Oracle® Retail Furniture Retail System (FRS)

05. Delivery Scheduling

Release 1101

October 2015

ORACLE

Oracle® Retail Furniture Retail System (FRS) 05. Delivery Scheduling, Release 1101

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Send Us Your Comments

Oracle Retail Furniture Retail System (FRS), 05. Delivery Scheduling, Release 1101

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document.

Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

> **Note:** Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the Online Documentation available on the Oracle Technology Network Web site. It contains the most current Documentation Library plus all documents revised or released recently.

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If you need assistance with Oracle software, then please contact your support representative or Oracle Support Services.

If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our Web site at www.oracle.com.

Preface

Audience

This user guide is for users and administrators of Oracle Retail Furniture Retail System (FRS). This includes merchandisers, buyers, business analysts, and administrative personnel.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at
http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

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Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit
http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit
http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Related Documents

For more information, see the following documents in the Oracle Retail Furniture Retail System (FRS) Release 1101 documentation set:

- Oracle Retail Furniture Retail System (FRS) Installation Guide
- Oracle Retail Furniture Retail System (FRS) Release Notes
- Oracle Retail Furniture Retail System (FRS) Operations Guide
- Oracle Retail Furniture Retail System (FRS) Online Help

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 13.3) or a later patch release (for example, 13.3.1). If you are installing the base release or additional patch releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times **not** be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-**02** is an updated version of a document with part number E123456-**01**.

If a more recent version of a document is available, that version supersedes all previous versions.

Oracle Retail Documentation on the Oracle Technology Network

Oracle Retail product documentation is available on the following web site:

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

(Data Model documents are not available through Oracle Technology Network. You can obtain them through My Oracle Support.)

Conventions

Navigate: This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement "the Window Name window opens."

```
This is a code sample
    It is used to display examples of code
```

05. Delivery Scheduling

Overview

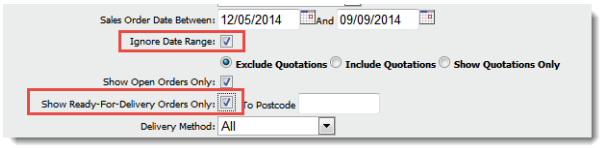
By the end of this training course, users will be able to identify goods ready for customer delivery, schedule delivery, process immediate deliveries, manage collections and returns plus process refunds.

The aim of these training notes is to give you a quick reference booklet following the training session and you are encouraged to make your notes within these pages.

Finding Deliverable Goods

There are many ways to schedule a delivery to a customer, perhaps the most common is via the **find sales order** option.

- From the main menu, select the sales folder.
- From the sales menu folder, select find sales order.



Find sales order

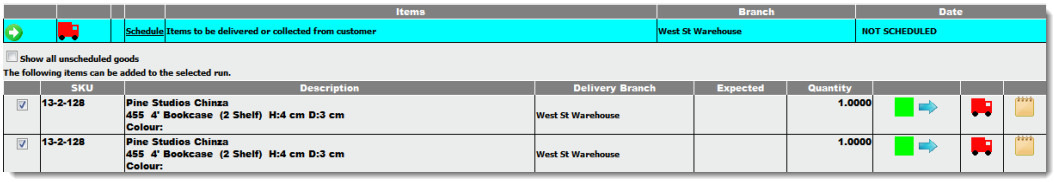
- Tick 'ignore date range' and 'show ready-for-delivery orders' and un-tick show open orders only. Other selections are optional.
- Work down list contacting customer and arranging delivery.

Click on order number – drill down into order.

This method only shows items in stock & therefore deliverable but it is possible to schedule items not in stock as soon as the sales order is created.

Scheduling Deliveries

Click **schedule delivery** from the side panel.



Schedule delivery

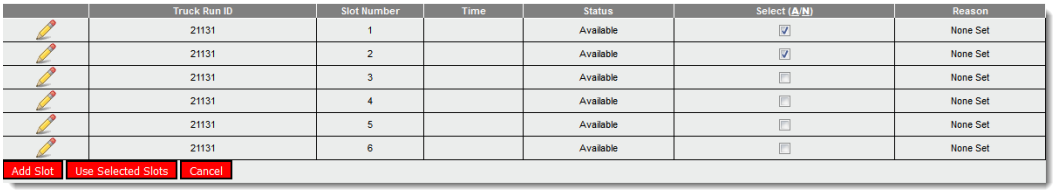
Screen split into 3 sections.

Click to focus on schedule line (turns line turquoise).

Click schedule to see delivery routes.

- Navigation date, **Go**, **<**, **>**,alternative routes, pick up icon
- Click **select** to add items to route.

- If working with slots pick the slot(s) and click the **use selected slots** button.



Slot selection

- Lorry turns green and hovering over states 'soft allocation date'.

 Delivery not scheduled

 Delivery planned (soft)

 Not currently used

 Delivery locked – in planning

 Delivery confirmed / completed

 Not currently used

 Delivery despatched – delivery occurring

 Delivery cancelled

 Collection not scheduled

 Collection planned (soft)

 Collection confirmed

 Collection cancelled

- Use same process to 'reschedule' customer delivery.
- Click **remove** to un-schedule delivery.
- Tick hide options for long delivery lists.

Click the show all unscheduled goods to also display items that are due for delivery to this customer but not from this location. These may be added to the run.

Scheduling From the Warehouse

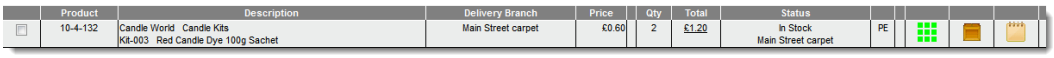
Can use schedule deliveries from warehouse menu folder however this is not as feature rich as find sales order. Best option to enter a % in the customer search window for a delivery list.

Possible to use search stock from stock control setting category – for sale to exclude and function – on hand to ticked. From list click on order number to arrange delivery.

Customer Collections

If the customer wishes to take goods away use the appropriate search to find the sales order.

- Goods have to be owned by the customer (blue or green money icon).
- Click **quick collect** from the side panel.



Goods in stock and flagged for customer collection

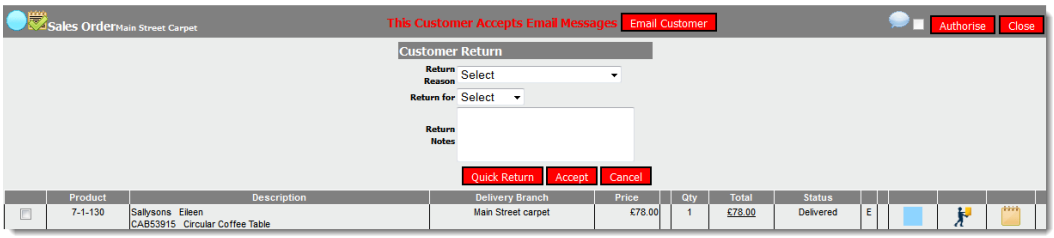
- Place tick in appropriate box, leave reason for not delivered blank.
- Click **confirm** to transfer ownership of goods to customer. Produces a goods taken note.

Stock icon turns blue (e.g.) and the lorry becomes a man carrying a box - .

Returning Goods

When goods are to be collected back from the customer, whether immediately or as part of a delivery run instigate the collection by opening the sales order.

- Goods have to be delivered (blue icon).
- Click **return item** from the side panel.



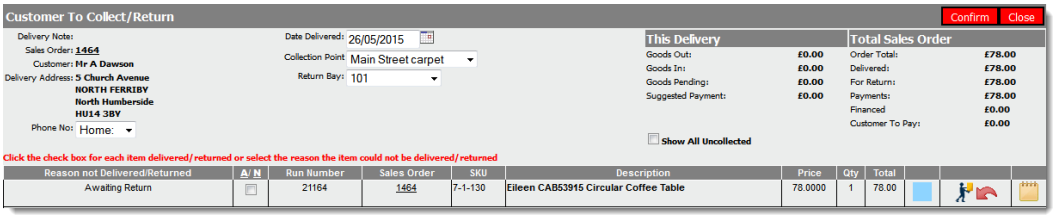
Goods collection screen

Choose return reason and return for

Repair Keeps the item on the order for future delivery.

Replace / Refund Goods back into stock but no longer linked to sales order.

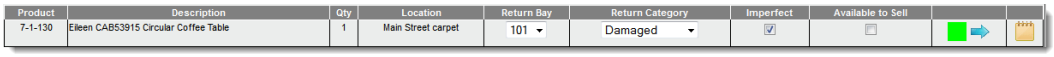
- Specify reason and ensure the item to be returned is ticked.
- Click **quick return** to process the collection NOW – confirm transaction – stock becomes 'green' (icon indicates return for repair)
- Click **accept** to plan the collection via delivery scheduling ( ) – need to use the **schedule delivery** option to add collection to a route ( ). Click **undo return** to cancel the collection.
- Confirming the collection requires specification of a collection bay/location.



Scheduled collection

- Select the return bay
- Click the A/N to indicate the collection has occurred and **confirm** to finish the action.

- The routine will then require specification of the status of the returned item



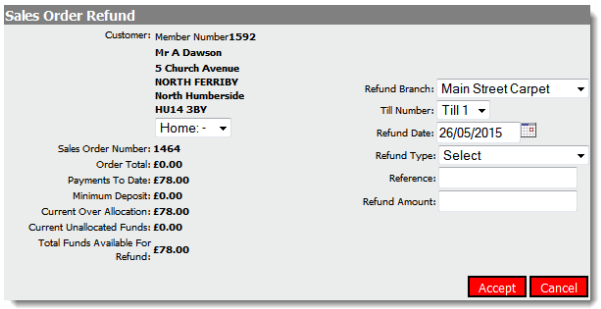
Returned stock status

- Remember to print the new stock label.

Some form of customer refund may then be required.

Refunding

- Click refund customer
- Only allows if sufficient funds available for refund.



Sales order refund