Line

10. OM Standard

11. OM Send Acknowledgment

12. Order Capture - Quoting Alert

13. iStore Alerts Workflow

14. ASO Approval

15. ASO Notification

Shortcuts Bin

The following shortcuts are available in the Contracts bin for performing contracts-related actions: Creating sales agreements, sales orders, quotes and miscellaneous contracts; search contract clauses and templates; performing Contract Clause Analysis; viewing Bookmarked Contracts; importing Miscellaneous Contracts; downloading Import Template.

Contracts Bin

The Contracts Bin consists of the following bins apart from Notifications, Shortcuts. The actions available from the seeded bins are the same actions available from the search results table. You can rename a seeded bin or a seeded view within a bin.

Bin1 or My Contracts: There are a number of seeded views in this bin. The views show only those contracts where the Contracts Administrator is the logged in user. Views in this bin display contracts of all document types, including sales agreements, sales orders, quotes and miscellaneous documents. Some of the seeded (and personalizable) views in this bin are My Work List, Contracts Pending Approval and Signing, and Contracts last viewed.

Bin2 or My Sales Agreements: The views in this bin are seeded and personalizable and display the sales agreement document type only. The views show only those contracts where the Contracts Administrator is the logged in user. Some of the seeded views in this bin are Expiring Sales Agreements, Expired Sales Agreements, Sales Agreements in Negotiation, Sales Agreements with Outstanding Commitments.

Bin3 or All Contracts: This bin contains no seeded views and displays contracts of all document types. You can create your own views and place them in this bin. To create/update views please refer to the section Creating and Updating Views.

Creating and Updating Views

You can create or update views by clicking Personalize next to the view LOV. You can customize the following:

- Define the View name

- Define the number of rows to display for that view (within that bin)

- Set whether the view is the default view for that bin

- Define the column properties and the order in which the columns are displayed for that view

- Define the sort settings

- Define the search criteria for that view

Updating the Contract Administrator field

Now you can update the Contract Administrator and Legal Contact fields in the Contract Terms page using one of the following methods:

Automatic Defaulting: The Contract Administrator field is automatically updated when contract terms are found in the business document.

Manual Update: Open the Update Contract Details page from Actions or Shortcuts and enter the required values from the LOVs.

Update Contract Administrator Concurrent Program

This concurrent program enables you to mass update the Contract Administrator field on multiple contracts at a time. It is available from the Shortcuts as Assign Contract Administrator.

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.

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). See: *Oracle TeleService User Guide*.

Sales Orders From TeleSales 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.

- 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.

> **Additional Information:** 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. You must enter at least Party and Party Address information to make use of this auto-create (of account layer information) and use the Sales Orders window. Party Contact information is not required but entering that will make the flow more seamless.

> **Note:** You must set up the Account Numbering and Location Numbering (Site Numbering) as Automatic. We convert the party layer to account layer (if needed) and expect the Account Numbering and Site Numbering profiles to be automatic. If you do not want to use Automatic Numbering , then first create the Account Layer and then use this feature. This way Order Management will find the Account Sites. The TCA System Options controlling this automatic numbering are: for account: Automatic Customer Numbering, and for Sites: Automatic Site Numbering. These options are present in the Receieveables System Options form.

- 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.

> **Additional Information:** 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.

  > **Additional Information:** Note: Order Management requires a Salesperson for booking an order. If the users 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.

  > **Additional Information:** 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 Contacts 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 Implementation Manual*.

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

1. Navigate to the eBusiness Center window.

eBusiness Center Window - Order Tab

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.

Sales Orders Window - TeleSales Information Populated

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.

eBusiness Center Window

> **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.

Sales Orders Window - Contact Information

4. Enter the sales order information and save your work.

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Order Information

This chapter covers the following topics:

- Order Information Overview
- Order Information Tabs
- Internal and External Users
- Multi-Org Access Control (MOAC)
- Sales Order Information
- Finding a Sales Order
- Viewing Sales Order Summaries
- Viewing Sales Order Details
- Process Item Information for Sales Orders
- Finding Process Item Information for Sales Orders
- Viewing Process Item Information for Sales Orders
- Pricing Information
- Finding Pricing Information
- Viewing Pricing Details
- Invoice Information
- Finding Invoice Information
- Viewing Invoice Summaries
- Viewing Invoice Information
- Delivery Information
- OIP Delivery Tab Features
- Referencing Documents
- Finding Deliveries

- Viewing Delivery Summaries

- Viewing Delivery Details

- Process Item Information for Delivery Details

- Finding Process Item Information for Delivery Details

- Viewing Process Item Information for Delivery Details

- Customer Service

- Submitting a Defect Report

- Submitting a Return Material Authorization (RMA) Request

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.

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, however as a customer, you can accept items in the Customer Acceptance cycle.

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.

The current release has a single Inventory model - Oracle Inventory and as a result of this, Order Information Portal is updated to reflect the changes: the process inventory fields such as Secondary Quantity, Secondary UOM, and Grade for discrete inventory are displayed in the pages. Previously the Order Information Portal displayed these attributes for process inventory only. The Create Order window (HTML Order Entry) now includes process inventory fields such as Grade, Secondary Quantity, and Secondary UOM, (ordered_quantity2, ordered_quantity_uom2).If the item in the organization, in which the transaction is being carried out, is tracked in Primary and Secondary or the pricing source for the item is secondary, then the Secondary Quantity field is enabled and required. You cannot edit the Secondary UOM field. If the ship from changes (organization) and the item is defined differently in this organization, then it can change. The value of Secondary Quantity and Secondary Unit of measure

fields are retrieved from the source order line.

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 Manual.*

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 can be customized to meet your business needs. For more information about setting up Order Information, refer to the *Oracle Order Management Implementation Manual.*

> **Note:** If Oracle Endeca is installed and licensed in your environment, then refer to the *Oracle E-Business Suite Extensions for Oracle Endeca Integration and System Administration Guide* for detailed information about the Endeca enhancements to your product.

Internal and External Users

Depending on your user responsibility and system setup, you may have access to view all or some search criteria. Internal users have access to a larger selection of searching tools. As external users can be a contact of multiple customers, they can search for orders of all customers for whom they are registered as contacts. External users can query using the Customer Number field in both simple and advanced search views. To enable an external user to query orders of all customers they are registered as a contact for, ensure to select the party level contact for the person in the customer list of values in the FND users window for the external user.

External users can subscribe to receive notifications based on key business events such as Scheduling, Schedule Date Changes, and Shipping. Additionally, external users can choose to receive notifications individually for each sales orders or consolidated across sales orders by setting up preferences in Workflow mailer.

For more information about setting up internal and external users in Order Information, refer to the *Oracle Order Management Implementation Manual.*

Multi-Org Access Control (MOAC)

The Operating Unit field is viewable from some of the Order Information Portal pages – Order Status and Delivery. However it is a hidden field and you can make it visible on the page through personalization. It displays your default Operating Unit.

> **Note:** Customer Service page is not a MOAC enabled page. It just contains contact information.

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 number

- Customer purchase order

- Sales order number

- Quote Number

- Order Type

If you have access to multiple Operating Units, the query will return results from across all of them, unless you restrict your search by specifying an Operating Unit sensitive parameter like Order Type.

The following image depicts the Simple Sales Order Search window:

Simple Sales Order Search Window

You can personalize the Sales Orders Search Results table so that the sales order summary displays the Operating Unit.

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 number

- Customer PO

- Sales Order

- Quote Number

- Order Type

3. Enter a value appropriate to your search. A customer name, customer number, customer purchase order, sales order number, quote 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. You can personalize advanced search to include Operating Unit as one of the search criteria. It displays your default Operating Unit. You can clear it to search across all Operating Unit accessible to you.

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:

- Operating Unit - Use Personalization to enable it on the page

- 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.

> **Note:** 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

- Bill To

- Order Status

- Customer PO

- Customer Name

- Ship To

- Item Number

> **Note:** Additionally, you can personalize Advanced Search to query and display Customer Number, Invoice Number, Orders On Hold (Yes/No), Ship To Customer, Bill To Customer, and Deliver To Customer.

5. Click Go. The 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:

Advanced Search Window

The Ship-to and Bill-to list of values, will show data from one or all accessible Operating Units depending on whether the Operating Unit field has a value or not.

Searching by Item - The Item LOV displays values based on the Item Validation Organization for the Operating Unit that is specified (or defaulted). If the Operating Unit field is blank then the then the Item LOV will display values based on the Item Validation Organization for your default Operating Unit. If you do not specify an Operating Unit or do not have a default Operating Unit set then you will be unable to use Item as a search criteria.

The results for Advanced Search show the Operating Unit if you have enabled it for viewing using personalization.

> **Note:** If Oracle Endeca is installed and licensed in your environment, then refer to the *Oracle E-Business Suite Extensions for Oracle Endeca Integration and System Administration Guide* for detailed information about the Endeca enhancements to your product.

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:

- Operating Unit: This can be displayed using personalization.

- 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

- 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

- Quote Number

- Quote Date

- Hold Status

- Active Holds

Viewing Sales Order Details

The Sales Order details window contains General, Shipping, Billing, and Lines Information regions. You can view the Operating Unit field through personalization.

The following image depicts a Sales Order detail window:

Sales Order Detail Window

General

The General region contains the following fields:

- Operating Unit - can be enabled via personalization.

- Customer Name

- 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.

- Booked Date

- Status

- Quality Plan: Select View Quality Plan to view quality plan details.

- Sales Agreement Number: This field is populated only when the sales order is associated with a Sales Agreement, i.e. the sales order is a release against the Sales Agreement. It appears as a link on the page and, on clicking, you can see the Sales Agreement information such as General Information and Fulfillment Summary. This field is not displayed by default; it may be shown on the page by using personalization.

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

> **Note:** You can personalize to view delivery line details such as Ship To Customer, Ship To Contact, Deliver To Customer, Deliver To Contact, Schedule Ship Date, Schedule Arrival Date, and Serial Number.

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

- Invoice Information: Select View Invoice Information to invoices for this order. This option is only available if Oracle Receivables is installed.

Lines

The Lines region displays line item information for the sales order and contains these 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

- Sales Agreement Number: This column displays the Sales Agreement number associated to the sales order line. It shows up as a link, which opens the Agreement details page on clicking. Like the Blanket Number in the Header, this field is also not displayed by default, it needs to be personalized to display in the page.

- UOM: Displays the unit of measure for the ordered quantity

- Fulfilled Quantity: Indicates the order quantity fulfilled

- Charge Periodicity: This column displays the charge periodicity for recurring charges. The column is enabled only when the system parameter Enable Recurring Charges is set to Yes. It can be made visible on the page by using personalization.

- Unit Price: Displays the unit price for the item

- Extended Price: Displays the subtotal of the item

- Delivery: Displays the Delivery icon. When you click this icon, the Deliveries page appears displaying the deliveries. Click the Delivery Number link to view the delivery details for a specific delivery. If there are no deliveries created with the order line, the icon is disabled.

- Expected Ship Date: Indicates the date the shipment is scheduled to ship

- Acceptance Status: Displays whether the customer has accepted the goods or rejected them. This enables revenue recognition to take place.

- Acceptance Date: The date on which the customer accepted the goods.

- Details: Displays the Details icon. When you click this icon the Additional Information page appears displaying additional information for the order line. Additional information includes amount details, tax details, quality information, and service details.

- Additional Information: If Oracle Process Manufacturing is installed and a process item is ordered, then the Additional Information icon is enabled. Click this icon to access additional process order information.

- Return Request: Displays the Return Request icon. Click this icon to submit a Return Material Authorization (RMA) Request. This window is only available if the order is booked or shipped.

- Line Invoice Detail: Displays the Invoice icon. Click this icon to view the invoices for individual order lines. This option is only available if Order Information is integrated with Oracle Receivables.

Additionally, you can folder enable the following fields to view additional return order details:

- Return Reason

- Return Order Reference

- Return Order Line Reference

- Return Invoice Reference

- Return Invoice Line Reference

Tax Details

When you view the details of an order line, the tax details section is also displayed as shown in the figure below:

Tax Details

Service Details

Order information portal displays the service details for the order lines where either the item type is Service or the Subscription Service check box is selected. This section displays the service start and end dates, duration, period, coverage template, subscription template, billing option, billing profile, first period bill amount, and first period bill to date.

Sales Agreement Number

The Blanket Number links in the Order Header and Lines regions open the Sales Agreement details page where you can view Agreement information. The General

Information section displays the header level information of the Sales Agreement. The Fulfillment Summary displays the agreed release amounts and quantity limits as well as the fulfilled release amounts and quantity limits. The Lines section displays the Sales Agreement line information (item details), and related Pricing, Contract Terms and Contract Documents details. You can view the contract terms associated with the Sales Agreement at the header or the line level. The View Contract button enables you to download or open a copy of the contract pdf. At the line level, if you click Contract Terms or Contract Documents, the details are displayed in the Sales Agreements details window.

Process Item Information for Sales Orders

If Oracle Process Manufacturing is installed and a process item is ordered, then in the Additional Information page, you can see Secondary Quantity, Secondary Unit of Measure and Grade information.

Since Discrete and Process Inventory models have been converged in the current release, all inventory related information from both discrete and process inventory data models are accessible in the Order Information Portal. The region Additional Item Information (accessed by clicking the Details icon in the Lines region of the Order Status Details page), contains the inventory information.

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 Ordernumber. 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:

Additional Information Window

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

- Requested Dual Quantity is now called Secondary Quantity (prompt name change), Dual Unit of Measure is now called Secondary Unit of Measure (prompt name change only). The Grade field prompt name has been unchanged as Grade. These name changes are due to the converged inventory model.

The Additional Information window for sales orders also contains Tax Details, Charge 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:

Pricing Details Window

The Pricing Details window includes the following fields:

- Sales Order: Displays the selected sales order number

- Price List: Displays the price list included in the order header

- Currency: Displays the transaction currency

- Gross Amount: Displays the total before discounts and tax

- Total Discount: Displays any discount amounts applied to the list price

- Total Tax: Displays the tax applied to the order

- Total Charges: Displays the header level charges

- Net Amount: Displays the amount after Tax and Charges are applied to the Subtotal

The Pricing Details window also contains Charge Details and Price Adjustment Details regions.

Charge Details

The Charge Details regions displays details about individual charges applied to an order and contains the following fields:

- Charge Name: Displays the name of additional charges applied to the order

- Type: Displays the type of charge applied to the order

- Rate: Displays the rate at which the charge is applied to the order

- Amt/Unit: Displays the amount or unit applied to the order

- Charged: Displays the total amount charged to the order

- 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 the Pricing chapter.

Invoice Information

If Order Information is integrated with Oracle Receivables, 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:

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:

Order Invoice Window

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.

OIP Delivery Tab Features

Order Information Portal (OIP) provides a Delivery tab that enables customers to view when items shipped. Using Advanced Query, you can query on a Planned Ship Date range, Actual Ship Date range, Planned Arrival Date range, Actual Arrival Date range, and on the vehicle type and name.

Using Advanced Search, You Can Query Lines Based On a Planned Ship Date Range

The Scheduled Ship Date field is now called the Planned Ship Date, where you can search for a date range.

Using Advanced Search, You Can Query Lines Based On The Planned Arrival Date Range

You can query on the expected arrival date, called the Planned Arrival Date. You can search for a date range.

Using Advanced Search, you can query lines based on the Actual Ship Date

Using Advanced Search, You Can Query Lines Based On The Actual Arrival Date Range

You can query on the actual arrival date, called the Actual Arrival Date. You can search for a date range.

Using Advanced Search, You Can Query First And Last Legs Of Trips Based On The Vehicle Type And Name

Transportation companies need to view transportation schedules based on all their 40-foot trucks, or a particular license plate. You can query for first and last legs based on vehicle type and name.

Referencing Documents

Deliveries Tab - Advanced Search Page

Deliveries Tab - Delivery 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 perform 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, such as a delivery number, customer purchase order, or sales order number.

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:

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.

   - Operating Unit

   - 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

   - Planned Ship Date From

   - Planned Ship Date To

   - Planned Arrival Date From

   - Planned Arrival Date To

   - Actual Arrival Date From

   - Actual Arrival Date To

   - Vehicle Type

   - Vehicle Number

     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.

> **Note:** 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:

Advanced Search Window for Deliveries

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.

The Search Results window contains the following fields:

- Operating Unit: This field is enabled and viewable through personalization

- 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

- Planned Ship Date

- Actual Ship Date

- Planned Arrival Date

- Actual Arrival 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

- The converged model of Discrete and Process Inventory enables you to view columns like Lot Number (now 80 characters), Secondary Shipped Quantity, Parent Lot and Lot.

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:

Delivery Details Window

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.

> **Note:** 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

- Planned Ship Date

- Actual Arrival Date

- Planned Arrival Date

- 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 Receivables.

    Note: If Oracle Endeca is installed and licensed in your environment, then refer to the *Oracle E-Business Suite Extensions for Oracle Endeca Integration and System Administration Guide* for detailed information about the Endeca enhancements to your product.

Process Item Information for Delivery Details

If Oracle Process Manufacturing is installed and a process item is ordered, an Additional Information icon is displayed. Selecting this enables you to access additional process order information.

Finding Process Item Information for Delivery Details

Complete the following steps to view process item information:

1. Select the Delivery tab.

2. Run a Simple Search or Advanced Search. The Search Results window displays.

3. Select a Delivery Number. The Delivery Line Details window displays.

4. Select the Additional Information icon for process item information.

Viewing Process Item Information for Delivery Details

The following image depicts the Additional Information window for process items:

Additional Information Window for Process Items

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 Manual.*

To view contact information, select the Customer Service tab.

The following image depicts the Customer Service window:

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

    Note: If Oracle Endeca is installed and licensed in your environment, then refer to the *Oracle E-Business Suite Extensions for Oracle Endeca Integration and System Administration Guide* for detailed information about the Endeca enhancements to your product.

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, 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:

Report Defect Window

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: Displays the lot allocated to the batch. This field is entered only if the ingredient is lot 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:

Initiate RMA Request Window

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.

- Line Number: Displays the line number. 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.

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Order Management HTML User Interface

This chapter covers the following topics:

- Order Management HTML User Interface Overview
- Order Management HTML User Interface Tabs
- Searching for Orders
- Actions on Orders
- Searching for Order Lines
- Actions on Order Lines
- Viewing Order Details
- Viewing Order Line Details

Order Management HTML User Interface Overview

Use the **Order Management HTML** user interface to create, update, and manage orders. The HTML user interface is in addition to and coexists with the existing sales order windows and Order Information Portal (OIP).

The HTML user interface is an additional option, if you desire a modern, easy to configure, tablet friendly user interface. This interface offers functional parity with sales orders, order organizer, and scheduling organizer. It shares a common foundation with the existing sales order windows, Process Order API, and Order Import.

You can access this interface using the Order Management, HTML User Interface responsibility. Access to this is controlled by roles. You can have various combinations of authorization granted either through a permission set or through grants. Additionally, the HTML interface is integrated with FND Security to enable rule-based access to the summary and detail views of sales orders.

Order Management HTML User Interface Tabs

This interface has two tabs:

- Orders

- Dashboard

  If Oracle Information Discovery is installed and licensed in your environment, then refer to the *Oracle E-Business Suite Extensions for Oracle Information Discovery Integration and System Administration Guide* for detailed information about the Information Discovery enhancements to your product.

Orders Tab

The **Orders** tab has the following two subtabs:

- Orders

- Order Lines

The application displays the **Orders** tab by default. Use the **Orders** subtab to search, display, and perform actions on order headers. Use the **Order Lines** subtab to search, display, and perform actions on order lines. These subtabs provide search components including **Saved Search, Simple Search, Advanced Search,** and **List Search**. You can view either the classic (Simple, Advanced, and Saved searches) or List search panels but not both simultaneously. Within the classic panel, the saved search is the default opening panel in Orders page.

The **List Search** and the **Quick Search** options are not available by default. The List Search option is available only if you have set up the *FND: Enable List Search* profile option to **True**. The Quick Search is available in the List Search panel. The Quick Search option is enabled if you set both the profile options *FND: Enable List Search* and the *FND: Enable Quick Search for Query Beans* to **True**.

Oracle Order Management HTML User Interface

Searching for Orders

Use the **Orders** subtab to perform a simple search, an advanced search, a quick search, and a list search. You can also search by descriptive flexfields for order and order line level.

> **Note:** You can search for orders using the descriptive flexfields only if you are on release version 12.2.9 and above.

You can save the search criteria as a Saved Search. You can view either the classic (simple, advanced, and saved searches) or list search panels but not both depending on the profile set.

Ensure that the *FND: Enable List Search* profile value is set to True to enable the display of the List Search for Order Management HTML user interface search panels.

If you set the profile option value to False, then the **Classic Search** page displays with three search panels – **Saved Search, Simple Search, and Advanced Search**. By default, the classic panel shows the Saved Searches on the Order Management HTML search page. You can toggle between the panels from :

- a *Saved Search* to a *Simple Search*

- a *Simple Search* to *Advanced and Saved Searches*

- an *Advanced Search* to *Simple and Saved Searches*

The following Saved Searches are predefined and available by default.

- Open Orders (Default Saved Search)

- Orders On Hold

- Unbooked Orders

Performing Simple Search

You can search using the following criteria:

- Order Number

- Order Type: This is a list of values.

- Order Status: This is a list of values.

- Customer: This is the customer name and is a list of values.

- Customer Number: This is the customer account number and is a list of values.

- Customer PO: This is a list of values.

Orders Page - Simple Search

Performing Advanced Search

Advanced search has the following parameters by default:

- Customer: This is the customer name and is a list of values.

- Customer Number: This is the customer account number and is a list of values.

- Order Type: This is a list of values.

- Order Status: This is a list of values.

- Context Value: This is the descriptive flex field and is a list of values.

Using the Advanced Search option, you can perform:

- Quick Search by providing the order number

- Search by providing a date range and

- Search by providing the number type

Orders Page - Advanced Search

The **Add Another** field (drop-down list) enables you to select multiple additional search parameters.

> **Note:** All search parameters are independent of each other. For example, specifying a search using Ship To Customer field does not affect the values that can be specified for search using the Ship To Location field.

Performing List and Quick Search

List Search is an enhanced search tool that helps you to quickly and easily retrieve information. This option is not available by default. To enable the List Search option, you must set up the profile option *FND: Enable List Search* to **True**. When you set this option to **Null** or **False**, you can see the Simple and the Advanced Search panels.

Quick Search is part of the List Search panel. To enable the Quick Search in the List Search, you must set up both the profile options *FND: Enable List Search* and the *FND: Enable Quick Search Query Beans* to **True**.
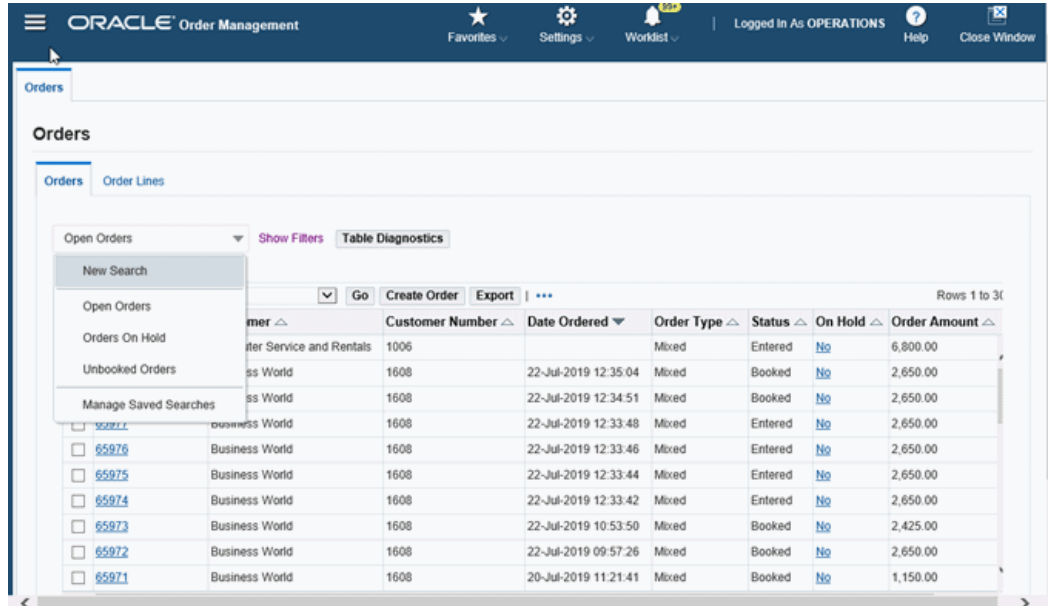
The List Search interface comprises of a two pane layout with the left pane as Filters Panel and the right side pane as Result table. Select the filters in the left pane to specify the search criteria and then view the results in the right pane.
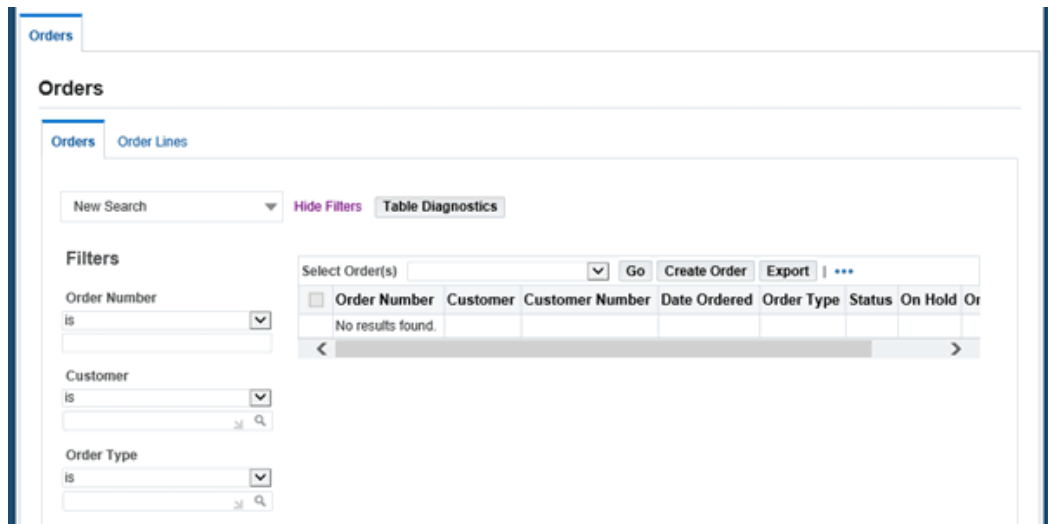
List Search has the following parameters by default:

- Customer: This is the customer name and is a list of values.

- Customer Number: This is the customer account number and is a list of values.

- Order Type: This is a list of values.

- Order Status: This is a list of values.

The **Add** field (drop-down list) enables you to add additional search filters. You can add Context Value etc.

Using the **List Search** option, you can perform:

- Quick Search by providing the order number

- Search by providing a date range and

- Search by providing the range of number type

The following Saved Searches are predefined and available by default.

- Quick Search

- New Search

- Open Orders (Default Saved Search)

- Orders On Hold

- Unbooked Orders

You can save a search by providing a name. When you save a search, it appears in the search list of values under **Orders** tab. You can refine the search by adding more filters. You can edit or delete the Saved Search using the **Manage Saved Search** option. When you delete, the saved search no longer appears in the drop-down list.

Quick Search enables you to search using only one criteria. You can perform a quick search by specifying the order Number. In Quick Search panel, enter the order number or the starting number to query for your order. For example, if you enter 65 or 65%, then the Quick Search displays all the order numbers starting with 65.

To search by date, you can select **Add Another** and add **Ordered Date** field. The **From Date** and **To Date** fields are displayed. Enter a date range and click **Go**. The results pane displays the search results within the specified dates.

To search by number type, you can select **Add Another** field. Select the filters for number type, for example - Quantity Ordered, Quantity Reserved, or Line Number. Click **Go**. The results pane displays the search results based on the specified criteria.

Searching by Descriptive Flex Fields

In the **Advanced Search** and the **List Search** options, you can also search using the descriptive flexfields. The descriptive flexfield based filters are not displayed by default. Your system administrator must personalize the page and render the property to **True** to view the **Additional Header Information** flexfields on the **Orders** tab.

> **Note:** You can search for orders using the descriptive flexfields only if you are on release version 12.2.9 and above.

In the **Order Organizer** form, you must specify all the mandatory fields to search using the **Additional Header Information** or the **Additional Line Attribute Information** set at the order or order line level. The advantage of using the HTML UI interface to search with flexfields is that you can enter only one segment value to search instead of entering all the segment values.

You can use the **Add** field (drop-down list) to add the **Additional Header Information** to the search criteria only if the criteria item is personalized to render. You must select the descriptive flexfield in the **Context** value to display the parameters. Then specify any one parameter to search.

To remove the flexfields, you must enter NULL as the Context value.

You can use the **Additional Line Attribute Information** flexfield on the **Order Lines** tab to search.

Viewing Order Search Results

The Search Results display the order information in a table format with the following columns:

- Select: Select the check box to select multiple orders at one time.

- Order Number: Click the link to drill into the order detail.

- Customer: This is the customer name.

- Customer Number: This is the customer account number.

- Date Ordered

- Order Type

- Status

- On Hold: Yes/No. Click the **On Hold** link to display the **Hold** window to see the information on order holds. You can click **Apply Holds** or **Release Holds**.

- Additional Header Information/Additional Line Attribute Information: Click the icon to display the additional header information or the additional line attribute information, if enabled.

Actions on Orders

Use the **Orders** subtab to perform the following actions on orders:

- Perform several actions on orders.

- Create orders.

- Export orders.

- Edit orders.

Performing Several Actions on Orders

Use the **Select Order(s)** field in the search results region to perform actions on orders.

Oracle Order Management HTML User Interface - Orders subtab

Select the applicable orders in the search results and complete the following single or multiple selection actions available in the **Select Order(s)** drop-down list:

Action	Single/Multiple Order Select
Apply Automatic Attachments	Single
Apply Holds	Multiple
Book	Multiple
Cancel	Multiple
Charges	Single
Check Availability	Single
Contract Terms	Single

Action	Single/Multiple Order Select
Copy	Multiple
You can create RMAs, copy across operating units, and copy multiple lines. Additionally you can copy sets, configurations, service lines, holds, attachments, user defined attributes.	
Create Version	Single
Delete	Multiple
Fulfillment Acceptance	Single
Get Cost	Multiple
Mass Change	Multiple
Notification	Single
Payments	Single
Preview & Print	Single
Price	Multiple
Price Adjustments	Single
Note: The **Related Details** and **Attributes** columns are hidden by default on the **Price Adjustments** page. Your system administrator can personalize the page to display these two columns by clicking **Settings** and then **Personalize Page**. For information about how to personalize the page, see *Oracle Application Framework Personalization Guide.*	
Print Payment Receipt	Single
Process Payment	Single

Action	Single/Multiple Order Select
Progress	Single
Promotions	Single
Quantity History	Single
Release Holds	Multiple
Retrobilling	Single
Retry Activities in Error	Single
Sales Credits	Single
Supply to Order Workbench	Single
Tax	Single
User Defined Attributes	Single

Action	Single/Multiple Order Select
Version History	Single

Click **Version History** to display the current version for the order. Select a different version in the **Version** field, and click **Go** to view the details for that version. On the **Version History** page, you can select these actions at the order header level:

- **Copy**

  Click **Copy** to open the **Copy** page. Use this page to copy the information to a new order or an existing order.

- **Compare**

  Click **Compare** action to open the **Version Comparison** page. Use this page to compare the different versions of the orders. Click **Previous** to view an earlier version, if it exists. Click **Next** to see the later version, if available.

- **Price Adjustments**

  Click **Price Adjustments** to open the **Price Adjustments** page that displays the price adjustments for an order.

  > **Note:** The **Related Details** and **Attributes** columns are hidden by default on the **Price Adjustments** page. Your system administrator can personalize the page to display these two columns by clicking Settings and then Personalize Page.

  For information about how to personalize the page, see *Oracle Application Framework Personalization Guide.*

- **Sales Credits**

  Click **Sales Credits** to open **Sales Credits**

Action	Single/Multiple Order Select

page that displays the sales credits for an order.
 	
From this page, you can select these actions at the order line level:
 	
• Copy
 	
  When you click the **Copy** action, the Copy page appears. Use this page to copy the order line information to a new order.
 	
• Sales Credits
 	
  Click the **Sales Credits** action to open the **Sales Credits** page that displays the sales credits for the order line.
 	
See *Actions on Orders* and the *Tracking Changes through Order Actions*.	

View Invoice Details	Single
View Lines	Multiple
View Notification Details	Single
View Open Messages	Single
View Reasons	Single
View Shipping Status	Single
View Tax Details	Single
View Workflow Status	Single

You can explicitly save the changes by clicking either **Save** or **Apply**. Implicit save is available for certain navigations. For example, if you have pending changes and to initiate an action without explicitly saving the changes first, then the application saves the changes implicitly. However, if you navigate out of the page by clicking any of the global navigation links or icons, then the application does not save the changes implicitly.

Exporting Orders

Use **Export** available in the search results region of the **Orders** subtab to export all orders that match the search criteria to a Microsoft Office Excel comma separated file.

Creating Orders

Use **Create Order** available in the search results region of the Orders subtab to navigate to the Sales Order HTML page to create a sales order.

Order Header Level Actions

There are several order header level actions in the drop-down list:

Sales Order page
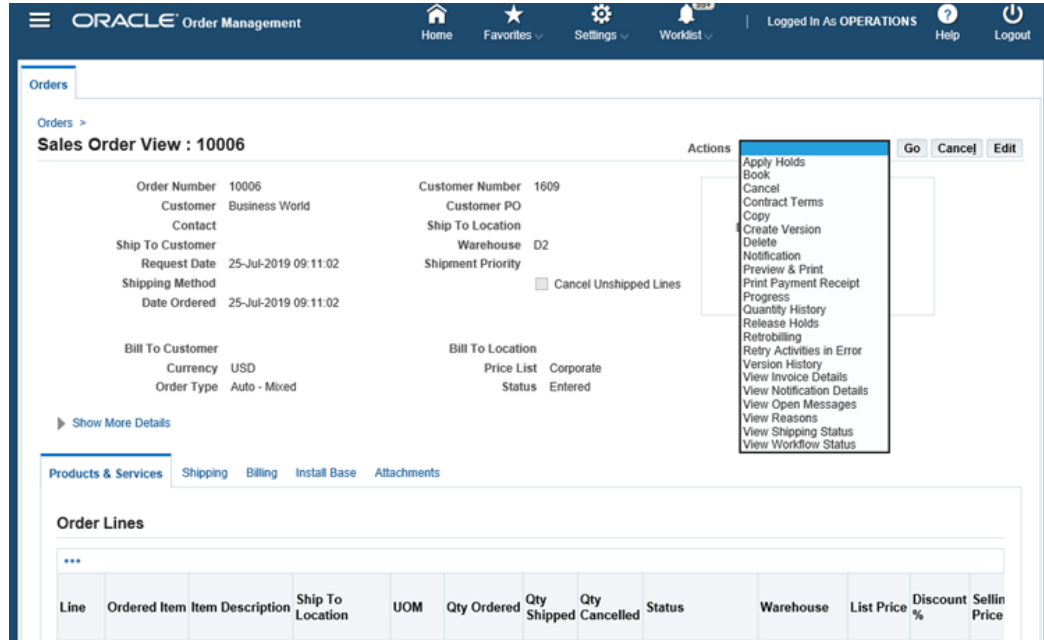
Action	Single/Multiple Order Select
Apply Holds	Multiple
Book	Multiple
Cancel	Multiple

Action	Single/Multiple Order Select
Cancel Unshipped Lines	Single
The value of this check box defaults from the **Sold to Customer** value using defaulting rules. You can edit this value.	
You can select this check box until an order line is not picked or not shipped.	
Contract Terms	Single
Copy	Multiple
Create Version	Single
Delete	Multiple
Find Customer	Single
When you select the **Find Customer** action to search for customers, the **Find Customer** search page displays. Select the **Ship-To** option. Specify an operating unit, before you search for customers. The **Order Usage** page enables you to select options such as Bill-To, Due Date, and so on. When you complete your selection in the **Order Usage** page, the selected values are reflected in the **Sales Order** page.	
The **Find Customer** action first saves pending orders, and then performs the search action. The action is available only when you create or update HTML sales orders.	
Notification	Single
Preview & Print	Single
Print Payment Receipt	Single
Progress	Single
Quantity History	Single

Action	Single/Multiple Order Select
Release Holds	Multiple
Retrobilling	Single
Retry Activities in Error	Single
Supply to Order Workbench	Single
Upload from Spreadsheet See: *Actions on Orders, Spreadsheet Upload using Desktop Integration Framework (Web ADI)*	Single

Action	Single/Multiple Order Select
Version History	Single

When you select this action, the **Version History** page displays the current version for the order. Select a different version in the **Version** field, and click **Go** to see the details for that version. From the **Version History** page, you can select these actions at the order header level:

- Copy

  Click **Copy** to open the **Copy** page appears. Use this page to copy information to a new order or an existing order.

- Compare

  Click **Compare** action to open the Version Comparison page. Use this page to compare the different versions of the orders. Click **Previous** to see the previous version data if it exists. Click **Next** to see a later version, if it exists.

- Price Adjustments

  Click **Price Adjustments** action to open the **Price Adjustments** page that displays the price adjustments for an order.

  > **Note:** The **Related Details** and **Attributes** columns are hidden by default on the Price Adjustments page. Your system administrator can personalize the page to display these two columns using the **Settings** and the **Personalize Page** options.

  For information about how to personalize the page, see *Oracle Application Framework Personalization Guide.*

- Sales Credits

Action	Single/Multiple Order Select

Click the **Sales Credits** action to open the **Sales Credits** page that displays the sales credits for the order.

From this page you can select these actions at the order line level:

- Copy

  Click the **Copy** action to open the Copy page. Use this page to copy the order line information to a new order.

- Price Adjustments

  Click the **Price Adjustments** action to open the **Price Adjustments** page that displays the price adjustments for the order line.

  > **Note:** The **Related Details** and **Attributes** columns are hidden by default on the Price Adjustments page. Your system administrator can personalize the page to display these two columns using the **Settings** and the **Personalize Page** options.

- Sales Credits

  Click the **Sales Credits** action to open the **Sales Credits** page that displays the sales credits for the order line.

For more information on these actions, see *Actions on Orders* and *Tracking Changes through Order Actions*.

Action	Single/Multiple Order Select
View Invoice Details	Single
View Notification Details	Single

Action	Single/Multiple Order Select
View Open Messages	Single
Select this action to open the **View Open Messages** page. You can select the following actions:	
• Diagnostics: OM Order Information	
• Delete Message	
• Notification	
• Retry Activities in Error	
View Reasons	Single
View Shipping Status	Single
You can view the information in the **Deliveries** tab in the **Additional Order** information of Sales Order form. This includes Freight Cost, Weight, Weight UOM Code, Lot, Serial From, Serial To, Revision, Current Trip details (Bill of Lading, Location, Trip Name, Status, Freight Carrier). The Serial Numbers displays in a popup window.	
View Workflow Status	Single

Products & Services Tab - Table Level Actions (Quick Actions)

There are several table level actions in the drop-down list.

Sales Order page

> **Note:** A table level action means that it is acting on the entire table, for example, Check Availability is a line level action where you can select a group of lines. It is also a table level action in which case you are initiating Check Availability for all lines in the order. Alternatively, it could be an action that does not impact any of the existing lines, for example, Browse Product Catalog. Additionally, it could be a header level action, for example, Price Adjustments is for header level price adjustments.

Action	Level
Apply Automatic Attachments	Header
Apply Holds	All Lines
Auto Schedule	All Lines

Action	Level
Browse Product Catalog	Adds new lines to the tables
Cancel	All Lines
Charges	Header Level
Check Availability	All Lines
Copy	All Lines
Delete	All Lines
Fulfillment Acceptance	All Lines
Get Cost	All Lines
Mass Change	All Lines
Payments	Header
Price	Header and All Lines
Price Adjustments **Note:** The **Related Details** and **Attributes** columns are hidden by default on the Price Adjustments page. Your system administrator can personalize the page to display these two columns using the **Settings** and the **Personalize Page** options.	Header
Process Payment	Header and All Lines
Promotions	Header
Release Holds	All Lines
Reserve	All Lines
Sales Credits	Header

Action	Level
Schedule	All Lines
Sets	All Lines
Show Line Details	All Lines
Show Shippable Lines Only	All Lines
Supply to Order Workbench	Header and All Lines
Tax	Header and All Lines
Unreserve	All Lines
Unschedule	All Lines
Upload from Spreadsheet See: *Actions on Orders* and *Spreadsheet Upload using Desktop Integration Framework (Web ADI)*	Header and All Lines
User Defined Attributes	Header
View Tax Details	Header

Discount % – Discount % is a table level action that applies a discount percentage all lines. The system adds or modifies a header level modifier of type Percent. The application does not display any value in the field after you click **Go**. The value in this field is an incremental discount percent. Thus, if you enter 10% and then click Go, each click increases the discount by 10%, for example, 10% to 20% to 30%.

Products & Services Tab - Line Level Actions

There are several line level actions in the drop-down list.

Sales Order page (1 of 2)

Sales Order page (2 of 2)

Action	Single/Multiple Select
Add Extended Warranties	Multiple
This action is only supported in the HTML User Interface.	
Select this action to add multiple extended warranties to multiple service products.	
You can enter information and display the extended warranty related attributes for the service reference lines on the existing order.	
The service reference is implicitly defined when the lines are selected from the Line table or the Line Detail page and cannot be changed in this page.	
Apply Automatic Attachments	Single
Apply Holds	Multiple
Billing Plan	Single
Cancel	Multiple
Charges & Freight Costs	Single

Action	Single/Multiple Select
Check Availability	Multiple

Select the **Check Availability** option to open the **Availability** page. Click **Edit** and select an order. Click **ATP Details** to see the ATP details for the order.

Select an order line and click **Global Availability** to see the availability details and availability across warehouses based on the sourcing rule for that order. You can see the default shipping method defined for the shipping organization to the receiving party. You can see the lead-time details for a specific ship method.

Set the profile option **OM: Bypass ATP** to **Yes** to see the Availability window.

For more information, see *ATP, Reservations and Scheduling*

Action	Single/Multiple Select
Configure	Single
Copy	Multiple
Delete	Multiple
Delink Config Item	Single
Drop Ship	Single
Fulfillment Acceptance	Single
Get Cost	Multiple
Installation Details	Single

  Note: The **Installation Details** page is available only if you have Oracle Installed Base fully installed.

See *Oracle Installed Base User's Guide.*.

Action	Single/Multiple Select
Internal Requisitions	Single
Link Config Item	Single
Mass Change	Multiple
Payments	Single
Price	Multiple
Price Adjustments	Single

> **Note:** The **Related Details** and **Attributes** columns are hidden by default on the Price Adjustments page. Your system administrator can personalize the page to display these two columns using the **Settings** and the **Personalize Page** options.

For information on how to personalize the page, see *Oracle Application Framework Personalization Guide.*

Action	Single/Multiple Select
Pricing Attributes	Single
Progress	Single
Promotions	Single
Quantity History	Single
Related Items	Single
Release Holds	Multiple
Reserve	Multiple
Retrobilling	Single
Retry Activities in Error	Single

Action	Single/Multiple Select
Return Lot & Serial Numbers	Single
Returns	Single
Sales Credits	Single
Schedule	Multiple
Service Contract Details	Single
Sets	Multiple
Split Line	Single
Supply to Order Workbench	Single
Tax	Multiple
Unreserve	Multiple
Unschedule	Multiple
Upload from Spreadsheet See *Actions on Orders,* and *Spreadsheet Upload using Desktop Integration Framework (Web ADI)*	Single
User Defined Attributes	Single

Action	Single/Multiple Select
Version History	Single

Select this action to open the **Version History** page that displays the current version for the order. Select a different version in the **Version** field, and click **Go** to see the details for that version. From this page, you can select these actions at the order header level:

- Copy

  Click the **Copy** action to open the Copy page. Use this page to copy the information to a new order or an existing order.

- Compare

  Click the **Compare** action to open the Version Comparison page. Use this page to compare the different versions of the orders. Click **Previous** to see an earlier version, if it exists. Click **Next** to see a later version if it exists.

- Price Adjustments

  Click the **Price Adjustments** action to open the Price Adjustments page that displays the price adjustments for an order.

  > **Note:** The **Related Details** and **Attributes** columns are hidden by default on the Price Adjustments page. Your system administrator can personalize the page to display these two columns using the **Settings** and the **Personalize Page** options.

  For information on how to personalize the page, see *Oracle Application Framework Personalization Guide.*

- Sales Credits

Action	Single/Multiple Select

Click the **Sales Credits** action to open the **Sales Credits** page that displays the sales credits for an order. From this page you can select these actions at the order line level:
 	
• Copy
 	
  Click the **Copy** action to open the **Copy** page. Use this page to copy the order line information to a new order.
 	
• Price Adjustments
 	
  Click the **Price Adjustments** action to open the **Price Adjustments** page that displays the price adjustments for the order line.
 	
  Note: The **Related Details** and **Attributes** columns are hidden by default on the Price Adjustments page. Your system administrator can personalize the page to display these two columns using the **Settings** and the **Personalize Page** options.
 	
• Sales Credits
 	
  Click the **Sales Credits** action to open the **Sales Credits** page that displays the sales credits for the order line.
 	
For more information on these actions, see *Actions on Orders* and *Tracking Changes through Order Actions*.	

View Cost Adjustments	Single
View Invoice Details	Single
View Open Messages	Single

Action	Single/Multiple Select
View Shipping Status - Select an order line and click the **View Shipping Status** option to see the shipping status of each line. You can see the Lot number details available under the **Deliveries** tab in **Additional Order/Line Information** form. These include Freight Cost, Weight, Weight UOM Code, Lot, Serial From, Serial To, Revision, Current Trip details (Bill of Lading, Location, Trip Name, Status, Freight Carrier).	Single
View Tax Details	Single
View Workflow Status	Single

Attachments Tab - Adding Attachments

Use **Add Attachment** to open the **Add Attachment** page to upload any attachments. Specify an attachment type, category, and select the file to attach.

Add Attachment Page

Editing Orders

Click **Order Number** link in the search results table in the **Orders** or **Order Lines** subtabs to open the **Sales Order View** page. Click **Edit.**

Sales Order page (1 of 2)

Sales Order page (2 of 2)

> **Note:** Based on the function security and processing constraints, you may not be able to edit the order. In such cases the application displays an error message. A few examples of situations where you cannot edit the order are:
>
> • Through function security, you are allowed to apply holds and

release holds, but you cannot edit the order. In this case, the application displays an error message when you click **Edit**.

- Through processing constraints, the order is not available for edit. For example, seeded processing constraints do not allow changes to a closed order. In this case, the application displays an error message when you try to save the order.

Use the **Sales Order Edit** HTML page to modify the information associated with the sales order and the sales order lines. You can perform the same actions such as the header level, table level (quick), and line level actions on the Sales Order HTML **Edit** page as the actions on the **Sales Order HTML Create** page.

For information on actions in the Sales Order HTML page, see Creating Orders, page 17-16.

New Arrival Set and **New Ship Set**

Use the Sales Order HTML **Create** page and **Edit** page to manually enter the arrival sets and the ship sets. The fields **New Arrival Set** and **New Ship Set** are hidden by default in the **Products & Services** tab. Click **Settings** and then click **Personalize Page** to display the fields. For information on how to personalize the page, see *Oracle Application Framework Personalization Guide*.

Use the **New Arrival Set** field to enter a new arrival set. When you save the new set, the **New Arrival Set** field is cleared. The new set appears in the list of values in the **Arrival Set** field. Use the **Arrival Set** field to update or delete a set. When you delete a set, it does not appear in the drop-down list of values if that arrival set is not assigned to any line.

Use the **New Ship Set** field to enter a new ship set. When you save the new set, the **New Ship Set** field is cleared and the set appears in the list of values in the **Ship Set** field. Use the **Ship Set** field to update or delete a ship set. When you delete a set, it does not appear in the drop-down list of values if that ship set is not assigned to any line.

Searching for Order Lines

Use the **Order Lines** subtab to perform a simple search or an advanced search. You can save the search criteria as Saved Searches. The following Saved Searches are predefined and available by default:

- Open Lines: Select the **Open Lines** action from the drop-down list to see the line details in the search results table.

- Lines On Hold

- Unscheduled Lines

Select from the **Saved Search** drop-down list to see the sales order line results in the search results table.

Performing Simple Search

You can search for order lines using the following criteria:

- Order Number

- Line Type: This is a list of values.

- Line Status: This is a list of values.

- Customer: This is the customer name and is a list of values.

- Customer Number: This is the customer account number and is a list of values.

- Customer PO: This is a list of values.

Order Lines Page - Simple Search

Performing Advanced Search

Advanced Search has the following parameters by default:

- Customer: This is the customer name and is a list of values.

- Customer Number: This is the customer account number and is a list of values.

- Line Type: This is a list of values.

- Line Status: This is a list of values.

Order Lines page - Advanced Search

Click **Add Another** to select multiple additional search parameters.

> **Note:** If a parameter exists both at the header and line level, then the system interprets the search parameter as a line level parameter. For example, Ship To Customer exists at both the header and line level. In this case, the system considers the line level Ship To Customer value only.
>
> All search parameters are independent of each other. For example, specifying a Ship To Customer does not affect the values that can be specified for Ship To Location. The system filters the list of values for the Ordered Item and Internal Item search parameter by operating unit. If operating unit is not specified as a search parameter, then the application filters the list of values by the default operating unit of the users responsibility. If you specify multiple operating units as search parameters, then the system filters the list of values by the first operating unit specified in the search parameters.

List Search

Viewing Order Lines Search Results

The Search Results display order line information in the following columns:

- Select: You will use the Select check box to select multiple orders.

- Order Number: Click the link to drill into the order detail.

- Line: This is the line number on the sales order.

- Customer: This is the customer name.

- Customer Number: This is the customer account number.

- Date Ordered

- Line Type

- Status

- On Hold: Yes/No. Click the **On Hold** link to display the Holds window to see information on line holds. Click Apply Holds or Release Holds.

- Ordered Item

- Item Description

- Qty

- UOM

- List Price

- Selling Price

- Extended Price

Actions on Order Lines

Use the **Order Lines** subtab to perform the following actions on order lines:

- Perform several actions on order lines

- Export lines

- Create orders

Oracle Order Management HTML User Interface - Order Lines subtab

Performing Several Actions on Order Lines

Use the **Line Details** page or the **Order Lines** region in the **Products & Services** tab of the **Sales Order Edit HTML** page to perform the different actions on order lines. To navigate to the Line Details page click a **Line Number** link in the Order Lines table of the Sales Order Edit HTML page.

Line Details page
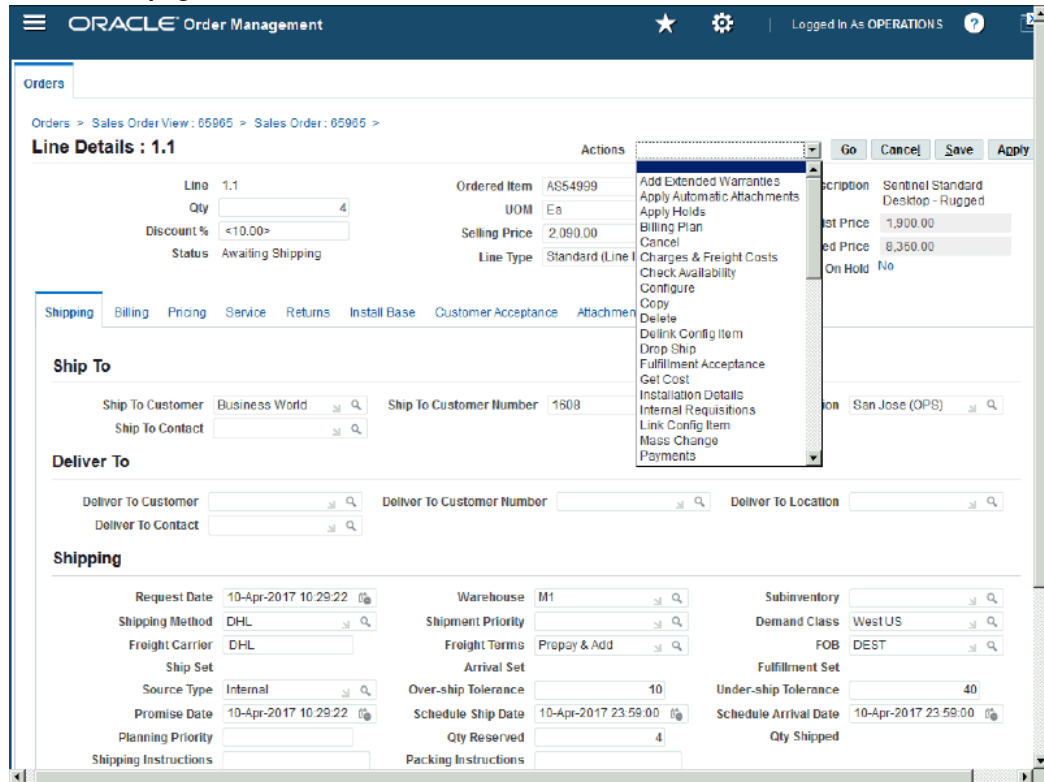
Select the applicable order lines, and complete the following single or multiple selection actions available in the drop-down list:

Action	Single/Multiple Select
Add Extended Warranties This action is only supported in the HTML User Interface. Select this action to add multiple extended warranties to multiple service products. Enter the applicable information. The page displays those extended warranty related attributes where the service reference is lines on the existing order. The service reference is implicitly defined when the lines are selected from the Line table or the Line Detail page and cannot be changed in this page.	Multiple

Action	Single/Multiple Select
Apply Automatic Attachments	Single
Apply Holds	Multiple
Arrival Set Select this action to add an arrival set.	
Billing Plan	Single
Cancel	Multiple
Charges & Freight Costs	Single
Check Availability	Multiple
Configure	Single
Copy You can create RMAs, copy across operating units, and copy multiple lines. Additionally you can copy sets, configurations, service lines, holds, attachments, user defined attributes.	Multiple
Delete	Multiple
Delink Config Time	Single
Drop Ship	Single
Fulfillment Acceptance	Single
Get Cost	Multiple

Action	Single/Multiple Select
Installation Details **Note:** The Installation Details page is available only if you have Oracle Installed Base fully installed. For more information, see the *Oracle Installed Base User's Guide.*	Single
Internal Requisitions	Single
Link Config Item	Single
Mass Change	Multiple
Payments	Single
Price	Multiple
Price Adjustments **Note:** The **Related Details** and **Attributes** columns are hidden by default on the Price Adjustments page. You can personalize the page to display these two columns by clicking Settings and then Personalize Page. For information about how to personalize the page, see *Oracle Application Framework Personalization Guide.*	Single
Pricing Attributes	Single
Progress	Single
Promotions	Single
Quantity History	Single
Related Items	Single

Action	Single/Multiple Select
Release Holds	Multiple
Reserve	Multiple
Reservation Details	Single

Click **Reservation Details** action to open the following pages:

Search Reservations - when there are partial or complete reservations, if any.

Create Reservations - when there are no reservation for the sales order line.

See: *On-hand and Availability*,*Oracle Inventory User's Guide* for information on Reservations.

Action	Single/Multiple Select
Retrobilling	Single
Retry Activities in Error	Single
Return Lot & Serial Number	Single
Returns	Single
Sales Credits	Single
Schedule	Multiple
Service Contract Details	Single
Sets	Multiple
Split Line	Single
Ship Set	

Select this action to add a ship set.

Action	Single/Multiple Select
Supply to Order Workbench Click the **Supply To Order Workbench** action to open the **Supply To Order Workbench** page. You can see the supply details of the sales order line with configurations, ATO, or dropship lines.	Single
Tax	Single
Unreserve	Multiple
Unschedule	Multiple
User Defined Attributes	Single

Action	Single/Multiple Select
Version History	Single

Select this action to open the **Version History** page to display the current version for an order. Select a different version in the **Version** field, and click **Go** to see the details for that version. From this page, you can select these actions at the order header level:

- Copy

  Click **Copy** to open the Copy page to copy the information to a new order or an existing order.

- Compare

  Click **Compare** to open the Comparison page to compare the different versions of the orders. Click **Previous** to see an earlier version if it exists. Click **Next** to see a later version if available.

- Price Adjustments

  Click **Price Adjustments** to see the price adjustments for the order.

  > **Note:** The **Related Details** and **Attributes** columns are hidden by default on the Price Adjustments page. You can personalize the page to display these two columns by clicking Settings and then Personalize Page.

  For information about how to personalize the page, see *Oracle Application Framework Personalization Guide.*

- Sales Credits

  Click **Sales Credits** to open the Sales Credit page with the sales credits for an order.

From this page you can select these actions at

Action	Single/Multiple Select

the order line level:

- Copy

  Click **Copy** to open the **Copy** page to copy the order line information to a new order.

- Price Adjustments

  Click the **Price Adjustments** action to open the **Price Adjustments** page that displays the price adjustments for the order line.

  > **Note:** The **Related Details** and **Attributes** columns are hidden by default on the Price Adjustments page. Your system administrator can personalize the page to display these two columns by clicking Settings and then Personalize Page.

- Sales Credits

  Click the **Sales Credits** action to open the **Sales Credits** page that displays the sales credits for the order line.

For more information on these actions, see *Actions on Orders* and *Tracking Changes through Order Actions* .

Action	Single/Multiple Select
View Cost Adjustments	Single
View Invoice Details	Single
View Open Messages	Single

Action	Single/Multiple Select
View Shipping Status	Single
You can view the details of the **Deliveries** tab in the **Additional Line Information** in the **View Shipping Status**. These include Freight Cost, Weight, Weight UOM Code, Lot, Serial From, Serial To, Revision, Current Trip details (Bill of Lading, Location, Trip Name, Status, Freight Carrier).	
View Tax Details	Single
View Workflow Status	Single

Exporting Orders

Click **Export** available in the search results region of the **Order Lines** subtab to export all orders and order lines that match the search criteria to a Microsoft Office Excel comma separated file.

Creating Orders

Click **Create Order** available in the search results region of the **Order Lines** subtab to navigate to the Sales Order HTML page where you can create a sales order.

Click the **Order Number** link in the Search Results table in the Order Lines subtab to open the **Sales Order View** page. Click **Edit** to edit the information for the sales order.

Use the **Sales Order Edit** page to modify the information associated with the sales order and the sales order lines. You can perform the same actions such as the header level, table level (quick), and line level actions on the Sales Order HTML **Edit** page as the actions on the **Sales Order HTML Create** page.

For information on actions in the Sales Order HTML page, see Creating Orders, page 17-16.

New Arrival Set and **New Ship Set**

Use the Sales Order HTML **Edit** page to manually enter the arrival sets and the ship sets. The fields **New Arrival Set** and **New Ship Set** are hidden by default in the **Shipping** tab of line details **Edit** page. Click **Settings** and then click **Personalize Page** to display the fields. For information on how to personalize the page, see *Oracle Application Framework Personalization Guide*.

Use the **New Arrival Set** field to enter a new arrival set. When you save the new set, the **New Arrival Set** field is cleared. The new set appears in the list of values in the **Arrival**

Set field. Use the **Arrival Set** field to update or delete a set. When you delete a set, it does not appear in the drop-down list of values if that arrival set is not assigned to any line.

Use the **New Ship Set** field to enter a new ship set. When you save the new set, the **New Ship Set** field is cleared and the set appears in the list of values in the **Ship Set** field. Use the **Ship Set** field to update or delete a ship set. When you delete a set, it does not appear in the drop-down list of values if that ship set is not assigned to any line.

Viewing Order Details

Click the **Order Number** link in the search results region to see the selected order details.

Sales Order View Page (1 of 2)

Sales Order View Page (2 of 2)

The following fields are available by default in the header region for the sales order:

- Total (List)

- Discount

- Discount %

- Sub Total

- Tax

- Charges

- Total

- Order Number

- Date Ordered

- Customer

- Customer Number

- Contact

- Customer PO

- Ship To Customer

- Ship To Location

- Request Date

- Warehouse

- Shipping Method

- Shipment Priority

- Bill To Customer

- Bill To Location

- Payment Terms

- Currency

- Price List

- Sales Agreement No.

- Order Type

- Status

- On Hold. Yes/No. Click the **On Hold** link to display the **Holds** window to see information on order and line holds. Click **Apply Holds** or **Release Holds**.

  To see multiple holds present on a sales order and order line, click **Yes** in the **On Hold** field. The **Holds** window shows a list of orders and line-level holds in descending order by applied date for unreleased holds first and then by released date for released holds.

  If multiple holds have the same applied date or released date, then the application displays the holds for order and order line are displayed in ascending order by line ID.

Click Show More Details

- Operating Unit

- Salesperson

- Sales Channel

- Payment Type

- Amount

- Check Number

- Card Brand

- Credit Card Number

- Card Holder

- Card Expiration Date

- Security Code

- Approval Code

- Regional Global Descriptive Flexfields (may display one or more fields)

    > **Note:** All payment related fields always display. However, the payment related fields are enabled or disabled through the Partial Page Refresh based on the payment type and payment terms. Pricing and defaulting occurs through the Partial Page Refresh and is identical to the behavior in the user interface windows. In order details, the application implicitly saves in the following situations:
    >
    > - Launching header level actions or buttons such as Print, Price.
    >
    > - Launching line level actions or buttons such as Split, Copy.
    >
    > - Changing header-level tabs, for example, when you navigate from the Items tab to the Shipping tab.
    >
    > - Changing view of the Lines table, for example, when you navigate from the Main view to the Shipping view.
    >
    > - Drilling into line details.

Header Level Actions When Viewing a Sales Order

Sales Order View Page - Actions Menu

When you view a sales order, you can perform the following header level actions on the selected order:

- Apply Holds

- Book

- Cancel

- Contract Terms

- Copy

- Create Version

- Delete

- Notification

- Preview & Print

- Print Payment Receipt

- Progress

- Quantity History

- Release Holds

- Retrobilling

- Retry Activities in Error

- Version History

- View Invoice Details

- View Notification Details

- View Open Messages

- View Reasons

- View Shipping Status

- View Workflow Status

You can see further order details in the following tabs:

Products & Services Tab

Sales Order View Page - Products & Services tab

This tab displays the following by default:

- Line: Line number.Click the link to open the **Line Details** page.

- Ordered Item

- Qty

- Item Description

- UOM

- List Price

- Discount %. This column is available in the HTML User Interface only. The application displays a value in this column. It calculates the value as the difference between the list price and the selling price and divides it by the list price. Thus, if list price is 100 and selling price is 85, the discount % is 15%. This column is hidden and displays the same value as the default column. This interface does not render the selling price column dynamically based on the value of the discounting privilege profile option. The Discount % column is not-editable if the unit list price is 0.

- Selling Price

- Extended Price

- Status

- Line Type

- On Hold. Yes/No. Click the **On Hold** link to display the **Holds** window to see information on order line holds. Click **Apply Holds** or **Release Holds.**

  To see multiple holds present on a sales order line, click Yes in the **On Hold** field. The Holds window shows a list of line-level holds in descending order by applied date for unreleased holds first and then by released date for released holds.

- [ ] Additional Line Attribute Information icon. Click this icon to open the **Additional Line Attribute Information** page with the additional line attribute information.

- Industry Information. Click **Additional Industry Attributes** icon to open the **Additional Industry Attributes** page with the additional industry attribute information.

- Trading Partner Information. Click **Trading Partner Flexfield** icon to open the **Trading Partner Flexfield** page with the trading partner flexfield information.

- Regional Localizations. Click **Regional Localizations** icon to open the **Line Details - Additional Information** subtab with the regional localization information.

- Service Reference Type

- Service Order Type

- Service Ref Order Number

- Service Ref Line Number

- Subscription Service

- Service Start Date

- Service End Date

- Service Duration

- Service Period

- Return Reason

- Warehouse

- Ship Set

- Arrival Set

- Fulfillment Set

- Billing Validation check box (hidden by default)

- Recurring Billing Line Type (hidden by default)

- List Price per Pricing UOM (hidden by default)

- Selling Price per Pricing UOM (hidden by default)

You can personalize the page to seethe hidden fields.

Shipping Tab

Sales Order View Page - Shipping Tab

This tab displays the following fields by default:

- Ship To Customer

- Ship To Customer Number

- Ship To Location

- Ship To Contact

- Deliver To Customer

- Deliver To Customer Number

- Deliver To Location

- Deliver To Contact

- Request Date

- Request Date Type

- Warehouse

- Shipping Method

- Shipping Priority

- Demand Class

- Freight Carrier

- Freight Terms

- FOB

- Fulfillment Set

- Over-ship Tolerance

- Under-ship Tolerance

- Line Set

- Earliest Schedule Limit

- Latest Schedule Limit

- Shipping Instructions (text area instead of text box)

- Packing Instructions (text area instead of text box)

Billing Tab

Sales Order View Page - Billing Tab

This tab displays the following fields by default:

- Bill To Customer

- Bill To Customer Number

- Bill To Location

- Bill To Contact

- Invoicing Rule

- Accounting Rule

- Accounting Rule Duration

- Tax Handling

- Exempt Reason

- Tax Exempt Number

- Customer PO

- Payment Terms

- Payment Type

- Amount

- Check Number

- Card Brand

- Credit Card Number

- Card Holder

- Card Expiration Date

- Security Code

- Approval Code

The payment related fields display by default. The payment related fields are enabled or disabled through Partial Page Refresh based on the payment type and payment terms.

On the **Billing** tab, the **Accounting Rule Start Date** and the **Accounting Rule End Date** fields are enabled only for **Partial Period Accounting Rule** of type **Daily Revenue Rate – Partial Periods** for a sales order. These fields are disabled for any other rule type.

Install Base Tab

Sales Order View Page - Install Base tab

This tab displays the following fields by default:

- End Customer

- End Customer Number

- End Customer Location

- End Customer Contact

- Owner

- Installed At Location

- Current Location

Attachments Tab

This tab displays attachments that have been added for the order.

Sales Order View Page - Attachments Tab

Viewing Order Line Details

For a given order, click the **line number** link in the **Products & Services** tab of the order to see lines details. You can view several details by default. You can also view additional details using the Personalize functionality.

Line Details page

The page header displays the following by default:

- Line

- Ordered Item

- Item Description

- Qty

- UOM

- List Price

- Discount %. This column is available in the HTML UI only. The application always displays a value in this column. It calculates the value as the difference between the list price and the selling price and divided by the list price. Thus, if list price is 100 and selling price is 85, the discount % is 15%. This is also available as a hidden column and displays the same value as the default column. This interface does not render the selling price column dynamically based on the value of the discounting privilege profile option. The Discount % column is not-editable if the unit list price is 0.

- Selling Price

- Extended Price

- Status

- Line Type

- On Hold. Yes/No. Click the **On Hold** link to display the **Holds** window to see information on order holds. Click **Apply Holds** or **Release Holds.**

  To see multiple holds present on a sales order line, click **Yes** in the **On Hold** field. The **Holds** window shows a list of line-level holds in descending order by applied date for unreleased holds first and then by released date for released holds.

- Adjusted Unit Cost (hidden by default)

- Billing Validation check box (hidden by default)

- Recurring Billing Line Type (hidden by default)

- List Price per Pricing UOM (hidden by default)

- Selling Price per Pricing UOM (hidden by default)

You can personalize the page to see the hidden fields.

Shipping Tab

Line Details Page - Shipping tab

This tab displays the following by default:

- Ship To Customer

- Ship To Customer Number

- Ship To Location

- Ship To Contact

- Deliver To Customer

- Deliver To Customer Number

- Deliver To Location

- Deliver To Contact

- Request Date

- Warehouse

- Subinventory

- Shipping Method

- Shipment Priority

- Demand Class

- Freight Carrier

- Freight Terms

- FOB

- Ship Set

- Arrival Set

- Fulfillment Set

- Source Type

- Over-ship Tolerance

- Under-ship Tolerance

- Promise Date

- Schedule Ship Date

- Schedule Arrival Date

- Planning Priority

- Qty Reserved

- Qty Shipped

- Shipping Instructions (text area instead of text box)

- Packing Instructions (text area instead of text box)

Billing Tab

Line Details Page - Billing tab

This tab displays the following by default:

- Bill To Customer

- Bill To Customer Number

- Bill To Location

- Bill To Contact

- Invoicing Rule

- Accounting Rule - The Accounting Rule includes the Daily Revenue Rate - All Periods and Daily Revenue Rate - Partial Periods in the list of values. When you select the accounting rule as **Daily Revenue Rate - All Periods or Daily Revenue Rate - Partial Periods**, the fields **Accounting Rule Start Date** and **Accounting Rule End Date** get enabled on the **Billing** tab of the sales order. If you do not enter the dates in the **Accounting Rule Start Date** and the**Accounting Rule End Date**, then you cannot book an order. The application displays an error indicating that the accounting rule start date and accounting rule end date must be entered.

- Accounting Rule Duration

- Tax Handling

- Tax Exempt Reason

- Tax Exempt Number

- Customer PO Number

- Payment Terms

- Customer Payment Terms

- Payment Type

- Amount

- Check Number

- Card Brand

- Credit Card Number

- Card Holder

- Card Expiration Date

- Security Code

- Approval Code

All payment related fields display by default. However, the payment related fields are enabled or disabled through the Partial Page Refresh based on the payment type and payment terms.

You can use the **Partial Period Accounting Rules** for models and its components. The Accounting Rule includes the Daily Revenue Rate - All Periods and Daily Revenue Rate - Partial Periods in the list of values. When you select the accounting rule as Daily Revenue Rate - All Periods or Daily Revenue Rate - Partial Periods, the Accounting Rule Start Date and Accounting Rule End Date fields get enabled on the Billing tab of the sales order. If you do not enter the date in **Accounting Rule Start Date** and the **Accounting Rule End Date**, then you cannot book an order. The application displays an error indicating that the accounting rule start date and end date must be entered.

For a sales order line with any model (PTO/ATO/KIT), you can also update the accounting rule with Revenue Accounting Rule of type Daily Revenue Rate, Partial Period through the Order Import/PO API.

Pricing Tab

Line Details Page - Pricing tab

This tab displays the following by default:

- Price List

- Sales Agreement

- Pricing Date

- Calculate Price Flag

- Pricing Quantity

- Pricing UOM

- Margin % (percent)

- Line Charges

- Tax Amount

Service Tab

Line Details Page - Service tab

This tab displays the following by default:

- Service Reference Type

- Service Order Type

- Service Ref Order Number

- Service Ref Line Number

- Service Start Date

- Service End Date

- Service Duration

- Service Period

- Service Coverage Template

- Subscription Service check box

- Service Subscription Template

- Service Billing Option

- Service Billing Profile

- Service First Period Bill Amount

- Service First Period End Date

Returns Tab

Line Details page - Returns tab

This tab displays the following by default:

- Return Reason

- Reference

- Order

- Customer PO

- Line

- Invoice

- Invoice Line

- Credit Invoice

- Item

- Serial Number

- Item Revision

- Equipment Number (hidden by default - used with Oracle Yard Management)

- SCAC (hidden by default - used with Oracle Yard Management)

- Container Number (hidden by default - used with Oracle Yard Management)

All return related fields always display. However, the fields are enabled or disabled through the Partial Page Refresh based on the Reference.

Install Base Tab

Line Details page - Install Base tab

This tab displays the following by default:

- End Customer

- End Customer Number

- End Customer Location

- End Customer Contact

- Owner

- Installed At Location

- Current Location

Customer Acceptance Tab

Line Details Page - Customer Acceptance tab

This tab displays the following by default:
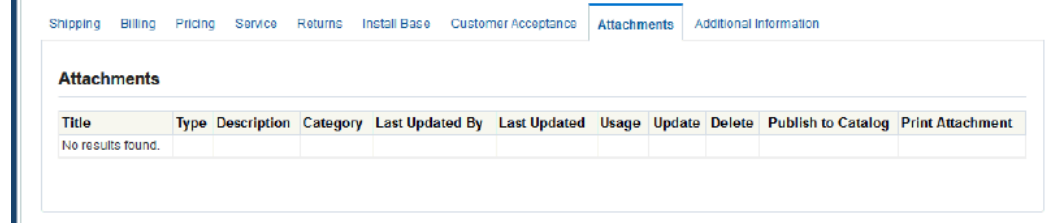
- Acceptance Comments

- Acceptance Customer Signature

- Accepted Quantity

- Acceptance Description

- Acceptance Expire Days

- Acceptance Expire Event

- Acceptance Name

- Acceptance Reference Document

- Implicit Acceptance

- Accepted By

- Acceptance Date

- Acceptance Type

Attachments Tab

Line Details page - Attachments tab
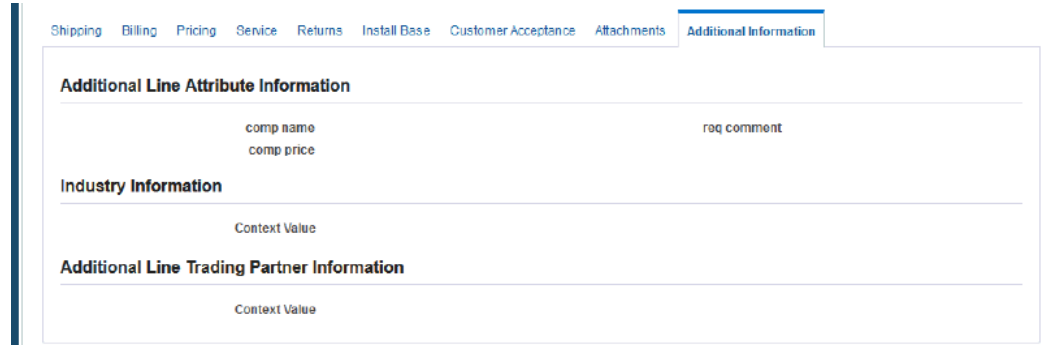
This tab displays the attachments associated with the line.

Additional Information Tab

Line Details Page - Additional Information tab

This tab displays the descriptive flexfields associated with the line.

18

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:

- Commitment Balance Report

- Comprehensive Order Detail Report

- Order/Invoice Detail Report

- Orders by Item Report

- Workflow Assignments Report

- Sales Order Acknowledgement

- Sales Order Workflow Status Report

- Export Compliance Screening Failure Report

- Export Compliance Report to Government

Credit Order-related reports include the following:

- Credit Order Detail Report

- Credit Order Discrepancy Report

- Credit Order Summary Report

- Credit Limit Usages Report

- Credit Exposure Report

- Customer Credit Snapshot Report

- Orders On Credit Check Hold Report

- Lines on Credit Check Hold Report

- Payment Receipt

Exception reports include the following:

- Hold Source Activity Report

- Outstanding Holds Report

- Sales Order and Purchase Order Discrepancy Report

- Internal Order and Purchasing Requisition Discrepancy Report

- Order Discount Detail Report

- Order Discount Summary Report

- Unbooked Orders Report

- Unbooked Orders Detail Report

- Cancelled Orders Report

- RetroBilling Report

- Returns by Reason Report

- Cancelled Orders Reasons Detail Report

Administration reports include the following:

- Agreement Activity Report

- Orders Summary Report

- Order/Invoice Summary Report

- Salesperson Order Summary Report

- Audit History Report

Setup-related reports include the following:

- Defaulting Rules Listing Report

- Processing Constraints Listing

- Transaction Types Listing Report

- OE-OM Order Line Transaction Count Summary/ Comparison Reports

All reports are classified as Single Org (Single operating unit) or global (across operating units).

Submitting Single Org Reports for multiple Operating Units

You can submit Single Org reports for any of the Operating Units that are accessible to you. When you launch the concurrent request, the Operating Unit is available as a parameter. This mandatory parameter in the launch request window displays your default Operating Unit. However you can choose a different one from the LOV, which displays all Operating Units accessible to you. Thus you can run the report for multiple Operating Units, one Operating Unit at a time without switching responsibilities. The Single Org reports are:

- Agreement Activity Report

- Audit History Report

- Cancelled Orders Reason Detail Report

- Cancelled Orders Report

- Credit Exposure Report

- Comprehensive Order Detail Report

- Credit Order Discrepancy Report

- Credit Order Detail Report

- Credit Order Summary Report

- Export Compliance Report for Government

- Export Compliance Screening Failure Report

- Hold Source Activity Report

- Internal Order and Purchasing Req Discrepancy Report

- Lines on Credit Check Hold Report

- Order Discount Summary Report

- Order Discount Detail Report

- Order/Invoice Detail Report

- Order/Invoice Summary Report

- Orders Summary Report

- Orders by Item Report

- Outstanding Holds Report

- Orders on Credit Check Hold Report

- Payment Receipt

- Retroactive Billing Report

- Returns by Reason Report

- Sales Order Acknowledgement

- Sales Order WF status report

- Sales Order and Purchase Order Discrepancy Report

- Salesperson Order Summary Report

- Transaction Types Listing Report

- Unbooked Orders Detail Report

- Unbooked Orders Report

- Workflow Assignments Report

The following reports are global (report on data across Operating Units):

- Defaulting Rules Listing Report

- Processing Constraints Listing Report

- Order Line Transaction Count Summary Report

- OE-OM Order Line Transaction Count Comparison Report

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.

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.

> **Warning:** When running this report you must specify at least one of the parameters, for example, Order Number range. If no parameters are specified you will be selecting everything in your database.

Sort By

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 ledger 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.

Note: When Multiple Payments functionality is enabled this report shows additional details as follows:

Header region - Payment Type, Prepayment, Percent and Amount.

Lines region: Payment type, Percent and Amount. Account numbers or similar data is

not included in this report.

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 Reportin 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 ledger 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 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 outstanding quantity, and subtotals for each item and customer.

In case of a shippable item, the outstanding quantity is calculated as the difference between ordered quantity and shipped quantity. However for a non-shippable item, the outstanding quantity is calculated as the difference of ordered quantity and fulfilled quantity. The ordered quantity and fulfilled quantity lines are summed before calculating their difference. The outstanding quantity therefore represents the unfulfilled quantity.

Submission

In the Order Management Reports window, select Orders by Item Reportin 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.

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 Acknowledgementin 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.

Note: Sales Order Acknowledgement does not show any prepayment information.

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 ledger from the operating unit the report is submitted from.

- Yes: print currency amounts in the functional currency for your ledger

- 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.

- Item Categories Credit Profiles

  Review credit limits (order only), effective dates and usage rules by 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, the application 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 Item Category credit profile or a range of 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*.

  > **Note:** 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

The application 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, the application 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 on the selected input parameters.

- The Credit Exposure Detail Report shows the credit limit, credit exposure, and available credit for every customer, to include all Bill To sites, based on the selected input parameters.

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 draft functional currency (ledger 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 amounts are reported in the functional currency and these appear as *unchecked* balances.

The report output includes both Oracle 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

- scheduled lines only

- shipped lines only

To determine a customer's existing credit exposure eliminating Oracle 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. 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

Oracle 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 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. In the Orders on Credit Check Hold Report for the field 'Number of days on Credit Hold', the number of days is displayed.

Note: If a hold is applied due to exceeding the order limit, and upon reducing the quantity or applying a discount so that the order limit is not exceeded the hold is released automatically. But, if hold is applied due to an overall credit limit the hold it is not released automatically. If the quantity is reduced or an adjustment applied so the credit limit for the customer is not exceeded the hold is not released automatically. Only if the Credit Check Processor concurrent program runs will the hold be released.

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.

Payment Receipt

This document can used as a payment receipt when funds are collected along with the order. It can be called from a workflow, so it can be placed in the order flow to print automatically. It is also accessible from the Action menu and can be run as a standalone report.

Submission

In the Order Management Reports window, select Payment Receiptin the Name field, or run automatically from a workflow.

Parameters

When you request a Payment Receipt, Order Management provides you with the following parameters.

> **Note:** The Order Number is a required parameter when submitting via the concurrent manager. When run from Workflow, the Order Number defaults.

Report Output

In the header area of the receipt, are header level attachments for this document, following are: Order Number, Created By, and Order Type.

In the body of the receipt, for each item: the Internal Item, the Item Description, the Unit Selling Price, the Quantity, and the Extended Selling Price. If there are price adjustments applied, a down arrow is located next to the Extended Price. After listing the items, there are a Subtotal of the extended prices, Tax, and Charges total, ending

with the order Total. The Payment type is listed along with the Amount Paid and Balance Due. If Payment Type is Credit Card - then Credit Card type is also reported.

In the footer section are Number of items and the Sum of the quantities and any footer attachments.

Order Management displays all report input parameters and respective input Seed Data: Quick Codes and Messages

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 Reportin 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.

> **Note:** With Enhanced Change Management Support between Order Management and Purchasing changes on Requisitions and Purchase Orders will now be automatically synchronized with the Sales Order Line. Therefore there is no need to run this Report. However the Report still exists to support handling of discrepancies in pre-existing Sales Orders and PO's before an upgrade.

Submission

In the Order Management Reports window, select Sales Order and Purchase Order Discrepancy Reportin 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 Reportin 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 Reportin 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 Reportin 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 Reportin 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 ledger entered in for the report parameter.

- Yes: print currency amounts in the functional currency for your ledger

    - 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 the quantity cancelled.

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 Reportin 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 ledger from the operating unit the report is submitted from

- *Yes*: print currency amounts in the functional currency for your ledger

- *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.

RetroBilling Report

Use the RetroActive Billing report to view orders that have been created as the result of a Retrobilling Preview action. This report provides you with the information needed to identify down to the specific customer/destination/order/item those orders that are going to be retro-billed. You run this report from the Standard Report Submission window.

Grouping invoice lines by destination, you can review the following information:

- Item

- Shipped quantity

- Retrobilled quantity

- Invoiced unit price

- Extended price

- If the item is taxed

- New unit price

- New extended price

- Variance in unit price

- Variance in extended price

Report Parameters

The RetroActive Billing Report contains the following parameters. If you leave any parameters blank, this report includes all orders that meet your other parameter criteria.

The following report parameters are used to specify the desired reporting for sequenced items.

Request Name (Required)

Choose the request name to print in this report.

Item Display (Required Default)

Choose **Description** or **Flexfield** depending on how the item name or description is to print in this report under the Item column heading. The default value is **Description**.

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)

  - 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

Sort By

Choose how report should be sorted. Valid choices are: **Customer/Address, Invoice Number, Item, and Order Number.** The default value is **Item.**

Report Headings

Report headings provide you with general information about the contents of your report such as company date, report title, date and time you run the report and page number.

Column Headings

Item

When multiple items are selected the item appears as ITEM: *xxxxxxxxxxx* on a single line indicating that all information listed below until the next item ITEM: *xxxxxxxxxxx* appears pertains to it.

Customer/Address

The customer appears in the same column as the item but just below it. Just below that is the address.

Order

The order numbers that are eligible for retro-billing in the specified time period.

Date

The date of the order.

Invoice Number

The invoice number.

Tax

Is this item on this order taxable.

Shipped Quantity

Number of items shipped on this order.

Retrobilled Quantity

Number of items retrobilled on this order.

Invoiced Unit Price

Unit price applied to this order at Invoice time.

Invoiced Extended Price

Shipped Quantity times the Invoiced Unit Price.

New Unit Price

The new Unit price applicable to this order.

New Extended Price

Shipped Quantity times the Invoiced unit Price.

Variance Unit Price

The difference of the New Unit Price minus Invoice Unit Price.

Variance Extended Price

The difference of the New Extended Price minus Invoiced Unit Price. This would be the applicable sum for retro-billing on the specified order.

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 Reportin 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 ledger from the operating unit the report is submitted from

- Yes: print currency amounts in the functional currency for your ledger

  - 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 ledger, 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 inquires 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 ledgers 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.

> **Warning:** 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 Reportin 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 ledger from the operating unit the report is submitted from

- Yes: print currency amounts in the functional currency for your ledger

  - 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 ledgers from the operating unit the report is submitted from

- Yes: print currency amounts in the functional currency for your ledger

  - No: print currency amounts in the functional currency for the order

The default value is No. This field is required.

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 Listingin 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 Implementation Manual*, Defining Processing Constraints.

Transaction Types Listing Report

The Transaction Types Listing 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.

Item Orderability Rules Listing Report

The Item Orderability Rules Listing Report displays the item orderability rules for a selected item or category.

Submission

In the Order Management Reports window, select Item Orderability Rules Listing Report in the Name field.

Parameters

When you request an Item Orderability Rules Listing Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all item orderability rules that meet your other parameter criteria.

Item Level

You can select either Item or Category from this LOV. If you select Item, you need to specify an item in the next field Item, or if you select Category, you need to specify Category details.

Item

Specify an item number in the flexfield that displays. You will also be prompted to enter Category details, however you can click Cancel to bypass entering Category details since Item details are necessary only. This is relevant only if you have selected Item in the Item Level parameter.

Category

If you have selected Category in the Item Level parameter, you will be prompted for the Category details. Enter values in the Family and Class flexfields to complete the parameter details for Category.

Generally Available

Select Yes or No to specify general availability.

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.

A

Windows/Pages and Navigation Paths

This appendix covers the following topics:

- Order Management Windows/Pages and Navigation Paths

Order Management Windows/Pages and Navigation Paths

The following table provides a listing of all windows and pages and the associated navigation path to the window or path accessible through the Order Management Super User Responsibility.

- Text in bracket symbols ([ ]) indicates a button.

- Text in italic brackets symbols ({}) indicates a hyperlink.

- (I) indicates a icon.

- (T) indicates to select a tab.

- (M) indicates to select the menu option from the window.

> **Note:** 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/Pages and Navigation Paths

Window Name	Navigation Path
Accounting Calendar	Setup > Financials > Calendar > Calendar

Window Name	Navigation Path
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 > Price Lists > Add Items to Price List
Addition Rules	Setup > Orders > Attachments > Documents > [Addition Rules]
Additional Line Information	Orders, Returns > Order Organizer > Lines Tab > [Actions] > Additional Line Information
Additional Order Information	Orders, Returns > Order Organizer > [Actions] > Additional Order Information
Adjustments	Orders, Returns > Order Organizer > [New Order] > [Actions] > Promotion/Pricing Attributes > Adjustments or
	Orders, Returns > Sales Orders > [Actions] > View Adjustments
Adjust Price List	Pricing > Price 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

Window Name	Navigation Path
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 Automatic Attachments	Orders, Returns > Order Organizer > Order Information Tab > [Actions] > Apply Automatic Attachments
Apply Holds	Orders, Returns > Order Organizer > [Actions] > Apply Holds or
	Orders, Returns > Sales Orders > Tools Menu > Create Hold Sources > Apply Holds or
	Orders, Returns > Sales Orders > [Actions] > Apply Holds
Archive Orders	Orders, Returns > Purge, Archive > Archival Set > Archive
Archive Order Selection	Orders, Returns > Purge, Archive > Order Archival Selection
Archival Set	Orders, Returns > Sales Order> Tools > Purge, Archive > Archival Set
	Orders, Returns > Sales Order > Tools > Purge, Archive > Create Archival Set
	Orders, Returns > Order Organizer > Tools > Purge, Archive > Archival Set
	Orders, Returns > Order Organizer > Tools > Purge, Archive > Create Archival Set
Assign Code Conversion Category (See **e-Commerce)**	Orders, Returns > Import Orders
Assign Credit Usage Rules	Setup > Credit > Assign Credit Usage Rules
Assign Cross References	Items > Cross Reference > [Assign]

Window Name	Navigation Path
Assign Cross References (See **INV**)	Items > Cross Reference > [Assign]
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

Window Name	Navigation Path
ATP Details	Orders, Returns > Orders Organizer > [New Order] > Lines > [Availability] > [Global Availability] > [ATP Results] > [ATP Detail]
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 > Run Requests [OK] > AutoCreate Configuration Items
AutoCreate Final Assembly Orders	Reports, Requests > Run Requests [OK] > AutoCreate Final Assembly Orders
Audit History	Orders, Returns > View Audit History
Audit History Consolidator	Reports, Requests > Run Requests [OK] > Audit History Consolidator
Bill Components Comparison	Bills > Comparison > [Compare]

Window Name	Navigation Path
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]
Billing Plan	Orders, Returns > Sales Orders > Line Items tab > [Actions] > Billing Plan or
	Order Organizer > [New Order] > Line Item tab > [Actions] > Billing Plan
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
	OR
	Orders, Returns > Blanket Sales Agreement Organizer
Book Order	Orders, Returns > Sales Orders > [Book Order]
Business Purposes (See **AR**)	Customers > Standard > (Addresses) > [Open] > (Business Purposes)
Calculate Credit Exposure	Setup > Credit
Calculate Party Totals	Reports, Requests, Run Requests > [OK] > Calculate Party Totals
Calculate Tax	Orders, Returns > Order Organizer > Order Info. Tab > [Actions] > Calculate Tax
Cancel Orders	Orders, Returns > Orders Organizer > Order Information > [Actions] > Cancel
Cancel Lines	Orders, Returns > Orders Organizer >Lines Tab > [Actions] > Cancel

Window Name	Navigation Path
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 Reason	Orders, Returns > Order Organizer > Order Info. Tab > Tools Menu > Change Reason
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
Charges	Orders, Returns > Order Organizer > Order Info. Tab > [Actions] > Charges
Charges and Freight Costs	Orders, Returns, > Order Organizer > [New Order] > [Actions] > Charges and Freight Costs

Window Name	Navigation Path
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]
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]
Service Contract Details	Orders, Returns > Order Organizer > Line Items Tab > [Actions] > Service Contract Details
Conversion Rate Types (See **GL**)	Setup > Financials > Currencies > Rates > Conversion Type

Window Name	Navigation Path
Copy Orders	Orders, Returns > Order Organizer > [Actions] > Copy
Copy Price List	Pricing > Price 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, Requests > 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
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 [Find]
	Customers > Quick [New]

Window Name	Navigation Path
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
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

Window Name	Navigation Path
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
Define Code Conversion values (See **e-Commerce)**	Orders, Returns > Import Orders
Define Modifiers: Discounts/Charges	Pricing > Modifiers > Modifier Setup > Discount Tab > 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

Window Name	Navigation Path
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]
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
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

Window Name	Navigation Path
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
Enable Parameters	Setup > Parameters
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
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
Find Customer	Orders, Returns > Order Organizer > Tools menu > Find Customer
Find Holds	Orders, Returns > Order Organizer > [Find Orders] > Order Information Tab > [Find] or Orders, Returns > Order Organizer > Hold Information Tab > [Find}

Window Name	Navigation Path
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 or
	Orders, Returns > Order Organizer > Tools menu > 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
Find Orders (Order Import)	Orders, Returns, > Import Orders > Corrections
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
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]

Window Name	Navigation Path
Freight Choices (OM)	Orders, Returns > Order Organizer > [New Order] > Line Items Tab > [Actions] > Choose Ship Method > select shipment > [Open]
General Constraints Validation Package	Setup > Rules > Security > Generate Constraints Package
Get Cost	Orders, Returns > Order Organizer > Order Info. Tab or Line Items Tab > [Actions] > Get Cost
Go To Line	Orders, Returns > Order Organizer > Line Items Tab > [Actions] > Go to Line
Header Sales Credits	Orders, Returns > Order Organizer > [New Order] > Order Information Tab> Main Tab> [Actions] > Sales Credit or Orders, Returns > Sales Order > Order Information Tab > Main Tab> [Actions] > 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]
Horizontal Demand	Orders, Returns > Order Organizer > Line Items Tab > [Actions] > Horizontal Demand
Import Program (See **e-Commerce)**	Orders, Returns > Import Orders
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

Window Name	Navigation Path
Installation Details	Orders, Returns > Order Organizer > Line Items Tab > [Actions] > Installation Details
Inventory Interface	Shipping > Interfaces > Run > Inventory Interface SRS
Inventory Interface - No Ship	Report, Requests > Run Requests > [OK] > Inventory Interface - No Ship
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]

Window Name	Navigation Path
Item Revisions	Items > Item Information > [Revisions]
Item Revisions (See **INV**)	Items > Item Information > [Revisions]
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
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 Summarys > [Find] > [Open]
Item Templates Summary	Setup > Items > Templates
Item Templates (See **INV**)	Setup > Items > Templates

Window Name	Navigation Path
Item WhereUsed	Bills > Item WhereUsed > [Find]
Item WhereUsed (See **BOM**)	Bills > Item WhereUsed > [Find]
Key Flexfield Segments	Setup > Financials > Flexfields > Key > Segments
Key Flexfield Segments (See **Flex**)	Setup > Financials > Flexfields > Key > Segments
Line Information	Orders, Returns > Order Organizer > Line Item Tab > [Actions] > Additional Line Information
Line Payments	Orders, Returns > Order Organizer > [New Order] > Line Items Tab > [Actions] > Payments
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]

Window Name	Navigation Path
Manufacturers	Items > Manufacturers' Part Numbers > By Manufacturers
Manufacturers (See **INV**)	Items > Manufacturers' Part Numbers > By Manufacturers
Mass Change	Orders, Returns > Order Organizer > Find > Tools menu > Mass Change
Mass Change	Orders, Returns > Quick Order Organizer > Find > Tools menu > Mass Change
Mass Change Bills	Bills > Mass Changes
Mass Change Bills (See **BOM**)	Bills > Mass Changes
Master Item	Items > 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]
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]

Window Name	Navigation Path
New Order	Orders, Returns > Order Organizer > [Actions] > New Order
Note Categories	Setup > Orders
Note Usages	Setup > Orders
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
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
Order Import Statistics	Reports, Requests > Run Requests > [OK] > Order Import Statistics or Orders, Returns > Import Orders > Order Import Statistics
Order Lines Sorting Criteria	Orders, Returns > Sales Orders > Lines Tab > Folder Menu > Sort Data
Order Management Lookup	Setup > QuickCodes > Order Management
Order Management Reports	Reports, Requests > Run Reports > [OK] > Select a Report

Window Name	Navigation Path
Order Organizer	• Orders, Returns > Order Organizer • Orders, Returns > Sales Orders > (M) View > Find • Orders, Returns > Sales Orders > (I) Flashlight in toolbar
Oracle Pricing Lookups	Pricing > Setup > Lookups
Order Purge	Orders, Returns > Purge, Archive > Order Purge
Order Purge Selection	Orders, Returns > Purge, Archive > Order Purge Selection
Oracle Receivables Lookup	Setup > QuickCodes > Receivables
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
Payment Types	Setup > Orders > Payment Types
Payments	Orders, Returns > Order Organizer > [New Order] > [Actions] > Payments
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

Window Name	Navigation Path
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]
Price Breaks	Pricing > [Discount Lines] > [Price Breaks]
Price Line	Orders, Returns > Order Organizer > Line Items Tab > [Actions] > Price Line
Price Order	Orders, Returns > Order Organizer > Order Info. Tab > [Actions] > Price Order
Pricing and Availability Query	Pricing and Availability
Pricing Attributes	Pricing > PriceLists > Setup > [Pricing Attributes]
Pricing Contracts	Pricing > Pricing Agreements
Pricing Engine Request Viewer	Orders, Returns > Order Organizer > Tools menu > Pricing Engine Request Viewer
Price Lists	Pricing > Price List > Price Lists Setup
Pricing / Availability	Orders > Returns > Price / Availability
Pricing Formulas	Pricing > Pricing Formulas
Pricing: Qualifiers	Pricing > Price Lists > Setup > Qualifiers Tab
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

Window Name	Navigation Path
Process Pending Payment	Reports, Requests > Run Requests > [OK] > Process Pending Payment
Progress Order	Orders, Returns > Order Organizer > [Actions] > Progress Order
Promotion/Pricing Attributes	Orders, Returns > Order Organizer > [New Order] > [Actions] > Promotion/Pricing Attributes
Purge Imported Credit Exposure	Reports, Requests > Run Requests > [OK] > Purge Imported Credit Exposure
Purge Order	Orders, Returns > Order Purge > Orders Purge
Purge Messages	Orders, Returns > Purge Messages
Qualifier-Line Level Qualifier	Pricing > Line Qualifiers
Quick Sales Orders	Order, Returns > Quick Sales Orders
Quick Sales Orders Order Organizer	Orders, Returns > Quick Sales Orders Organizer
Quote	Negotiation > Quote
Quick Quote	Negotiation > Quick Quote
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]
Related Items	Orders, Returns > Order Organizer > Line Items Tab > [Related Items]
Release Expired Holds	Reports, Requests > Run Requests > [OK] > Release Expired Holds

Window Name	Navigation Path
Release Holds	Orders, Returns > Order Organizer > [Find Orders] > Hold Information Tab > Release Sources > Release Tab Release or Order, Returns > Order Organizer > Order Info. Tab > [Actions] > Release Holds
Release Sources (Holds)	Orders, Returns
Release Workbench	Orders, Returns > Order Organizer > Line Items Tab > [Actions] > Release Workbench
Repricing Preferences	Order Management > Setup > Orders > Repricing Preferences
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
Retrobill Find	Orders, Returns > Retrobilling > Retrobill Organizer
Retrobill Find Results	Orders, Returns > Retrobilling > Retrobill Organizer > enter find criteria > [Find]
Retrobill Online Parameters	Orders, Returns > Retrobilling > Retrobill Organizer > enter find criteria > [Find] > [Online]
Retrobilling Request Summary	Orders, Returns > Retrobilling > Retrobill Organizer > Retrobill Requests Tab > enter find criteria > [Find]
Review Sales Tax Rates	Setup > Tax > Sales Tax Rates
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]

Window Name	Navigation Path
Rollup Groups (See **Flex**)	Setup > Financials > Flexfields > Key > Groups > [Find]
Run Reports	Reports, Requests > Run Reports or
Run Reports (See **e-Commerce)**	Orders, Returns > Import Orders
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]
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
Security Rules	Setup > Rules > Security
Security Rules (block)	Setup > Rules > Security

Window Name	Navigation Path
Segment Values	Setup > Financials > Flexfields > Key > Values > [Find] or
	Setup > Financials > Flexfields > Descriptive > Values > [Find]
	or
	Setup > Financials > Flexfields > Validation > Values > [Find]
Segment Values (See **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]

Window Name	Navigation Path
Segments Summary (See **Flex**)	Setup > Financials > Flexfields > Key > Segments > [Segments] or Setup > Financials > Flexfields > Descriptive > Segments > [Segments]
Sequence Assignments	Setup > Document > Assign
Set of Books	Setup > Financials > Books
Set of Books (See **GL**)	Setup > Financials > Books
Shipment Summary (OM)	Orders, Returns > Order Organizer > [New Order] > Line Items Tab > [Actions] > Choose Ship Method
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
Split Line	Orders, Returns > Order Organizer > Line Items Tab > [Actions] > Split Line
Substitute Components	Bills > Bills > [Find] > View Bills of Material > [Substitutes]
Substitute Components (See **BOM**)	Bills > Bills > [Find] >View Bills of Material> [Substitutes]
Supply to Order Workbench	Orders, Returns > Order Organizer > Order Info. Tab > [Actions] > Supply to Order Workbench

Window Name	Navigation Path
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 Details	Orders, Returns > Order Organizer > Lines Tab > [Actions} > View Tax Details
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 or Sales Tax Rates
Tax Locations and Rates (See **AR**)	Setup > Tax > Locations
Tax Options	Setup > Tax > GL Tax Assignments
Tax Options (See **GL**)	Setup > Tax > GL Tax Assignments
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
Training	Orders, Returns > Order Organizer > Line Items Tab > [Actions] > Training

Window Name	Navigation Path
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 1 (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 Adjustments	Orders, Returns > Order Organizer > Order Info. Tab > [Actions] > View Adjustments
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 > Value > [Find] > [View Hierarchies]
View Holds	Orders, Returns > Orders Organizer > [Find Orders] >Holds Tab> [Find] > [View Holds]
View Lines	Orders, Returns > Order Organizer > [Find Orders] > Lines Tab
View Orders	Orders, Returns > Order Organizer > [Find Orders] > Summary Tab

Window Name	Navigation Path
View Order Info	Orders, Returns > Order Organizer > [Find Orders] > Order Information Tab
View Requests/Reports View Requests (See **e-Commerce)**	View > Find Requests or Orders, Returns > Import Orders
View Reports (See **e-Commerce)**	Orders, Returns > Import Orders
View Shipping Status	Orders, Returns > Order Organizer or Sales Orders > [Actions] > View Shipping Status
View Stages Documents (e-Commerce)	Orders, Returns > Import Orders
View Tax Details	Orders, Returns > Order Organizer > Line Items Tab > [Actions] > View Tax Details
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

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.

Windows Described in Other Manuals

See:	Refer to this manual for a complete window description.
AR	*Oracle Receivables User Guide*
BOM	*Oracle Bills of Material User's Guide*

See:	Refer to this manual for a complete window description.
Flex	*Oracle E-Business Suite Flexfields Guide*
GL	*Oracle General Ledger User's Guide*
HR	*Oracle Human Resources User's Guide*
INV	*Oracle Inventory User's Guide*
MSC	*Oracle Advanced Planning and Scheduling Implementation and User's Guide.*
MRP	*Oracle Master Scheduling/MRP and Oracle Supply Chain Planning User's Guide*
QP	*Oracle Pricing User's Guide*
SRV	*Oracle Service User's Guide*
SYS	*Oracle E-Business Suite System Administrator's Guide Documentation Set*
User	*Oracle E-Business Suite User's Guide*
WSH	*Oracle Shipping Execution User's Guide*

B

Seeded Formulas

This appendix covers the following topics:

- Overview of Seeded Formulas

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.

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.

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.

QP: Cost to charge conversion of Export Cost

Field Name	Value	Field Level
Formula	1	Header
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.

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.

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.

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.

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.

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.

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.

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

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.

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.

QP: Cost to charge markup of Freight Cost

Field Name	Value	Field Level
Formula	1*2	Header
Formula Type	Pricing Attribute	Line 1

Field Name	Value	Field Level
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.

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.

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.

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

Field Name	Value	Field Level
Step	2	Line 2

8) QP: Cost to charge markup of Transportation Charge

Description: Formula to convert Transportation Charge to charge.

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

C

Order Status List

Order Header Statuses

Following is a list of all possible statuses assigned to an order header.

- Active

- Awaiting Invoice Interface - Incomplete Data

- Awaiting Invoice Interface - On Hold

- Awaiting Start Date

- Booked

- Cancelled

- Closed

- Customer Accepted

- Draft

- Draft - Customer Rejected

- Draft - Internal Rejected

- Draft Submitted

- Entered

- Expired

- Internal Approved

- Internal Rejected

- Invoice Interface - Complete

- Lost

- Offer Expired

- Pending Customer Acceptance

- Pending Internal Approval

- Submitted

- Terminated

- User Working

Order Line Statuses

Following is a list of all possible statuses assigned to an order line.

- Awaiting Export Screening

- Awaiting Fulfillment

- Awaiting Invoice Interface - Incomplete Data

- Awaiting Invoice Interface - On Hold

- Awaiting Invoice Interface - Partially Interfaced, RFR Item

- Awaiting Invoice Interface - Pending Complete Delivery

- Awaiting Invoice Interface - RFR Item

- Awaiting Invoice Interface - Unexpected error

- Awaiting Payment Assurance - On Hold

- Awaiting Payment Assurance - Receipts Not Assured

- Awaiting Receipt

- Awaiting Reprice - Invalid setup

- Awaiting Reprice - On reprice line hold

- Awaiting Reprice - Pricing error

- Awaiting Reprice - Unexpected error

- Awaiting Return

- Awaiting Return Disposition

- Awaiting Shipping

- Awaiting Supply

- Backordered

- BOM and Routing Created

- Booked

- Cancelled

- Closed

- Completed Export Screening

- Config Item Created

- Customer Accepted

- Data Error Export Screening

- Draft

- Draft - Customer Rejected

- Draft - Internal Rejected

- Draft Submitted

- Entered

- Fulfilled

    Note: If all lines of a *kit* are not shipped together, they are treated as standard lines and will progress on their own. Fulfillment does not treat the lines as part of a kit and the lines will not wait at fulfillment because they are part of KIT.

- Interfaced to Receivables

- Internal Approved

- Internal Rejected

- Inventory Interfaced

- Invoice Interface - Not Applicable

- Lost

- Offer Expired

- PO-Created

- PO-Partial

- PO-Received

- PO-ReqCreated

- PO-ReqRequested

- Partially Interfaced to Receivables

- Payment Assurance - Complete

- Payment Assurance - Incorrect Data

- Pending Customer Acceptance

- Pending Internal Approval

- Picked

- Picked Partial

- Preprovision

- Preprovision Failed

- Preprovision Requested

- Preprovision Succeeded

- Production Complete

- Production Eligible

- Production Open

- Production Partial

- Provisioning Failed to update Transaction Details

- Provisioning Rejected

- Provisioning Requested

- Provisioning Successful

- Provisioning in Error

- Released to Warehouse

- Reprice - Complete

- Reprice - Not Applicable

- Returned

- Scheduled

- Shipped

- Supply Eligible

- Supply Open

- Supply Partial

- Third Party Billing Failed

- Third Party Billing Requested

- Third Party Billing Succeeded

D

Concurrent Programs

This appendix covers the following topics:

- Details
- Adjust Sales Agreement Amounts with Taxes and Charges
- Assign Customer Service Rep Concurrent Program
- Audit History Consolidator Concurrent Program
- Batch Price Concurrent Program
- Calculate Party Totals Concurrent Program
- Create Billing Lines Concurrent Program
- Credit Check Processor Concurrent Program
- Credit Exposure Import Concurrent Program
- Defaulting Generator Concurrent Program
- Diagnostics: Apps Check Concurrent Program
- Diagnostics: OM Debug File Retrieval Concurrent Program
- Diagnostics: OM Order Information Concurrent Program
- Export Compliance Screening Concurrent Program
- Initialize Credit Summaries Table Concurrent Program
- Inventory Interface No Ship Concurrent Program
- Message Purge Concurrent Program
- Order Import Statistics Concurrent Program
- Process Pending Payments Concurrent Program
- Archival Set, Order Archive Selection Concurrent Program
- Purge Advanced Item Search Session Data Concurrent Program
- Purge Imported Credit Exposure Concurrent Program

- Purge Set, Order, and Quote Purge Selection Concurrent Programs

- Purge Order Management Workflow Concurrent Program

- Purge Retrobilling Requests Concurrent Program

- Release Expired Holds Concurrent Program

- Re-Schedule Ship Sets Concurrent Program

- Reserve Orders Concurrent Program

- Schedule Orders Concurrent Program

- Validate OM Workflow Concurrent Program

Details

All Order Management concurrent programs are classified as single-org, multi-org or global.

Single Org Concurrent Programs

You can run the following concurrent programs for one Operating Unit (from the ones you have access to) at a time, without switching responsibility:

- Re-schedule Ship Sets

- Diagnostics: OM Order Information

- Create Billing Lines

The mandatory Operating Unit parameter in the submit request window displays a default value.

Multi-Org Concurrent Programs

These programs have the Operating Unit as a parameter. You can run these concurrent programs either for an Operating Unit at a time (by specifying an Operating Unit value) or for all Operating Units that you have access to (by leaving the Operating Unit parameter blank):

- Audit History Consolidator

- Credit Check Processor

- Credit Exposure Import

- Export Compliance Screening

- High Volume Order Import

- Included Items Freeze at Pick Release

- Inventory Interface – non ship

- Order Import

- Order Purge Selection

- Process Pending Payments

- Progress from Firm Process

- Purchase Release

- Purge Imported Credit Exposure

- Purge Open Interface Data

- Purge Retrobilling Requests

- Quote Purge Selection

- Release Expired Hold

- Reserve Orders

- Schedule Order

- Show Sales Order

For these programs the Operating Unit parameter in the submit request window is disabled and you can optionally specify an Operating Unit in the parameter window.

Operating Unit Sensitive Parameters

The parameter LOVs for Operating Unit sensitive data (see list below) show the Operating Unit name. If there is no default or user specified Operating Unit Value then the LOVs show data across all Operating Units accessible to you. If you have specified an operating unit, then the LOVs restrict data to that particular Operating Unit.

These are the various concurrent request parameters that are Operating Unit sensitive:

- Bill To Location

- Customer PO Number*

- Quote Number Low/High*

- Order Number Low/High*

- Order Reference*

- Order Type

- Line Type

- Request Name (Retro-Billing Request Name)

- Ship To Location

- Ship Set

* - While the LOVs for these fields will show Operating Unit, if you do not specify an Operating Unit parameter, specifying these alone will not necessarily restrict output by Operating Unit. If you want to restrict data by Operating Unit, specify an operating unit as a parameter.

> **Important:** It is recommended that if you want to pick Operating Unit sensitive parameter(s), you should first select the Operating Unit, as this will automatically restrict all the OU sensitive parameter LOVs to the selected Operating Unit.

In the case where you have not specified an Operating Unit and you then pick an Operating Unit sensitive parameter value, the Operating Unit parameter field will remain blank (it is not defaulted based on the other parameter value selection) and other OU sensitive parameter LOVs will continue showing data across all accessible OUs. Provided that all the different Operating Unit sensitive parameters are for the same OU then the program will process data in that specific Operating Unit alone. If they are not, then the concurrent program will process nothing.

Concurrent Programs that let users specify an Inventory Item value as a parameter: The LOV for the Item parameter relies on the Item Validation Org System Parameter. If you have specified an Operating Unit parameter, the item LOV will show data based on the Item Validation Org for that Operating Unit. If you have not specified an Operating Unit, then the LOV will show data based on the Item Validation Org for your default Operating Unit. If you do not have a default Operating Unit then the LOV will return no values.

Global Concurrent Programs

The following concurrent programs are global (process data across Operating Units).

- Calculate Party Totals

- Generate Constraints Validation Packages

- Defaulting Generator

- Diagnostics: Apps Check

- Diagnostics: OM Debug File Retrieval

- Initialize Credit Summaries

- Order Import Statistics

- Purge Advanced Item Search Session Data

- Retry Activities In Error

- Message Purge

For these programs the Operating Unit parameter in the submit request window is disabled and they do NOT have an Operating Unit parameter in the parameters window.

Adjust Sales Agreement Amounts with Taxes and Charges

To calculate the released amounts for existing sales agreements considering the taxes and charges, set the system parameter **Consider Tax and Freight in Sales Agreement Releases** to **Yes**, and then run the **Adjust Sales Agreement Amounts with Taxes and Charges** program.

This concurrent program adjusts the released amount, the fulfilled amount, and the returned amount on existing Active BSAs to consider the tax and freight charges on the releases.

You can also correct the BSA amounts for any discrepancy by running the concurrent program. Enter the parameter **Sales Agreement Name** for a particular BSA or **Operating Unit** to check and correct for all BSAs in that operating unit.

The parameters:

- Operating Unit - This is an optional parameter. Select an operating unit to adjust the amounts with the taxes and freight charges. If you do not select an operating unit, then all operating units are included.

- Sales Agreement Name - This is an optional parameter. Select the active sales agreement name in the selected operating unit.

Assign Customer Service Rep Concurrent Program

Run the Assign Customer Service Rep program after you update Customer Service Rep (CSR) assignment rules in the Customer Service Rep Assignment page. You can use this program to bulk assign or reassign CSRs to multiple orders at a time for given parameters.

> **Note:** This program will not assign CSRs to closed orders.

Access the program from the standard Order Management responsibility. (N) Order Management > Reports, Requests > Run Requests.

This concurrent program Assign Customer Service Rep is available to the responsibilities that are assigned the request group OM Concurrent Programs. Run the program from the Submit Request window.

To run the Assign Customer Service Rep program:

1. In the Name field, select Assign Customer Service Rep.

2. In the Customer field, select the customer for whom you want to assign CSRs. This field is optional. If you select a customer, then the program assigns or reassigns CSRs to all open sales orders for that particular customer.

3. The Customer Service Rep field is optional. If you select a CSR and Override Existing Assignment is Yes, then the orders assigned to the given CSR are overridden as per the latest CSR assignment rules.

   Note: If you leave the Customer and Customer Service Rep fields blank, then the program bulk assigns CSRs based on the latest assignment rules.

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 window, and select Audit History Consolidator in

the Name field.
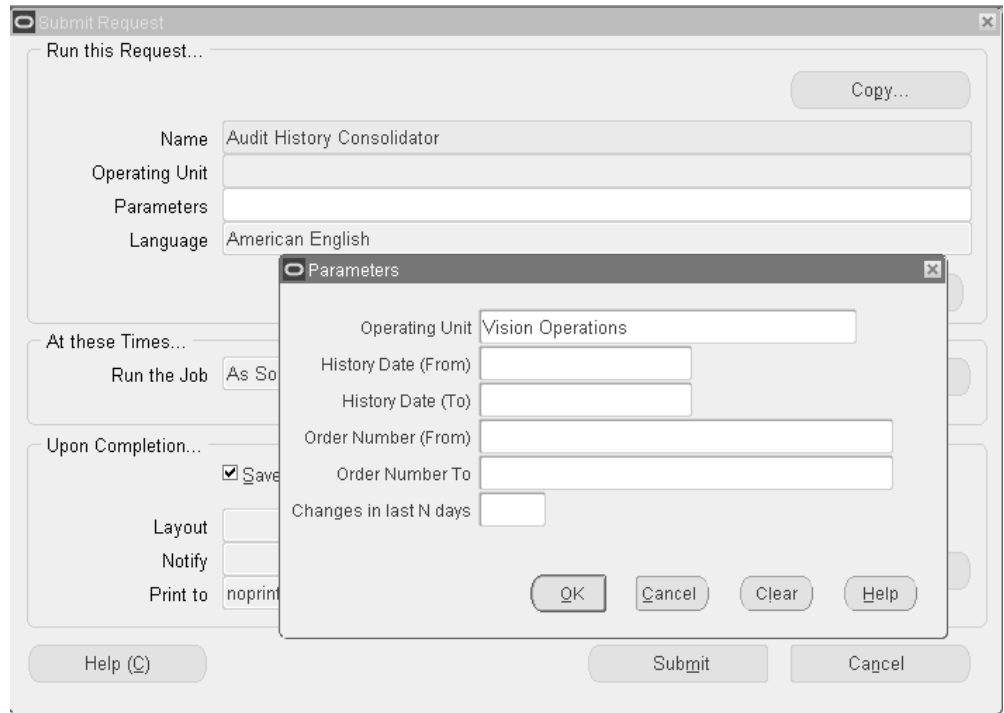
2. Enter the History Date From. This field is *optional*.

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*.

> **Additional Information:** Note: If the order number is more than 10
> characters then the order number in the audit history report is
> displayed as @ *********.

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.

Batch Price Concurrent Program

The Batch Price concurrent program attempts to price orders or order lines as specified by input parameters. The concurrent program attempts to price any orders or lines that have an open status. Batch Pricing honors the Calculate Price Flag on the individual order lines.

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 price all order lines that meet or exceed the Low value.

- If you specify a High value and not a Low value, the program will price all order lines equal to or less than the High value entered.

To perform batch price via the concurrent program:

Preview Mode: This is a mandatory parameter. If you select Yes, then the concurrent program will not price or re-price the orders or lines, it will only list the order and line details that will be impacted if batch pricing is run with the specified parameters. Preview mode is useful if you want to see the effect of the pricing or re-pricing on the orders and lines for the specified input parameters. You can then decide if you wish to run the concurrent program in execute mode (when Preview Mode is No) or not. If you select No, then the concurrent program runs with the parameters you specify and prices or re-prices the orders and lines. The price is fetched from the price list defaulted on the order / line by the relevant API.

Pricing Level: This is a mandatory parameter. You can select between order level pricing and line level pricing to determine whether line level or list level modifiers get applied. If you select order level pricing, and the order status is Entered, then the Pricing API is called with the Batch event. If at order level pricing, the order status is Booked, then the Pricing API is called with the Batch, Book and Ship events. If you select line level pricing, the Pricing API is called with the Line event only, irrespective of the line status (booked or otherwise).

Operating Unit: The Batch Price concurrent program can be run across operating units. You can specify All or a given operating unit for the orders/lines that you want priced or re-priced.

Order Number (Low/High): Select an order number to price or reprice order lines for. If you do not specify an order number, the system will attempt to reprice all order lines during concurrent program execution.

Order Type: Select an Order Type that you want to specify.

Line Type: Select a Line Type. This parameter is disabled if you have selected Order Level pricing at the Pricing Level parameter.

Booked Orders: If you select Yes, then only booked orders will be priced/re-priced. If you select No, then orders with a status Entered will be priced/re-priced. If you leave

this parameter blank, then the concurrent program will select all open orders/lines irrespective of their booked status.

The following parameters are enabled only if the Pricing Level selected is Line:

- Item

- Item Category

- Warehouse

- Line Creation Date (Low and High)

- Pricing Date (Low and High)

- Schedule Ship Date (Low and High)

Select OK, then Submit. The log file generated as a result of a submission of the Batch Price concurrent program displays all order details selected for processing based upon the input parameters entered.

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.

> **Note:** 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.

Create Billing Lines Concurrent Program

The Create Billing Line concurrent program reads billing plans associated to source order lines and then creates billing lines (invoice lines) in the same sales order in which the source order line exists.

For more information about recurring billing, see:

- Recurring Billing Overview, page 14-45

- Recurring Billing User Procedures, page 14-53

You can submit the concurrent program for any or all of the following combinations:

- Sales Order

- Sales Order and Line

- Order Type

- Line Type

- Customer Name and Customer Number

- Bill Date range

To Create Billing Lines Using the Concurrent Program:

1. Navigate to the Submit Request window, and select Create Billing Lines in the **Name** field.

2. Select the **Operating Unit** for which you want to create billing lines. The **Operating Unit** displays by default from the profile option MO: Default Operating Unit.

3. Enter the following information:

Field	Description
Customer Name	(Optional) Select the name of the customer for which you want to create billing lines.
Customer Number	(Optional) Select the number of the customer for which you want to create billing lines.
Order Type	(Optional) Select the order type for which you want to create billing lines.
Line Type	(Optional) Select the line type for which you want to create billing lines.

Field	Description
Sales Order Number	(Optional) Select the sales order number for which you want to create billing lines. After you select the sales order number, the **Line (Source Order Line)** field becomes available.
Line (Source Order Line)	(Optional) Select the line associated with the sales order for which you want to create billing lines.
Bill Date (From) and **Bill Date (To)**	(Optional) Select the bill date range for which you want to create billing lines. Select the Bill Date (From) for usage based billing. The billing line is generated on the Bill Date.

Submit Request window

4. Click **OK.**

5. Click **Submit.**

Sales Orders window - Line Items tab

The program retrieves all eligible source order lines related to the parameters entered for the program. Then the program reads the billing plans associated to the source order lines to create billing lines (invoice lines) in the same sales order in which the source order line exists. The **Bill Amount** field is populated for a billing line and the **Recurring Billing Line Type** for a billing line is Billing Line.

If the billing plan has a fixed number of periods, the program picks all billing plan lines that match this criteria:

- System date is greater than or equal to **Bill Date** on the billing plan line

- **Billing Plan Status** is Billing In Progress or Open

- Source order line is closed

If the billing plan has an indefinite number of periods, the program picks all billing plan lines that match this criteria:

- Billing plan line is due between system date and **Bill Date** of last billing plan line or Start Date

- **Billing Plan Status** is Billing In Progress or Open

- Source order line is closed

If the billing plan has milestone periods, the program picks all billing plan lines that match all of the following criteria:

- The sales order is booked

- The bill date is available on the billing plan line.

- The SYSDATE is greater than or equal to the bill date on the billing plan line.

- The billing line is not generated.

- The billing plan status is Billing in Progress or Open.

  The system checks that there is no change to the source order line amount since the billing plan was last updated. If there is a change, the billing plan status is set to Review Required and no billing plan lines are created.

Create Billing Lines Program Output File

```
                                              Report Date:  22-JUN-16 15:45:02


                          Create Billing Lines Program Output
                          -----------------------------------

                             Operating Unit:  Vision Operations
                              Customer Name:
                            Customer Number:  1608
                     Order Transaction Type:
                      Line Transaction Type:
                               Sales Order#:
                   Line (Source Order line):
                            Bill Date(From):  22-JUN-16
                              Bill Date(To):  22-AUG-16

                                              Report Date:  22-JUN-16 15:45:02
                                                     Page:  2      of 2

                          Create Billing Lines Program Output
                          -----------------------------------


Source Order   Source Line Billing Plan Line   Remarks/Rejection Messages
------------   ----------- -----------------   --------------------------

  65590          1.1         2

  65628          1.1         1

  65630          1.1         1
```

After the program completes, you can view the output file which displays the billing lines that were created. The output files lists the source order, source line, and billing plan line for which the billing line was created. Plus, the output file displays messages for those billing lines that were not able to be created.

If the billing plan has a fixed number of periods, the program updates the **Billed Line** column and **Billed Line Status** column for the billing plan in the **Billing Plan** page to reflect the line number and line status for the newly created billing line. If the billing plan has an indefinite number of periods, the program populates the billed lines in the **Billing Plan Lines** region of the **Billing Plan** page. The program populates the **Sequence, Bill Date,** and **Bill Amount, Billed Line,** and **Billed Line Status** columns for the newly created billing lines. If the billing plan has milestone periods, the program updates the **Billed Line** column and **Billed Line Status** column for the billing plan in the **Billing Plan** page to reflect the line number and line status for the newly created billing line.

For more information about recurring billing, see:

- Recurring Billing Overview, page 14-45

- Recurring Billing User Procedures, page 14-53

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 your customer's credit exposure may have changed and you want to reevaluate their sales order status so that you can release or apply credit check holds accordingly. Also use Credit Check Processor whenever you change your customer or default credit setup and you want the change to immediately take effect in your booked sales orders.

In order to apply holds, the Credit Check Processor evaluates the open booked sales order lines that are not picked, whereas for drop ship sales order lines, only lines that are in Booked status are evaluated. When releasing holds, this program evaluates open booked sales order lines that have not progressed to Shipped status.

This program can be used if you run credit checking at booking, for booked orders (all orders are booked). The Credit Check Processor uses sales order lines in Booked status, as well as lines with a status of Awaiting Shipping where the delivery details are not picked yet.

To re evaluate booked orders not yet shipped via concurrent program:

1. Navigate to the **Run Requests** window, and select the Credit Check Processor concurrent program from the **Name** field.
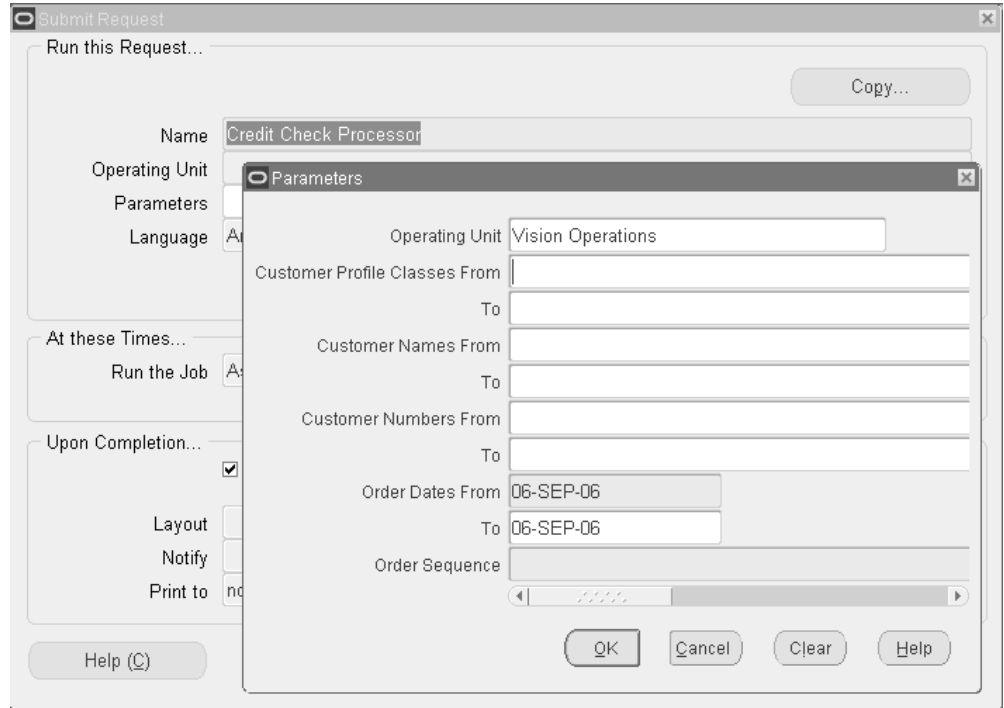
2. To select customer credit profile classes to include when updating credit balances, enter a value in the **Customer Profile Class From** field, the **Customer Profile Class To** field, or both.

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. Select customers to include when updating your credit balances.

   • Select a range of customer names by entering a value in the **Customer Names From** field, the **Customer Names To** field, or both.

     Optionally, include or exclude customer names within the range by providing values for the input parameters **Customer Names From** and **Customer Names To**.

   • Select a range of customer numbers by entering value for in the **Customer Numbers From** field, the **Customer Numbers To** field, or both.

     Optionally, include or exclude customer numbers within the range selected by entering additional limiting values for the input parameters Customer Names From/To.

5. Select order dates to include when updating your credit balances by entering a value in the **Order Date From** field and, optionally, in the **Order Date To** field, or both.

6. To set the processing order for updating credit balances, select a value for the **Order Sequence**field. Choose from:

   - Earliest Order Date First

   - Earliest Ship Date First

   - Greatest Order Value Frst

7. Click OK, then Submit.

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.

> **Note:** 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.

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).

4. 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.

5. Validate Only:

   Select Yes to validate records within the credit exposure interface tables only. No records are imported into summary exposure tables during submission.

6. Select No to validate and process records within the credit exposure interface tables.

   This field is required.

7. 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.

> **Note:** 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.

> **Note:** 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 your 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).

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.

> **Note:** 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 window:

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 window:

Navigate to the Run Requests SRS window, and select Defaulting Generator in the Request Name field.

Run Requests SRS Window
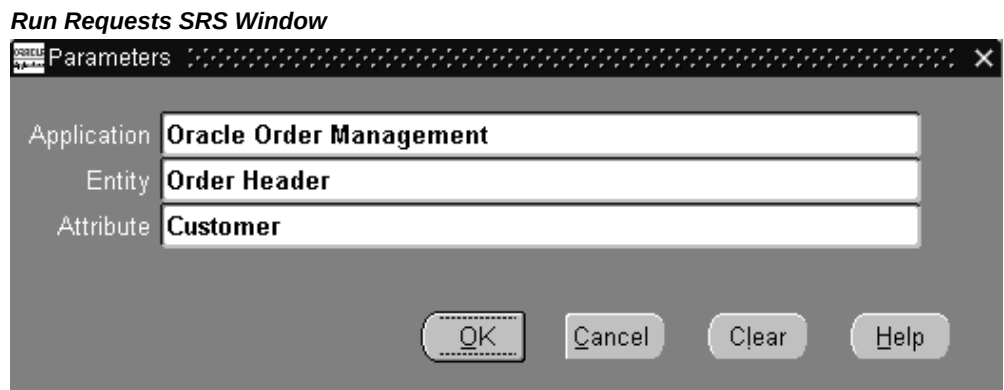
2. Select a value for the Application. This field is *required*.

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.

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.

Apps Check Input Parameters Window

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 Application1through 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.

OM Debug File Retrieval Input Parameters Window
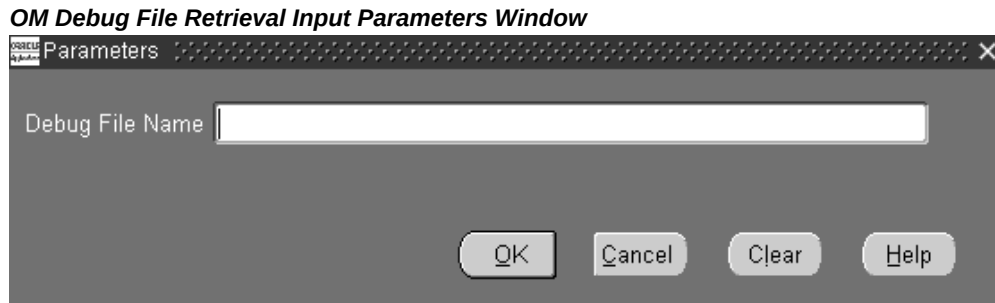
2. Enter the Order Management Debug file name to retrieve (debug file which was displayed to a user when Debug was turned on). This field is optional.

   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:
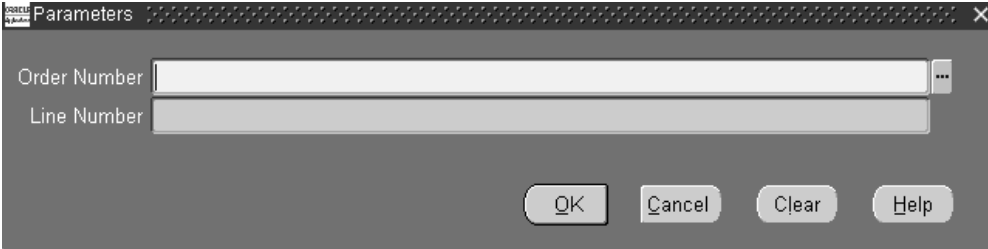
Entities or Attributes and their Associated Current Values

-	-	-
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.

OM Order Information Input Parameters Window

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.

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 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.

2. Progress 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 export compliance order lines by *Customer*. Enter a value in the Customer field.

4. Progress 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 export compliance order lines by *Order Type*. Select a value for the Order Type field.

6. Progress export compliance order lines by *Warehouse* (organization). Select a value for the Warehouse field.

7. Progress export compliance order lines by *Line Ship To Location*. Select a value for the Line Ship To location.

8. Progress export compliance order lines by *Item*. Select or enter an value in the Item field.

9. Progress 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 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.

Export Compliance Workbench, page 15-35

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.

> **Note:** You must run the Initialize Credit Summaries Table concurrent program periodically to get the correct exposure values for the party.

Additionally, if you wish to import exposure details from an external system, you can use the Credit Exposure Import concurrent program. See: Credit Exposure , page D-18 Import Concurrent Program.

- 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.

- The Credit Check Rules are always checked from the Order Transaction Type, whether line level credit checking is performed or order level is checked by looking at the Credit Check Rule itself.

- 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.

1. Navigate to the Run Requests SRS window, and select Initialize Credit Summary Table in the Request Name field.

Run Requests SRS Window - Initialize Credit Summary Table
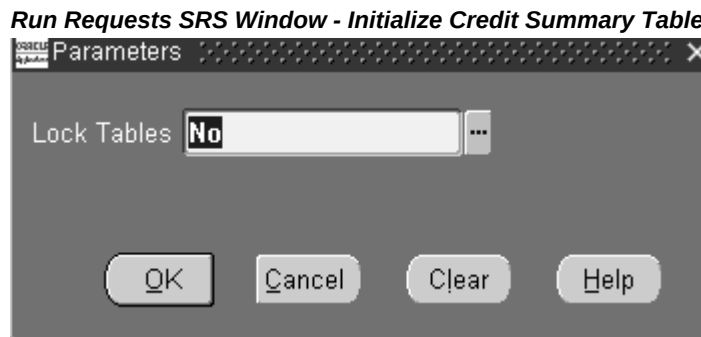
2. Determine whether or not you wish to lock database tables when submitting this program. Select from:

- 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.

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.
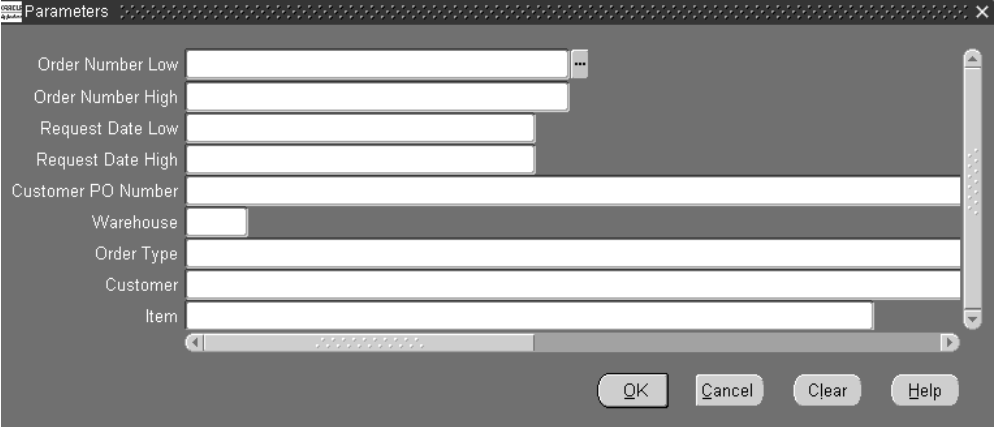
The Inventory Interface concurrent program creates a standard Oracle log file containing processing results for the programs execution.

- 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.

   Run Requests SRS Window

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.

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.

Message Purge Window
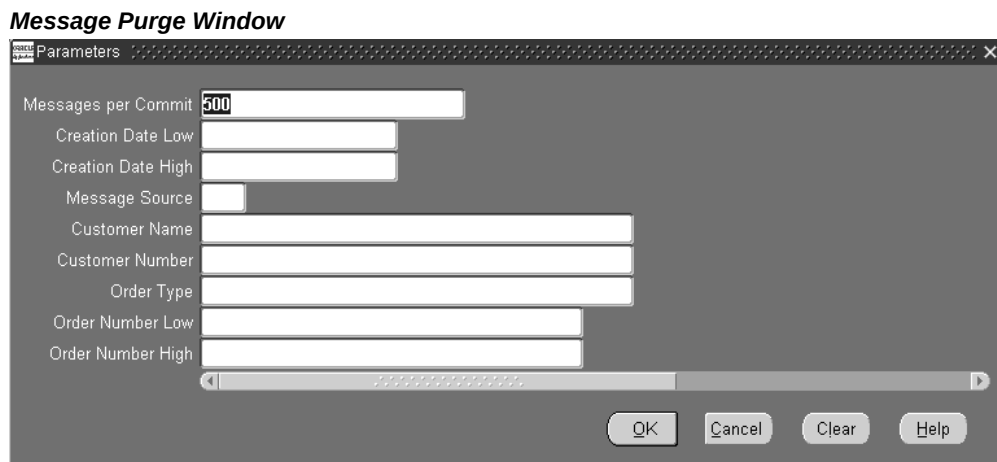
2. Determine the number of messages you wish to purge per database commit by entering a value for the Messages per Commit input parameter.

   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.

Order Import Statistics Concurrent Program

Order Import 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.

Below is a list of columns that are present in the interface tables, but not available via the Corrections Window:

- **Header**

  - ship_to_customer_id invoice_customer_id deliver_to_customer_id sold_to_phone_id supplier_signature supplier_signature_date customer_signature customer_signature_date orig_sold_address_ref order_firmed_date ib_location_code orig_sys_end_customer_ref orig_end_customer_address_ref end_customer_contact_ref end_customer_site_use_code

- **Line**

  - return_context price_request_code attribute_status ship_to_customer_id invoice_to_customer_id deliver_to_customer_id ship_to_customer_name invoice_to_customer_name invoice_to_customer_number deliver_to_customer_name line_category_code actual_shipment_date planning_priority order_firmed_date actual_fulfillment_date end_customer_site_use_code end_customer_contact_ref orig_end_customer_address_ref orig_sys_end_customer_ref

- **Price Adjustments**

  - price_adjustment_id

- Pricing Attributes

  - order_price_attrib_id override_flag

- **Credits**

  - sales_group_id sales_group_updated_flag

- **Lotserials**

  - quantity2 sublot_number

- Customer Information (Add Customer)

  - site_number location_number org_id is_sold_to_address new_address_id_sold_to

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:

- *e*Payment Failure Hold

- *e*Payment 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 window, and select Process Pending Payments in the Name field.
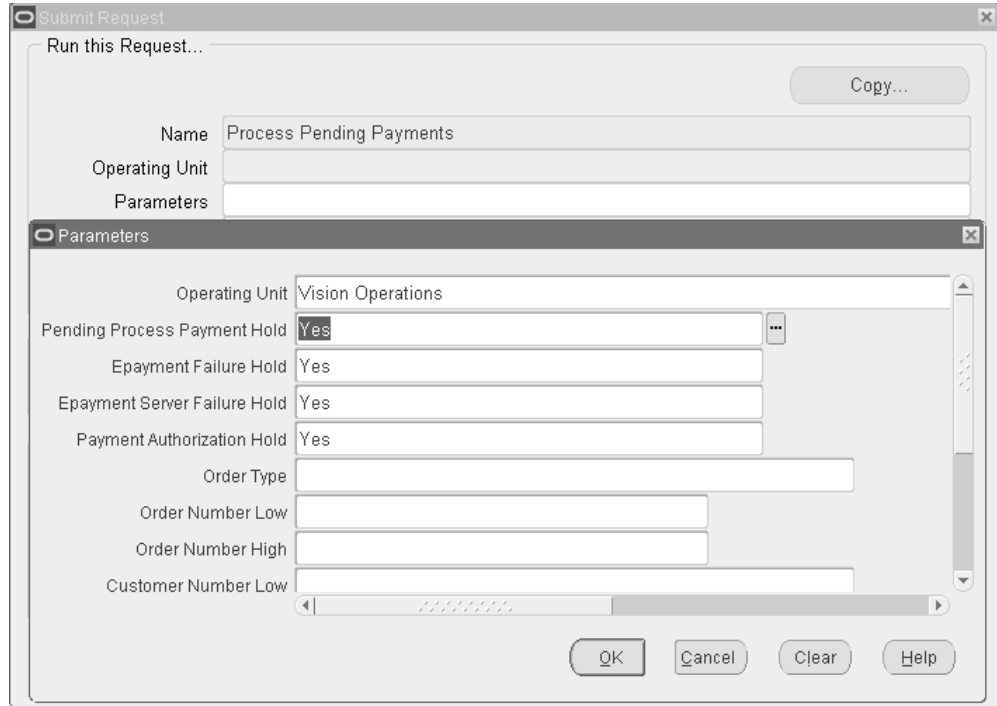
All input parameters to this concurrent program are *optional*.

2. Pending Payment Process Hold: Select Yes to process orders currently on Pending Payment Process Hold, or select No to not process orders on Pending Payment Process Hold. The default value for this parameter is Yes.

3. *e*Payment Failure Hold: Select Yes to process orders currently on *e*Payment Failure Hold, or select No to not process orders on *e*Payment Failure Hold. The default value for this parameter is Yes.

4. *e*Payment Server Failure Hold: Select Yes to process orders currently on *e*Payment Server Failure Hold, or select No to not process orders on *e*Payment Server Failure Hold. The default value for this parameter is Yes.

5. Payment Authorization Hold: Select Yes to process orders on Payment Authorization hold. Select No to bypass these orders. This hold is used if you set up payment authorization to be a deferred process. Then this request will attempt to process those authorizations in a batch mode.

6. Order Type: Select a specific order type to limit credit card payment processing of orders.

7. 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.

8. 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.

9. Customer Class: Select a specific customer class to process credit card payments.

10. 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.

11. 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.

12. Bill to Org: Select a specific Bill To to process credit card payments.

13. 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.

14. Select OK, then Submit.

Archival Set, Order Archive Selection Concurrent Program

Archival Set

An archival set contains orders to archive based on user-specified criteria. You can create an archival set in the following ways:

• Use the **Order Archive Selection** concurrent program.

• Select an order or multiple orders in the **Order Organizer** window and then run the **Create Archival Set** concurrent program from the **Tools** menu.

Creating an Archival Set Using the Order Archive Selection Concurrent Program

To create an archival set:

The Order Archive Selection concurrent program enables you to select sales orders that you can archive. You determine which orders you want to archive by creating an archival set. After you select the orders to archive within an archival set, you can later choose to archive the entire set or a subset of the archival set.

You can also perform the following archival tasks:

• Retrieve the archived sales orders

• Purge sales orders directly from the archive

Use the **Order Archive Selection** program to create a new archival set to group the existing sales orders for archival. To create an archival set:

1. Navigate to the **Order Archive Selection** concurrent program.

2. Click **Orders* Returns**, click **Purge, Archive** and then click **Order Archive Selection**.

3. Select the operating unit.

4. Enter a unique name to create the archival set. This information is mandatory.

5. Enter a description for your archival set. This information is mandatory.

6. Select a range of order numbers to identify the sales orders for archival.

7. Select the order type.

8. Select the order category.

9. To archive the sales orders for a specific customer, select the customer from the list of values.

10. Select a range of dates between which the sales orders are created.

11. Select a range of dates between which the sales order or quote is created. You can directly create a sales order or convert an existing quote to a sales order. If the sales order is converted from a quote, then enter the creation date when the quote was created. The order date is the date on which a quote is converted to an order.

12. Select **Yes** in the **Contract Terms** field to include the sales order that is under a contract for purge. The default value is **No**.

13. Select one of the following options in the **Include Open Orders** field:

    - To include only closed or canceled orders in the archival set, select **No**.

    - To include orders that are still open in the archival set, select **Yes**. The default value is **Yes**.

14. In the **Purge Acknowledgements** field, select **Yes** to delete the sales order acknowledgment data during archival. The default value is **No**.

15. Click **OK**.

Order Archive Selection
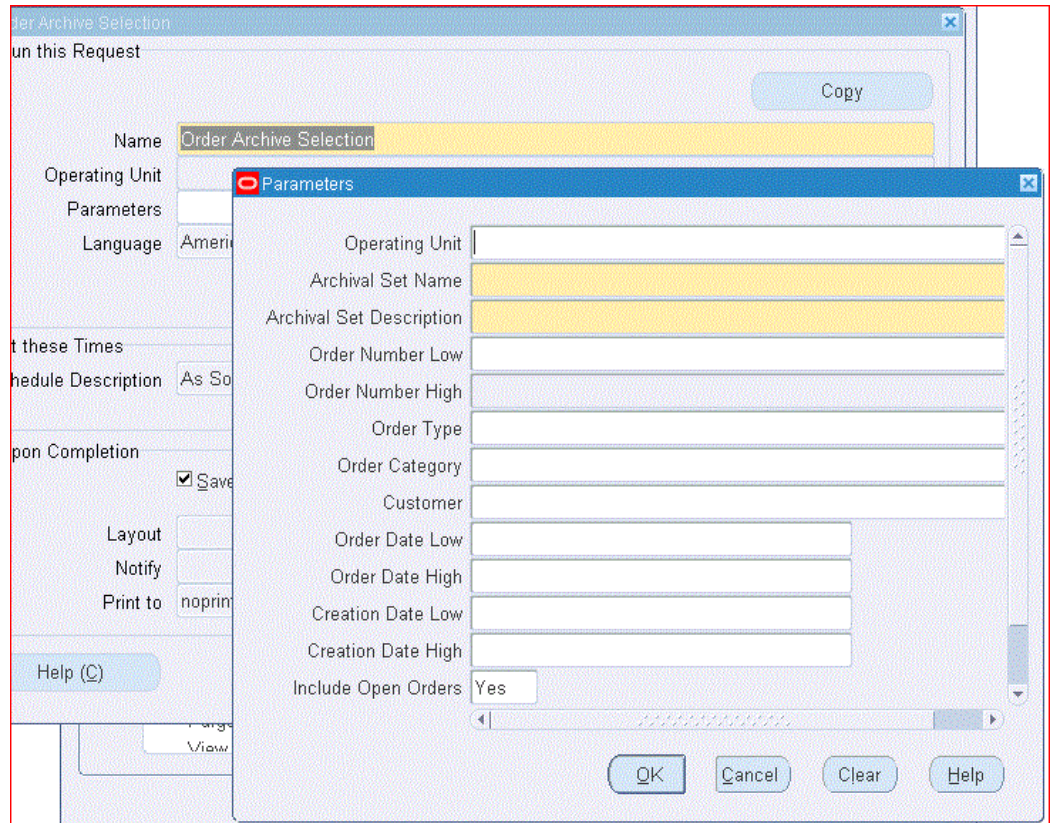
Archive Option for Sales Orders with Terms and Conditions

When you create an archival set, use the **Contract Terms** parameter to indicate whether orders with contractual terms and conditions are eligible for purge. Select **No** if you do not want to purge orders with terms and conditions.

Creating an Archival Set Using Order Organizer

To create an archival set:

To create an archival set using the Order Organizer window:

1. Navigate to the **Order Organizer** window.

2. Select multiple orders.

3. From the menu, click **Tools**, then click **Purge, Archive**.

4. Click **Archival Set** to create an archival set.

5. In the **Archival Set** window that opens, enter a name and a description for the

archival set.

6. Click **Submit** to create an archival set with all the selected orders.

Using the Archival Set

Use the **Archival Set** window to query and select the archival sets to archive, retrieve, or purge. You create the archival sets using the **Order Archive Selection** concurrent program or using the **Order Organizer** window.

1. Navigate to the **Archival Set** window.

2. Click **Orders* Returns**, click **Purge, Archive** and then click **Archival Set**.

   The **Archival Set** window opens with the **Archive Detail** and the **Archive Criteria** tabs.

   You can view the information for the selected archival set.

   • A unique name for the archival set.

   • The name of the user who created the archival set.

   • A description of the archival set.

   • The date when the archival set is created.

   • The **Set Archived** check box indicates whether an archive has been completed or not for the set. If all the orders in the set are archived, then this check box is checked. The **Set Purged** check box indicates whether the purge process has been completed or not for the set. If all the orders in the set are purged, then this check box is selected.

   • The **Purge Acknowledgements** check box indicates whether the sales order acknowledgement data must be deleted during archival. While creating an archive set, if you have specified **Yes** for the parameter Purge Acknowledgements, then this check box is selected.

   Using the Archive Details tab:

   Use the Archive Detail tab to view the following information for the selected archival set:

   • The order type of the sales order in the archival set.

   • The **Status** field indicates the status of the sales orders when the archival set is created.

   • The name of the customer in the sales order in the archival set.

- The **Eligible** check box identifies the sales orders that are chosen for archive before starting the archive process. You can select or deselect this check box at any point. Select the check box to validate and verify if the order can be archived. If not valid, an error is displayed.

- The **Archived** check box identifies whether a sales order is archived. When you run the **Archive Orders** concurrent program, this check box is selected to indicate that the order is archived.

- The **Purged** check box identifies if the sales order is purged. When you run the **Purge Archive** concurrent program to purge the sales order, then this check box is selected to indicated that the order is purged.

Archival Set - Archive Details tab

Use the **Archival Set** window to perform the following tasks:

Delete archival sets: To remove the archival set, click **Delete Archival Set**. When you delete a set, the data is deleted from the archival tables and not from the base transaction tables. You can delete a set only if the **Set Archived** and **Set Purged** check boxes for the set are deselected and if the **Purged** or the **Archived** check box are also deselected for all the sales orders in the set.

> **Important:** An archival set can be deleted only by the user who has created it.

Archive sales orders: To archive sales orders, click **Archive** to run the **Archive Orders** concurrent program. This program processes all those orders with the **Eligible** check box selected. You can run this program only when the set is not completely archived nor purged. See Archive Orders, page D-44.

Retrieve archived sales orders: To retrieve the archived sales orders, click **Retrieve** to run the **Retrieve Archive** concurrent program. This program processes all those orders with the **Archived** check box selected. You can run this program only when the set is completely or partially archived. See Retrieve Orders, page D-45.

Purge archived sales orders: To purge the archived sales orders, click **Purge** to run the Purge Archive concurrent program. This program processes all those orders with the **Archived** check box selected. You can run this program only when the set is completely or partially archived. See Purge Orders, page D-48

Request ID: Depending on the program you run (Archive, Retrieve, or Purge), you can see the request in the **Request ID** field.

Reviewing Data to be Archived

You can view all orders that meet the archival set creation criteria. You can preview the archive lists in the **Archival Set** window.

Archive Orders Program

To archive orders:

Use the **Archive Orders** program to archive eligible sales orders. Select the Archival Set of the orders to archive.

To run the Archive Order program, complete the following steps:

1. Query the archival set in the **Archival Set** window to get the archival set information.

2. Click **Archive** in the **Archival Set** window to run the archival process for the selected sales orders.

   The check box **Eligible** is selected or deselected based on the eligibility of the sales order when the archival set is created. You can select or deselect the check box to make the sales order eligible for archival. When you try to archive open sales orders, the application displays an error message.

3. The check box **Archived** is selected when the concurrent program **Archive Orders** is completed for individual sales orders.

4. The check box **Set Archived** is selected when all the sales orders in the set are archived.

   When the archival process completes, the check box **Set Archived** is selected automatically. Also, the field **Request ID** is updated with the archive process

request ID.

> **Note:** When you archive a few sales orders in an archival set, the check box **Archived** is selected only for those orders, and the **Set Archived** check box is deselected

Viewing Archived Data

After an archive is complete, you can view the archived data only in the Archival Set window. Navigate to the **Archival Set** window and query the archival set name. You can choose orders in the archival set and submit the archival sets for the archive. All orders that are archived can be retrieved or completely purged.

Retrieve Archive Program

To retrieve orders:

In the **Archival Set** window, select the archival set for the orders to be retrieved. Click **Retrieve** to retrieve the selected archived orders in an archival set. You can then query these retrieved orders as earlier in the Order Organizer window or in the HTML user interface.

To retrieve the archived sales orders, run the **Retrieve** program as follows:

1. Query the archival set in the **Archival Set** window that has one or more archived orders.

2. Click **Retrieve** to run the Retrieve Archive program to retrieve the archived sales orders.

   When the concurrent program is logged, the field **Request ID** is updated with the request ID of the concurrent program. Also, the check box, **Archived** is deselected to indicate that the individual sales order is retrieved. The check box **Set Archived**, if selected, will also be deselected to show that any of the sales orders in the archival set are retrieved.

   > **Note:** The retrieved sales orders will not be automatically loaded to Order Management Command Center. If you require these sales orders to be loaded, then you must run the **OM: Command Center Data Load** concurrent program and specify the load type as **Full Load**.

Searching Archival Sets

Use the **Find** window to search for sales orders in an archival set.

> **Tip:** If you select the **Order Number**, then you cannot use the fields **Archival Set** or **Show Orders** and vice versa to search for archival sets.

To search archival sets:

1. Click the **Find** icon.

   The **Find** window opens.

Find Order or Set
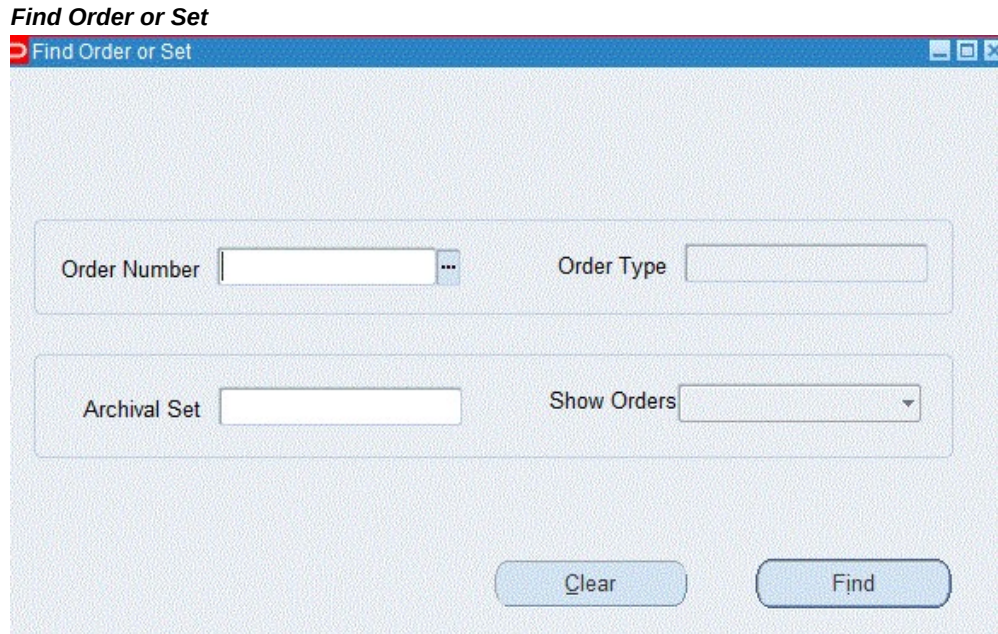
2. Select from the following search criteria:

   - **Order Number** - Select the order number to see all the archival sets for that order.

   - **Order Number and Order Type** - When you select an order number, then you can select Order Type. Select the order type to search for the archival set with that selected order number and order type. The combination of an order number and order type is unique for a sales order.

   - **Archival Set** - Select the archival set to see the particular archival set.

   - **Show Orders** - For the selected archival set, select the appropriate option in the **Show Orders** field to see eligible orders, ineligible orders, or both.

Find Orders

If you do not select any value in the **Show Orders** field, then you can see all the orders.

The **Eligible** check box is automatically selected in the **Archive Details** tab for the eligible orders.

Eligible Orders

3. Click **Clear** in the **Find** window to delete the previously entered data.

Validate Set Eligibility

Only eligible, closed, or canceled orders can be archived. Ineligible sales orders of an archival set can be revalidated to check for eligibility.

Click **Tools**, then select **Validate Set Eligibility** to run the concurrent program to check for ineligible sales order.

Purge Archive Program

To purge archived orders:

Use the **Purge Archive** program to purge the archived sales orders of an archival set, so that these are permanently deleted and cannot be retrieved from the archive tables. To purge the archival sets, complete the following steps:

1. Query an archival set in the **Archival Set** window that has one or more archived orders.

2. Click **Purge Archive** to run the program to purge the archived sales orders.

   The check box **Purged** is automatically selected for the archived sales orders selected for purge after the purge is complete. The check box **Set Purged** is selected when all the sales orders in the set are purged. After you run the **Purge Archive**

program, the field **Request ID** is updated with the request ID of the requested **Purge Archive** program. Purged orders can no longer be retrieved. The **Archived** check box for the eligible sales orders remains selected and the **Purged** check box is selected to indicate that the orders are purged.

OM: Orders Archival Per Commit

Ensure that the profile option **OM: Orders Archival Per Commit** is set up. This profile option determines how many orders the archive process should archive before saving to the database. If you do not set, then the application will enforce a value of 500 orders per commit.

Purge Advanced Item Search Session Data Concurrent Program

Use this program to purge advanced item search sessions data. When you perform the Advanced Item Search action from the Sales Order or Quick Sales Order windows, data gets added to the oe_selected_items table. This data is session specific and has no relevance outside the applicable session. The application stores the session data forever, unless purged using the Purge Advanced Item Search Session Data Concurrent Program. Periodic purging of this data ensures efficient performance of the application.

To purge advanced item search session data:

1. Navigate to the Submit Request window, and select Purge Advanced Item Search Session Data in the Concurrent Programs Request Name field.
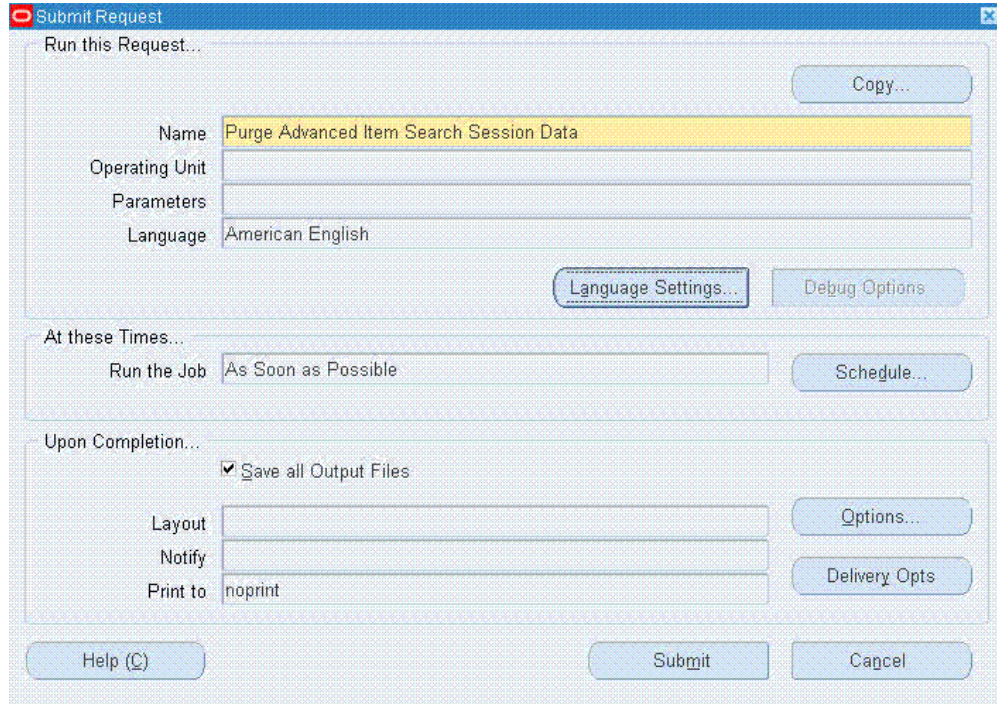
2. Click Submit.

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.

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.

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.

Purge Set, Order, and Quote Purge Selection Concurrent Programs

The Purge concurrent program enables you to purge large number of closed and cancelled orders or quotes along with their workflow and audit history with its bulk processing capability. You first determine which sales orders or quotes you want to consider for purge by creating a purge set. After you select the orders or quotes to be included within a purge set, you can then choose to purge the entire set, a subset of the purge set. You can purge data to create space in your database and to improve performance.

Creating a Purge Set

A purge set contains orders or quotes for purge based on user-specified criteria. You can create a purge set in the following ways:

- Use the **Purge Set Creation** concurrent program.

- Select an order or multiple orders in the **Order Organizer** window and then run the **Create Purge Set** concurrent program from the **Tools** menu.

Purge Prerequisites

The following are the prerequisites to consider before you can purge:

- Operating unit must be selected to restrict the quotes and orders for purge because the Order/Quote Purge Selection program can search for quotes and orders across operating units.

- Quote status must be expired or lost.

- Order status must be canceled or closed.

- No open activity must exist including open invoices or open returns.

- Unpaid invoices can exist for sales orders.

> **Note:** Order or quote purge capability is available to Oracle Order Management Super Users only. You can submit the order or quote purge using a batch process. This program is controlled by function security to determine which responsibilities see Purge/Archive in the Tools menu.

Selecting Criteria for Order/Quote Purge Selection

To create a purge set for sales orders, select from the following criteria:

- Operating Unit

- Order Number (range)

- Order Date (range)

- Creation Date (range)

- Order Category

- Order Type

- Customer

To create the purge set for quotes, select from the following criteria:

- Operating Unit

- Quote Number (range)

- Quote Date (range)

- Creation date (range)

- Offer Expiration Date (Range)

- Order Type

- Customer

- Expired Quotes

- Lost Quotes

Reviewing Data to be Purged

You can view all orders or quotes that meet the purge criteria. You can preview preliminary purge candidate listings in the **Purge Set** window.

Canceling the Purge or Change the Batch Run Time

You can submit the **Order or Quote Purge Selection** program in a batch mode, cancel the batch job, or change the batch runtime.

Viewing Purged Data

After a purge is complete you can view the purged data only in the **Purge Set** window. Navigate to the **Order/Quote Purge Set** window and query the purge set name. You can submit the purge sets for purge, exclude certain orders/quotes within the set from being purged, or completely purge them (provided the records have been previously purged).

Purge Option for Sales Orders with Terms and Conditions

When you create a purge set, use the **Contract Terms** parameter to indicate whether orders with contractual terms and conditions are eligible for purge. Select **No** if you do not want to purge orders with terms and conditions.

OM: Transactions Purged Per Commit

This profile option can be set only at the site level. The value of this profile option indicates the number of orders/quotes per commit, in order/quote purge processing.

Creating a Purge Set Using the Purge Set Selection Concurrent Program

To create a purge set using Purge Set Selection program:

1. Navigate to the **Order Purge Selection** concurrent program.

Order Purge Selection Parameters Window

2. Click **Orders* Returns**, click **Purge, Archive** , and then click **Purge Order Selection**.

3. Enter a unique name to create the purge set. This information is mandatory.

4. Enter a description for your purge set. This information is mandatory.

5. Select a range of order numbers to identify the sales orders for purging.

6. Select the order type.

7. Select the order category.

8. To purge the sales orders for a specific customer, select the customer from the list of values.

9. Select a range of dates between which the sales orders are created.

10. Select a range of dates between which the sales order or quote is created. You can directly create a sales order or convert an existing quote to a sales order. If the sales order is converted from a quote, then enter the creation date when the quote was created. The order date is the date on which a quote is converted to an order.

11. Select **Yes** in the **Contract Terms** field to include the sales order that is under a contract for purge. The default value is **No**.

12. In the **Purge Acknowledgements** field, select **Yes** if you want to delete the sales order acknowledgment data during purgin. The default value is **No**.

13. Click **OK**.

Creating a Purge Set using Quote Purge Selection Concurrent Program:

Use the **Quote Purge Selection** program to create a new purge set for quotes. To create an purge set.

1. Navigate to the **Quote Purge Selection** concurrent program.

Quote Purge Selection - Parameters

2. Click **Orders* Returns**, click **Purge, Archive**, and then click **Quote Purge Selection**.

3. Enter a unique name to create the purge set. This information is mandatory.

4. Enter a description for your purge set. This information is mandatory.

5. Select a range of order numbers to identify the quotes for purging.

6. Select the order type.

7. Select the order category.

8. To purge the sales orders for a specific customer, select the customer from the list of values.

9. Select a range of dates between which the quotes are created.

10. Select a range of dates between which the sales order or quote is created. You can directly create a sales order or convert an existing quote to a sales order. If the sales order is converted from a quote, then enter the creation date when the quote was created. The creation date is the date on which a quote is converted to an order.

11. Select the date to purge expired or lost quotes.

12. Click **Submit**.

Process Exceptions

If the selected orders or quotes do not meet the purge restrictions, such as the order is not closed or if there are outstanding reservations, or if the purge process encounters an issue, the process errors. You can view these errors in the **Purge Set** window.

For example, if you specify all orders for customer Business World in the **Order Purge Selection** concurrent program and when you navigate to the **Order Purge** window, orders that are ineligible for purge are marked in the **Error** column. The application displays that the order is not closed; and the **Eligible** check box is not enabled.

Creating a Purge Set Using Order Organizer

To create a purge set using the Order Organizer:

Use the **Order Organizer** window to create a purge set.

> **Note:** This method of creating a purge set is recommended only for a low volume of orders. For high a volume of purge data (greater than 100 orders) the Order/Quote Purge Selection (using the concurrent program) is recommended.

1. Navigate to the **Order Organizer** window.

2. Select an order or multiple orders to create in the purge set.

3. From the menu, click **Tools**, then click **Purge, Archive**.

4. Click **Purge Set** to create a purge set.

5. In the **Purge Set** window that opens, enter a name and a description for the purge set.

6. Click **Submit** to create a purge set with all the selected orders.

Use the **Purge Set** window to query and select the purge sets to purge. You create the purge sets using the **Order Purge Selection** concurrent program or using the **Order Organizer** window.

To view a purge set:

1. Navigate to the **Purge Set** window

2. Click **Orders* Returns**, click **Purge, Archive** and then click **Purge Set**.

   The Purge Set window opens with the **Purge Detail** and the **Purge Criteria** tabs.

Using the Purge Detail tab

Use the **Purge Detail** tab to view the following information for the selected purge set.

Purge Set Window - Details Tab

- A unique name for the purge set.

- The name of the user who created the purge set.

- A description of the purge set.

- The date when the purge set is created.

- An error that may occur during purging in the Expiration Date Error field

- The **Set Purged** check box indicates whether the purge process has been completed for the set. If all the orders in the set are purged, then this check box is selected.

- The **Purge Acknowledgements** check box indicates whether the sales order acknowledgement data must be deleted during purging. While creating a purge set, if you have specified **Yes** in the parameter **Purge Acknowledgements**, then this check box is selected.

- The **Eligible** check box identifies the sales orders that are chosen for purge before starting the purge process. You can select or deselect this check box at any point. Select the check box to validate and verify if the order can be purged. If not valid, an error displays as closed or canceled.

- The **Purged** check box identifies whether a sales order is purged. When you run the **Purge Order** concurrent program, then this check box is selected.

Click **Delete Purge Set** to remove a purge set. When you delete a set, the data is deleted from the purge tables and not from the base tables.

When the purge process is completed, you can see the request ID in the **Request ID** field.

Using the Purge Criteria tab

You can see the criteria used to create the purge set in the **Purge Criteria** tab ater you submit the Order Purge Selection concurrent program. You can also enter the criteria to create a purge set.

Purge Set Window - Purge Criteria Tab

To create a purge set by specifying a where (selection) condition:

1. Click **Purge, Archive**, then click **Order Purge Selection** from the navigator.

2. Enter the name, description, and the desired selection criteria and click **OK**.

3. Click **Submit** on the subsequent request screen.

   To create a purge set for quotes replace the Order Purge Selection with the Quote Purge Selection concurrent program.

Viewing Order Purge

You can view the orders or quotes in that purge set in the **Purge Set** window after you create the purge set.

To view order purge:

You can submit the purge set to purge, or exclude a few orders or quotes from the purge set or delete them.

1. Navigate to **Purge, Archive**, then click **Purge Set**.

2. Access the **Purge Set** window from **Tools** menu of the **Order Organizer** window.

3. Query by purge set name.

You can see the purge criteria.

Messages

Message Name: OE_PUR_ADD_ORDER

Message Text: This Order is ineligible for purging.

Description: This message is issued when the user tries to include an order into purge set.

Message Name: OE_PUR_DELETE_PURGE_SET

Message Text: You cannot delete a purge set that has some orders that have already been purged.

Description: This message is issued when user tries to delete a purge set, from which some orders have been purged.

Message Name: OE_PUR_DELETE_PURGE_SET_OK

Message Text: Delete Purge Set &PURGE_SET_NAME

Description: This message is for confirmation of delete.

Message Name: OE_PUR_PURGE_SET_DELETED

Message Text: Purge Set &PURGE_SET_NAME Deleted.

Description: This note is issued after the deletion of a purge set.

Message Name: OE_PUR_PURGE_SET_PURGED

Message Text: You cannot delete a purge set that has already been purged.

Description: This message is issued when a user tries to delete/submit a purge set.

Message Name: OE_PUR_REQUIRED

Message Text: Field must be entered.

Description: Message for a required field.

Message Name: OE_SRS_TITLE_GENERATE_PURGESET

Message Text: Order Purge Selection.

Description: Title for order purge selection.

Message Name: OE_PUR_CREATE_SUBMITTED

Message Text: Create purge set submitted with request id = &REQUEST_ID.

Description: Message issued when create purge set is submitted.

Message Name: OE_PUR_ORDER_PURGE_SUBMITTED

Message Text: Order purge submitted with request id = &REQUEST_ID.

Description: Message issued when order purge is submitted.

Message Name: OE_PUR_OPEN_ORDER

Message Text: Order is open.

Description: Message issued when an order is open.

Message Name: OE_PUR_OPEN_INVOICES

Message Text: Open invoices exist for this order.

Description: Message issued when open invoices exist for an order.

Message Name: OE_PUR_OPEN_RETURNS

Message Text: Open returns exists for this order

Description: Message issued when open returns exists for an order.

Message Name: OE_PUR_CANNOT_SUBMIT

Message Text: Purge set is already purged.

Description: Message issued when a user tries to submit order purge for a purge set which has already been purged.

Messages For Quotes

Message Name: OE_PUR_ADD_QUOTE

Message Text: This quote is ineligible for purging.

Description: This message is issued when a user tries to include a quote into purge set.

Message Name: OE_PUR_OPEN_QUOTE

Message Text: Quote is open.

Description: Message issued when Quote is open.

Message Name: OE_SRS_TITLE_GENERATE_QUOTE_PURGESET

Message Text: Quote Purge Selection

Description: Title for Quote purge selection.

Purchase Order Related Purge Changes

Message Name: OE_PUR_OPEN_PO_REQ

Message Text: Open drop ship PO/Requisition exists for externally sourced line of this order.

Description: This message is issued when there is an open PO or requisition existing for an order that has drop ship order lines.

Purge Order Management Workflow Concurrent Program

This concurrent program purges workflow items associated with Oracle Order Management, such as OM Order Line and OM Order Header. Unlike the Purge Obsolete Workflow Runtime Data program provided by Oracle Workflow, the Purge Order Management Workflow program purges workflows of closed sales order lines even if the sales order header is still open. It tries to close open workflows in a few very specific cases to make more workflow items eligible for purge. Use this purge program to reduce the size of workflow tables and improve high volume order processing performance.

To purge Order Management workflows of closed sales orders:

1. Navigate to the Submit Request window and select Purge Order Management Workflow.
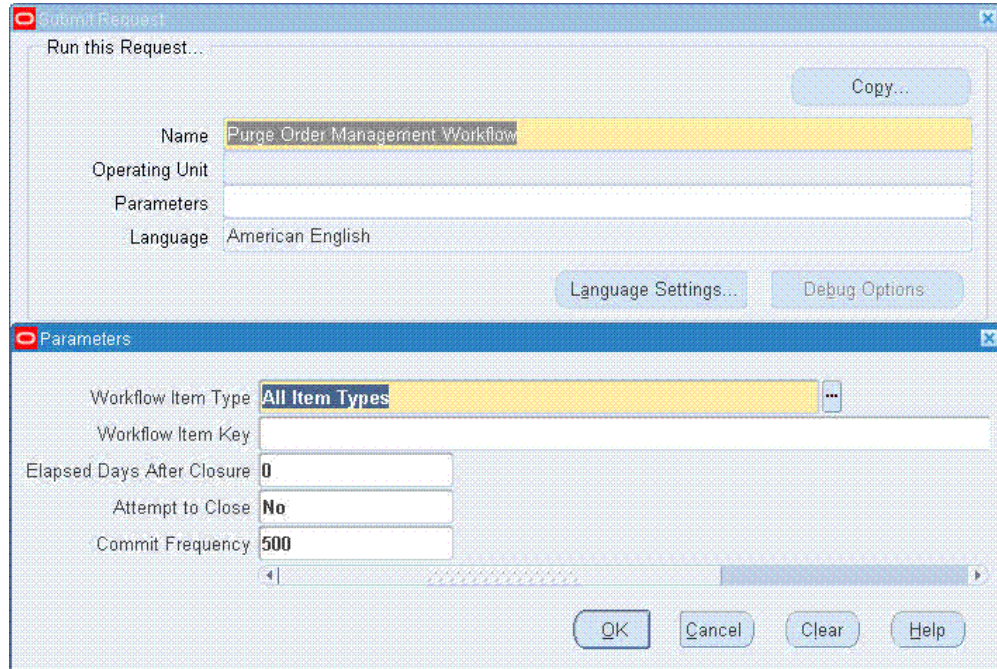
2. Select the workflow item type to purge the closed workflows corresponding to the applicable item type. The default value for this parameter is All Item Types. If you do not select any item type, then the concurrent program purges all the closed workflows corresponding to Order Management flows.

3. Enter the unique identifier of the workflow item that you want to purge. The application uses this information to purge the workflow corresponding to the workflow item key.

4. Enter the number of elapsed days after closure to purge workflows that were completed no later than this many days ago.

5. Select an applicable Attempt to Close option. If the workflow item type is OM Order Header or All Item Types, then the concurrent program identifies and attempts to close all the header workflows that are open due to pending line closure, even though all the lines in the order are in fact closed. If the workflow item type is OM Error, then the concurrent program identifies all the OM Error and WF Error flows that are either orphan, or those that are associated with OM flows that are no longer in error. The program completes the error flows and purges them.

6. Enter the purge frequency of the workflow data. The default value is 500. The application issues commits to the database engine after every 500 purged workflow items.

> **Tip:** To purge high volume of transactions, it is recommended that you attempt to purge data in blocks of data, purging oldest workflow data first. For example, you could purge workflow data older than 1000 days (instead of 120) if you have workflows that are 1000 days old. Then purge WF date that is 900 days, 800 days old. After each purge action, collect bde_wf_data.sql output, verify that the figures gathered earlier have been reduced and run gather table statistics on WF_tables. You must perform this action for OEOL and OEOH. This enables the Purge process to complete in a reasonable time if you run it on a regular basis.

Purge Retrobilling Requests Concurrent Program

Use this program to delete the retrobilling requests that are executed in the Preview mode. You can raise retrobill requests in Preview and Execute modes, however, this program enables you to delete Preview mode retrobill requests. You cannot purge retrobill requests raised in the Execute mode as such requests are required for reference and auditing purpose. You can schedule this program to run on a frequent basis. Whenever the application generates retrobilled orders, it adds data to the oe_retrobill_requests table. This data is stored in the table forever, unless purged by the Purge Retrobilling Requests program.

To purge retrobilling requests:

1. Navigate to the Submit Request window, and select Purge Retrobilling Requests in the Concurrent Programs Request Name field
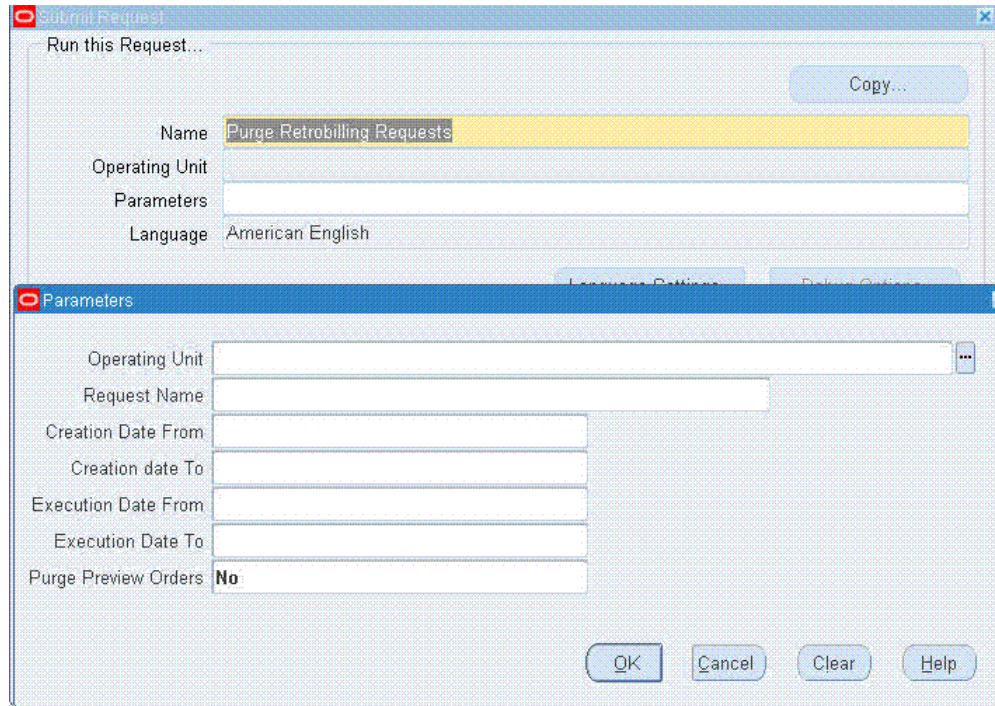
2. Select the operating unit of the retrobill requests.

3. Enter the retrobill request name.

4. Provide the retrobill request creation and execution dates.

5. Select Yes to purge preview orders.

6. Click OK.

7. Click 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.
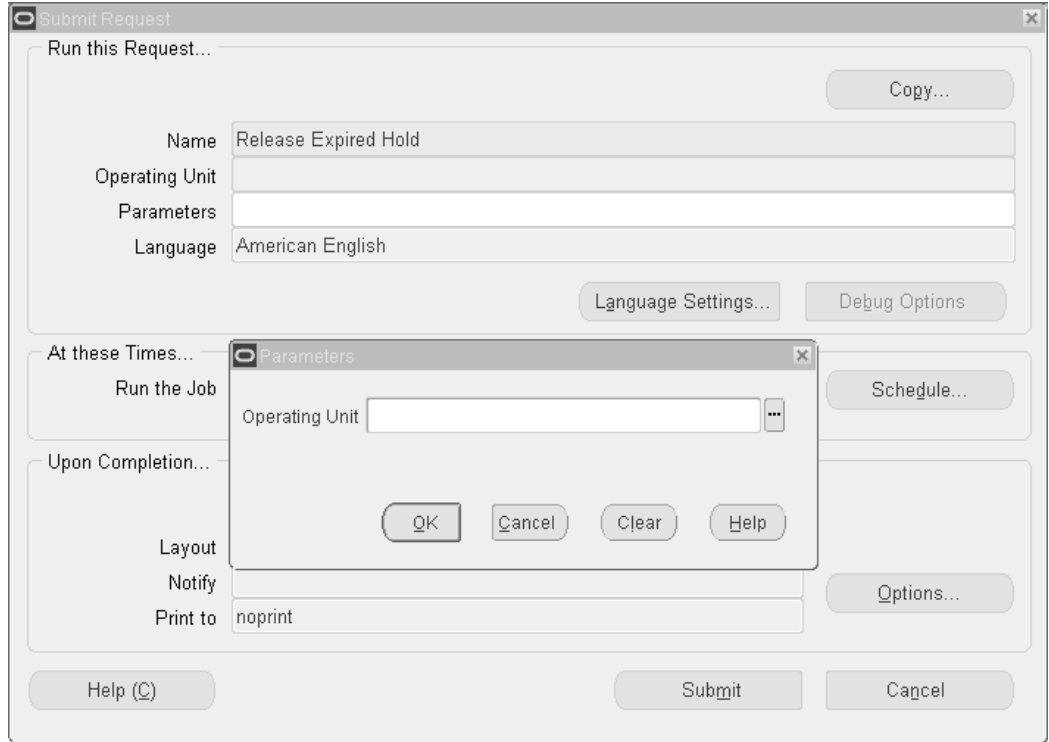
Re-Schedule Ship Sets Concurrent Program

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.

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. Reserve Orders supported two modes for scarce inventory, Fair Share and Percentage. The Fair Share reservation mode calculates fair share percentage based on demand and available supply in primary quantity, regardless of the fulfillment base on the selected order lines. This program supports a third mode, Partial. Using Reserve Orders, you can choose whether to reserve or simulate reservations.

> **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.

> **Note:** When the parameter Reservation Run Type is Create Reservation for Set, only the Set Name parameter will be honored and all other parameters will be ignored. The concurrent program will attempt to process the data within the specified Set.

> The Reserve Orders program always honors the Order By criteria (if specified) regardless of subinventory. This program reserves order lines created first within the Order By value. For orders with Fair Share reservation mode, the program does not accept the Order By criteria. In this case, the program reserves orders based on the subinventory, thereby ensuring accurate share to the lines having same subinventory. It first reserves orders that have a subinventory specified for them and later reserves orders with no specified subinventory.

To Reserve Orders via concurrent program:

The Reserve Orders concurrent program can be run across operating units.

1. Navigate to the Order Management Requests window, and select Reserve Orders.
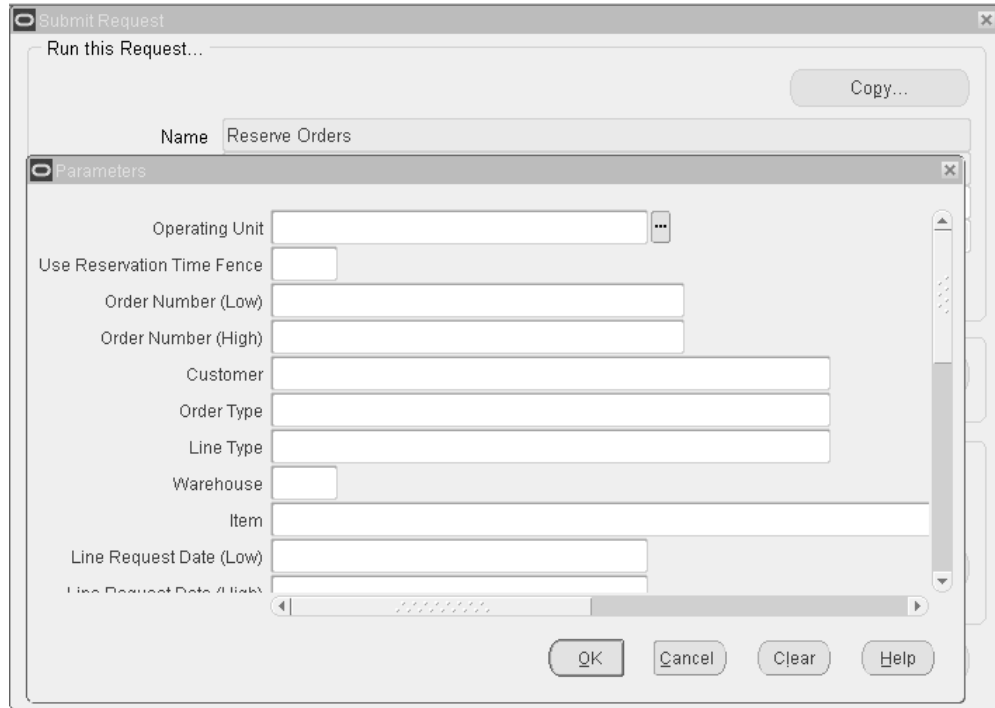
2. Operating Unit: This parameter can be defaulted or specified at run time. If this program is run for a specific Operating Unit then list of values for operating unit dependent parameters will be validated against the Operating Unit entered. Else those parameters will show appropriate values for all Operating Units the user has access to.

3. Use Reservation Time Fence: Select from

    • Yes: Include the value of the Order Management system parameterOM: Reservation Time Fence when reserving orders and lines utilizing this concurrent program.

    • No: Do not include the value of the Order Management system parameter 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 system parameter 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 system parameter OM: Reservation Time Fence is set to NULL, the order line will not be

processed for generating a reservation.

4. 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.

5. 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.

6. Reserve orders for a specific Order Type by selecting a value for Order Type.

7. Reserve order lines for a specific Line Type by selecting a value for Line Type.

8. Reserve orders by warehouse (organization) by selecting a value for Warehouse.

9. Reserve order lines by item by selecting a value for Item.

10. 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).

11. 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).

12. 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).

13. 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).

14. Reserve orders by Demand Class. Enter a Demand Class previously defined within the system.

15. Reserve orders by Planning Priority. Enter the Planning priority previously defined within the system

16. 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

17. For Reservation Mode = Partial Reservations - Include Partially Reserved Lines, and Prioritise by Reserved Lines? = Yes, the program groups the partially reserved lines and then tries to allocate the available reservable quantity to these lines first. In essence, partially reserved lines always get high priority over the lines which are not yet reserved (irrespective of the Schedule ship dates on the lines). If Prioritise by Reserved Lines? = No, then the program processes as it does currently.

18. Reserve from Subinventory. Lists all the subinventories associated with a warehouse that you have specified. This field is disabled if you have not entered the warehouse.

19. Lot Number - Lists the Lot numbers associated with the specified item and warehouse. Lot Number is enabled when you have specified item, warehouse, and subinventory.

20. Revision Number - Lists the Revision numbers associated with the specified item and warehouse. Revision Number is enabled when you specify item and warehouse.

> **Note:** While reserving the lines, if the line has the subinventory, then the program does not honor the 'Reserve From Subinventory' value. If the line has prior partial reservation with different subinventory as entered in 'Reserve From Subinventory', then the program does not honor subinventory, lot, or revision level reservation. This program does not reserve serial or locator controlled items. You must use Inventory Reservation Details window to reserve these items.

21. 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.

Schedule Orders Concurrent Program

The Schedule Orders concurrent program enables you to schedule, unschedule, and reschedule sales orders. This program can also progress the Scheduling workflow for those order lines that are waiting at the Schedule-Eligible activity. The scheduling mode you select when you run the program determines the process that the program performs.

Scheduling Orders

The Schedule Orders concurrent program schedules only those lines that have failed workflow scheduling. Apart from being able to schedule lines that have failed workflow scheduling, manually entered lines in the Entered status can be scheduled periodically using the Schedule Orders concurrent program, or unscheduled lines imported in Entered status can be scheduled. Additionally, orders that have been imported and are in Entered status can also be scheduled using the Schedule Orders concurrent program. The concurrent program:

- Obtains additional scheduling attributes including delivery lead times and shipping methods.

- Obtains the ship from location for order lines.

- Obtains the schedule date and the warehouse for order lines.

- Reserves order lines if the lines are within the reservation time period.

- Progresses an order line belonging to a Ship/Arrival set if its workflow is at the "Schedule - Eligible" activity.

If the program fails, because for instance the schedule date for an item could not be found, Order Management returns an error for the line. Lines that 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 can pick these lines up as demand.

The 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 system parameter OM: Schedule Line on Hold is set to No, the program ignores the order. If the system parameter is set to Yes, the order continues to the next step.

- Queries the lines of the order and locks the lines. 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. Processes only the lines that need scheduling.

- Checks if the line is on hold. If there is a hold and if the system parameter OM: Schedule Line on Hold is set to No, the line is skipped.

- Adds the line to the list of lines ready to be scheduled.

- Schedules the line.

    > **Note:** If scheduling was successful, it completes 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.*

Rescheduling Orders

You can use the Schedule Orders program to reschedule orders. The Schedule Orders program provides two scheduling modes for rescheduling: *Reschedule* and *Reschedule using Request Date.* You may need to reschedule sales order lines if item availability has changed or if orders or delivery schedules from suppliers are changed or cancelled. The reschedule process reschedules the allocated products to meet the changed demand.

When you run the Schedule Orders program using the rescheduling modes you can also choose to enter the additional parameters First Order By, Bulk Processing, and Workers (the number of parallel workers).

If you do not select the Bulk Processing parameter for rescheduling orders, the Schedule Orders program processes line by line, unscheduling one line then rescheduling it before moving to the next line. Since only one line is unscheduled at a time, when that line is scheduled again within Available to Promise (ATP) it does not receive a better date because other lines have not released their demand.

> **Note:** Because the Schedule Orders program processes one line at a time, the Reschedule mode never alters allocation within the lines selected for reschedule. To alter allocation within the lines selected for reschedule, you can use the Release Sales Order Recommendations program from the Planning Workbench.

Below is an example of how the Schedule Orders program performs in the Reschedule mode.

Order Lines Prior to Reschedule

Order Number	Ordered Item	Request Date	Schedule Ship Date
11001	AS54888	27-May-2011	08-Jun-2011
12012	AS54888	01-Jun-2011	13-Jun-2011
12056	AS54888	02-Jun-2011	08-Jun-2011
13670	AS54888	03-Jun-2011	13-Jun-2011

If the requirement is to have lines rescheduled again to have allocation in the order of request date and you execute the program with mode as Reschedule Using Request Date, then the result displays the same details as the previous table. This is because, as the program process one line at a time and releases allocation of that line only, the allocation remains the same.

For rescheduling orders, if you set the Bulk Processing parameter to Yes, set the Workers parameter to a value greater than one, and set the First Order By parameter to Request Date, then the Schedule Orders program unschedules all of the selected lines and then schedules them again using the order-by criteria. The order lines with the earliest request dates receive the earliest ship dates. If you set the Workers parameter, the lines are processed in parallel based on the number of workers you enter. The program does not reschedule all of the lines selected based on the First Order By parameter. The First Order By parameter is applicable only within the individual child workers. If any of the lines fail the scheduling action after unscheduling, they are scheduled again to the previous date in ATP override mode.

> **Note:** When requests across different parallel sessions for the same Item-Organization get sent to Global Order Promising (GOP) at the same time, GOP uses the same supply to promise multiple orders. If you are rescheduling for one item-warehouse combination, then you should not use the Workers parameter as this would guarantee the functional accuracy of the result.

Concurrent Program Parameters

Scheduling Mode

When running the Schedule Orders concurrent program you must select a **Scheduling Mode.** The Scheduling Modes are:

> **Note:** Schedule Orders concurrent program works for all unscheduled lines and the sales order lines may or may not be waiting at the Schedule-Eligible activity.

- *Progress Lines at Schedule-Eligible Activity*

  Only selected lines waiting at the Schedule-Eligible workflow activity are selected and scheduled. Note that the lines may or may not be scheduled and still could be waiting at the activity. If the lines are not scheduled and are at this activity, then they are scheduled and progressed. If lines are already scheduled, and they are at this activity, then they are just progressed because they have already been scheduled. If no value is entered for the Scheduling Mode parameter, this is the default mode.

- *Reschedule*

  Lines are rescheduled by using the specified scheduling attributes (warehouse, date). If no scheduling attributes are entered, then the existing line level attributes (warehouse, date) are used for rescheduling.

  If the rescheduling action is not successful, then the line is left unchanged, so the line remains scheduled. You can avoid high-risk failures by performing an unschedule and then schedule appropriately. Scheduling attributes are supported only for Schedule or Reschedule modes.

- *Reschedule Using Request Date*

  Lines are rescheduled by using the Request Date instead of Schedule Ship Date or Schedule Arrival Date. Only scheduled lines will be queried.

- *Schedule* (all unscheduled lines)

  All unscheduled lines are selected and scheduled. If a line is waiting at the Schedule-Eligible activity, then the activity is progressed after scheduling completion. You can also specify the Scheduling attributes (warehouse, date).

  If the query includes one line in a Set (ship, arrival) SMC PTO Model, or ATO Model, then all the lines in the Set or SMC PTO Model or ATO Model are scheduled. The exception is when the Schedule Mode is Schedule without any scheduling attributes. In this case, the top model with included item/Optional item/Optional class are scheduled. If the query includes a line with PTO Model, Kit, or a PTO Class, then the included items are also scheduled with the parent.

- *Unschedule*

  Unschedules all the selected lines. Only scheduled lines are queried.

  The Unschedule action is not supported for lines belonging to Sets (Ship, Arrival).

Include and Exclude Reserved Lines

The Include Reserved Lines parameter is available in the Schedule Orders concurrent program when the scheduling mode is set to Reschedule, Reschedule using Request Date, or Unschedule. When performing these scheduling modes you have the option to include or exclude reservation lines. The values for this parameter are predefined using the ONT_SCH_RESERVE (Schedule Including Reserved Lines) lookup type. The values are:

- No: Exclude both inventory and non-inventory reservations

- Non-Inventory Reservations Only: Exclude inventory reservations and include non-inventory reservations

- Yes: Include Inventory and non-Inventory reservations

- Null: Default, equivalent to Yes

If you set the Included Reserved Lines parameter to No or Non-Inventory Reservations Only, the Include Pick Release Lines parameter is disabled as there is no meaning to selecting this parameter after the reserved lines are excluded.

If you set the Included Reserved Lines parameter to No, then all standard, Available to Order (ATO), or non-ship-model complete (non-SMC) lines that are already fully or partially reserved are excluded from reschedule. If the lines are part of an SMC model, a Ship set, or a Arrival set then the entire SMC model, Ship set, or Arrival set is excluded from further processing when all the shippable lines are reserved. If any of the shippable lines that are part of the SMC model, Ship set, or Arrival set are not reserved than all the lines in the SMC model, Ship set, or Arrival set are picked for further processing. If the parameter is set to Non-Inventory Reservations Only, then only lines that have reservations against Inventory only are excluded. Lines that have non-inventory reservations or no reservations are processed. If the parameter is set to Yes or is null, then all lines are processed whether there are reservations or not.

Bulk and Parallel Processing

Using the Schedule Orders concurrent program you can perform bulk processing for any of the scheduling modes. Plus, you can run the program in parallel. You can spawn multiple child requests for the program and then each child request processes the records in parallel.

To process the orders in bulk and in parallel, you need to enter these parameters:

- **Bulk Processing**

  Enter Yes if you want to perform bulk processing. If you set this parameter to Yes, then ATP is called in batches as specified by the **Commit Threshold** parameter, for all the sales order lines selected for processing.

  Enter No if you do not want to perform bulk processing. It you set this parameter to

No, the selected lines are processed one by one. Each line is sent to ATP and depending on the mode is scheduled, unscheduled, or rescheduled.

- **Workers**

  This parameter is only enabled if the **Bulk Processing** parameter is set to Yes.

  Enter the number of child requests (workers) you would like to spawn for parallel processing:

  - If you enter a value that is greater than one then approximately that many child requests are spawned, and for each child request, ATP is called in batches (as specified in the **Commit Threshold** parameter) for all the lines assigned to the child for processing.

  - If you enter a value of 1 or no value, then all the records are processed in a single parent run itself. In this case, the entire group of lines selected for processing (including models, sets, and standard lines) are processed through a single request. Spawning a child request does not add any value. Instead, an entire group of lines are processed in the parent run itself. So, by spawning one child request, standard lines are processed in the child request and groups (models and set) are processed in the parent run.

  If a line errors out, only that line or group (in case of sets/models) is not scheduled, unscheduled, or rescheduled. All of the other lines are scheduled, unscheduled, or rescheduled successfully.

- **Commit Threshold**

  In the case of Bulk Processing, this parameter value is considered as the number of order lines sent together to ATP at one time within each worker. If you have not entered any value, then the program issues commit after executing all records. 1000 appears as the default. The program commits by default after every 1000 records. Though the exact number of order lines processed in each commit depends upon whether the lines are part of a set/model.

  > **Note:** If bulk processing is not selected, this parameter can be used to issue a commit after the execution of the number of records as given in this parameter.

Bulk Processing Examples

Example 1:

1200 standard lines are selected for processing, and **Bulk Processing** is set to Yes, **Commit Threshold** is set to 100, and **Workers** is set to 4.

In this example, approximately 4 child requests are spawned. Each child request processes roughly 300 lines. In each child request, ATP is called 3 times in batches of 100 records.

The number of lines assigned to each child request is not straightforward. If the 300th line happens to be part of an ATO model, then the entire model needs to be processed by a single child request.

Example 2:

Let's say you have an order with the following lines:

1. 1 Kit with 2 child lines (3 lines)

2. 1 ATO model with 2 child lines (3 lines)

3. 1 PTO model with 2 child lines (3 lines)

4. 1 Hybrid SMC model with 7 child lines (8 lines)

5. 1 Standard line (1 line)

Total 18 lines. Now if **Bulk Processing** is set to Yes and number of **Workers** is set to 5, then ideally each child request would get 4 lines and 5 child requests would be spawned. However 5 requests are not spawned. This is how the child requests are spawned:

• While logging the first child request, it will try to process 4 lines. But the 4th line is an ATO model and the entire ATO model needs to go in a single run. So the first 6 lines go to child request 1.

• While logging the second child request, it will try to process 4 lines. But the 4th line is again part of a Hybrid SMC model and the entire SMC model needs to go together, so the next 11 lines go to child request 2.

• While logging the third child request, it will get the last line.

For this example only three requests will be logged.

This table illustrates the order line grouping when assigning lines to child requests:

Order Line Grouping for Assigning Lines to Child Requests

Item Type	Schedule
Standard Line	Only standard line mandatory.
Standard Line in Ship/Arrival Set	Whole set mandatory.
ATO Model	Whole configuration mandatory.

Item Type	Schedule
ATO Class	Whole configuration mandatory.
ATO Option	Whole configuration mandatory.
PTO Model (SMC)	Whole configuration mandatory.
PTO Class (SMC)	Whole configuration mandatory.
PTO Option (SMC)	Whole configuration mandatory.
PTO Model (Non - SMC)	Model and its Included Item will be scheduled.
PTO Class (Non - SMC)	Class and its Included Item will be scheduled.
PTO Option (Non - SMC)	Only Option Line will be scheduled.
Included Item	Cannot be done independently. Parent will schedule included item.

Schedule Date and Warehouse

You can query lines, and assign either a new **Schedule Ship Date** (this can be Schedule Ship Date or Schedule Arrival date; depending on the Order Date Type value) or **Warehouse** when rescheduling a line, and have the flexibly to change to a location meeting the schedule requirements.

This is possible with Scheduling Across Orders (SAO), but for high volume, you can change the Schedule Date in batch mode.

Sorting

You can sort the sequence of line scheduling; setting the scheduling priority, using the sorting parameters **First Order By** and **Second Order By** and the following:

• Demand Class

• Line Creation Date

• Planning Priority

• Request Date

• Schedule Arrival Date

- Schedule Ship Date

- Shipment Priority

For items with no supply constraints, all lines are scheduled, lowering the dependence on the Order By parameters. For ATP items, the Order By parameter is useful, especially if an API is written to implement specific business rules.

> **Note:** Sorting is based on line level columns. Sorting for the Shipment Priority and Demand Class is based on the internal lookup codes and not the values.

Schedule Orders Procedures

To Schedule Orders:

1. Navigate to the Submit Request window, and select Schedule Orders in the **Name** field.

   After you select the name, the Parameters window appears.

2. Enter the parameters for the orders you want to schedule. You can use these parameters for scheduling orders:

   - **Operating Unit**

   - **Order Number Low**

   - **Order Number High**

   - **Order Request Date Low**

   - **Order Request Date High**

   - **Order Customer PO Number**

   - **Order Ship-To Location**

   - **Order Type**

   - **Customer**

   - **Ordered Date Low**

   - **Ordered Date High**

   - **Warehouse**

- **Item**

- **Demand Class**

- **Planning Priority**

- **Shipment Priority**

- **Line Type**

- **Request Date Low**

- **Request Date High**

- **Ship-to Location**

- **Schedule Ship Date Low**

- **Schedule Ship Date High**

- **Schedule Arrival Date Low**

- **Schedule Arrival Date High**

- **Booked**

- **Scheduling Mode**

- **Include Reserved Lines**

  This parameter is only enabled when the scheduling mode is set to Unschedule, Reschedule, or Reschedule using Request Date.

- **Bulk Processing**

- **Apply - Warehouse**

- **Apply - Schedule Date**

- **First Order By**

- **Second Order By**

- **Include Pick Released Lines**

  This parameter is disabled if you exclude reserved lines using the Include Reserved Lines parameter.

- **Commit Threshold**

Note: This can be used to issue a commit after execution of the number of records as given in this parameter when Bulk Processing is not selected. In the case of Bulk Processing, this parameter value is considered as the number of order lines sent together to ATP at one time within each worker. If you have not entered any value, then the program issues commit after executing all records. 1000 appears as the default. The program commits by default after every 1000 records. Though the exact number of order lines processed in each commit depends upon whether the lines are part of a set/model.

- **Workers**

Schedule Orders Parameters window (1 of 2)

Schedule Orders Parameters window (2 of 2)

3. Click **OK,** then **Submit.**

> **Note:** A business flow may require a customer service
> representative (CSR) to enter orders without scheduling, to save
> time. Later, you could run the Schedule Orders concurrent program
> to schedule the order lines.

Scheduling failures are written to the concurrent request log file. In addition, error messages are stored in the process messages table with the Concurrent Request ID, Order and Line Details. The Process Messages window can be used to query the messages for the Request Run or an order.

Summary processing statistics like the number of processed lines and number of failed lines are printed at the end of the concurrent request log file.

If the number of Sales order lines scheduled in the batch are small, then the Schedule Across Orders module can be used to query back the results by using the appropriate fields in the find window.

To Schedule Orders that Were Never Scheduled

1. Set the profile option OM: Auto Schedule to No. The lines are scheduled at the time of entry.

2. Enter a sales order header and lines, and then save the order making sure it was not scheduled.

3. Navigate to the Submit Request window, and select Schedule Orders in the **Name** field.

4. Enter the search parameters for the orders you want to schedule. Select Schedule in the **Scheduling Mode** parameter.

5. (Optional) Enter a scheduling attribute such as **Apply - Schedule Date** and **Apply - Warehouse.**

6. Submit the request.

7. Verify that the request has completed, then view the order in the Sales Orders window, checking any scheduling attributes you have made.

To Schedule Booked Orders:

1. Set the profile option OM: Auto Schedule to No. The lines are not scheduled at the time of entry.

2. Create two sales orders with each one having at least one line.

3. Place a hold on one of the sales order lines within one of the sales orders to prevent automatic (workflow) scheduling at booking time.

   To prevent automatic (workflow) scheduling:

   1. Set the system parameter Schedule Lines on Hold to No.

   2. Place a generic hold on the order line by selecting Apply Holds from the Actions menu.

   You can also use the Defer Scheduling Workflow Activity.

4. Book the sales order that has the line on hold and verify that the line did not get scheduled.

5. Release the hold on the line.

6. Navigate to the Submit Request window, and select Schedule Orders in the **Name** field.

7. Enter the search parameters for the orders you want to schedule. Select Schedule in the **Scheduling Mode** parameter.

8. Enter Yes in the **Booked** parameter.

9. Submit the request.

10. Verify that the request has completed, and then view the orders in the Sales Orders window, checking to see that only the booked order was scheduled.

To Reschedule the Lines that Have Been Scheduled

1. Enter a sales order header and lines, schedule the lines, and then save the order.

2. Navigate to the Submit Request window, and select Schedule Orders in the **Name** field.

3. Enter the search parameters for the orders you want to reschedule. Select Reschedule in the **Scheduling Mode** parameter.

4. (Optional) Select a value for the **Include Reserved Lines** parameter. Values are:

   • No: Exclude both inventory and non-inventory reservations

   • Non-Inventory Reservations Only: Exclude inventory reservations and include non-inventory reservations

   • Yes: Include inventory and non-inventory reservations

   • Null: Default, equivalent to Yes

5. Enter one or both of these scheduling attributes: **Apply - Schedule Date** and **Apply - Warehouse.**

6. Submit the request.

7. Verify that the request has completed, and then view the orders in the Sales Orders window, checking to see if the values entered are there.

   Some factors to consider: If rescheduling is not successful, the line is unchanged, which implies that the line will still be scheduled. You can determine the number of failed lines from the concurrent request log or the Process Messages window. It is advisable to follow a two-step rescheduling process, which is to unschedule first and then schedule appropriately. Scheduling attributes are supported only for Schedule or Reschedule modes.

To Unschedule the Lines that Have Been Scheduled

1. Enter a sales order header and lines, schedule the lines, and then save the order.

2. Navigate to the Submit Request window, and select Schedule Orders in the **Name** field.

3. Enter the search parameters for the orders you want to unschedule. Select Unschedule in the **Scheduling Mode** parameter.

4. (Optional) Select a value for the **Include Reserved Lines** parameter. Values are:

   • No: Exclude both inventory and non-inventory reservations

   • Non-Inventory Reservations Only: Exclude inventory reservations and include non-inventory reservations

   • Yes: Include inventory and non-inventory reservations

   • Null: Default, equivalent to Yes

5. Submit the request.

6. Verify that the request has completed, and then view the orders in the Sales Orders window, checking to see if the lines are unscheduled with the Scheduled Ship Date being blank.

To Progress Lines at the Schedule-Eligible Activity

1. Set the profile option OM: Auto Schedule to No. The lines are not scheduled at the time of entry.

2. Create two sales orders with each one having at least one line.

3. Place a hold on the sales order lines within the sales orders to prevent automatic (workflow) scheduling at booking time.

   To prevent automatic (workflow) scheduling:

   1. Set the system parameter Schedule Lines on Hold to No.

   2. Place a generic hold on the order line by selecting Apply Holds from the Actions menu.

   You can also use the Defer Scheduling Workflow Activity or the Workflow - Manual Scheduling Sub Process.

   For more information, see the Workflow - Manual Scheduling Sub Process, page D-87.

4. Book the sales orders and verify that the lines did not get scheduled.

5. Navigate to the Monitor Activities History page (Tools menu > Workflow Status) to view the current workflow activity and status for the sales orders. The Workflow activity is Schedule Eligible and the Status is Notified.

6. Release the holds on the lines for the sales orders.

7. Navigate to the Submit Request window, and select Schedule Orders in the **Name** field.

8. Enter the search parameters for the orders you want to schedule. Select Progress Lines at Schedule-Eligible Activity in the **Scheduling Mode** parameter.

9. (Optional) Enter Yes or No in the **Booked** parameter.

10. Submit the request.

11. Verify that the request has completed, and then view the orders in the Sales Orders window, checking to see that the sales orders were scheduled.

Workflow - Manual Scheduling Sub-Process

A scheduling sub-process named Schedule-Line, Manual handles situations where you want to control scheduling manually after the order is booked. If the new sub-process is used in the line workflow, then after booking the order, the lines will be blocked at the Schedule-Eligible activity. You can progress the Schedule-Eligible activity from Sales Orders window or use the Schedule Orders program to schedule the lines.
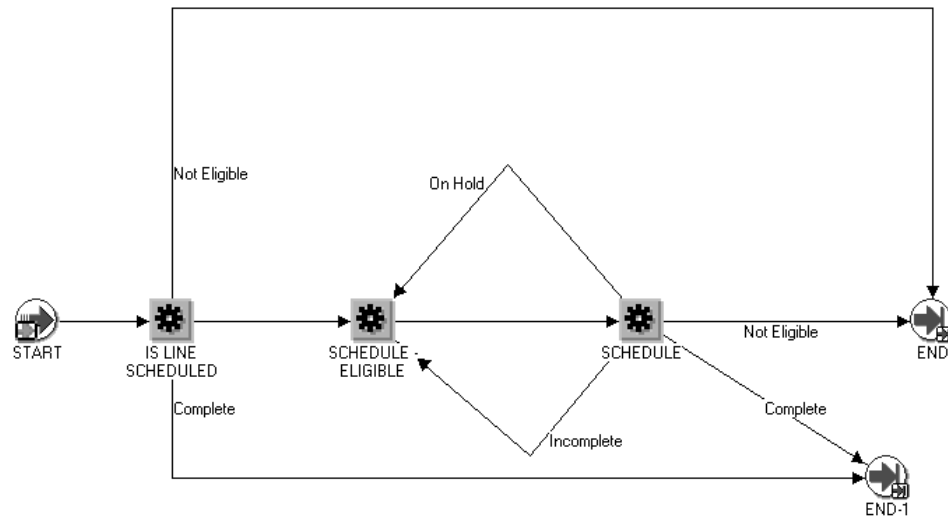
Validate OM Workflow Concurrent Program

To validate workflow definitions that you changed after assigning the workflows to transaction types, you must submit the Validate OM Workflow concurrent program using the Submit Request window with Order Type as an optional parameter. The application performs a full validation of the fulfillment, negotiations, and line flows assigned to the order type. The application then displays the workflow errors.

Glossary

A

accepted quantity

The quantity of inventory items received from a customer, based on a return authorization for which you credit the customer.

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, and so on.

Accrual Modifiers

Accrual Modifiers/Offers are the modifiers set up in Oracle Advance Pricing or Promotions/Offers set up in Oracle Channel Revenue Management with an additional attribute "accrual".

In an Accrual offer, delayed discounts are offered on purchases made over a specific period of time. These modifiers don't change the selling price on the order line and aren't displayed on the invoice. Accrual accumulation is stored in the OE_PRICE_ADJUSTMENTS table and are distinguished by the "ACCRUAL" flag selected on them.

Accruals

Found in Oracle Advanced Pricing, accruals are monetary or non-monetary units that are earned and accumulated for later remittance in a form of a monetary or non-monetary payment. Remittance settlement is based on a predefined basis for performance.

archive

A technique in Oracle Order Management to archive sales orders that are no longer needed and to free data from the base transaction tables. These archived orders can be retrieved later.

Archival Set

An archival set is a set or collection of sales orders to archive based on user-specified criteria.

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.

AME

Approval Management Engine.

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 it's implementation details.

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.**

ATO

See **assemble-to-order.**

ATO item

See **assemble-to-order item.**

ATO model

See **assemble-to-order model.**

ATP (Available to Promise)

ATP (Available to Promise) typically refers to the ability to promise finished goods availability based on a statement of current and planned material supply.

ATP

See **available to promise.**

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.

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.

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.

Beneficiary

For an offer we can specify customer (payout party) to whom accruals will be paid. From Oracle Order Management's point of view, the payout party can be a Customer or a Supplier who receives the accrual earnings. This is stored in Oracle Order Management as rebate_type in the Price Adjustment table.

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 rline 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.

Billing Plan

Billing Plan is a schedule of billing plan lines describing when and for how much a customer will be billed. Billing plan defines when next bill-only order line (Billing Line) is to be created and for how much. For example, invoice $25.00 USD on 1-Jan-2012, invoice $50.00 USD on 01-Mar-2012, and invoice remaining $25.00 USD on 01-Apr-2012. Billing plan information is captured for a source order line.

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).

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.

C

call out

A site-specific customization independent of a Trading Partner.

carrier

See **freight carrier**

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.

Catch Weight

Within the consumer sector, the term catch weight product refers to a class of food product that because of its nature cannot normally be portioned to a predetermined quantity and is, as a result, usually sold in packages of varying quantity. Catch weight functionality allows two units of measure for an item to have a default conversion rate to each other that can vary within a specified range.

An example of such an item is a wheel of cheese; the wheel has a standard (default) weight of 10 pounds. However, each individual wheel has its own unique weight; 10.61 pounds for example. The user must be able to override the default to indicate that for a specific cheese wheel, the weight is actually 10.61 pounds for that 1 wheel of cheese. Although the term catch weight is most readily identified with the food industry, it is not limited to food producers.

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.

component item

An item associated with a parent item on a bill of material.

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 Creation Date

Date when the configuration was created in the configurator.

Configuration Effective Date

Date configurator uses to filter effective nodes and rules.

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.

Configuration Model Lookup Date

Date configurator uses this date to look-up the publication for the model.

configurator

A window that enables 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)

Shows 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.

Converged Inventory Model

Process and Discrete Inventory Models are now usable as a single Inventory model – Oracle Inventory.

conversion

Converts foreign currency transactions to your functional currency. see **foreign currency conversion.**

Cost Modifier

Cost Modifiers are cost elements that are not a standard part of item cost in Oracle Costing in Oracle E-Business Suite but still need to be considered as a type of cost in margin calculations while selling the item.

Cost Modifiers can be positive (for example freight and duty) or negative (for example, excess and slow moving).

Cost Modifiers can be assigned at various levels including item, item category, supplier, business segment, and so on.

Credit Card Authorization

Verifying the authenticity of the credit card holder by checking the credit card security code.

Credit Card Encryption

Credit card number, credit card holder name, expiration date, and other credit card sensitive information is stored in an encrypted format in Oracle Payments.

Credit Card Security Code

A 3-4 digit number printed on the back of the credit card for verification and security.

current date

The present system date.

Current Location

The location where the sold items is, e.g. an Oracle laptop could be at a user's home.

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 Acceptance

Acceptance of the goods by customers before billing or after billing. The acceptance can be implicit or explicit.

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/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 versus 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 versus 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 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 Rebate

Customer (Channel) Rebate is a type of accrual modifier set up in Oracle Channel Revenue Management for providing the discount to the customer and usually settled in Oracle Receivables. Such rebates effectively increase the unit cost of the item.

CVV2 / CVC2 / CID

*See***Credit Card Security Code.**

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.

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.

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) is 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.

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.

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.

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.

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

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.

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 on 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** and **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. Synonym: 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

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.

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 Oracle Purchasing system that will directly result in the generation of a sales order in the Oracle Order Management system through the Order Import process in Oracle Order Management.

internal sales order

A request within your company for goods or services. An internal sales order originates from an employee or from another process as a requisition, such as inventory or manufacturing, and becomes an internal sales order when the information is transferred from Oracle Purchasing to Oracle 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 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.

iStore

iStore is the Oracle self-service application that enables customers to order products using a browser.

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 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.

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

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.

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 on the Shipping Transaction window. This will be stored in the delivery line. *See***Shipping.**

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.

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.

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 Line Creation Date

Date the model was entered on the sales order. The date used by Order Management to determine which options to display in the Order Management Options window.

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 Effectivity Control

Model/Unit Number Effectivity Control requires that the effectivity of a component in a bill of material be expressed against a specific unit or a range of units of the end item. For all items, you must either specify the effectivity of the item is under Date Effective Control or under Model/Unit Number Effectivity Control.

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

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.).

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

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 attack 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 Application Data Store

The set of source data tables in each transaction instance that contain data relevant to planning.

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.

Order Import

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.

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.

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.

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.**

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 quantity

The ordered quantity converted to the pricing UOM.

private API

An API intended to be used by the owning module only, giving maximum flexibility to other calling APIs. Calling APIs / program units are able to control execution of logic based on type of operation being performed.

private label

Where a supplier agrees to supply a customer with product labeled as the customers product. The customer is generally a retailer.

Process

A 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.**

profile option

A set of changeable options that affect the way your applications run. In general, profile options can be set at one or more of the following levels: site, application, responsibility, and user.

proforma invoice

A detailed quotation prepared as to resemble the actual Receivables invoice likely to result if the quotation is successful, which shows the buyer what the seller is willing to do, as well as his or her expectations including (but not limited to): Terms of Payment, Terms of Delivery/Terms of Sale, Price of Goods, Quantity of Goods, Freight and Special Charges. The Proforma Invoice has no accounting and no Open Receivable.

Program Unit

Any packaged PL/SQL procedure or function.

Program Unit Level Tags

Program unit level tags must appear immediately after keyword 'IS'.

TPS Program Unit: --<TPA_TPS>

project

A unit of work broken down into one or more tasks, for which you specify revenue and billing methods, invoice formats, a managing organization, and project manager and bill rates schedules. You can charge costs to a project, as well as generate and maintain revenue, Project Manufacturing. The type of project that uses Projects with Manufacturing to track the costs of a manufacturing-related project against a project budget.

project subinventory

A subinventory with a project reference into which terms can be delivered and out of which items can be issued and transferred.

project task

A subdivision of Project Work. Each project can have a set of top level tasks and a hierarchy of subtasks below each top level task. You can charge costs to tasks at the lowest level only. *See* **Work Breakdown Structure.**

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 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.

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.

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.

recurring billing

Recurring billing is when billing/invoicing occurs over a period of time for an agreed amount. Such schedule of amounts and dates is generally known as Billing Plan, and is often pre-decided but it can be changed over the course of time.

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.

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.

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.**

retrobill order

A bill-only type order that is created by the Retrobilling Engine to reflect the change in price that has occurred to the original retrobilled order.

retrobilled order

The original order where the goods were originally shipped to the customer. This order most likely will be closed at the time retrobilling is executed, or it may still be open if some lines have not shipped.

retrobilling

Synonym for Retroactive Billing.

retrobilling request

A retrobilling request represents an invocation of the Retrobilling engine by a user. An executed retrobilling request may have one or more pending adjustments, approved invoice adjustments, and approved price adjustments associated with it.

Retry Activities in Error

Concurrent program Retry Activities in Error enables you to retry activities that have errored out in Workflow. These activities can be retried in batch.

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.**

Risk Management

Ascertains the credit worthiness of the customer. If risk validation fails for that customer, the order is placed on hold.

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 group

Sales Group represents a managerial unit for sales resources and can be defined as a team of sales people. Sales groups make up enterprise sales organizations.

sales tax

A tax collected by a tax authority on the purchase of goods and services based on the destination of the supply of gods 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.

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.

Schedule Ship Date

Date that Global Order Promising determines, based on lead times and availability of
the items in the configuration.

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.

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.

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 contracts (OKS)

Service Contracts is an Oracle application that tracks information on serviceable products.

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.

serviced customer product

An entity that identifies a service your customer has recorded against a particular product installation. If you order service against a product in Oracle Order Management, Oracle Service automatically links the product and the service being recorded against the product by creating a serviced customer product. A customer product installation may have more than one serviced product.

set of books

A financial reporting entity that partitions General Ledger information and uses a particular chart of accounts, functional currency, and accounting calendar. This concept is the same whether or not the Multi-organization support feature is implemented.

ship-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 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 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 contact

How will we record or default the shipping contact. This is person that the Customer Service Rep will talk to at the Hauler. The hauler 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 need to be shipped together with their options.

SOB currency

Set Of Books Currency. This is the currency that the General Ledger books are kept in.

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 superseded, 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 date

The current date when the user is trying to access the system. This date is currently used by pricing to validate the pricing end date.

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

T&Cs

Terms and Conditions associated with the Blanket Contracts.

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).

terminate

To come to an end, to serve as an ending, limit, or boundary of.

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.

trailer number

This number is used to track full truckload shipments.

transaction

Type Order and Lines can be grouped together loosely as certain Transaction Types. Accordingly, a transaction type can be used to default attributes/controls for an order or a line. Transaction Type Code determines whether the transaction type is an Order Transaction Type or a Line Transaction Type.

transaction batch source

A source you define in Oracle Receivables to identify where your invoicing activity originates. The batch source also controls invoice defaults and invoice numbering.

transaction interface

An open interface table through which you can import transactions. *See***open interface.**

transaction manager

A concurrent program that controls your manufacturing transactions.

transaction type

A feature that allows you to specify default values for orders and order lines including the customer, the ship-to location, and internal or external orders.

transaction type code

Transaction type code determines whether the transaction type is an Order Transaction Type or a Line Transaction Type.

transition

In Oracle Workflow, the relationship that defines the completion of one activity and the activation of another activity within a process. In a process diagram, the arrow drawn between two activities represents a transition. *See* **activity,Workflow Engine.**

trip

An instance of a specific Freight Carrier departing from a particular location containing deliveries. The carrier may make other stops on its way from the starting point to its final destination. These stops may be for picking up or dropping off deliveries.

trip stop

A location at which the trip is due for a pick-up or drop-off.

U

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.

V

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.**

Vendor / Supplier Rebate

Supplier Rebate is a type of accrual modifier set up in oracle Channel Revenue Management for getting the discount from the supplier and usually settled in Oracle Account Payables. Such rebates effectively decrease the unit cost of the item.

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.

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.

Invoice, unbilled receivable and unearned revenue information for a project.

Refers to the ability to promise availability based on a pre-defined statement of current and planned supply.

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Q

R