Oracle SCM Cloud

Using Order Management

20A
Contents

Preface

1 Hello

What's New in Using Order Management
Overview of Managing Sales Orders
How Order Management Transforms Source Orders Into Sales Orders
How Order Management Transforms Order Lines Into Fulfillment Lines

2 Manage Sales Orders

Create and Manage
Approvals and Trade
Agreements
Projects
Coverage and Subscription
Import
More Details and FAQs

3 Manage Order Lines

Update More Than One Order Line
Get Available Quantity on Order Lines
Specify Processing for Order Lines
Edit Price on Order Lines
Add Configured Items to Order Lines
Edit Tax on Order Lines
Manage Attachments on Order Lines
Recurring Charges on Order Lines
Set Receivables Transaction for Reverse Billing
4 Manage Shipment and Billing

- Shipment and Billing Details
- Shipment
- Shipment Tolerances
- Billing and Payment

5 Copy, Revise, Cancel, or Return

- Copy
- Revise
- Cancel
- Return

6 Manage Order Fulfillment

- Monitor
- Stop and Resume
- Credit Check
- Fulfillment Lines

7 Fix Problems and Improve Performance

- Fix Problems and Improve Performance
- Cancel Order Lines That Remain in the Same Status
- Unlock Draft Sales Orders
- Examine Error Messages for Sales Orders
- Fix Problems That Occur When Assigning Orchestration Processes
- Fix Errors in Sales Orders
- Fix Errors in More Than One Sales Order
- Fix Errors in All Sales Orders

8 Appendix A: Reference Topics

- Taxes
Preface

This preface introduces information sources that can help you use the application.

Using Oracle Applications

Help

Use help icons 🎉 to access help in the application. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. Not all pages have help icons. You can also access the Oracle Help Center to find guides and videos.

Watch: This video tutorial shows you how to find and use help.

You can also read about it instead.

Additional Resources

- **Community:** Use Oracle Cloud Customer Connect to get information from experts at Oracle, the partner community, and other users.

- **Training:** Take courses on Oracle Cloud from Oracle University.

Conventions

The following table explains the text conventions used in this guide.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>boldface</td>
<td>Boldface type indicates user interface elements, navigation paths, or values you enter or select.</td>
</tr>
<tr>
<td>monospace</td>
<td>Monospace type indicates file, folder, and directory names, code examples, commands, and URLs.</td>
</tr>
<tr>
<td>&gt;</td>
<td>Greater than symbol separates elements in a navigation path.</td>
</tr>
</tbody>
</table>
Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website.
Videos included in this guide are provided as a media alternative for text-based help topics also available in this guide.

Contacting Oracle

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit My Oracle Support or visit Accessible Oracle Support if you are hearing impaired.

Comments and Suggestions

Please give us feedback about Oracle Applications Help and guides! You can send an e-mail to: oracle_fusion_applications_help_ww_grp@oracle.com.
# What's New in Using Order Management

Get details about help topics that are new or significantly revised for each release.

**Release 20A**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment Tolerances</td>
<td>New. Use shipment tolerances to help manage variability in your supply chain.</td>
</tr>
<tr>
<td>Add Project Details to Sales Orders</td>
<td>New and revised. Get the latest details about how to add and monitor project details.</td>
</tr>
<tr>
<td>Monitor Project Details in Sales Orders</td>
<td></td>
</tr>
<tr>
<td>Copy Sales Orders</td>
<td>New. Save time. Copy a sales order that already exists.</td>
</tr>
<tr>
<td>Set Receivables Transaction for Reverse Billing</td>
<td>New. If you change the Your Price attribute on the order line, then make sure the value in the Receivables Transaction attribute supports your change.</td>
</tr>
</tbody>
</table>

**Release 19D**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approve Sales Orders</td>
<td>New. Approve or reject a sales order.</td>
</tr>
<tr>
<td>Set Receivables Transaction for Reverse Billing</td>
<td>New. If you change the Your Price attribute on the order line, then make sure the value in the Receivables Transaction attribute supports your change.</td>
</tr>
<tr>
<td>Edit Tax on Order Lines</td>
<td>Revised. Your sales order doesn't calculate tax when you add an item to an order line. Instead, it calculates tax only after do an action.</td>
</tr>
<tr>
<td>Revise Sales Orders You Already Submitted</td>
<td>Revised. You can't revise the price on an order line that has shipped.</td>
</tr>
<tr>
<td>Update More Than One Order Line</td>
<td>Revised. This feature is most useful when you're revising a sales order or creating a return order.</td>
</tr>
<tr>
<td>Return Sales Orders</td>
<td>Revised. If you revise a return, then you can't change the Return Type in the revision. Instead, cancel the return, then create a new one and set the Return Type as needed.</td>
</tr>
</tbody>
</table>
### Oracle SCM Cloud
### Using Order Management

#### Chapter 1

**Topic** | **Description**
---|---
Schedule Fulfillment Lines Manually | Revised. Order Management schedules shipment depending on how you edit the fulfillment line.

---

**Release 19B**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancel Order Lines</td>
<td>New. Cancel an order line in a sales order you already submitted or that's still in draft.</td>
</tr>
<tr>
<td>Cancel Sales Orders</td>
<td>Revised. Get guidelines about how to cancel a sales order depending on the sales order status.</td>
</tr>
<tr>
<td>Revise Sales Orders You Already Submitted</td>
<td>Revised. Order Management doesn't use values from the order header to set default values on order lines during a revision in some situations. If an order line has already shipped, been delivered, or invoicing has started, then you must revise the order line.</td>
</tr>
<tr>
<td>Overview</td>
<td>Revised section. Get details about the Overview page, parts of a sales order, and the fulfillment process.</td>
</tr>
<tr>
<td>Coverage and Subscription</td>
<td>Revised section. Get details about covered items and coverage items.</td>
</tr>
<tr>
<td>Manage Order Fulfillment</td>
<td>Revised section. Get details about how to manage order fulfillment, including splitting lines, using shipment sets, and jeopardy.</td>
</tr>
<tr>
<td>Entire book</td>
<td>All topics have been updated so they’re more conversational and less formal. Some content has been restructured and revised to improve effectiveness.</td>
</tr>
</tbody>
</table>

---

**Release 19A**

The following topics are new or significantly revised.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agreements</td>
<td>New section. Add a sales agreement that applies pricing terms to your sales order when a customer frequently buys from your company.</td>
</tr>
<tr>
<td>Projects</td>
<td>New section. Add project details to order lines to help process a sales order through the supply chain.</td>
</tr>
<tr>
<td>Unlocking Draft Sales Orders: Procedure</td>
<td>New topic. Unlock a sales order that's in Draft status.</td>
</tr>
</tbody>
</table>
## Oracle SCM Cloud

### Chapter 1

#### Hello

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting Approvals for Sales Orders: Explained</td>
<td>Revised topic. An approver can attach a document to an approval. Use your Approval Notices or Approval Worklist to view an approval attachment. A sales order can also include an attachment, but a sales order attachment is different from an approval attachment.</td>
</tr>
<tr>
<td>Resuming Paused Sales Orders: Procedure</td>
<td>Revised topic. Use action Release Pause Task to unlock the sales order.</td>
</tr>
<tr>
<td>Returning Sales Orders: Procedure</td>
<td>Revised topic. You can return a sales order that's in Closed status or Partially Closed status.</td>
</tr>
</tbody>
</table>

**Release 13 (update 18C)**

The following topics are new or significantly revised. This table lists the new topics first, and then the revised topics.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Returning Items Without Sales Order: Procedure</td>
<td>New topic. Return an item even if your customer doesn't have the receipt from the original sales order.</td>
</tr>
<tr>
<td>Canceling Order Lines That Remain in the Same Status: Procedure</td>
<td>New topic. You can cancel an order line that remains in order fulfillment for a long time, such as during Awaiting Shipping.</td>
</tr>
<tr>
<td>Managing Credit Check</td>
<td>This section includes the following new topics.</td>
</tr>
</tbody>
</table>

**Release 13 (update 18B)**

The following topics are new or significantly revised. This table lists the new topics first, and then the revised topics.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updating More Than One Order Line: Procedure</td>
<td>New topic. Select one or more order lines, specify attributes to update, specify values for these attributes, and then update all the selected order lines at one time.</td>
</tr>
<tr>
<td>Using Holds to Temporarily Stop Processing: Procedure</td>
<td>Revised topic. Place a hold on a sales order that's in Draft status.</td>
</tr>
</tbody>
</table>
Release 13 (update 17D)
The following topics are new or significantly revised. This table lists the new topics first, and then the revised topics.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing Shipment and Billing Details:</td>
<td>New topic. Use the shipment and billing details tab in the Order Management work area to manage shipment details, such as estimating availability or shipping lines in a set, or to manage billing details, such as editing recurring billing, managing credit cards, and managing payments.</td>
</tr>
<tr>
<td>Explained</td>
<td></td>
</tr>
</tbody>
</table>

Release 13 (update 17C)
The following topics are new or significantly revised. This table lists the new topics first, and then the revised topics.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following new topics describe how to</td>
<td>Add a coverage item, such as a warranty, to a sales order. For example, a six month service agreement is a coverage item for a laptop computer, and the laptop computer is the covered item. You can change or cancel coverage. You can change, cancel, or return a covered item. You can also add coverage to a configured item.</td>
</tr>
<tr>
<td>use coverage:</td>
<td></td>
</tr>
<tr>
<td>• Adding Coverage to Sales Orders:</td>
<td></td>
</tr>
<tr>
<td>Explained</td>
<td></td>
</tr>
<tr>
<td>• Adding Coverage to Sales Orders:</td>
<td></td>
</tr>
<tr>
<td>Procedure</td>
<td></td>
</tr>
<tr>
<td>• Changing Coverage for Sales Orders:</td>
<td></td>
</tr>
<tr>
<td>Explained</td>
<td></td>
</tr>
<tr>
<td>• Canceling Coverage for Sales Orders:</td>
<td></td>
</tr>
<tr>
<td>Procedure</td>
<td></td>
</tr>
<tr>
<td>• Returning Covered Items:</td>
<td></td>
</tr>
<tr>
<td>Explained</td>
<td></td>
</tr>
<tr>
<td>• Managing Coverage for Configured Items:</td>
<td></td>
</tr>
<tr>
<td>Explained</td>
<td></td>
</tr>
<tr>
<td>Adding Subscriptions to Sales Orders:</td>
<td>Add a subscription to a sales order. A subscription is an item that provides a product or service that recurs. For example, a one year subscription to a magazine, a 90 day subscription for cell phone service, and a six month subscription for software usage are each an example of a subscription.</td>
</tr>
<tr>
<td>Procedure</td>
<td></td>
</tr>
<tr>
<td>Monitoring Order Fulfillment:</td>
<td>Revised topic. Depending on how your order administrator sets up Order Management, you can view the Asset Tracked attribute on the Manage Fulfillment Lines page to monitor assets during order fulfillment.</td>
</tr>
<tr>
<td>Procedure</td>
<td></td>
</tr>
<tr>
<td>Returning Sales Orders:</td>
<td>Revised topic. Use a set of attributes on the Shipment Details tab to get descriptions of the return details.</td>
</tr>
</tbody>
</table>
### Release 13 (update 17B)

The following topics are new or significantly revised. This table lists the new topics first, and then the revised topics.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Editing Prices on Order Lines: Procedure</td>
<td>Modify how Order Management calculates the value in the Your Price field of an order line.</td>
</tr>
<tr>
<td>Getting Approvals for Sales Orders: Explained</td>
<td>As an option, your order administrator might set up the Order Management work area so that someone must approve one or more of your sales orders before sending them to order fulfillment, according to an approval rule.</td>
</tr>
<tr>
<td>Creating Sales Orders That Require Trade Compliance Screening: Procedure</td>
<td>Your order administrator might set up Order Management so that it screens sales order for trade compliance. This topic describes how to create a sales order that requires trade compliance.</td>
</tr>
<tr>
<td>Releasing Holds for Order Lines That Fail Credit Check: Procedure</td>
<td>If an order line fails credit check, then the Order Management work area places the order line on hold. You can release this hold so that the sales order can continue processing.</td>
</tr>
<tr>
<td>Monitoring Order Fulfillment: Procedure</td>
<td>Revised topic. An orchestration plan might require anywhere from seconds to days to complete the tasks that it contains during orchestration planning. You can monitor this plan.</td>
</tr>
<tr>
<td>Implementing Order-to-Cash: Points to Consider</td>
<td>Revised topic. Includes a new section that describes the scheduled processes you use during set up.</td>
</tr>
</tbody>
</table>
Overview of Managing Sales Orders

A customer service representative, order manager, or order administrator can use the Overview page of the Order Management work area to create new a sales order, and to get details about sales orders and fulfillment systems that your organization uses to fulfill them.

Here’s what you can do.

- Create a new sales order.
• Monitor order status and fulfillment line exceptions.
• View sales orders and the orchestration processes that fulfill them.
• Use Gantt charts, visual alerts, and statuses to identify tasks that are in jeopardy.
• Check item availability, including options and their costs and delivery dates.
• Take corrective action, such as substitute an item or splitting a fulfillment line so you can supply an item from more than one warehouse.
• Manually schedule a fulfillment line.
• Manage holds.
• Manage messages.
• Recover from errors.
Create Sales Orders

Here's an example of a sales order you can create.

Note.

- Use the order header to add details about the customer. You set the Customer attribute to a value, such as Computer Service and Rentals, then Order Management fills in values for other attributes in the header.
- Use the catalog line in the order lines area to search for the item you need to add.
In this example, you already searched for and added the AS54888 - Standard Desktop. You then searched for the CN62101 Printer, and will click Add to move it from the catalog line to the order lines area.

- Use tabs in the order line areas to set other details.
  - Click the truck to set shipping and supply details, such as the warehouse that supplies the item, and whether to ship through United Parcel Service or the United States Postal Service.
  - Click the tag to set billing details, such as whether payment terms are Net 30 or Immediate.

### Fulfill Sales Orders

Your order administrator sets up Order Management and other Oracle applications, such as Oracle Inventory Management, to optimize order fulfillment for your organization.
Here's a generic order fulfillment process.

Note.

1. You create a new sales order on the Create Order page. You choose the customer in the heading area, use the Order Lines area to add order lines, then click Submit.
2. Order Management transforms each order line into a fulfillment line.
3. An orchestration process fulfills the fulfillment lines.
   The orchestration process runs tasks that do fulfillment, such as schedule, reserve inventory, and ship. You can use it to monitor fulfillment status.
   To schedule fulfillment, the orchestration process uses the set up that your order administrator does for the supplier, such as which warehouse will supply the item.
For details, see the Monitor Order Fulfillment topic.

4. Order Management sends the sales order to Oracle Fusion Inventory Management, which reserves inventory, picks the item from warehouse shelves, then ships it to the customer.

Inventory Management communicates shipment progress to Order Management during order fulfillment, and Order Management displays these updated statuses in the Order Management work area so you can monitor fulfillment.

5. The customer confirms that they received the item.

6. Order Management uses the billing that your order administrator set up, such as the payment terms for the customer, to bill the customer for the sales order, then billing collects payment. You can also set billing details in the Billing and Payment Details area of the Create Order page.

Order Management continuously updates order status and displays it throughout the Order Management work area during fulfillment.

Some organizations might also import source orders from an order capture system into Order Management. Ask your order administrator for details about how order fulfillment works at your organization.

Related Topics

- Monitor Order Fulfillment
- Create Sales Orders
How Order Management Transforms Source Orders Into Sales Orders

Order Management *transforms* the *source order* you create in Order Management or that it receives from a source system so it can optimize *order fulfillment*.
Here’s how Order Management transforms a source order.

1. Receives a source order that you submit in Order Management or that it gets from a source system. The source order in this example includes three order lines.
2. Separates the source order into fulfillment lines.
3. Assigns each fulfillment line to a new orchestration process that it creates to orchestrate fulfillment for the fulfillment line.

   For example, it might assign fulfillment line 1-1 to orchestration process 300100090333478, and fulfillment line 1-2 to orchestration process 300100090333457.

   The diagram includes part of the fulfillment view you use to monitor fulfillment. For details, see the Monitor Order Fulfillment topic.
4. Starts the orchestration process that fulfills the fulfillment line. You use the Switch to Fulfillment View action on the Order page of the Order Management work area to monitor the orchestration process.

Order Management typically finishes transformation within a few seconds after you click Submit.

Order Management sets the completion date of the final step in the orchestration process to the requested date of the source order. The Last Fulfillment Completion Step sets the final step of the orchestration process.

**When Transformation Runs**

Transformation runs depending on what starts transformation.
**What You Do**

<table>
<thead>
<tr>
<th></th>
<th>Transformation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Import a sales order from a source system.</td>
<td>Pretransformation, product transformation, and posttransformation runs during order import. These transformations run before you submit the sales order to order fulfillment.</td>
</tr>
<tr>
<td>Create a new sales order in the Order Management work area.</td>
<td>Pretransformation runs each time you modify the customer, modify the order type, or add an order line. Product transformation and posttransformation runs one time after you click Submit.</td>
</tr>
</tbody>
</table>
### Parts of Sales Orders You Can Use After Transformation

Use these parts to monitor and manage order fulfillment.

<table>
<thead>
<tr>
<th>Part of Sales Order</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Order**           | Includes order lines and fulfillment lines.  
  - The relationship between a sales order and a fulfillment line is similar to the relationship that exists between a source order and a source order line.  
  - A sales order in Order Management might not exactly mirror the structure of a source order in an external source system. |
| **Order line**      | Typically references one fulfillment line.  
  - If Order Management splits a fulfillment line, then it maps two or more fulfillment lines to the same order line.  
  - The relationship between a sales order and order lines preserves some of the original structure of the source order, making it easier to keep track of the original intent of the source order, even if Order Management splits fulfillment lines for the sales order. |
| **Fulfillment line**| Part of a sales order you can modify in the Order Management work area. For example.  
  - Schedule or unschedule a fulfillment line.  
  - Reserve items for a fulfillment line.  
  - Substitute an item on a fulfillment line.  
  - Change the warehouse, shipping method, or demand class for a fulfillment line. |
| **Orchestration process** | An order administrator can set up an orchestration process to determine the tasks that the process does.  
You can’t modify an orchestration process in the Order Management work area, but you can monitor an instance of it while it manages the fulfillment line, and monitor progress. |
| **Return fulfillment line** | Represents a sales order line that Order Management uses to return items. Its similar to a fulfillment line, but it includes a set of attributes that are specific to returning items. |

**Related Topics**

- Create Sales Orders
- How Order Management Processes Change Orders
How Order Management Transforms Order Lines Into Fulfillment Lines

Order Management transforms order lines into *fulfillment lines*.

Assume you create a sales order for a laptop computer that comes with accessories, such as a docking station and mouse, then click Submit.

<table>
<thead>
<tr>
<th>Line</th>
<th>Quantity</th>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Laptop</td>
<td>700 USD</td>
</tr>
<tr>
<td>1</td>
<td>1</td>
<td>Accessory Package</td>
<td>225 USD</td>
</tr>
</tbody>
</table>

Transform.

<table>
<thead>
<tr>
<th>Item</th>
<th>Transformed Order Line</th>
<th>Fulfillment Line</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laptop</td>
<td>1</td>
<td>1-1</td>
<td>1</td>
</tr>
<tr>
<td>Accessory Package</td>
<td>2</td>
<td>2-1</td>
<td>1</td>
</tr>
<tr>
<td>Docking Station</td>
<td>2.1</td>
<td>2.1-1</td>
<td>1</td>
</tr>
<tr>
<td>Mouse</td>
<td>2.2</td>
<td>2.1-2</td>
<td>1</td>
</tr>
<tr>
<td>AC Adaptor</td>
<td>2.3</td>
<td>2.1-3</td>
<td>1</td>
</tr>
<tr>
<td>Keyboard</td>
<td>2.4</td>
<td>2.1-4</td>
<td>1</td>
</tr>
</tbody>
</table>
Here's how Order Management transforms the order.

- Transforms two order lines into six fulfillment lines.
- Uses the price from the source order to set the price in the sales order.
- Transforms the line for the laptop in the source order to fulfillment line 1.
- Transforms the Accessory Package in the source order to more than one fulfillment line. Each line represents part of the content of the Accessory Package, such as docking station, mouse, AC adapter, and so on.

Note.

- The number of fulfillment lines might exceed the number of order lines, or Order Management might use a different sequence when it displays these lines. These differences occur because Order Management applies different fulfillment requirements to each fulfillment line, such as available inventory, scheduling requirements, or shipping requirements.
- You use the Manage Fulfillment Lines page to manage these lines.
- Transformation for your sales order might be different, depending on how your order administrator sets up transformation.

Related Topics

- Create Sales Orders
- How Order Management Processes Change Orders
2 Manage Sales Orders

Create and Manage

Sign Into Order Management

Sign into Order Management so you can create and manage sales orders.

1. Get the details you need.
   - URL that provides access to Order Management.
   - User account and password you can use to access pages in Order Management. Your user account must reference a role that has the privileges you need to manage sales orders. For example, use the ORDER_ENTRY_SPEC role.
     For details, ask your order administrator.

2. Use a Web browser, such as Internet Explorer, to navigate to the URL that your order administrator provides.

3. On the Order Management sign in page, enter your user name and password, then press the Enter key.

Order Management displays the Overview page. Use it to create new sales orders and manage existing ones.

Related Topics
- Overview of Managing Sales Orders

Create Sales Orders

Use the Create Order page in the Order Management work area to create a new sales order.

Assume you must create a sales order for customer Computer Service and Rentals, and for item AS54888 Standard Desktop.

This topic includes example values. You might use different values, depending on your business requirements.

Create a sales order.

1. In the Navigator, click Order Management.
2. On the Overview page, click Tasks > Create Order.
3. On the Create Order page, complete the order header.

   - Enter a value in the Customer field, such as Computer Service and Rentals.
     Order Management makes other order head attributes available after you enter the value. If you can’t locate the customer, then your order administrator must add the customer to Order Management. For details, ask your order administrator.
   - Optional. Set sales credits. For details, see the Manage Sales Credits topic.
   - Set values in other attributes in the header, as necessary. Order Management uses some of the values you set in the order header to set values in other parts of the sales order.
For example, if you set the Payment Term to Net 10 on the order header, then Order Management sets the Payment Term on each order line you create to Net 10. You can modify these values on the order line.

4. In the Order Lines area, in the Select Item attribute, enter text or a number that identifies the item your customer is ordering, press **TAB** on your keyboard, wait for Order Management to display item details, then click **Add**.

Here's how you add the AS54888 item.

![Image of Order Lines interface](image)

Use the **catalog line** to search the catalog for items you can add to the sales order.

If you can't locate the item, then your order administrator must add it to Order Management.

**Tip:** Click the **magnifying glass** to do an advanced search. In the Search and Select dialog, click **Advanced**, expand **Advanced Search**, then enter a value in an attribute. For example, in the Item attribute, enter **Computer**, then click **Search**. Order Management will display all items that begin with the word Computer.

5. Repeat step 4, but add a different item. For example, enter **Monitor - 19"**.
6. Optional. Validate your sales order. For details, see the Validate Sales Orders topic.
7. Click **Submit**.
8. In the Warning dialog, click **Yes**.
9. Notice that Order Management adds details at the top of the order header, such as **Order: Computer Service and Rentals - 422080 - Processing**.

   - Computer Service and Rentals is the customer name.
   - 422080 is the order number.
   - Processing is the order status.

Order Management **transforms** your sales order and schedules it for **fulfillment**.

**Related Topics**

- How Order Management Transforms Source Orders Into Sales Orders
- Overview of Managing Sales Orders
Copy Sales Orders

Save time. Copy a sales order that already exists.

1. Search for and open the sales order.
2. Click **Actions > Copy**.
3. In the Copy dialog, select the data you want to copy.
   - If you add a check mark to the Freeze Pricing and Shipping Charges option, then the copy doesn't reprice the order. It uses pricing from the copied order, including any manual price adjustment you made in the copied order. The new order won't including price changes that have happened since you created the copied order, such as a price increase or decrease. To update pricing on the new order, you can click **Actions > Reprice Order**.
   - If you want to enable the Freeze Tax option, you must first enable Freeze Pricing and Shipping Charges.
   - If you don't select any options, the copy action will copy the order header values and the order lines.
4. Click **Create and Edit Order**

**Related Topics**
- How Order Management Processes Change Orders
- Cancel Sales Orders
- Return Sales Orders

Validate Sales Orders

Order Management automatically validates your sales order when you click Submit, but you can also manually validate it before you click Submit.

Validation examines your sales order for a variety of possible errors, such as errors related to constraints, pricing, configuration, or tax processing. It also makes sure you include a value for each required attribute.

1. On the Overview page, click **Create Order**.
2. On the Create Order page, finish the sales order, then click **Actions > Validate**.
3. In the Warning dialog, click **Yes**.
4. If the validation finishes.
   - **Without error.** In the Confirmation dialog, click **OK**. You can submit your sales order.
   - **With error.** Fix each error that the Error dialog displays, then click **Validate** again. Order Management adds an error or warning icon to the order header immediately to the left of the Total attribute, and to each order line that contains an error. It also keeps the sales order in Draft status. Click the warning icon to get details about the error.

Sales Credits for Sales Orders

Use the Sales Credits attribute on the order header of the Create Order page to assign the revenue percentage and nonrevenue percentage of the sales credit that each salesperson whose involved with the sales order receives.
Order Management distributes the credit according to how you set these percentages. You can also manage sales credits on the order line.

A sales credit is a percentage of the total revenue of a sales order that a salesperson receives as commission for the order. Use it to:

- Report on achieving quota.
- Assist with calculating compensation.
- Assist with forecasting according to territory.

Use the Manage Sales Credits dialog to set percentages.

<table>
<thead>
<tr>
<th>Sales Credit Assignment</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Percentage</td>
<td>Set the percentage of the total revenue that the salesperson receives as commission for work they do that's directly related to selling the sales order.</td>
</tr>
<tr>
<td></td>
<td>You must distribute exactly 100% of the total revenue of the sales order.</td>
</tr>
<tr>
<td></td>
<td>Assume the revenue for a sales order is $100 and you add two salespeople in the Manage Sales Credits dialog.</td>
</tr>
<tr>
<td></td>
<td>• If you set the revenue percentage for one salesperson to 60, then you must set the revenue percentage for the other salesperson to 40.</td>
</tr>
<tr>
<td></td>
<td>• If you add only one salesperson, then you must set the revenue percentage to 100.</td>
</tr>
<tr>
<td>Nonrevenue Percentage</td>
<td>Set the percentage of the total revenue that the salesperson receives as commission for work they do that's not directly related to selling the sales order. For example, for revenue from a sales bonus.</td>
</tr>
<tr>
<td></td>
<td>You can specify a distribution of the percentage that's equal to any fraction of the total revenue of the sales order.</td>
</tr>
</tbody>
</table>

Your order administrator uses Trading Community Architecture to set up each salesperson as an internal resource when the salesperson is a member of a sales organization. Order Management displays the salespeople who are related to the business unit in the Manage Sales Credits dialog. Consult your company policies to determine the salespeople you must add and the percentages to enter.

Order Management sends the sales credit details you set to Oracle Fusion Receivables, which then sends details to Oracle Fusion Incentive Compensation so it can pay commission. For details about sales credits and percentages, ask your order administrator.

**Related Topics**

- Overview of Managing Sales Orders

**Approvals and Trade**
Get Approvals for Sales Orders

Your order administrator might set up the Order Management work area so someone must approve your sales order before sending it to order fulfillment, according to an approval rule.

Here’s an example that includes one Order Entry Specialist and three approvers.

Order Management can route the sales order to each approver and track approval status while each approver finishes approval.

How Approval Works

Assume the sales order total exceeds $10,000 and your order administrator set up an rule.

- If the sales order total exceeds $10,000, then get approval.
- Send the approval request to your manager.
Here's the flow that this example uses.

1. You create a sales order in the Order Management work area, then click Submit.
2. If your order administrator set up approvals, and if the sales order meets the approval rule, then Order Management sets the status to Approval Pending, locks the sales order so you can't edit it, adds a lock icon immediately to the right of the order status, then sends a notification to the approver.
3. Order Management adds a notification to the banner in the approver's work area. The approver can click the request to get details about it, add a comment, then approve or reject the request.

Note.

To get details about the current state of the approval process, in the order header, click View Approval Information.

3. Order Management adds a notification to the banner in the approver's work area. The approver can click the request to get details about it, add a comment, then approve or reject the request.
4. If the approver.
   - **Approves.** Order Management sets the order status to Processing and sends the sales order to order fulfillment.
   - **Rejects.** Order Management unlocks the sales order, sets the order status to Draft, allows the approver to add a comment, then sends the sales order back to you for rework.

5. If the approver rejects the approval request, then Order Management displays a comment that the approver added. It displays the comment as a note in the Approval Notes tab of your sales order. You can now modify the sales order and resubmit it to restart the approval process.

The approval rule in this topic is only one example. Your order administrator might set up a variety of approval rules and different approvers.

   - A rule might test for the value of other attributes, such as quantity, a price override, and so on.
   - Approvers might include more than one person, or a group of people, such as a Sales Manager and a Sales Director.
   - Approval Notes might display details about each approver.

If your order administrator also sets up credit check, then the credit check occurs first, then approval. For details about credit check, see the Release Holds for Order Lines That Fail Credit Check topic.

Ask your order administrator for details about how approvals work for you.

**Related Topics**

- Order Management Statuses
- Release Holds for Order Lines That Fail Credit Check

## Approve Sales Orders

Approve or reject a sales order.

Assume you’re an Order Manager and you must approve any sales order that exceeds a total of $10,000. You receive a request to approve sales order 258093, but it exceeds $10,000. Your company policy states to split each sales order that exceeds this amount into more than one order so no order exceeds this amount.

1. On the banner, click **Notifications**.
2. Examine the Pending Notifications list, then click the **link** that's requesting approval.

   For example, click **Action Required: Approval Request for Order 258093**.
3. Use the Approval Request page to get details.

![Approval Request for Order 258093](image)

Note.
- Click **View Order Details** to view the sales order.
- Examine the History area. More complex approvals might include several approval levels. The history illustrates who, what, and when for the approval. Such as who requested it, and who has approved it so far.

4. Add a comment.

   Split order into two orders so total is less than $10,000.
The comment stays with the sales order regardless of the action you take. If you reject the approval, then approval sends the sales order and your comment back to the requester.

5. **Click Reject.**

Approval sets the sales order status to Draft, then sends it back to the requester with your comment.

Here are the actions you can take.

<table>
<thead>
<tr>
<th>Action</th>
<th>What Approval Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approve</td>
<td>Change the Order Status from Pending to Processing, then send the sales order to order fulfillment.</td>
</tr>
<tr>
<td>Reject</td>
<td>Change the Order Status from Pending to Draft, and send the sales order back to the requester.</td>
</tr>
<tr>
<td>Request Information</td>
<td>Add a comment to the request, then send the request to the requester or someone else who can provide the details you seek.</td>
</tr>
<tr>
<td>[Assume the sales order exceeds $10,000 but you recall that your purchasing organization set up a special agreement some time during the fiscal year with your Computer Service and Rentals customer that approves sales orders up to $20,000. You use Request Information to specify the purchasing agent, and add a comment.]</td>
<td></td>
</tr>
<tr>
<td>Request Information</td>
<td>Please verify we have an agreement that approves sales order up to $20,000 for Computer Service and Rentals. Please reply with the agreement number.</td>
</tr>
<tr>
<td>Request Information</td>
<td>You can send the request to an individual, group, or role.</td>
</tr>
<tr>
<td>Request Information</td>
<td>You can specify whether approval sends the reply only to you, or also sends it to others in the approval flow so they can examine the request with the new details and redo their action, as necessary.</td>
</tr>
<tr>
<td>Reassign</td>
<td>Assign or delegate the approval request to someone else, a group, or a role.</td>
</tr>
<tr>
<td>Create Subtask</td>
<td>Add other approvers. Add another person, a group of people, or a chain of approvers.</td>
</tr>
<tr>
<td>Create Subtask</td>
<td>A subtask is an approval within the existing approval. Set the priority to specify which subtask takes precedence in the parent approval, with priority 1 taking the highest precedence.</td>
</tr>
<tr>
<td>Create Subtask</td>
<td>Assume you create subtask x with priority 1 and subtask y with priority 2. If the folks on approval flow x approve the request, and the folks on approval flow y reject the request, then approval considers the request approved, sets the status to Processing, and sends the sales order to fulfillment.</td>
</tr>
<tr>
<td>Escalate</td>
<td>Escalate the request to someone higher up in the approval hierarchy.</td>
</tr>
<tr>
<td>Suspend</td>
<td>Pause approval for the request. Approval won’t assign the request to anyone else until you do another action.</td>
</tr>
<tr>
<td>Withdraw</td>
<td>Remove the approval request from the approval flow. You can only withdraw a request that you create.</td>
</tr>
<tr>
<td>Action</td>
<td>What Approval Does</td>
</tr>
<tr>
<td>--------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Save</td>
<td>Save changes you made in the request, such as adding a comment or attaching a file, but don’t take any other action.</td>
</tr>
</tbody>
</table>

Your order administrator determines the choices you can make for some actions, such as Reassign or Escalate. For example, the administrator might set up groups and roles you can reassign to, or managers you can escalate to. Ask your order administrator for details.

For details, see the Overview of Workflow Tasks topic.

**Related Topics**
- Order Management Statuses
- Release Holds for Order Lines That Fail Credit Check
- Overview of Workflow Tasks

## Manage Sales Orders That Require Trade Compliance Screening

Your order administrator might set up Order Management so it screens sales order for trade compliance. Use this topic to learn how to create a sales order that requires trade compliance.

If your order administrator hasn't set up trade compliance, then Order Management doesn't display some of the attributes that this topic describes.

Create a sales order that undergoes trade compliance screening.

1. In the Order Management work area, on the Overview page, click **Tasks > Create Order**.
   
   For details, see the Create Sales Orders topic.

2. On the Create Order page, complete the order header, add an order line, then click **Submit**.
   
   If Order Management screens sales order for trade compliance, then the order header displays a status of Trade Compliance Screening Is Pending and a lock icon.

   ![Order: Computer Service and Rentals - 474097 - Trade Compliance Screening Is Pending](image)

   The lock icon indicates that Order Management is screening the sales order to determine whether it meets the trade compliance policies that your order administrator set up.

3. Click **Refresh**.
Notice that the sales order status is Processing, which indicates the sale order passed trade compliance screening and Order Management released it to *order fulfillment*.

**Order: Computer Service and Rentals - 474097 - Processing**

**Note.**

- Order Management usually finishes screening without delay. However, some screening might require up to several minutes or more to finish.
- If necessary, click **Refresh** until the status changes.
- If the sales order doesn't move to order fulfillment, then you can cancel the submit for a locked sales order that Order Management is processing. Click **Actions > Revert to Draft**. Order Management will set the order status to Draft and stop screening.

4. **Notice the value of the Trade Compliance Status attribute.**

Here's the colors that Order Management uses to indicate trade compliance status.

<table>
<thead>
<tr>
<th>Color</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Passed</td>
<td>The sales order passed trade compliance screening.</td>
</tr>
<tr>
<td>Red</td>
<td>Failed</td>
<td>The sales order failed trade compliance screening because it doesn't comply with one or more trade compliance policies.</td>
</tr>
<tr>
<td>Yellow</td>
<td>Under Review</td>
<td>A compliance manager is examining the sales order.</td>
</tr>
</tbody>
</table>

5. **Click **View Details** next to Trade Compliance Status.**

Use View Details to determine the type of trade compliance and the status for the type that Order Management screened, such as Restricted Party passed, or Trade Control passed.
This example indicates that Sentinel Desktop passed trade control policy, but failed screening for restricted party and sanctioned country.

### Trade Compliance Details

<table>
<thead>
<tr>
<th>Order Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 – AS54888 – Sentinel Desktop</strong></td>
</tr>
</tbody>
</table>
| Screening Date | 10/8/2015  
| Restricted Party |  
| Sanctioned Country or Territory |  
| Trade Control |  

| **2 – ATT685 – Slimline Tablet** |  
| Screening Date | 10/8/2015  
| Component Details |  
| Restricted Party |  
| Sanctioned Country or Territory |  
| Trade Control |  

Slimline Tablet is a *configured item*. If your sales order includes a configured item, then click **Component Details** to get details about each component that the configured item contains. The status of a configured item represents the status for the entire configuration.

6. Click **View Details** next to Sanctioned Country or Territory.
7. Examine the details that display.

The details in this example indicate the type of trade control that caused screening to fail, such as Anti-Terrorism, and details about the type, such as Atomic Energy Act.

### Sanctioned Country or Territory: Line 2 – Failed

<table>
<thead>
<tr>
<th>Trade Control Type</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti-Terrorism</td>
<td>Atomic Energy Act</td>
</tr>
<tr>
<td>Firearms Convention</td>
<td>Export Administration Regulations</td>
</tr>
</tbody>
</table>

#### Monitor Trade Compliance

1. On the Overview page, click **Advanced**.
2. On the Manage Orders page, click **Add Fields**, then click **Trade Compliance Status**.
3. Set the Trade Compliance Status to a value, such as Under Review, then click **Search**.
4. Move the Trade Compliance Status attribute into the visible area.
   - In the Search Results, click **View > Columns**, then click **Manage Columns**.
   - In the Manage Columns dialog, move Trade Compliance Status to the Visible Columns window.
   - In the Visible Columns window, click **Trade Compliance Status**, move it to the top of the list, then click **OK**.
5. In the Search Results, click the link in the Order column for the sales order you must monitor.

### Monitor Trade Compliance in Fulfillment Lines

1. On the Overview page, click **Tasks > Manage Fulfillment Lines**.
2. On the Manage Fulfillment Lines page, click **Add Fields > Trade Compliance Status**.
3. Set the Trade Compliance Status to a value, such as Under Review, then click **Search**.
4. Move the Trade Compliance Status attribute into the visible area in the same way you did in the section earlier in this topic.
5. In the Fulfillment Line Details area, click **Trade Compliance**.
6. Examine the line status. If a policy fails, then the Trade Compliance tab displays View Details that you can click to get details.
7. Click **View Details** next to a red or yellow trade compliance status.

### Monitor Trade Compliance in Fulfillment Line Exceptions

1. On the Overview page, click **Tasks > Manage Fulfillment Line Exceptions**.
2. Move the Trade Compliance Status attribute into the visible area in the same way you did in the section earlier in this topic.
3. Click a row that displays a yellow or red Trade Compliance Status.
4. In the Fulfillment Line details area, click **Trade Compliance > View Details**, next to a red or yellow trade compliance status.
5. Examine details for the fulfillment line exceptions.

### Related Topics

- Overview of Setting Up Trade Compliance
- Fix Problems and Improve Performance

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### Agreements

#### Sales Agreements

Add a sales agreement that applies pricing terms to your sales order when a customer frequently buys from your company, such as offering a reduced price when buying an agreed-to quantity of an item over time.

A contract is a written document between buyer and seller. It specifies terms that apply for your customer. It allows the customer to receive a favorable price and for you to improve your future cash flow predictions.

Order Management can automatically apply contract terms to each sales order to achieve benefits.

- Reduce processing time.
• Reduce error.
• Avoid negotiating contract terms for each sales order.
• Avoid manually entering contract terms.

For example.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>Computer Service and Rentals</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Vision Operations</td>
</tr>
<tr>
<td>Number</td>
<td>101</td>
</tr>
</tbody>
</table>

Each contract contains a header that specifies your business unit, such as Vision Operations, your customer who purchases the item, such as Computer Service and Rentals, and a number that identifies the contract, such as 101.

Each contract contains one or more agreement lines. Each agreement line contains attributes.

<table>
<thead>
<tr>
<th>Line</th>
<th>Name</th>
<th>List Price</th>
<th>Adjustment Type</th>
<th>Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ASS4888, Desktop Computer</td>
<td>$1,000</td>
<td>Discount Percent</td>
<td>10%</td>
</tr>
<tr>
<td>2</td>
<td>CM15140, 10&quot; Monitor</td>
<td>$200</td>
<td>Discount Amount</td>
<td>$20</td>
</tr>
<tr>
<td>3</td>
<td>TBL666, Computer Table</td>
<td>$400</td>
<td>Discount Amount</td>
<td>$30</td>
</tr>
<tr>
<td>4</td>
<td>PROC38, Fast Processor</td>
<td>$300</td>
<td>Markup Percent</td>
<td>20%</td>
</tr>
<tr>
<td>5</td>
<td>VR69, VR Helmet</td>
<td>$700</td>
<td>Markup Amount</td>
<td>$50</td>
</tr>
</tbody>
</table>

Each agreement line contains attributes.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Identifies the item. Each agreement line applies to one item, such as ASS4888 Desktop Computer.</td>
</tr>
<tr>
<td></td>
<td>If the contract doesn't include an item, you can still add it to the sales order, but the order won't apply an adjustment.</td>
</tr>
<tr>
<td>List Price</td>
<td>Starting price for the item.</td>
</tr>
<tr>
<td>Adjustment Type</td>
<td>• Discount Percent.</td>
</tr>
</tbody>
</table>
Assume List Price for item AS54888 is $1,000 and the adjustment is a 10% discount. If your customer buys 80 laptops on order line 1 in sales order 75839, then the sales order calculates the remaining amount that's available for purchase in the agreement.

Assume List Price for item AS54888 is $1,000 and the adjustment is a 10% discount. If your customer buys 80 laptops on order line 1 in sales order 75839, then the sales order calculates the remaining amount that's available for purchase in the agreement.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discount Amount</td>
<td>• Discount Amount.</td>
</tr>
<tr>
<td>Markup Percent</td>
<td>• Markup Percent.</td>
</tr>
<tr>
<td>Markup Amount</td>
<td>• Markup Amount.</td>
</tr>
<tr>
<td>Adjustment</td>
<td>Numeric value of the adjustment.</td>
</tr>
<tr>
<td>Start Date</td>
<td>Date when the agreement goes into effect.</td>
</tr>
<tr>
<td>End Date</td>
<td>Date when the agreement expires.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Calculation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,000 list price minus $100 discount.</td>
<td>Price after discount for quantity of one: $900.</td>
</tr>
<tr>
<td>$900 discounted price multiplied by quantity 80.</td>
<td>Net price on order line: $72,000.</td>
</tr>
</tbody>
</table>

Note.

- The sales order only displays the agreement when the current date occurs on or after Start Date, and on or before End Date. If the current date doesn't occur in this date range, then the sales order doesn't display the agreement.
  
  If End Date is empty, then the agreement never expires.

- Your order administrator sets up agreements and contracts. For details about them, including the ones you can choose, quantities available, discounts that apply, and so on, contact your order administrator.

Add Sales Agreements to Sales Orders

Create a sales order that includes a sales agreement.

Assume your order administrator set up this agreement, and that today is 9/11/19.
<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales Agreement</td>
<td>101</td>
</tr>
<tr>
<td>Item</td>
<td>AS54888</td>
</tr>
<tr>
<td>Adjustment</td>
<td>10% discount</td>
</tr>
<tr>
<td>Start Date</td>
<td>1/1/19</td>
</tr>
<tr>
<td>End Date</td>
<td>12/31/19</td>
</tr>
</tbody>
</table>
You will create this order.

Note.
- You can set the agreement on the order header and on the order line.
- In order line 1, the agreement is available for item AS54888, its applied, and the amount is $900.
- In order line 2, the agreement is available, but not applied, and the amount is $1,000.
- In order line 3, no agreement is available because the order administrator didn’t define one for item AS92888.

Add a sales agreement to a sales order.
1. Create a sales order.
2. Set the Customer attribute to Computer Service and Rentals.
3. Set the Sales Agreement attribute on the order header to 101.
4. Add an item.
   - Search for item AS54888 on the catalog line.
Order Management prices the item depending on whether the agreement.

- **Is available.** Prices the item according to the agreement. An agreement is available only if the order administrator defined an agreement for the item, customer, and business unit, the agreement isn’t expired, and it doesn’t exceed the commitment amount.

- **Isn’t available.** Prices the item in the same way it prices an item that doesn’t include an agreement.
  - Notice that the catalog line displays a price of $900, which is $1,000 minus 10%.
  - Click Add.
  - In the Order Lines area, notice the attributes.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>$900. The amount includes the discount.</td>
</tr>
<tr>
<td>Sales Agreement</td>
<td>If an agreement is available for the item, then you can use the sales order to set the agreement for each order line.</td>
</tr>
<tr>
<td>Sales Agreement Line</td>
<td>A contract can include one or more agreement lines, and one or more versions of the contract can exist. Your order administrator uses these attributes to help manage the agreement.</td>
</tr>
<tr>
<td>Sales Agreement Version</td>
<td></td>
</tr>
<tr>
<td>Contract Start Date</td>
<td>These attributes apply only to a service contract, not a sales agreement, so leave them empty.</td>
</tr>
<tr>
<td>Contract End Date</td>
<td></td>
</tr>
</tbody>
</table>

5. Normally, you now click Submit. For this example, so you can experience the functionality that’s available, instead, remove the value from the Sales Agreement attribute on the order header. In the dialog that displays, choose a value. This feature is most useful when several agreements are available and your order includes several order lines.

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lines That Contain Original Value</td>
<td>Remove the discount only from order lines that contain agreement 101.</td>
</tr>
<tr>
<td></td>
<td>For this example, choose Lines That Contain Original Value, and notice that the sales order removed the discount from Amount on the order line, which is now $1,000.</td>
</tr>
<tr>
<td>All Lines</td>
<td>Remove the discount from all order lines.</td>
</tr>
</tbody>
</table>
For example.

Note.

- Assume the original value for the Sales Agreement attribute on the order header is 101 and you change it to 102.
- Assume only order line 1 contains 101 in the Sales Agreement attribute on the order line.
- If you click:
  - **Lines That Contain Original Value.** Order Management applies the change only to order line 1.
  - **All Lines.** Order Management applies the change to order lines 1, 2, and 3.

6. Add an item when the agreement on the order header is empty.

- Search for item AS54888 on the catalog line.
- Notice that the catalog line displays a price of $1,000, which is the full price without the discount, then click **Add**.
- On the order line, notice that Amount is $1,000, and Sales Agreement is empty.
- On the order line you just added, set Sales Agreement to 101, then notice that the order line changes Amount to $900. It applied the discount to the line.

7. Add an item that doesn't have an agreement.

- Search for item AS92888 on the catalog line, then click **Add**. Assume no agreement is defined for AS92888.
- On the order line, notice that Amount is $1,000, and Sales Agreement is empty.
Revise and Copy
If you submit the sales order and then, at some later time must change the sales agreement on the order header or order line, then create a revision first, then change the agreement. The original agreement might or might not be available. For example, the original agreement might have expired or someone might have revised it.

If you copy a sales order that includes an agreement, then the copy will also include the agreement. You can change the agreement on the copy, as necessary.

Return Items
If you reference the original return when you create a return order.

- Order Management copies the sales agreement to the return order header, and you can modify it. You can create a return that includes return lines and ship lines.
  
  If you change the agreement on the order header, then Order Management applies your change to new lines that you add to the return, but doesn’t apply your change to return lines that already include an agreement.

- Order Management doesn’t allow you to change the order line agreement that it copies from the original order.

If you don’t reference the original return when you create a return order, then Order Management applies the same behavior it applies for agreements when you create a new sales order that isn’t a return.

Related Topics
- Return Items Without Original Sales Order

Projects

Add Project Details to Sales Orders

Project details include project number, task number, expenditure organization, and so on. You can add them on each order line to reduce order processing time and improve the accuracy of tracking cost, revenue, and profitability.

This topic includes example values. You might use different values, depending on your business requirements.

Try it.

1. Create a sales order, then choose a value in the Customer attribute and Business Unit attribute.

   The customer, business unit, and item determines the projects you can choose on the order line, depending on how your order administrator sets up Order Management. For details, contact your order administrator.

2. Search for an item on the catalog line, then add it to the order.

3. On the order line, in the Project Details column, click Edit Project Details.

4. In the dialog that displays, set values.
For example.

5. Click Submit.

Note.

- You can add project details to an item that isn't configured, to a configured item, a subscription, or coverage.
- Use the Project attribute and Task attribute when you search for orders on the Manage Orders, Manage Fulfillment Lines, or Manage Return Fulfillment Lines page.
- Use project attributes in your Oracle Transaction Business Intelligence (OTBI) reports, such as Project, Task, Expenditure Organization, Expenditure Type, and so on.
- If you submit an order, and if Order Management.
### Shipping Status

<table>
<thead>
<tr>
<th>Revisions You Can Do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hasn't sent the order line to shipping.</td>
</tr>
<tr>
<td>You can add, modify, or remove project details on the order line.</td>
</tr>
<tr>
<td>Already sent the order line to shipping.</td>
</tr>
<tr>
<td>You can't modify project attributes on the order line, but you can modify attributes that aren't project attributes, such as Quantity, Payment Terms, Ship-to Address, Warehouse, and so on.</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

### Monitor Project Details in Sales Orders

Monitor project details through the *order fulfillment* lifecycle.

#### Examine Inventory

1. Sign into Oracle Fusion Applications with a *privilege* you can use to access Inventory Management.
2. In the Navigator, click *Inventory Management*.
3. On the Inventory Management page, click *Tasks > Show Tasks > Shipments > Manage Shipment Lines*. 

...
4. On the Manage Shipment Lines page, query the Order attribute for the sales order you created in Order Management, such as 509396, then examine the results.

**Note.**

- Use **View > Columns** to display the columns you need.
- Examine the Project Sales Order attribute to identify lines that are part of the project. Project Sales Order indicates that the shipment line is part of the project. Shipping gets project cost details from the sales order and sends them to Cost Management to include these costs on the **inventory transaction**.
- Examine the Order attribute to identify the sales order and the Order Line attribute to identify the sales order line that the shipment line references.
5. Click **Cancel**, then, on the Inventory Management page, click **Tasks > Show Tasks > Inventory > Review Completed Transactions**.

6. Search the Source Reference attribute for the sales order number, then examine project details in the Project and Task area.

**Note.**
- Inventory Management processes the issue inventory transaction for the sales order, then sends project cost details to Cost Management.
- Cost Management charges the project for the shipped items.
- Notice the value in the Transaction attribute is 22603862. You will use it next.
Examine Accounting
Use the Cost Accounting work area to examine accounting for your project.

1. Sign in with a privilege you can use to access Cost Accounting.
2. In the Navigator, click **Cost Accounting**.
3. On the Cost Accounting page, click **Tasks > Review Cost Accounting Distributions**.
4. On the Review Cost Accounting Distributions page, click **Advanced**, then query the Transaction Number attribute for 22603862, which is the value you noted earlier.
5. In the search results, click the icon in the Project Details column, then review your details.
6. Scroll down to the Depletion Layer area, then click **Cost Distributions**.
7. Examine the attribute.
<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Line Type</td>
<td>Project Clearing</td>
</tr>
<tr>
<td></td>
<td>Cost Accounting sets the Accounting Line Type attribute to Project Clearing so it can send project cost details to Project Costing.</td>
</tr>
<tr>
<td></td>
<td>Project Costing charges the project for the shipped items.</td>
</tr>
</tbody>
</table>

8. Examine values on the Project Clearing rows, such as.
   - Transaction Debt
   - Transaction Credit
   - Accounted Debt
   - Accounted Credit
   - Cost Element Type

## Coverage and Subscription

### Coverages and Subscriptions in Sales Orders

Add a **coverage item**, such as a warranty, or a subscription, such as a monthly wireless calling plan, to a **sales order**. Consider these concepts.

<table>
<thead>
<tr>
<th>Concept</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Covered item</td>
<td>An item that a coverage item covers.</td>
</tr>
<tr>
<td></td>
<td>For example, a six month warranty is a coverage item for a laptop computer, and the laptop computer is the covered item.</td>
</tr>
<tr>
<td>Coverage item</td>
<td>An item that adds value by providing coverage for another item.</td>
</tr>
<tr>
<td></td>
<td>Extended Warranty, Service Level Agreement, and Software Maintenance are each an example of a coverage.</td>
</tr>
<tr>
<td>Coverage</td>
<td>An agreement that adds value to an item by providing support, service, repair, replacement, and so on.</td>
</tr>
</tbody>
</table>
For example, your customer might purchase a laptop computer and different types of coverage for the laptop and the software it contains.

<table>
<thead>
<tr>
<th>Covered Item</th>
<th>Coverage Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sentinel Software Suite</td>
<td>30 Day Online Phone Support</td>
</tr>
<tr>
<td>Sentinel Hard Drive</td>
<td>One Year Parts Warranty, with on site service</td>
</tr>
</tbody>
</table>

For another example, your customer might purchase a five year service agreement as the coverage item for a refrigerator, and the refrigerator is the covered item. You ship the covered item, then a field service technician provides service on the refrigerator, as needed.

Here's how you can manage a coverage item.

- Add coverage to a covered item that's in the same sales order.
- Add coverage to a covered item that's in a different, closed sales order.
Add more than one coverage item to one covered item. For example, add one coverage item that covers parts for a laptop computer, then add another coverage item that covers service for the same laptop computer.

- Use the Contract Start Date attribute to specify when to start coverage.
- Modify a coverage item, including billing frequency.
- Cancel a coverage item that Order Management hasn't sent to order fulfillment.
- Return a coverage item that Order Management already fulfilled.

Here's the types of coverage you can add.

- Extended Warranty
- Software Maintenance
- Service Level Agreement
- Preventive Maintenance

You can't add these coverages.

- Coverage for an item you can't cover. For example, you can't add preventive maintenance to an extended warranty.
- Coverage for a service that doesn't recur, for installation, or for training.
- Coverage for only part of the quantity on the order line.
- Pricing according to the number of service request calls.
- Order line that includes a coverage item that covers more than one covered item. A coverage line can cover only one covered item.
- Coverage item that covers only part of the coverage duration.
- Coverage item that covers another coverage item.
- Coverage item that's also a configured item.
- Coverage for a configure option when another coverage item already covers the configured item.
- Coverage item that isn't enabled for contract coverage. Your order administrator enables contract coverage.

If the status of the covered order line is Shipped, Invoiced, or Delivered, then you can't revise the coverage line that covers the covered line.

Add Coverage to Sales Orders

Add a coverage item for a covered item in the same sales order, or in a different sales order.

You can add coverage to a new sales order, or to a sales order you already submitted to order fulfillment.

In this example, you add covered item PTO54222 - Sentinel Personal Desktop Computer to a sales order, then add coverage item Variable Extended Warranty for Sentinel Desktop in the same sales order.

This topic includes example values. You might use different values, depending on your business requirements.

Add coverage to a sales order.

1. On the Overview page, click **Tasks > Create Order**.
2. On the Create Order page, complete the order header.
3. In the Order Lines area, search for the item, then click **Add**.
<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PTO54222</td>
<td>PTO54222 - Sentinel Personal Desktop Computer</td>
</tr>
</tbody>
</table>

The PTO54222 - Sentinel Personal Desktop Computer is the covered item. You must add the covered item before you add the coverage item.

4. In the Order Lines area, click **Search** (the magnifying glass).
5. In the Search and Select dialog, enter the value, then click **Search**.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Warranty</td>
</tr>
</tbody>
</table>

6. Choose the warranty you require, **Variable Extended Warranty for Sentinel Desktop**, then click **OK**.
7. Click **Select Covered Item**.

The Order Lines area displays Select Covered Item only if your search returns a coverage item. If the search doesn’t return the coverage item you require, then contact your order administrator.

8. In the Select Covered Item dialog, choose **Current Order**, set values, then click **Add**.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Line</td>
<td>Choose PTO54222 - Sentinel Personal Desktop Computer.</td>
</tr>
<tr>
<td>Contract Start Date</td>
<td>Specify when to start coverage. For this example, accept the current date, which is the default value.</td>
</tr>
</tbody>
</table>

You order lines should look like these lines.

9. Click **Submit**, then, in the Confirmation dialog, click **OK**.
10. Click **Actions > Switch to Fulfillment View**.
11. On the Order page, click **Fulfillment Lines**.
Note.

- The Fulfillment Lines tab displays one fulfillment line for the covered item and one fulfillment line for the coverage item, and includes attributes that are specific to the coverage item, such as Duration, Period, Contract Start Date, Contract End Date, and Sales Product Type.
- The Associated Order Line link navigates you to the item that the coverage item covers.

12. In the fulfillment line for the coverage item, in the Orchestration Process Number column, click the link.
13. On the Orchestration Process page, on the Orchestration Plan tab, notice that the Status for each shipping task, such as Schedule, Reserve, or Ship, is Not Applicable.

A warranty isn’t a shippable item, so the orchestration process doesn’t attempt to ship it.

How Order Management Calculates Amounts for Coverage Items

Order Management automatically sets the quantity of the coverage line to the quantity of the covered line. It then multiplies the quantity by the price on the covered line. In this example, the calculation is Quantity of 2 multiplied by price of 100 equals an Amount of 200.

Set the Duration and Period

Some coverage items might allow you to modify the Duration and Duration Period, depending on how your order administrator sets them up. Assume your customer requests to purchase only one month of Variable Extended Warranty for Sentinel Desktop instead of the default 5 years. Here’s how you do it on the order line.
Add Coverage to Sales Orders You Already Submitted

Add coverage item Gold Extended Warranty to an order line on sales order 123456, which is a sales order you already submitted.

Create the sales order.

1. On the Overview page, click **Tasks > Create Order**.
2. On the Create Order page, complete the order header.
3. In the Order Lines area, click **Search** (the magnifying glass).
4. In the Search and Select dialog, enter the value, then click **Search**.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Warranty</td>
</tr>
</tbody>
</table>

5. In the search results, choose **Gold Extended Warranty**, then click **OK**.
6. Click **Select Covered Item**.
   The Order Lines area displays Select Covered Item only if your search returns a coverage item. If the search doesn't return the coverage item you require, then contact your order administrator.
7. In the Select Covered Item dialog, choose **Previous Order**.
8. In the Order Line list, click the **down arrow**, then click **Search**.
9. In the Search and Select dialog, enter the value, then click **Search**.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order</td>
<td>123456</td>
</tr>
</tbody>
</table>

10. Notice that the search results displays details about the order lines you can cover in sales order 123456. Click one of these **lines**, then click **OK**.
11. In the Select Covered Item dialog, click **Add**.
12. In area Order Lines, notice that the order line includes a reference to the covered item and the number of the sales order that contains the covered item.

13. On the Create Order page, click **Submit**.
Monitor fulfillment.

1. On the Create Order page, click **Submit**.
2. Click **Actions > Switch to Fulfillment View**.
3. On the Order page, click **Fulfillment Lines**.
4. On the Fulfillment Lines tab, in the 1-1 row, notice the value.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order</td>
<td>123456</td>
</tr>
</tbody>
</table>

5. In the 1-1 row, in the Orchestration Process Number column, click the **link**.

A warranty isn't a physical item, the warehouse doesn't hold physical inventory for it, so it isn't necessary to schedule, reserve, or ship it.

### Modify Coverage for Sales Orders

Modify some parts of a **coverage item** in a **sales order**.

If you modify the quantity of the **covered order line**, then Order Management automatically modifies the quantity of the coverage line.

Assume an order line for the Sentinel Desktop computer includes a quantity of 2, and coverage line 12345 that covers the computer also includes a quantity of 2 because a separate warranty is required to cover each of the two Sentinel Desktop computers. If you modify the quantity on the order line for the Sentinel Desktop from 2 to 1, then Order Management will modify the quantity on coverage line 12345 from 2 to 1.

### Split Fulfillment Lines

If you **split** a **fulfillment line** that includes a covered item, then Order Management also splits the coverage item.

Assume you create an order line for the Sentinel Desktop that includes a quantity of 2, then add one coverage line that includes an Extended Warranty, also with a quantity of 2. If you split the fulfillment line for the Sentinel Desktop into two separate lines, each with a quantity of 1, then Order Management also splits the coverage line into two fulfillment lines, one each with a quantity of 1.

If Order Management splits the covered line during fulfillment, then it can add a new coverage item to each of the covered lines that result from the split.

An order import can't add a new coverage to the entire sales order. Assume a sales order includes 10 units of a laptop on a single order line. Order Management splits the fulfillment line into fulfillment line x with a quantity of six, and fulfillment line y with a quantity of four. Order import can't add an extended warranty for 10 units. However, you can split fulfillment line x in Order Management, then add six units of the extended warranty.
Cancel Coverage for Sales Orders

You can cancel coverage for a sales order that's in Processing status.

- If the sales order is in Closed status or Partially Closed status, then you must return it.
- You can cancel coverage but not return the covered item. For example, a customer might decide to cancel a six month warranty for a laptop computer during the third month of the warranty period, but keep the laptop computer, which is the covered item.
- If you cancel only the coverage item, and don't return the covered item, then Order Management sets the return quantity of the coverage item to the returnable quantity. You can't change this value.
- If Order Management already fulfilled the coverage item, then you must create a separate return order to return it.

In this example, you cancel the coverage item but don't return the covered item.

This topic includes example values. You might use different values, depending on your business requirements.

Cancel coverage for a sales order:

1. On the Overview page, click Tasks > Manage Orders.
2. On the Manage Orders page, search for the sales order that includes the coverage you must cancel.
3. In the Search Results, in the Order column, click the link to the sales order that contains the coverage you must cancel.
4. On the Order page, click Actions > Create Revision.
5. In the Order Lines area, in the row that includes the coverage item you must cancel, click the down arrow at the far right of the line, and then click Cancel Line.
6. In the Cancel Line dialog, choose a reason, then click OK.
7. On the Order page, click Submit.

Order Management cancels the coverage line, then prorates the portion of the coverage item that the customer didn't use as a credit memo.

Assume the customer purchased a coverage item for a 12 month warranty for $120. Each month costs $10. The customer cancels the warranty in the middle of the sixth month of the warranty period. Order Management fulfilled six months of the warranty, so Order Management creates a credit memo in the amount of $60.

Related Topics

- Cancel Sales Orders
- Return Sales Orders

Return Covered Items

If the sales order is in Closed status or Partially Closed status, then you can return a covered item that the sales order references.

You return a covered item in the same way you return an item that isn't covered. For details, see the Return Sales Orders topic.

Here's what Order Management does when you return a covered item.

- Cancels all coverage items for the covered item, even if the coverage items are on different sales orders.
• Sets the return quantity of the coverage item to the same value as the return quantity of the covered item.
• If you change the return quantity of the covered item, then Order Management also changes the return quantity of the coverage item.
• Refunds the account when it receives the returned item.
  o Order Management uses a credit memo to prorate the portion of the coverage item that the customer didn't use.
  o If the coverage item includes recurring charges, then accounts receivables prorates and credits the remaining amount for the current period, then cancels future invoices according to the coverage end date.

Make Complex Cancellations and Returns

You might need to cancel or return more than one coverage item for the same covered item.

Assume the Sentinel Desktop Computer includes two coverage items.

<table>
<thead>
<tr>
<th>Sales Order</th>
<th>Order Line</th>
<th>Item</th>
<th>Quantity</th>
<th>Associated Order Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>00001</td>
<td>1</td>
<td>Sentinel Desktop Computer</td>
<td>10</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>00001</td>
<td>1:1</td>
<td>Service Warranty</td>
<td>10</td>
<td>Order 1, line 1</td>
</tr>
<tr>
<td>00002</td>
<td>1</td>
<td>Parts Warranty</td>
<td>10</td>
<td>Order 1, line 1</td>
</tr>
</tbody>
</table>

Assume you added the service warranty when you created sales order 00001, but you added the parts warranty sometime later in a separate sales order after Order Management fulfilled the Sentinel Desktop Computer.

Return Some of the Covered Items

Assume you return a quantity of 2 of the Sentinel Desktop Computer. The Associated Order Line references the return order so Order Management can process the covered item and the coverage items together.

<table>
<thead>
<tr>
<th>Return Order</th>
<th>Order Line</th>
<th>Item</th>
<th>Quantity</th>
<th>Associated Order Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>00003</td>
<td>1</td>
<td>Sentinel Desktop Computer</td>
<td>2</td>
<td>Not applicable</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Service Warranty</td>
<td>2</td>
<td>Order 3 line 1</td>
</tr>
<tr>
<td>00003</td>
<td>3</td>
<td>Parts Warranty</td>
<td>2</td>
<td>Order 2, line 1</td>
</tr>
</tbody>
</table>

Return the Remaining Part of the Parts Warranty
Some time later, you must return the remaining part of the Parts Warranty coverage. You can use the Order Page to locate sales order 00002, then return only order line 1 of sales order 00002.

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity to Return</th>
<th>Returnable Quantity</th>
<th>Associated Order Line</th>
<th>Original Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parts Warranty</td>
<td>8</td>
<td>8</td>
<td>Order 1, line 1</td>
<td>2</td>
</tr>
</tbody>
</table>

You can’t change the quantity to return. You must return the remaining quantity that you haven’t already returned. Here’s what the resulting return sales order will look like.

<table>
<thead>
<tr>
<th>Return Order</th>
<th>Order Line</th>
<th>Item</th>
<th>Quantity</th>
<th>Associated Order Line</th>
<th>Original Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>00004</td>
<td>1</td>
<td>Parts Warranty</td>
<td>8</td>
<td>Order 1, line 1</td>
<td>Order 2, line 1</td>
</tr>
</tbody>
</table>

Associated Order Line references the sales order that originally contained the covered item because sales order 00004 doesn’t contain the covered item.

**Return More Covered Items**

Assume some time later you start a return for a quantity of one more Sentinel Desktop Computer, and encounter these values in a dialog.

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity to Return</th>
<th>Returnable Quantity</th>
<th>Associated Order Line</th>
<th>Original Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>AS54888</td>
<td>1</td>
<td>8</td>
<td>Not applicable</td>
<td>1</td>
</tr>
<tr>
<td>Service Warranty Covers line 1</td>
<td>Read only</td>
<td>8</td>
<td>Order 1, line 1</td>
<td>1</td>
</tr>
</tbody>
</table>

The dialog doesn’t display details about Parts Warranty because you already returned the entire quantity for Parts Warranty.

Here’s what the return order will look like.

<table>
<thead>
<tr>
<th>Return Order</th>
<th>Order Line</th>
<th>Item</th>
<th>Quantity</th>
<th>Associated Order Line</th>
<th>Original Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>00005</td>
<td>1</td>
<td>Sentinel Desktop Computer</td>
<td>1</td>
<td>Not applicable</td>
<td>Order 1, line 1</td>
</tr>
<tr>
<td>00005</td>
<td>2</td>
<td>Service Warranty</td>
<td>2</td>
<td>Order 5, line 1</td>
<td>Order 1, line 1.1</td>
</tr>
</tbody>
</table>
Associated Order Line references the return order so Order Management can process the covered item and the coverage item together.

**Related Topics**
- Return Sales Orders
- Add Configured Items to Order Lines
- Revise Sales Orders You Already Submitted
- Fulfillment for Configured Items

## Coverage for Configured Items

Add a *coverage item* to a *configured item*.

- Add coverage to a configured item in the same way you add coverage to a nonconfigured item. For details, see the Add Coverage to Sales Orders topic.
- Add coverage to each *configure option*, depending on how your order administrator sets up coverage for the item.
- If you change coverage for a configured item, then Order Management applies the change to each configure option that the coverage can cover.
- If you delete a configure option, and if a coverage item covers the configure option, then Order Management also deletes the coverage item.
- If you reconfigure a configured item, then Order Management reapplyes the coverage. For example, if you add configure option blue and delete option red, then Order Management adds coverage to blue and deletes coverage from red.
- If you return a configured item, and if a coverage item covers the configured item, then Order Management cancels the coverage item that covers the configured item, and also cancels any coverage items that cover the configure options.
- You can cancel coverage for a configured item but not return the configured item.

### Change Quantity

If you change quantity on the *covered order line*, then Order Management automatically changes quantity of the coverage line.

Assume an order line for the Sentinel desktop computer includes a quantity of 2, and coverage line 12345 that covers the computer also includes a quantity of 2 because each of the computers require a separate warranty. If you change the quantity on the Sentinel Desktop order line from 2 to 1, then Order Management will change the quantity on coverage line 12345 from 2 to 1.

**Related Topics**
- Add Configured Items to Order Lines
- Revise Sales Orders You Already Submitted
- Fulfillment for Configured Items
Add Subscription to Sales Orders

Add a subscription to a sales order.

- A subscription is an item that provides a product or service that recurs.

For example, a one year subscription to a magazine that recurs each week, a 90 day subscription for cell phone service, and a six month subscription for software usage are each an example of a subscription.

- A subscription includes a charge that recurs.
- A coverage item can cover a subscription.
- You can order some subscriptions without including a coverage item that covers the subscription. For example, a coverage item doesn't typically cover a simple weekly magazine subscription.
- You can order some subscriptions as a covered item, then add a coverage item that covers some aspect of the subscription. For example, a subscription to a cloud application is the covered item, and up time is the coverage item.
- You can change, cancel, or return some subscriptions.

Here's an example.

- Your customer needs five subscriptions of the same magazine, one subscription for each person in their department.
- The subscription period lasts for one week and recurs 52 times, resulting in a subscription that lasts for one year.
- The subscription uses a weekly period so the customer can cancel at any time and incur a bill only for the weeks they received the magazine.
This topic includes example values. You might use different values, depending on your business requirements.

Add a subscription to a sales order.

1. On the Overview page, click **Tasks > Create Order**.
2. On the Create Order page, complete the order header.
3. On the catalog line, search for the item, then click **Add**.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Item</td>
<td>Subscription to Visions Magazine</td>
</tr>
</tbody>
</table>

4. Set values.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantity</td>
<td>Set to 5.</td>
</tr>
<tr>
<td>Note</td>
<td>This values sets the number of subscriptions.</td>
</tr>
<tr>
<td></td>
<td>If you set Quantity to 5, then you're selling five subscriptions to Visions Magazine.</td>
</tr>
<tr>
<td></td>
<td>Quantity doesn't affect UOM. For example, if you set Quantity to 5, and if UOM is Week, then you aren't specifying 5 weeks.</td>
</tr>
<tr>
<td>UOM</td>
<td>Set the time period. The values you can choose depends on how your order administrator sets up the subscription. This example uses a Fixed subscription, so you can't change the UOM.</td>
</tr>
<tr>
<td>Contract Start Date</td>
<td>Choose when to start the subscription.</td>
</tr>
<tr>
<td>Contract End Date</td>
<td>As an option, choose when to end the subscription.</td>
</tr>
<tr>
<td>Billing Frequency</td>
<td>A subscription can bill one time or it can recur.</td>
</tr>
<tr>
<td></td>
<td>Assume your customer orders a subscription for one software license for 100 users with a three year duration. You can bill the customer one time for the entire purchase, depending on how your order administrator sets up the subscription.</td>
</tr>
</tbody>
</table>
Make sure your order line attributes contain these values.

Here's how Order Management calculates the subscription.

- Quantity of 5 multiplied by Your Price of 5 multiplied by Duration of 52 equals $1300.

5. Click **Submit > OK**.
6. Click **Actions > Switch to Fulfillment View**.
7. On the Order page, click **Fulfillment Lines**.

- The Fulfillment Lines tab displays one fulfillment line for the covered item and one fulfillment line for the coverage item, and includes attributes that are specific to the coverage item, such as Duration, Period, Contract Start Date, Contract End Date, and Sales Product Type.
- Fulfillment for a subscription can recur. For example, a weekly magazine fulfills one time each week.
- Associated Order Line links to the item that the coverage item covers.

**Related Topics**

- Recurring Charges on Order Lines

**Import**
Imported Sales Orders

Some organizations import source orders from another order management system into the Order Management work area. You can manage these imported orders in the same way you manage a sales order that you create in Order Management.

- Order Management handles an imported order in the same way it handles an order you create in the Order Management work area.
- You can edit an imported order, then submit it.
- You can't export a sales order to the source system.
- Order Management doesn't update the source system with modifications it makes to the sales order. However, the source system can request details about order status.

The order title displays details about the source order. For example.

- Source Order BAT-ALOP-0005-1418288641111- LEG | Currency = US Dollar

where

- BAT-ALOP-0005-1418288641111 is the source order number.
- LEG is the name of the source system. For example, LEG is an abbreviation for the term legacy. Some organizations use the phrase legacy system to describe an older order management system that they're replacing with a newer one.
- Currency = US Dollar identifies the currency that the source order uses. Order Management uses currency so it can interpret pricing values.
- If the source order includes a revision number, then Order Management also displays it.

You can identify the source system for a sales order.

1. On the Overview page, enter the order number in the Search field, then press ENTER on your keyboard.
2. On the Manage Orders page, in the Order column, click the order number.
3. On the Order page, click Actions > Switch to Fulfillment View.
4. Examine attributes that contain details about the source system, such as Source Order System.

Related Topics

- How Order Management Transforms Source Orders Into Sales Orders
- Overview of Managing Sales Orders

More Details and FAQs

Other Attributes on Sales Orders

Get details about actions and order attributes that aren't described elsewhere in Using Order Management.

Edit Currency Details
Use the Edit Currency Details action to override the currency for the sales order and to set the conversion to use for accounting.

- Order Management comes predefined to use US Dollar as the currency, by default. If you modify this value, then Order Management will use the currency you set when it prices the sales order.
- If you modify the currency, then the currency that Oracle Accounting uses in the ledger might be different from the currency that your sales order uses. You can set the type, rate, and date that Oracle Accounting uses when it converts the sales order currency to the ledger currency.
- Your order administrator determines the values you can set when you edit currency details.

**Selling Profit Center**

Your order administrator might set up the Order Management work area so you can set the Selling Profit Center attribute on a sales order line that's different from the business unit on the order header.

- Sell items that belong to more than one profit center in a single sales order.
- You have more than one tax registration across regions, such as across states in the United States. Your order administrator might set up taxing according to the Selling Profit Center. Ask your order administrator for details.

**Related Topics**

- How Order Management Transforms Source Orders Into Sales Orders
- Overview of Managing Sales Orders

**How can I find a customer?**

If you search the Customer attribute but Order Management can't find your customer, then your order administrator must add the customer. For details, ask your order administrator.

**How come I can't edit some attributes?**

Your organization might use a *processing constraint* that prevents you from editing an *attribute*. Contact your order administrator for details.

**Related Topics**

- How Order Management Processes Change Orders
- Revise Sales Orders You Already Submitted

**Why does my sales order include negative values?**

A negative value usually means the sales order includes an item that someone returned. Here's what Order Management does when your *sales order* includes a return.

- Displays the return in a separate order line on the Order page.
- Displays the price of each returned item in red font.
• Subtracts the value of each return from the order total.
• If the values of the returns are greater than the value of the order lines that Order Management hasn't returned, then it uses red font to display the value in the Total attribute. Red font indicates the value is negative.

Related Topics
• How Order Management Processes Change Orders
• Cancel Sales Orders
• Return Sales Orders

How come the status icon doesn't match the item I searched?
If you query the user request number and status to get the results of a mass action, then the results might be different than what you expect because Order Management might not have completed the mass action for every fulfillment line. For example, if you search for user request number 123 and user request status Completed, then the search results display the completed fulfillment lines, but Order Management might display the Processing status icon on some of the fulfillment lines because its processing some other user request for these lines.

Related Topics
• How Order Management Processes Change Orders
• How Order Management Transforms Order Lines Into Fulfillment Lines

Why are some items not displayed in my Watchlist?
Items might be hidden based on your Watchlist preferences. These preferences also apply to saved searches that you’re using as Watchlist items. To review your preferences, select your user name or image in the global header, and go to Personalization > Set Preferences > Watchlist.
Other possibilities could be that:
• You deselected saved searches in the Manage Watchlist dialog box, so they’re no longer used as Watchlist items.
• You deleted saved searches that were used as Watchlist items.
• Your administrator disabled specific predefined Watchlist items or categories for all users.
• Your administrator disabled using saved searches (from specific pages) as Watchlist items.
• Your administrator revoked access to tasks or pages that used to be available to you.

In these cases, you can no longer see the corresponding Watchlist items in your Watchlist and in your Watchlist preferences.

Related Topics
• Show or Hide Watchlist Items
• Create Watchlist Items
3 Manage Order Lines

Update More Than One Order Line

Select one or more order lines, specify attributes to update, specify values for these attributes, then update all the selected order lines.

This feature is useful when you must change more than one order line with the same attribute value. For example, use it to change the Shipping Method attribute for 50 order lines instead of updating it 50 separate times on each order line.

Assume you must update the warehouse for all order lines so they use Seattle Manufacturing.

1. Create a sales order, then add more than one order line.
2. On the Order Lines tab, in the column below Actions, in the header row, click the cell immediately to the left of Item.
   The Order Lines tab selects all order lines. To select individual order lines, hold down the Ctrl key on your keyboard, click the cell in the column below Actions for each row you must select, then release the Ctrl key.
3. Click Update Lines.
4. In the Select Attributes area, in the Available window, click Warehouse.
5. Click Move Selected Items to Other List.
6. Notice that the Selected window contains Warehouse, then click Next.
7. In the Specify Values area, set warehouse to Seattle Manufacturing, then click Update.
8. Click Shipment Details > Supply.
9. On the Shipment Details tab, in the Order Line Details area, verify that the Warehouse column contains Seattle Manufacturing for all order lines.

This feature is most useful when you're revising a sales order or creating a return order. For example, if you create a new order, go to the Shipment Details tab, click Supply, then set the Warehouse to Seattle Manufacturing in the header part of the Supply area, then the order cascades the value from the header to the Warehouse attribute in the Order Line Details area. But the sales order doesn't cascade the value when you're revising a sales order or creating a return order. So, use Update Lines instead.

Related Topics

- Create Sales Orders
- Revise Sales Orders You Already Submitted
- Cancel Sales Orders

Get Available Quantity on Order Lines

Get the quantity that's currently available for each of your order lines.

1. Enter a value in the Quantity attribute of an order line.
2. Press the TAB key on your keyboard.
3. Examine the value in the On Hand column of the Order Lines tab.
On Hand Value | Description
--- | ---
In Stock | The available quantity is greater than the quantity you entered. Order Management can fulfill the order line.
Low Inventory | The available quantity is less than the quantity you entered, but is greater than zero. Order Management can fulfill only part of the order line.
Out of Stock | The available quantity is zero. Order Management can't fulfill the order line.
There’s no value or it displays No Data Was Retrieved | Order Management can't communicate with the fulfillment systems for some reason, probably because the Global Order Promising server isn't available, a communication problem exists in the network, or the order administrator hasn't set up availability rules for the item.

For details, ask your order administrator.

Order Management examines the inventory that's available in each fulfillment system, then displays the on-hand value.

Related Topics
- Create Sales Orders
- How Order Management Transforms Order Lines Into Fulfillment Lines
- Route Requests from Order Management to Fulfillment Systems

Specify Processing for Order Lines

Specify the processing that Order Management does for an order line.

1. On the Create Order page, click the down arrow on an order line, then click Edit Line Details.
2. In the Line Details dialog, set the values, as necessary.

For example, set the Line Type to Buy to assign the line to a different price, or to some other value to determine how Order Management processes the line during order fulfillment.

Your order administrator specifies the values that the Line Type attribute contains and the processing that Order Management does according to these values. For details, ask your order administrator.

Related Topics
- Create Sales Orders
Edit Price on Order Lines

Modify how Order Management calculates the Your Price attribute on an order line.
Make adjustments depending on how your order administrator sets up Order Management.

- Adjust unit net price for each charge on an item.
- Apply a value discount or value markup.
- Apply a percent discount or percent markup.
- Enter a price override that sets a new value for net price.

Assume.
- One of your preferred customers, Computer Service and Rentals, is placing a sales order for the AS54888 desktop computer.
- Your company provides Computer Service and Rentals with a $50 discount for any desktop computer they purchase.
- You are currently offering a year-end, 10% discount off the list price for each purchase.

You will use a manual price adjustment to apply each discount.

This topic includes example values. You might use different values, depending on your business requirements.

Edit price on order lines.

1. Sign into Order Management with the Update Order Pricing Details privilege.
   You must use this privilege to do this procedure.
2. In the Navigator, click Order Management.
3. On the Overview page, click Create Order.
4. On the Create Order page, enter values, then click Search.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>Computer Service and Rentals</td>
</tr>
<tr>
<td>Select Item</td>
<td>AS54888-Standard Desktop</td>
</tr>
</tbody>
</table>

5. Wait for the search to return a result, and then click Add.
6. On the order line, under Your Price, click Edit.
   You can edit price only if your order administrator sets up pricing to allow you to adjust price.
7. In the Edit Sale Price dialog, set values.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Discount amount</td>
</tr>
</tbody>
</table>
8. Wait a moment, then notice that the Edit Sale Price dialog displays discount amount as a manual adjustment.
9. Click **Add Adjustment**, then set values.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Discount percent</td>
</tr>
<tr>
<td>Amount</td>
<td>10</td>
</tr>
<tr>
<td>Basis</td>
<td>List Price</td>
</tr>
<tr>
<td>Reason</td>
<td>Other</td>
</tr>
</tbody>
</table>

The Edit Sale Price dialog adds a 10% discount to the manual adjustment. A percent discount uses the list price or net price that you specify as the adjustment basis when it calculates the adjustment amount, then deducts the adjusted amount from the net price.

For example, assume list price of the desktop computer is $500, you set Basis to List Price, and you enter 10 for amount. The discount is $500 list price multiplied by 10% equals $50.

10. Click **Save and Close**.

**Set Adjustment Type**

The Edit Sale Price dialog adjusts price according to the adjustment type you choose and the amount you enter. Here's some examples of the adjustments you can make.

<table>
<thead>
<tr>
<th>Adjustment Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discount Amount</td>
<td>Decrease price by $50.</td>
</tr>
<tr>
<td>Discount Percent</td>
<td>Decrease price by 10% of adjustment basis.</td>
</tr>
<tr>
<td>Markup Amount</td>
<td>Increase price by $50.</td>
</tr>
</tbody>
</table>
### Sequence More Than One Adjustment

The Edit Sale Price dialog calculates adjustments in the same sequence it displays them. If you add more than one adjustment, then the sequence might affect price.

Assume you add these adjustments.

The dialog uses this sequence to calculate price.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Math</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Calculate percent discount.</td>
<td>10% multiplied by $250 List Price equals $25 discount.</td>
</tr>
<tr>
<td>2</td>
<td>Subtract percent discount.</td>
<td>$250 minus $25 equals $225 Net Price.</td>
</tr>
</tbody>
</table>

Assume you click the up arrow next to the number 2 to move discount amount to the top.
The dialog uses this sequence to calculate price.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Math</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Subtract amount discount.</td>
<td>$250 minus $10 equals $240 Net Price.</td>
</tr>
<tr>
<td>2</td>
<td>Calculate 10% discount.</td>
<td>10% multiplied by $240 Net Price equals $24 discount.</td>
</tr>
<tr>
<td>3</td>
<td>Calculate final Net Price.</td>
<td>$240 minus $24 equals $216.</td>
</tr>
</tbody>
</table>

Related Topics

- Create Sales Orders
Add Configured Items to Order Lines

Use the Configure page to choose options from a list of options for a configured item. Here’s an example of a configured item and how you add one to your sales order.
<table>
<thead>
<tr>
<th>Concept</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configured item</td>
<td>An item that includes one or more configure options that you can configure. A desktop computer where you choose the keyboard, mouse, hard drive, and video card is an example of a configured item.</td>
</tr>
</tbody>
</table>
| Configure option     | A child component of a configured item. The keyboard, mouse, hard drive, and video card are each an example of a configure option. You choose the value for a configure option from a list of available options. For example, here's some values you could choose for the hard drive option.  
  - 500 MB Hard Drive  
  - 1 TB Hard Drive  
  - 2 TB Hard Drive |

For another example, assume your company sells wireless telephone services. Use the Configure page to make sure the services you add to a wireless service plan work together correctly, such as international service, international texting, and high-speed data access.

Add a configured item to an order line.

1. Search for the CN62441C - Create-Your-Own Sentinel System on the catalog line.  
   If your search returns a configured item, then the catalog line displays the Configure and Add button.
2. Click **Configure and Add**.
3. On the Configure page, set configure options.

Note.

- The Configure page makes sure the options you add to the computer work correctly with one another, such as the type of hard drive, how much memory you can add, the software you can include, and the type of wireless hardware you can include.
- The Configure page enforces **constraints** while you configure the item.
- Order Management adds a pencil icon immediately to the right of the item on the order line after you use the Configure page. Click it to modify your configuration.
- You might not be able to change the quantity for some options on the Configure page, depending on how your order administrator sets up the configured item.
  For example, if the configured item is a laptop computer, and if the computer can accommodate only one hard drive, then your order administrator might set up the Configure page so you can add only a single hard drive.
  For details about the configure options you can choose, ask your order administrator.
- View a configured item in fulfillment views just like any other item after you submit the sales order.

*Related Topics*

- [Create Sales Orders](#)
Edit Tax on Order Lines

Modify tax details and apply them on an order line.

1. On the Overview page, click **Create Order**.

2. On the Create Order page, choose a value in the Customer **attribute**, such as Computer Service and Rentals.

   You must set the Customer. It affects pricing.

3. On the Order Lines tab, add an **item**.

4. Click the orange **down arrow** on the order line, then click **Edit Tax Determinants**.

5. Edit values, as necessary.

Note.

- Your sales order doesn’t calculate tax when you add an item to an order line or override a price. Instead, it calculates tax only after you do one of these actions.
  - Actions > Reprice Order
  - Save
  - Submit
  - Change the shipping method

- Some actions might result in a change to the tax details you can view. Assume you **split a fulfillment line**, the sales order lists a new warehouse, and the warehouse uses tax details that are different from the tax details that the previous warehouse used. Your order administrator might constrain changes you can make that affect tax values.

---

**Edit Tax Determinants**

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxation Country</td>
<td>Select the country that will collect tax for this sales order. This is typically the country where the customer receives the item.</td>
</tr>
<tr>
<td>First-Party Tax Registration Number</td>
<td>Defaults to the tax registration number that your order administrator sets up for the legal reporting unit that's the first-party. This unit is associated with the customer you choose in the Customer attribute.</td>
</tr>
</tbody>
</table>
  - Tax registration includes details about the tax obligation that the customer incurs with a tax authority that resides in the tax jurisdiction where the customer receives the item.
  - Registering the details of a business with the tax authorities is an important legal requirement in many countries.
  - You can assign a unique tax registration number to the parties that register with the tax authorities. These authorities use it to reference and track tax implications for the party.
  - A tax document, such as an invoice or tax return, typically references the registration number of the parties involved in the transaction. |
### Manage Order Lines

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction Business Category</td>
<td>Choose the business classification that Order Management must use to identify and categorize an external transaction into a tax transaction. For details, see these topics.</td>
</tr>
</tbody>
</table>
|                                   | • Transaction Business Categories: Explained  
• Transaction Business Categories: Example |
| User-Defined Fiscal Classification | Specify other classifications to determine and report tax on transaction. For details, see these topics.                                        |
|                                   | • User-Defined Fiscal Classifications: Explained  
• User-Defined Fiscal Classifications: Example |
| Document Fiscal Classification     | Specify the classification that a tax authority uses to categorize a document that's associated with a transaction for a tax. For details, see these topics. |
|                                   | • Document Fiscal Classifications: Explained  
• Document Fiscal Classifications: Example |
| Assessable Value                  | Enter a value that your taxing authority will use to tax the item. For details, see the topic Tax Formulas: Explained.                        |

### Edit Exemption Determinants

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax Exemption</td>
<td>Specify a full or partial exclusion from taxes. For details, see these topics.</td>
</tr>
<tr>
<td>Tax Exemption Certificate Number</td>
<td></td>
</tr>
</tbody>
</table>
|                                   | • Tax Exemptions: Explained  
• Tax Exemptions: Choices to Consider |
| Product Category                  | Classify a noninventory product category that your organization uses to determine tax or report tax. For details, see these topics.          |
|                                   | • Product Category Fiscal Classifications: Explained  
• Product Category Fiscal Classifications: Example |
| Product Fiscal Classification      | Classify the item so a tax authority can categorize the item for a tax. For details, see these topics.                                     |
|                                   | • Product-Based Fiscal Classifications: Overview  
• Product Fiscal Classifications: Explained  
• Product Fiscal Classifications: Example |

**Related Topics**
- Create Sales Orders
Manage Attachments on Order Lines

Attach details to an order line, such as a file, URL, or text. For example, attach a document file that includes requirements for manufacturing, text that describes how to negotiate a price, or a URL to a web page that describes how to assemble an item.

Order Management.

- Can accept an attachment as part of a source order.
- Can't accept an attachment from a fulfillment system.
- Can't send an attachment to a source system.

Manage an attachment for an order line.

1. On the Overview page, click **Tasks > Create Order**.
2. On the Create Order page, add a value in the Customer attribute.
3. In the Order Lines area, search for an item, then click **Add**.
4. In the Amount column, click the **down arrow**, then click **Manage Attachments**.
5. In the Manage Attachments dialog, click **Manage Attachments**.
6. In the Attachments dialog, attach your details, then click **OK**.
7. In the Item column, notice that Order Management displays a paper clip you can click to view your attachment.

**Related Topics**

- Create Sales Orders
- How Order Management Transforms Order Lines Into Fulfillment Lines

Recurring Charges on Order Lines

If you add an order line that includes a recurring charge, then Order Management displays text, such as **per Month**, in the Your Price field to indicate the charge.

Here’s an example that includes a charge of $1,200.00 that recurs one time every month.

- $1,200.00 per Month

**Note.**

- A recurring charge is a type of billing where charges and quantities repeat over time. For example, a monthly subscription for an online service.
- If an order line includes a recurring charge, then Order Management sums only the one-time charges on the line. It doesn’t include the recurring charge in the Amount attribute of the order line.
• If an order line includes only a recurring charge, then Order Management displays a value of 0 in Amount.
• A recurring charge occurs in a specific time period, but the total includes only the amount that's currently due. The time period might occur after the date when the amount is due.

Related Topics
• Create Sales Orders
• Edit Recurring Billing
• Example of Editing Recurring Billing
• Add Subscription to Sales Orders

Set Receivables Transaction for Reverse Billing

If you change the Your Price attribute on the order line, then make sure the value in the Receivables Transaction attribute supports your change.

Related Topics
• Create Sales Orders
• Shipment and Billing Details
Manage Shipment and Billing

Shipment and Billing Details

Manage shipment, billing, and payment for your sales order.

The sales order sets shipment, billing, and payment values by default according to the customer you choose. You can accept the default values, or modify them to meet your requirements.
Use the Shipment Details tab.

- Set ship-to details, such as the ship-to contact person.
- Set the method, such as United States Postal Service.
- Specify freight terms, such as prepaid.
- Specify shipment priority, such as High.
- Add text that describes packing and shipping instructions.
- Estimate availability.
- Ship order lines together in a shipment set or by themselves.
- Specify the supplier, such as the warehouse, the company who supplies the item, and item substitution.

Use the Billing and Payment Details tab.

- Set billing details, such as the bill-to contact person.
- Set the payment term, such as Net 30.
- Enter purchase order details.
- Edit accounting details.

Choose the Customer First

The value you set in the Customer attribute affects values you can choose in other attributes. For example, the sales order only displays contacts in the Bill-to Contact attribute who are associated with the customer. This behavior also applies with the Bill-to Location, Ship-to Contact, Ship-to Method, Warehouse, Supplier, and so on. If you can’t find the value you need, ask your order administrator.

Choose Billing and Payment Details

Order Management might disable some attributes on the Billing and Payment Details tab. For example, you must choose the Bill-to Location before you can choose the Bill-to Contact, and you must choose the Bill-to Contact before you can choose the Bill-to Method.

Order Management might also disable other attributes depending on the value you choose in the Customer attribute. For example, your order administrator might set up the customer so it uses only one Bill-to Location.

Choose Accounting Details

Tell Order Management how to send accounting details to Oracle Accounts Receivables.

1. Add your order line, then click **Billing and Payment Details**.
2. In the Order Line Details area, on the order line, click **Actions > Edit Accounting Details**.
3. Set values in the Edit Accounting Details dialog.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Rule</td>
<td>Choose the revenue recognition to send to Oracle Accounts Receivables for the invoice line.</td>
</tr>
<tr>
<td></td>
<td>If you choose an accounting rule, then Oracle Accounts Receivables will use the value you</td>
</tr>
<tr>
<td></td>
<td>choose instead of the default value it uses.</td>
</tr>
</tbody>
</table>
### Invoicing Rule

Choose the time frame to send to Oracle Accounts Receivables. The time frame determines when to recognize receivables if the invoice includes more than one accounting period.

If you choose an invoicing rule, then Oracle Accounts Receivables will use the value you choose instead of the default value it uses.

### Receivables Transaction

Choose the accounting for debit memos, credit memos, on-account credits, and invoices that Oracle Accounts Receivables creates.

Specify whether your transaction entries update customer balances and whether Oracle Accounts Receivables posts these transactions to your general ledger.

Oracle Accounts Receivables doesn’t use a default value for the receivables transaction. It will use the value you choose.

### Override Details on Order Lines

Use these tabs to refine details for your order lines.

Some values that you set on these tabs override values you set elsewhere in the sales order. For example, you can enter a value for the Purchase Order on the order header that applies to all order lines. You can also enter a value for the Purchase Order on the Billing and Payment Details tab when there’s a different purchase order for the order line.

### Shipment

#### Estimate Availability for Order Lines

Get an estimate of whether Order Management can fulfill each order line.

In this example, get an estimate for an order line you create for customer Computer Service and Rentals for item AS54888.

1. On the Overview page, click **Tasks > Create Order**.
2. On the Create Order page, set the Customer attribute to Computer Service and Rentals.
3. On the catalog line, search for AS54888, then click **Add**.
4. Click **Shipment Details**.
5. Click **Estimate Order Availability**.
6. Examine the value in the Availability Status column.

<table>
<thead>
<tr>
<th>Availability Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Time</td>
<td>Order Management can fulfill the order line on time.</td>
</tr>
<tr>
<td>Delay of x Days</td>
<td>Order Management can fulfill the order line, but only after a delay.</td>
</tr>
</tbody>
</table>
### Adjust Attributes That Affect Availability Status

If the status displays a delay, and if the customer can’t accept the delay, or if the status indicates Order Management can’t fulfill the order line, then adjust one or more of these attributes to reduce delay.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value to Set</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Type</td>
<td>Arrive On</td>
</tr>
<tr>
<td>Requested Date</td>
<td>Set to a later date.</td>
</tr>
<tr>
<td>Shipping Method</td>
<td>Set to a faster method. For example, change it from standard ground shipping to overnight priority shipping.</td>
</tr>
<tr>
<td>Ship Lines Together</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>For details, see the Ship Order Lines Together topic.</td>
</tr>
<tr>
<td>Latest Acceptable Date</td>
<td>Set to a later date.</td>
</tr>
<tr>
<td>Allow Partial Shipments of Lines</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>For details, see the Shipping Details topic.</td>
</tr>
<tr>
<td>Shipment Priority</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>For details, see the Set Shipment Priority topic.</td>
</tr>
<tr>
<td>Warehouse</td>
<td>Set to a warehouse that’s physically closer to the ship-to address, or who maintains a superior fulfillment performance.</td>
</tr>
<tr>
<td>Supplier</td>
<td>Set to a supplier who maintains a superior fulfillment performance.</td>
</tr>
<tr>
<td>Supplier Site</td>
<td>Set to a supplier site that’s physically closer to the ship-to address.</td>
</tr>
</tbody>
</table>
Attribute | Value to Set
--- | ---
Demand Class | Set to a higher priority.
Allow Item Substitution | Yes
Ship-to Address | Set to an address that's physically closer to the warehouse or the supplier. Make sure your customer can accept the new ship-to address.
Shipment Set | Leave empty.

Click Estimate Order Availability again after you adjust attributes. Order Management updates and displays the status according to your adjustments.

**Example**
Assume you discover the transit time is long for some reason. You can set Request Type to Ship On to reduce or remove the delay.

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ship On</td>
<td>Use the date when order fulfillment expects to ship the order line from the fulfillment source, such as the warehouse or a supplier.</td>
</tr>
<tr>
<td>Arrive On</td>
<td>Use the date when order fulfillment expects the carrier to deliver the order line to the ship-to address.</td>
</tr>
</tbody>
</table>

The Request Type attribute affects how Order Management calculates availability status. Order Management will attempt to reduce or remove the delay according to the value you choose.

**Another Example**
Set the Ship Lines Together option to one of these values.

- **Yes.** Calculate availability status according to the order line that causes the longest delay. Use this setting when your customer must receive order lines in one shipment.
- **No.** Calculate availability status differently for each order line. Use this setting when your customer can accept receiving order lines in more than one shipment. It might reduce delay for some lines.

**Points to Consider**

- Availability status provides an estimate according to the *fulfillment environment* that exists when you click Estimate Order Availability.
- Order Management fulfills each order line according to the environment that exists when you click Submit.
• The fulfillment environment is constantly changing. Another sales order might reserve inventory that was available to fulfill your order line, the carrier might experience variation in their delivery time, and so on.

• The actual delivery date might be different than the estimate.

How Order Management Calculates Availability Status

Here's how Order Management gets availability status.

1. Determines the total inventory.
2. Subtracts the committed inventory from the total inventory.
3. Subtracts the expected ship date from the expected arrival date.
4. Calculates the time required to ship the item from the warehouse to the customer.

Related Topics

• Create Sales Orders
• How Order Management Transforms Order Lines Into Fulfillment Lines
• Fulfillment Line Status

Override Shipment Details

Your sales order automatically sets shipment details on the order line according to the customer you choose on the order header. You can override these details on each order line.

1. On the Overview page, click Tasks > Create Order.
2. On the Create Order page, choose a value in the Customer attribute.
3. On the catalog line, search for an item, then click Add.
4. Click Shipment Details.
5. In the Availability Status column, click the down arrow, then click Override Order Line.
6. In the Override Order Line dialog, set values for the attributes you must override, then click OK.

Note.

• Order Management will use the override values you provide only for the order line you're editing. To override values for other order lines, use the Override Order Line dialog for each order line.

• If you override a value, then modify a value in the order header, or in the header area of a tab, then Order Management doesn't remove your override. Assume you override the Bill-to Customer and the Requested Date on an order line. You then modify the Bill-to Customer in the order header, and you also modify the Requested Date in the header area of the Shipment Details tab. Order Management will continue to use your override values for these attributes. If you prefer to use the values from the headers, then you must remove the override, then modify the value in the header.

• You can't set the value for some attributes in the Override Order Line dialog until you set the value for another attribute. For example, you must set the Ship-to Customer attribute before you can set the Ship-to Address attribute.

Here's when Order Management automatically sets an override.

• You set Allow Partial Shipments to No.

• You don't set the Shipping Method, Warehouse, or Supplier on the Shipment Details tab. You click Submit, then order fulfillment sets the value for each of these attributes, and Order Management overrides them with the values that order fulfillment sets.
The View Order page and the Revise Order page displays the Override icon for each order line that contains an override.

Related Topics
- Create Sales Orders
- How Order Management Transforms Order Lines Into Fulfillment Lines

Ship Order Lines in Shipment Sets
Ship order lines together so they all ship and arrive on the same date.

- A shipment set is a set of order lines that Order Management ships together as one group. All of these lines ship and arrive on the same date, although they might ship across more than one package, depending on packing requirements.
- Use a shipment set when your customer must receive all the order lines in a shipment set in the same shipment but can receive other order lines separately or as part of another shipment set.
- Use a shipment set instead of the Ship Lines Together option when you must specify shipping on only some of the order lines, or you need to group lines into sets.
- Use a shipment set to reduce shipping charges. It usually costs less to ship fewer packages.
- You can create more than one shipment set for a single sales order.
- You can create a shipment set on a single order line.
- Make sure that each line in your shipment set uses the same value for:
  - The source you use for the item, such as Warehouse, Supplier, and Supplier Site
  - Requested Ship Date and Scheduled Ship Date
  - Shipping Method and Shipment Priority

If you need different values for these attributes, then create more than one shipment set and group your lines into each set according to the lines that can use the same attribute values.

Ship Order Lines in Different Shipment Sets
In this example, you will add four order lines, and you will ship three of them together in one shipment set.

<table>
<thead>
<tr>
<th>Item</th>
<th>Shipment Set</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. TABLET_FAM - Product Family</td>
<td>Ship Set 1</td>
</tr>
<tr>
<td>3. AS54888 - Standard Desktop</td>
<td>Ship Set 1</td>
</tr>
<tr>
<td>2. CM15140 - Monitor - 19&quot;</td>
<td>Ship Set 1</td>
</tr>
<tr>
<td>4. MKT703 - Vision WireFreedom</td>
<td>Ship Set 1</td>
</tr>
</tbody>
</table>

This topic includes example values. You might use different values, depending on your business requirements.

Try it.

1. On the Overview page, click **Tasks > Create Order**.
2. On the Create Order page, choose a value in the Customer attribute.
3. On the catalog line, search for item TABLET_FAM - Product Family, then click **Add**.
4. Repeat step 3 three more times to add items.
   - AS54888 - Standard Desktop
   - CM15140 - Monitor - 19"
Assume you must ship the monitor, desktop computer, and modem together in one shipment and the tablet in another shipment.

5. Click **Shipment Details**.
6. In the Order Line Details area, click **View > Columns**, then add a check mark to Shipment Set.
7. Add an order line to a new shipment set.
   - In the AS54888 - Standard Desktop order line, click the **down arrow**, then click **Override Order Line**.
   - In the Override Order Line dialog, click **Shipment Set > Create**.
   - In the Create Shipment Set dialog, enter a name, such as Ship Set 1, then click **OK**. You can enter any alphanumeric text for the name.
   - In the Override Order Line dialog, click **OK**.
8. Add an order line to a shipment set.
   - In the CM15140 - Monitor - 19” order line, click the **down arrow**, then click **Override Order Line**.
   - In the Override Order Line dialog, set **Shipment Set** to Ship Set 1, then click **OK**.
9. Repeat step 8 for the MKT703 - Vision WireFreedom Modem order line.

Order Management will ship the computer, monitor, and modem one shipment, and the tablet in another shipment.

**Ship All Order Lines in One Shipment Set**

What if you need to ship lines together, but don’t need more than one shipment set?

Try it.

1. Add all your order lines.
2. Click Shipment Details.
3. In the Order Line Details area, notice that the Shipment Set attribute is empty.
4. On the General tab, set the Ship Lines Together attribute to Yes.
5. Notice that the Shipment Set attribute now contains Default.

If you set Ship Lines Together to:

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Ship the entire sales order in one shipment. For example, your customer orders a table and four chairs, and doesn’t want to receive the table before receiving the chairs.</td>
</tr>
<tr>
<td>No</td>
<td>Ship each order line separately when the order line is available for shipping instead of waiting until all lines are available. This setting might increase shipping costs for the entire sales order, but can reduce time to ship a single order line.</td>
</tr>
</tbody>
</table>

Order Management will ship all lines in the Default shipment set.
Specify Shipping Details for Sales Orders

Use the Shipping tab of the Shipment Details tab to specify shipping details.

Set Acceptable Dates

Set the Latest Acceptable Date and the Earliest Acceptable Date to specify when the customer is willing to accept shipment.

If you don’t set them, then Order Management will attempt to deliver the sales order no earlier than the Ordered Date, and no later than the Requested Date.

Order Management typically defaults the Requested Date to the date when you created the order.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set the Latest Acceptable Date to occur anytime after the Requested Date.</td>
<td>If you set it, then Order Management will attempt to deliver the sales order no later than the Requested Date.</td>
</tr>
<tr>
<td>Set the Earliest Acceptable Date to occur anytime before the Requested Date.</td>
<td>If you set it, then Order Management won’t deliver the sales order before the Requested Date. This feature is useful if your customer can’t receive delivery until some point in the future. For example, the customer is traveling and won’t be at the delivery site, or the delivery site is under construction.</td>
</tr>
</tbody>
</table>

Allow Partial Shipment

If you set the Allow Partial Shipments of Lines option to Yes, then Order Management can ship one order line in more than one shipment.

Consider a scenario.

- You create a sales order that includes 100 units of a desktop computer on a single order line.
- Order fulfillment considers only Supplier A and Supplier B.
- Supplier A can fulfill 75 units and Supplier B can fulfill 50.

You set Allow Partial Shipments of Lines to a value.

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Order Management will immediately fulfill the sales order. It might ship 60 units from Supplier A in one shipment, and 40 units from Supplier B in another shipment.</td>
</tr>
</tbody>
</table>
These shipments might arrive at the customer site at different times, depending on how long it takes the supplier to assemble the order, variations in transit time, and so on. For example, the 60 units from Supplier A might arrive on October 1, and the 40 units from Supplier B might arrive on October 4.

Order Management will delay the shipment until Supplier A or Supplier B can fulfill 100 units, and then ship all units in a single shipment from the supplier who can fulfill the line.

Ask your customer to determine whether receiving the sales order in a single shipment is most important and potentially delaying it, or whether the customer can receive the order in more than one shipment and potentially receive it on different days.

Shipping in more than one shipment might increase transit cost.

**Set Other Attributes on the Shipping Tab**

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment Priority</td>
<td>Prioritizes shipment for this sales order in relationship to other sales orders.</td>
</tr>
<tr>
<td>Shipping Instructions</td>
<td>Order Management sends the text you enter in the Shipping Instructions attribute and the Packing Instructions attribute to other applications that reside downstream in order fulfillment, such as Oracle Fusion Shipping, or some other application that your order administrator specifies. These downstream applications can print the text on packing slips or other shipping documents.</td>
</tr>
<tr>
<td>Packing Instructions</td>
<td></td>
</tr>
</tbody>
</table>

**Related Topics**
- Create Sales Orders
- How Order Management Transforms Order Lines Into Fulfillment Lines

**Specify Supply Details for Sales Orders**

Use the Supply tab of the Shipment Details tab to specify supply details.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warehouse</td>
<td>In most situations, your order administrator creates rules that determine the Warehouse, Supplier, and Supplier Site, so you don't need to set them.</td>
</tr>
<tr>
<td>Supplier</td>
<td>However, you can use them to specify a drop shipment. For example, you can specify the manufacturer who will drop ship the item to the customer in the Supplier attribute and the location where the manufacturer resides in the Supplier Site attribute.</td>
</tr>
<tr>
<td>Supplier Site</td>
<td></td>
</tr>
</tbody>
</table>
Attribute | Description
--- | ---
Demand Class | Place a priority during order fulfillment on this sales order when compared to other sales orders.

If you don’t specify a demand class, then Order Management fulfills this sales order on a first-come, first-serve basis.

Consider a scenario.

- You are an order manager at a company that’s attempting to renew the approved supplier status with ABC Corporation.
- The negotiators at this corporation stated they’re considering not renewing the status because several sales orders are late.
- You must make sure Order Management delivers the late orders with priority.
- You search for all fulfillment lines for ABC Corporation, select them, open Edit Fulfillment Lines, then set Demand Class to High Priority.

Allow Item Substitution | Substitute the item the customer is ordering with some other item.

Assume your customer is ordering a laptop computer with a 150 GB hard drive, the supply of 150 GB hard drives is low, but a surplus of 180 GB hard drives exists.

If you allow item substitution, Order Management will substitute the 180 GB hard drive for the 150 GB hard drive, depending on the substitution rules your order administrator set up.

Use this feature when inventory is low or out of stock and the customer can’t wait for order fulfillment to replenish stock.

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Related Topics

- Create Sales Orders
- How Order Management Transforms Order Lines Into Fulfillment Lines

Shipment Tolerances

Shipment Tolerances

Use shipment tolerances to help manage the variability in your supply chain that makes it difficult to fulfill an exact quantity on an order line on a specific date.

Use a tolerance to make sure you can ship the entire manufactured quantity to your customer, even if it exceeds the ordered quantity. Eliminate inventory carrying costs for the additional quantity and increase revenue. Reduce or eliminate the time you spend doing a manual workaround to manage order fulfillment, and, as a result, improve your customer’s satisfaction.

Variability is inherent in some supply chains. For example.

- Item attributes that affect fulfillment vary for instance of the item, such as weight, size, complexity, and so on.
• Your item is prone to natural phenomena that you can't control or predict, such as fruit or produce that molds in the field if it's too wet, dries out quickly if it's too hot, or a percent of it spoils while held up in a queue during shipping when going through customs or an agriculture check.

• Your supply source is inconsistent and constantly changing.

• Your manufacturing process is complex and prone to widely variable failure rates.

• The political environment or government policies affect your supply chain in a way that makes it hard to accurately predict when and where you will source material, how you build the item, the shipping channels that are available to you, and so on.
Example
Assume you work for Green Corp, a sustainable forestry products company that uses railroads to ship a bulk material, such as raw timber that you haven't kiln dried or milled. Your customer orders a quantity of 900 tons.

Note.
- You plan to ship the order on train cars that have a maximum capacity of 100 tons each.
- You must reserve the cars weeks in advance, the railroad charges you for each car, so you prefer to fill them as close to capacity as possible. But there's a significant variation in the amount of lumber you can get on a single car because moisture content varies from season to season and year to year, and moisture content affects
weight. Even the location where you source the lumber affects the weight of your product, such as the wet Pacific Northwest compared to the drier Rocky Mountains.

- Given these factors, it's nearly impossible to accurately and consistently predict weight or volume, so you arranged an agreement with your customer to deliver quantity within a range that you and your customer can tolerate.
- The agreement is to ship with a 10% over shipment tolerance and 10% under shipment tolerance.
- 10% of 900 is 90, so you can ship between 810 tons (900 minus 90) and 990 tons (900 plus 90) and remain within the tolerance.
- The actual shipment ends up being 870 tons during fulfillment, which is an undershipment. Billing bills the customer for 870 tons.

**Examine Shipment Tolerances on Order Lines**

Your order administrator sets up default values for shipment tolerances. You can't change them, but you can view them. The shipment tolerance attributes on the order line come predefined as hidden. You must display them.

1. Create a sales order and add an order line.
2. On the order lines tab, click View > Columns, then add a check mark to the attributes.
   - Over Fulfillment Tolerance
   - Under Fulfillment Tolerance
3. Notice the values that these attributes contain on the order line.
   - If you don't see the attributes when you click View > Columns, or if the tolerance values aren't correct, then contact your order administrator.
4. Click Shipment Details, click View > Columns, then add a check mark to the attributes.

**Note.**

- The value in a tolerance attribute represents a percent. It doesn't represent a quantity. For example, if the Quantity attribute contains 10, and if Over Fulfillment Tolerance contains 10, then Over Fulfillment Tolerance represents 10% of 10, which is 1. So, shipping can ship up to a quantity of 11 because 10 plus 1 is 11.
- Tolerances are specific for each item or, depending on how your order administrator sets them up, for each business unit.
- If you copy a sales order, then Order Management doesn't copy tolerances from the sales order. It gets the default values that your order administrator sets them up, for each business unit.
- If you split an order line, then Order Management copies tolerances from the line you split to the new line.
- Order Management doesn't update pricing during shipping, so the sales order doesn't update the order line total according to shipped quantity. If an overshipment or undershipment occurs, then the order line total is different from the line total on the invoice.
- Order Management doesn't do credit check during shipping, so an overshipment or undershipment on an order line affects the overall credit limit when compared to the authorized credit limit.

**Limitations**

You can't.

- Change tolerance values when you revise an order.
• Use tolerances with a configured item, kit, or item that doesn’t ship, such as a subscription or warranty. If your order administrator enables shipment tolerances, then Order Management sets tolerance values to zero for these items, and you can’t change the value.

• Associate a coverage item with a covered item line that has shipment tolerances.

• Use tolerances in a drop-ship flow, return material authorization, transfer order, return transfer order, return to supplier, or outside processing.

Covered Items
If the order line includes a covered item, and if it has shipment tolerances, then you can’t add another order line that adds coverage to the covered item. Assume you add an order line for the Lumber item, and your order administrator set up Lumber so the order line automatically adds 10% under tolerance and 10% over tolerance. You can’t add another order line that covers Lumber, such as insurance.

Shipment Set
You can add an order line that has tolerances to a shipment set.

The shipment set can include more than one order line that has tolerances.

The tolerances can be different for each line in the set.

Return Orders
If you create a return that references the original sales order, and if the original sales order includes shipment tolerances, then Order Management uses the fulfilled quantity or shipped quantity on the original order line instead of the ordered quantity when it calculates the quantity you can return.

Order Management sets the tolerance attributes to zero on each return line.

Adjusting Price for Some Returns
You can do a manual price adjustment to correct the amount on the return line for some returns.

You can return an item that has tolerances, but if you over shipped the order line on the original sales order, and if your order administrator sets a parameter named Quantity to Invoice for Overshipment to Ordered Quantity, then returning more than the ordered quantity might cause the returnable amount on the return line to be greater than the invoiced amount on the original order line.

Assume the original order line has a quantity of 100, each priced at $10. You over ship a quantity of 110, but you bill your customer for only 100, which is the ordered quantity. The total bill is quantity 100 multiplied by price of 10 equals $1,000. You create a return for the order line, your customer wants to return the entire quantity of 110, so you will send a total credit of $1,100 to your customer, which is 110 multiplied by 10. You will be returning $100 more than the billed amount, which is only $1,000. To correct the amount, do a manual price adjustment of $100 on the return line.
Manage Shipments and Pick Slips That Include Shipment Tolerances

You use different work areas to manage shipments and pick slips that include shipment tolerances.

Manage Shipments

1. Sign in with a privilege you can use to manage shipments.
   You must sign in with one of these roles.
   - Warehouse Manager
   - Shipping Manager
   - Warehouse Operator
   - Shipping Agent
2. In the Navigator, click **Inventory Management**.
3. On the Inventory Management page, click **Shipments > Show Tasks > Shipments > Manage Shipment Lines**.
4. On the Manage Shipment Lines page, search for your sales order.
5. In the search results, click **View > Columns**, then add a check mark to each attribute.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested Quantity</td>
<td>Requested quantity from the sales order.</td>
</tr>
<tr>
<td>Maximum Undershipment</td>
<td>Maximum percent under the requested quantity that you can ship and still</td>
</tr>
<tr>
<td>Percentage</td>
<td>consider the line fulfilled.</td>
</tr>
<tr>
<td></td>
<td>For example, if the requested quantity is 100, and if Maximum Undershipment</td>
</tr>
<tr>
<td></td>
<td>Percent is 10, then you can ship 90 and consider the line fulfilled. If you</td>
</tr>
<tr>
<td></td>
<td>ship 89, then it isn’t fulfilled.</td>
</tr>
<tr>
<td>Maximum Overshipment</td>
<td>Maximum percent over the requested quantity that you can ship and still</td>
</tr>
<tr>
<td>Percentage</td>
<td>consider the line fulfilled.</td>
</tr>
<tr>
<td></td>
<td>For example, if the requested quantity is 100, and the Maximum Overshipment</td>
</tr>
<tr>
<td></td>
<td>Percent is 10, then you can ship 110 and consider the line fulfilled.</td>
</tr>
<tr>
<td></td>
<td>Shipping doesn’t allow you to ship 111.</td>
</tr>
<tr>
<td>Shipped Quantity</td>
<td>Quantity that Shipping actually shipped.</td>
</tr>
</tbody>
</table>

6. Examine the values.

Manage Pick Slips

1. On the Inventory Management page, click **Shipments > Show Tasks > Shipments > Confirm Pick Slips**.
2. On the Confirm Pick Slips page, search for your pick slip.
3. In the search results, click the link in the Pick Slip column.
4. On the Confirm Pick Slip page, examine the attributes.
<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested Quantity</td>
<td>Displays the requested quantity from the sales order.</td>
</tr>
<tr>
<td>Picked Quantity</td>
<td>Enter the quantity you actually picked.</td>
</tr>
<tr>
<td>Source Subinventory</td>
<td>Choose the subinventory you used to pick the quantity.</td>
</tr>
<tr>
<td>Maximum Picked Quantity</td>
<td>Displays the maximum quantity you can pick according to the overshipment tolerance.</td>
</tr>
<tr>
<td></td>
<td>For example, if the requested quantity is 100, and if Maximum Overshipment Percent is 10, then you can pick a maximum quantity of 110. Shipping doesn't allow you to pick 111.</td>
</tr>
<tr>
<td></td>
<td>If necessary, use View &gt; Columns to display this attribute.</td>
</tr>
</tbody>
</table>

**Note.**

- Shipping allocates material up to the ordered quantity, but you can pick more than the allocated quantity. To close a shipment, Shipping evaluates your tolerance settings on the line, then cancels any remaining lines that aren't manifested, confirmed, or shipped.
- For a shipment set, if each line in the set meets the tolerance behavior, then you can pick and ship the lines together. If under tolerance applies, and if the quantity of the lines that Shipping shipped is less than the order quantity, and if the quantity on the shipped lines also meet the under tolerance quantity, then Shipping assumes the shipment meets the shipment set criteria and considers that shipping for the shipment set is done.
- If you or shipping stages more quantity than the tolerance requires, then you must manually move the material back to storage.
- If you or shipping stages more quantity than the tolerance requires, and if automatic packing splits the line and creates a new line, and if the requested quantity exceeds the staged quantity on the new line, then you must manually pack the line.
- If shipping automatically stages lines, then you can use the split line action to create another line and ship more quantity.

**Billing and Payment**

**Edit Recurring Billing**

If you add an item that includes recurring billing, then the sales order displays the recurring charge on the order line. You can edit how the sales order does this billing.

This topic includes example values. You might use different values, depending on your business requirements.
Edit recurring billing.

1. On the Overview page, click **Tasks > Create Order**.
2. On the Create Order page, add a value in the Customer **attribute**.
3. In the Order Lines area, search for an item that includes recurring billing, such as AS54600 Sentinel 9000-S Laptop, then click **Add**.

   If you add an item that includes recurring billing, then the sales order displays the recurring charge on the order line and the sale price. For example, it displays **Recurring Sale Price (Month) 16.24, Sale Price 1,500**.

4. Click **Billing and Payment Details**.
5. On the Billing and Payment Details tab, in the Order Line Details area, click the **down arrow** in the order line that includes the recurring billing you must edit, then click **Edit Recurring Billing**.
6. In the Edit Recurring Billing dialog, set values, then click **OK**.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Start Date</td>
<td>Select the start date for the contract. Most billing plans are associated with a contract. For example, a customer who subscribes to an online service typically signs a contract. The contract is a service agreement that includes a start date and end date.</td>
</tr>
<tr>
<td>Contract End Date</td>
<td>Select the end date for the contract. If the contract doesn't include an end date, then leave this attribute empty and Order Management will continue the contract in perpetuity.</td>
</tr>
<tr>
<td>Number of Billing Periods</td>
<td>Select the number of billing periods that this billing plan contains.</td>
</tr>
<tr>
<td>Recurring Billing Start Date</td>
<td>Select when to start the recurring billing.</td>
</tr>
<tr>
<td>Recurring Billing End Date</td>
<td>Select when to end recurring billing. If the contract doesn't include an end date, then leave Recurring Billing End Date empty, and Order Management will continue billing in perpetuity.</td>
</tr>
<tr>
<td>Billing Plan Overrides</td>
<td>See the Setting Billing Plan Overrides section in this topic.</td>
</tr>
</tbody>
</table>

Note.

- You can modify the attributes in the Edit Recurring Billing dialog in any sequence. No attributes are required, and no attribute affects any other attribute that the dialog displays.
- The **Your Price** column on the Order Lines tab doesn't display any overrides that you specify for recurring billing.
- Your order administrator.
  - Determines whether you can access Edit Recurring Billing.
  - Sets up attributes in Oracle Fusion Accounts Receivables and Oracle Fusion Pricing for each customer. This setup determines the values that the sales order displays in the Edit Recurring Billing dialog. A range of factors can affect these values, such as pricing strategy, pricing segmentation, and so on.
For details, ask your order administrator.

**Override the Billing Plan**

Use the Billing Plan Overrides attribute to specify how to override each of the billing periods.

For example, assume you set Number of Billing Periods to 12, and you use these values in the Billing Plan Overrides area.

<table>
<thead>
<tr>
<th>Period</th>
<th>Quantity</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>20.00</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>60.00</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>40.00</td>
</tr>
<tr>
<td>11</td>
<td>2</td>
<td>70.00</td>
</tr>
<tr>
<td>12</td>
<td>2</td>
<td>40.00</td>
</tr>
</tbody>
</table>

Here’s what the sales order will do.

- Use the values you set in the Override Amount attribute for periods 1, 2, 3, 11, and 12.
- Use the default values for periods 4 through 10.
- Use the value you set in Override Quantity for billing period 1.
- Use the default quantity for all other billing periods.

**Note.**

- The values that you enter affect only the period that you specify. They don’t affect the amount for the default billing plan or any other billing periods.
- You can specify an override for up to five billing periods.
- You can specify only a single period in each override line.

**Related Topics**

- [Create Sales Orders](#)
- [Add Subscription to Sales Orders](#)

**Example of Editing Recurring Billing**

Use the Edit Recurring Billing dialog to set up a complex billing plan for a *sales order*.

For example, set up a plan that includes more than one contract period, bills monthly, adds a fee for some services, and so on.
Assume you work for Mega Phones, a company that sells subscriptions for mobile phones.

- The service comes in one, two, and three year contract periods.
- Mega Phones allows only monthly billing.
- Mega Phones provides enhanced service on a monthly basis, and the enhanced service is $50 extra for each period.

Here's what you need to do.

- Set the contract start date to the same day that the customer calls to request service.
- Start service according to the date that the customer requests.
- Set the billing start date to the date that the service actually starts.
- Bill customers on the 20th day of each month.

Assume today's date is November 15, 2018, and a customer calls and requests service.

- Two year service agreement.
- Enhanced service in months 4, 5, and 6 because they want to use the Mega Phones unlimited international conferencing application during these periods.
- Start the service the next day, which is November 16, 2018.

You use the Edit Recurring Billing dialog to set up this plan. Here's the values you set in the top part of the dialog.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Start Date</td>
<td>November 16, 2018</td>
</tr>
<tr>
<td>Contract End Date</td>
<td>November 16, 2020</td>
</tr>
<tr>
<td>Recurring Billing Start Date</td>
<td>November 20, 2018</td>
</tr>
<tr>
<td>Recurring Billing End Date</td>
<td>Leave empty.</td>
</tr>
<tr>
<td>Recurring Invoice Start Date</td>
<td>Leave empty. Order Management will use the date that you set for the Recurring Billing Start Date as the date to start the recurring invoice period. For details, see the How Accounts Receivables Sets Invoice Dates section in this topic.</td>
</tr>
<tr>
<td>Number of Periods</td>
<td>24</td>
</tr>
</tbody>
</table>

You must manually calculate the number of periods.

In this example, the agreement is for two years, and the billing occurs monthly. So the calculation is 12 multiplied by 2 equals 24 periods.

For another example, if the agreement is for three years and billed quarterly, then the calculation is 3 multiplied by 4 equals 12 periods.
<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency</td>
<td>Month</td>
</tr>
</tbody>
</table>

For details about how to use this dialog, see the Edit Recurring Billing topic.

Here's the values you set in the Billing Plan Overrides area of the Edit Recurring Billing dialog.

<table>
<thead>
<tr>
<th>Period</th>
<th>Quantity</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Leave empty.</td>
<td>50.00</td>
</tr>
<tr>
<td>5</td>
<td>Leave empty.</td>
<td>50.00</td>
</tr>
<tr>
<td>6</td>
<td>Leave empty.</td>
<td>50.00</td>
</tr>
</tbody>
</table>

How Accounts Receivables Sets Invoice Dates

Here's what Oracle Fusion Accounts Receivables does for this example.

- Sets the date for the first invoice to November 16, 2016, and includes billing for this invoice for November 16, 2018 through November 19, 2018, which is four days of service.
- Bills subsequent invoices monthly. For example, it sets the date for the second invoice to November 20, 2018, and includes billing for this invoice for November 20, 2018 through December 19, 2018.
- Sets the date for the last invoice to November 16, 2020, and includes billing for this invoice through November 16, 2018.

Set an Invoice Date That's Different From the Billing Date

You might need an invoice date that occurs on a date that's different from the billing date.

For example, assume Mega Phones policy requires you to create invoices on the first day of each month, but you set the Recurring Billing Start Date to November 20, 2018 because this is the date the service actually starts.

To meet this requirement, you can set Recurring Invoice Date to December 1, 2018. Oracle Fusion Accounts Receivables then creates the invoices on December 1 instead of November 20.

Related Topics

- Create Sales Orders
- Add Subscription to Sales Orders
Reauthorize Payment

If you revise a sales order and it affects payment, then Order Management reauthorizes payment. For example:

- You change the Bill To Customer attribute on the Billing and Payment Details tab of the sales order.
- You change the Bill To Account attribute only on order line 3, then click Submit. Order Management will reauthorize only line 3. The other order lines will continue to use their existing authorizations because no change occurred on those lines or on the header billing details.
- You change the Bill To Account attribute on the order header, then click Submit. Order Management will reauthorize the order header and the order lines.
- You add a new order line, then click Submit. Order Management will authorize the new line.

If you revise a sales order and it doesn't affect payment, then Order Management doesn't reauthorize payment. For example, Order Management doesn't reauthorize payment if you modify the sales representative or manually split an order line.

Related Topics

- Release Holds for Order Lines That Fail Credit Check
5 Copy, Revise, Cancel, or Return

Copy

Copy Sales Orders

Save time. Copy a sales order that already exists.

1. Search for and open the sales order.
2. Click **Actions > Copy**.
3. In the Copy dialog, select the data you want to copy.
   - If you add a check mark to the Freeze Pricing and Shipping Charges option, then the copy doesn’t reprice the order. It uses pricing from the copied order, including any manual price adjustment you made in the copied order.
     - The new order won’t including price changes that have happened since you created the copied order, such as a price increase or decrease. To update pricing on the new order, you can click **Actions > Reprice Order**.
   - If you want to enable the Freeze Tax option, you must first enable Freeze Pricing and Shipping Charges.
   - If you don’t select any options, the copy action will copy the order header values and the order lines.
4. Click **Create and Edit Order**

Related Topics

• Create Sales Orders

Revise

How Order Management Processes Change Orders

Order Management can incorporate a change order that it receives from a variety of sources. Here’s how.

1. Receive a change order from the Order Management work area, a source system, or a fulfillment system.
2. Use **processing constraints** to determine whether to allow the change. A processing constraint is a rule that controls who can change a sales order, what can change in the sales order, and when the change can occur.
   - If constraints.
     - **Allow the change.** Order Management accepts the change, then determines whether to adjust the orchestration process to accommodate the change.
     - **Don’t allow the change.** Order Management displays an error message that describes why you can’t make the change. For example, if you change the Warehouse attribute to a value that the order administrator hasn’t set up for the item.
3. Identify the orchestration process steps that already finished and the steps that it must adjust.
4. Set the status of the tasks that finished before the change occurred, and set the status for the orchestration process to Change Pending.
5. The fulfillment system accepts the request.
6. Each task that makes the adjustments finishes running.
7. Order Management sets the status of each task to a normal status, such as Completed.
8. Order Management creates an event when it finishes order compensation or when an error occurs during order compensation. Order Management uses the event to display details you can use to monitor fulfillment. Order compensation is the process Order Management uses to modify a sales order so it accurately reflects your change. Assume you change the warehouse. Order compensation adjusts the order so it uses the different warehouse, updates delivery dates so they accurately reflect the time needed to ship the item from the different warehouse, and so on.

Related Topics
- Create Sales Orders

**Revise Sales Orders You Already Submitted**

If you must revise a sales order you already submitted, create a new version of it, then edit the new version.

1. On the Overview page, click Advanced.
   As an alternative, if you know the sales order number, search for it on the Overview page.
2. On the Manage Orders page, set the value, then click Search.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Equals Processing</td>
</tr>
</tbody>
</table>

You can create a new version of a sales order only if its in Processing status or Closed status. You might not be able to modify some attributes in the new version after the sales order is Closed.

3. On the Manage Orders page, in the Order column, click an order number.
4. Click Actions > Create Revision.
   Order Management stops processing the sales order, creates a new draft that you can modify, and adds a version number in parentheses immediately after the order number to indicate each version you create.
   Here’s an example of version 2.
     - Create Order Revision: Computer Service and Rentals - 507412 (2) - Draft
5. Edit the sales order, then click Submit.
   Order Management creates a new sales order and displays the new order number.
     - Computer Service and Rentals - 507412 - Processing

Order Management increments the version number each time you create a new version. You can view each version.

1. On the Overview page, use Search to locate and open the sales order.
2. On the Manage Orders page, notice the versions.
You can revise only the current version. You can’t revise an earlier version.

For example, if you create a sales order and revise it, then Order Management displays (2) in the status line. If you revise it again, then Order Management displays (3). You can revise only version 3. You can’t revise version 2.

Note.

- If Order Management doesn’t immediately confirm the submit, wait a moment, then query for the order on the Overview page. Don’t resubmit the sales order. If you resubmit, then Order Management will create another revision and start another orchestration process, which might cause an error because a separate orchestration process will run for each revision.
- You can’t revise a sales order you haven’t submitted. Instead, edit the draft of the sales order.
- You can’t retrieve a sales order version that you discard.
- If you revise an order line, then Order Management will use the order line attributes you revise. It will set attribute values to empty for each attribute you don’t revise.
- If you revise only the order header, then Order Management will revise the header but not the order lines.
- Order Management doesn’t use values from the order header to set default values on order lines during a revision in some situations. If an order line has already shipped, been delivered, or invoicing has started, then you must revise the order line. For example, to revise payment terms, you must revise the Payment Term attribute on each order line.
- A Gantt chart in the Order Management work area might display the status of a task as canceled. This occurs because Order Management might cancel a task and run it again, but you happened to view the task while it was in the canceled state.
- You can’t revise the price on an order line that has shipped.

Cancel an order line.

- You must explicitly request the cancel when you revise a sales order. Order Management doesn’t implicitly cancel order lines.
- To cancel an order line you haven’t submitted, on the Order Lines tab, click the down arrow, then click Delete.

Related Topics

- Create Sales Orders
Use the Details Tab

Use the Details tab to get details about your revision.

Note.

- Order Management doesn't cascade changes you make to an attribute from the header area of the tab to the details area of the tab.

For example, if you change Shipping Method on the header of the General tab, then Order Management doesn't automatically change the value of Shipping Method in the Order Line Details area.
• Use the Overridden column in Order Line Details to determine whether the order line is overridden. If an attribute value in the detail doesn’t match the attribute value in the header, then the line is overridden.

• Order Management applies *processing constraints* when you change any value in the tab header or detail. If a constraint prevents the change, then Order Management disallows the change and displays an error message.

For example, if Order Management already started *order fulfillment* for the sales order, then you might need to cancel the sales order and create a new one. For details, see the Cancel Sales Orders topic.

*Related Topics*

• Create Sales Orders
Make Revisions in Fulfillment View

Use the fulfillment view to make revisions.

Note.
- On the Overview page, click **Actions > Switch to Fulfillment View**.
- Click **Actions**, then click an action.
  - **Split Fulfillment Line**
- Substitute Item
- Remove from Shipment Set

- Click **Edit**, then edit the fulfillment line.
  
  For example, override a scheduling attribute.

- Click **Check Availability**, then edit fulfillment line attributes.

- These changes don't create an order revision, and Order Management doesn't create a revision number of the sales order.

- Order Management constrains and compensates in the same way it constrains and compensates an order revision.

**Related Topics**

- Create Sales Orders
View Changes You Made

Use Manage Orders to view changes you made.

Note.

- On the Overview page, click **Tasks > Manage Orders**.
- On the Search page, to search for all revised orders, set Open to empty or No. The status of a revision isn’t Open. A revision references the original sales order, so status is Reference.
You can also use Source Order to search for a single revised order. The number for the Source Order and the sales order is the same for an order that you create in Order Management.

- Order Management creates a revision each time you revise the sales order from the Create Order Revision page or import change from a channel. For example, Revision 1 of order 507412.
- Order Management doesn't create a revision when you use a fulfillment view to revise the sales order.
- In the Order column, click the links to examine changes you made between revisions.

Related Topics
- Create Sales Orders

Revise Shipment Details

Get information about how to revise shipment details.

- If the order line already shipped, then you can revise only some of the attributes, such as payment terms or sales credits. You can't revise quantity, item, warehouse, and so on.
- A shipment set is a group of order lines that Order Management ships together in a single shipment.
  For example, assume your sales orders often include a desktop computer, monitor, mouse, and keyboard. You can ship them together in a shipment set. Assume your shipping system for some reason ships only the computer. Order Management doesn't allow you to update any line in the shipment set that it hasn't shipped, such as the monitor.
  You can't use Create Order Revision to add an existing order line to a new or existing shipment set. For example, you can't move shipment set n from order x to order y. You must create a new shipment set in order y.
- Partial shipment typically occurs during a stop order or staged order. You can cancel the entire quantity that your fulfillment system hasn't shipped. If the order is backordered, then you can ship it at a later point.
  You can't update an attribute on a fulfillment line that your fulfillment system has only partially shipped.
  You can't cancel only part of the quantity. For example, assume quantity is 10 in the original order, you shipped 4, and 6 are backordered. You can cancel the entire 6. You can't cancel part of the backorder, such as 3.

Related Topics
- Create Sales Orders

Revise Configured Items

If you revise a sales orders that references a configured item, then make sure the change order that references the item includes all the order lines.

These order lines reference options for the configured item. You must also make sure the change order references these same items, then resubmit your change order.

For example, assume you create a sales order that includes six order lines. Some time later, you modify the date on only one order line, such as line 2. You must send all six lines of the sales order even if you modify only one line.
Assume Order Management displays a message.

- Version 2 of change order 237864 is rejected because child order lines 3, 4, 7 of order line 2, of model PTO54222, are missing.

In this example, the model identifies the configured item. It includes order line 2, but child order lines 3, 4, and 7 of line 2 are missing. You must make sure the change order includes these child order lines.

Related Topics
- Create Sales Orders

Cancel

Cancel Sales Orders

Cancel a sales order that's in Processing status.

- You can only cancel a sales order that's in Processing status. If the sales order is in Closed status or Partially Closed status, then you must return the sales order instead. For details, see the Return Sales Orders topic.
- To cancel a stuck order line, see the Cancel Order Lines That Remain in the Same Status topic.

Cancel a sales order.

1. On the Overview page, click Advanced.
   As an alternative, if you know the sales order number, then search for it on the Overview page.
2. On the Manage Orders page, set the Status to Equals Processing, then click Search.
3. In the Order column, click an order number.
4. On the Order page, click Actions > Cancel Order.
   Order Management immediately stops order fulfillment for the sales order and cancels the sales order.

Cancel Remaining Quantity

If you set the Allow Partial Shipments of Lines option to Yes on the Shipment Details tab, and if Order Management has shipped only some of the order lines, then you can click Cancel Remaining Quantity to cancel the quantity that Order Management hasn't shipped.

If your order line includes a split fulfillment line, and if Order Management splits the line when it ships the sales order, then Order Management partially fulfilled the sales order. You can't revise the part of the line that Order Management already fulfilled, but you can cancel the remaining quantity it hasn't fulfilled.

For example, if you order a quantity of ten on an order line and Order Management ships seven of them, then you can't increase the quantity, but you can decrease it to any value of zero to three. You can also click Cancel Remaining Quantity to cancel the remaining quantity of three.

Order Management does this processing even if it fulfills the sales order from more than one warehouse.

Example

Assume Order Management splits a fulfillment line during scheduling so it can fulfill the lines from three different warehouses, thus producing three split lines.
Order Management ships one of these lines. You can’t cancel the shipped line, but you can cancel the two lines that Order Management hasn’t shipped.

If you order a quantity of ten, then Order Management splits the sales order into three lines, and fulfills each line from these warehouses.

- Seven items from warehouse A
- Two items from warehouse B
- One item from warehouse C

Assume it ships seven items from warehouse A, but hasn’t shipped any items from warehouse B or warehouse C. You can’t cancel the items that Order Management shipped from warehouse A, but you can cancel two items from warehouse B, and one item from warehouse C.

### Guidelines for Canceling

<table>
<thead>
<tr>
<th>Sales Order Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft</td>
<td>You can’t cancel a draft sales order. Delete it instead.</td>
</tr>
<tr>
<td>Awaiting Shipping</td>
<td>Your order administrator controls whether you can cancel a sales order that’s awaiting shipping. Contact your order administrator.</td>
</tr>
<tr>
<td>Closed</td>
<td>You can’t cancel a sales order line that’s closed. Return it instead. For details, see the Return Sales Orders topic.</td>
</tr>
<tr>
<td>Requisition is Created</td>
<td>This status occurs only with drop ship or back-to-back shipping. Wait for the fulfillment line status to change to Awaiting Shipping, then cancel the line.</td>
</tr>
</tbody>
</table>

**Related Topics**

- Create Sales Orders

### Cancel Order Lines

Cancel an order line in a sales order you already submitted or that’s still in draft.

Assume you submit sales order 508597 for customer Computer Service and Rentals with two order lines, but must cancel the order line for the AS16901 item. Here’s the quantities.

- Quantity of 1 for item AS54888 - Standard Desktop
- Quantity of 1 for item AS16901 - Phone

Cancel the order line.

1. In the Order Management work area, on the Overview page, search for, then open sales order 508597.
2. On page Order: Computer Service and Rentals - 508597 - Processing, Click **Actions > Create Revision**.
3. On the Create Order Revision page, on line two, click **Actions > Cancel**.
Notice that the sales order sets new values for attributes on the order line.

- Quantity to 0
- Amount to 0
- Status to Cancellation Requested

4. Click Submit.

**Cancel Lines in Draft Status**

Assume you created sales order 508597 but didn’t submit it. You instead saved it to Draft status.

- Search for, then open sales order 508597.
- On the Create Order page, on line two, click **Actions > Delete**.

**Related Topics**

- Create Sales Orders

**Return**

**Return Sales Orders**

You can return a *sales order* that’s in Closed status or Partially Closed status. You can return items that Order Management already shipped to your customer and has or hasn’t invoiced.

You create a *return order* that returns the *items* from the customer to your organization.

Return a sales order.

1. On the Overview page, click **Advanced**.
   
   As an alternative, if you know the sales order number, then search for it on the Overview page.

2. On the Manage Orders page, set values, then click **Search**.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>Equals No</td>
</tr>
<tr>
<td>Status</td>
<td>Equals Closed or Equals Partially Closed</td>
</tr>
</tbody>
</table>

3. On the Manage Orders page, in the Order column, click an **order number**.

4. On the Order page, in the Order Lines area, return lines.

<table>
<thead>
<tr>
<th>What to Return</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return some order lines.</td>
<td>Choose the order line you must return, then click <strong>Return</strong>.</td>
</tr>
</tbody>
</table>
5. In the Return Items dialog, choose values for each item you must return, then click Create Order.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return Quantity</td>
<td>Enter a value up to the quantity you originally ordered for the order line, minus the quantity of all prior returns for the item. For example, assume you originally ordered 10 items and you returned four of them in a prior return. The returnable quantity is six, so you can return up to six items.</td>
</tr>
<tr>
<td>Return Type</td>
<td>Choose a value.</td>
</tr>
<tr>
<td></td>
<td>o Cancel the Item. Cancel an item that doesn't include a shipment. For example, a contract for wireless phone service typically doesn't include a shipment. The customer can't physically return it, but you can cancel it.</td>
</tr>
<tr>
<td></td>
<td>o Return for Credit. Return an item that typically ships to the customer but that the customer can't return for some reason. For example, the customer received the item but it was severely damaged, or the customer never received the shipment.</td>
</tr>
<tr>
<td></td>
<td>o Return for Credit and Return Item. Return an item.</td>
</tr>
</tbody>
</table>

6. On the Create Order page, modify the return as needed.

Each order line you choose must meet these conditions.

- **Returnable quantity** on the order line is greater than zero. The returnable quantity is the quantity ordered in the original sales order for an item, minus the quantity of all prior returns for this item from this sales order.
- Order line status is Closed.
- Order line isn’t a return order line.
- The item on the order line must be returnable. For example, you typically cancel a subscription. You don’t typically return a subscription.
- The item can’t be a configure option.
- The setup for the item must specify the item as returnable. Setup specifies most items as returnable. Your order administrator sets up the item. Ask your order administrator whether you can return the item.

**Note.**

- If the item isn’t returnable, then you can’t return it, and the Return button might not be active.
- If the sales order uses recurring billing, and if you must return all paid invoices, then make sure you set Cancellation Effective Date. If you don’t set this date, then Order Management might apply only one
credit memo to one invoice instead of to all invoices. To set the date, on the order line, click **Edit Line Details**, then use the Line Details dialog.

7. Click **Submit**.
8. Note the number that Order Management assigns for the order number, such as 258206.

Use this number to get details about the return during subsequent work you do in the return lifecycle.

Here are the attributes that the Shipment Details tab uses to describe the return.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description for Return</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ship-to Contact</td>
<td>Person at the organization who returns the item. Order Management sets Ship-to Contact to the contact at the organization who received the item in the original shipment.</td>
</tr>
<tr>
<td></td>
<td>In this example, Ship-to Contact is a person at Computer Service and Rentals. You can modify this value when you create the return.</td>
</tr>
<tr>
<td>Ship-to Customer</td>
<td>Organization that's returning the item. Order Management sets Ship-to Customer to the organization who received the item in the original shipment.</td>
</tr>
<tr>
<td></td>
<td>In this example, Ship-to Customer is Computer Service and Rentals. You can modify this value when you create the return.</td>
</tr>
<tr>
<td>Ship-to Address</td>
<td>Physical address of the organization or person who returns the item. Order Management sets Ship-to Address to the address that received the item in the original shipment.</td>
</tr>
<tr>
<td></td>
<td>You can modify this value when you create the return. For example, the organization moved to another address since the original shipment was shipped.</td>
</tr>
<tr>
<td>Warehouse</td>
<td>Warehouse that receives the return. Its recommended that the customer send the return to this warehouse. Order Management sets Warehouse to the warehouse that shipping used to ship the original item.</td>
</tr>
<tr>
<td></td>
<td>If some other supplier originally shipped the item, then Order Management doesn't set the value for the warehouse. You can select any warehouse from the list.</td>
</tr>
<tr>
<td>Supplier</td>
<td>Outsider supplier who originally shipped the item to the customer. Order Management sets Supplier to the outsider supplier who originally shipped the item to the customer.</td>
</tr>
<tr>
<td></td>
<td>In this example, assume Vision Corporation is the outside supplier, so it sets Supplier to Vision Corporation.</td>
</tr>
</tbody>
</table>

**Usage Note:**
- Ensure the date is set correctly on the order line before submitting the return. This date is crucial for tracking the return process.
- Keep an accurate record of the order number (e.g., 258206) for subsequent reference.
- When modifying attributes like Ship-to Contact or Ship-to Customer, consider the current and future needs of the organization.
- The warehouse set by Order Management should ideally align with the original shipment's logistics to ensure efficient handling.
- The supplier attribute helps in tracing the origin of the return, making it easier to manage and resolve any issues.

**Important:** Always review and confirm the details before finalizing the return to ensure accuracy and efficiency in the return lifecycle.
<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description for Return</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier Site</td>
<td>Physical address of the outsider supplier who originally shipped the item to the customer.</td>
</tr>
</tbody>
</table>

Order Management sets values for several of these attributes when you create the return.

For example, assume Computer Service and Rentals is a customer who purchased and received a Sentinel 10000-S Tablet from Vision Corporation. Computer Service and Rentals determines that the tablet is defective and must return it.

   - Click Actions > Switch to Fulfillment View.
   - Click Returns.
   - In the Orchestration Process Number column, click the number.
   - In the Orchestration Plan tab, periodically monitor the status for each task.

Here are the tasks that a return typically includes.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return Receipt</td>
<td>Track when the warehouse receives the return item from the customer, such as Awaiting Receiving.</td>
</tr>
<tr>
<td>Invoice</td>
<td>Track the status of the invoice, such as Not Started.</td>
</tr>
</tbody>
</table>

10. Optional. Receive the return order.

   If you receive the physical items that the customer returns as part of your job responsibilities, then you can use Oracle Fusion Receivables to receive the return order. For details, see the Receive Returned Items topic.

**Related Topics**
- Create Sales Orders

**Return Items Without Original Sales Order**

Return an item when you don’t have the original sales order.

Assume your customer Computer Service and Rentals must return one AS54888 desktop computer and 1 year of warranty coverage for the AS54888 because they ordered the wrong item, but the customer doesn’t have the original receipt, and you can’t locate the original sales order.
You will create this return order.

Note.

- The return uses negative values to indicate it will credit the account.
- The order line doesn't include a reference to the original order.
- The order line uses an icon with a left facing truck to indicate a return.

Here's how Order Management calculates the credit amount when you add the return to sales order.

- Sets attribute Billing Frequency to One Time Billing.
- Sets attribute Number of Billing Periods to 1.
- Prices the return line according to the price that exists on the date and time when you add the order line.
  
  For example, if your customer purchases the item on January 1, 2018 for $2,300, returns it on January 1, 2019, and if the price on January 1, 2019 is $2,500, then Order Management calculates the price at $2,500.
- Recalculates the sales order price according to the pricing that exists on the date and time when you save or submit the sales order.
- Issues the entire credit to the customer instead of sending an individual credit for each period.

You can't modify this behavior.

This topic includes example values. You might use different values, depending on your business requirements.
Return items without the original sales order.

1. Create the sales order.
   
   - On the Overview page, click **Tasks > Create Order**.
   - On the Create Order page, set values.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>Computer Service and Rentals</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Vision Operations</td>
</tr>
<tr>
<td>Bill-to Customer</td>
<td>Computer Service and Rentals</td>
</tr>
<tr>
<td></td>
<td>Order Management uses billing attributes, such as Bill-to Customer, to calculate reverse billing instead of adding separate credit attributes to the sales order.</td>
</tr>
<tr>
<td>Bill-to Account</td>
<td>Computer Service and Rentals</td>
</tr>
</tbody>
</table>

2. Return the item.
   
   - In the Order Lines area, click **Actions > Add Unreferenced Return Lines**.
   - Set values.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item</td>
<td>AS54888</td>
</tr>
<tr>
<td></td>
<td>After you add the item, in the Add Unreferenced Return Lines dialog, click <strong>View &gt; Columns</strong>, then add a check mark to these attributes.</td>
</tr>
<tr>
<td></td>
<td>• Return Location</td>
</tr>
<tr>
<td></td>
<td>• Return Reason</td>
</tr>
<tr>
<td>Return Quantity</td>
<td>1</td>
</tr>
<tr>
<td>Return Type</td>
<td>Return for credit and return the item</td>
</tr>
<tr>
<td></td>
<td>Setting the Return Quantity attribute and the Return Type attribute is similar to returning an item that does reference the original sales order.</td>
</tr>
<tr>
<td></td>
<td>For details, see the Return Sales Orders topic.</td>
</tr>
<tr>
<td>Return Reason</td>
<td>Customer ordered the wrong item.</td>
</tr>
<tr>
<td>Return Location</td>
<td>V1 - Vision Operations.</td>
</tr>
</tbody>
</table>
### Attribute | Value
--- | ---
The value you enter here will also display in the Shipment Details area, the Supply tab, and the Requested Date attribute.

### Expected Receipt Date
The value you enter here will also display in the Shipment Details area, the Supply tab, and the Requested Date attribute.

These attributes apply only when you cancel a service.

- Sales Product Type. Displays the product type for the service item.
- Covered Item. Applies only to coverage.
- Duration.
- Period.
- Cancellation Effective Date.

A service can be a coverage or subscription.

3. **Cancel coverage.**

   - Click **Actions > Add Row**, set values, then click **Add**.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item</td>
<td>ZOKC_COVG_MPA_Item</td>
</tr>
<tr>
<td>Covered Item</td>
<td>ASS4888</td>
</tr>
<tr>
<td></td>
<td>Choose the item that the coverage covers.</td>
</tr>
<tr>
<td>Return Quantity</td>
<td>1</td>
</tr>
<tr>
<td>Return Type</td>
<td>Cancel the Item</td>
</tr>
<tr>
<td>Return Reason</td>
<td>Customer ordered the wrong item.</td>
</tr>
<tr>
<td>Duration</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Set the duration that remains on the coverage that the customer hasn't consumed.</td>
</tr>
<tr>
<td>Period</td>
<td>Year</td>
</tr>
<tr>
<td></td>
<td>Set the period, such as Year, that measures duration.</td>
</tr>
<tr>
<td>Cancellation Effective Date</td>
<td>Date when the cancel starts.</td>
</tr>
</tbody>
</table>
Using Order Management

Chapter 5
Copy, Revise, Cancel, or Return

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return Location</td>
<td>Leave empty.</td>
</tr>
<tr>
<td>Expected Receipt Date</td>
<td>Leave empty.</td>
</tr>
</tbody>
</table>

4. Set optional attributes, then review the sales order.
   - Set optional attributes, depending on your business requirements, such as account details, override order line details, add attachments that describe the return, and so on.

   For example, to set Receivables Transaction Type, click Billing and Payment Details, then, in the Order Line Details area, on the order line, click Edit Account Details.
   - Click Shipment Details > Supply, then notice the Warehouse attribute and the Requested Date attribute contain details you specified earlier in this procedure.

5. Submit the sales order.
   - At the top of the page, click the value next to Total, then notice that Pay Now contains a negative value.
   - Click Submit.

   If you encounter an error, then make sure you correctly set attributes on the order header and order line, such as Bill-to Account, then click Submit again.

   Here’s an example of an error you might encounter.

   You must enter a value for Bill-to Location or Bill-to Customer
   - In the Order Lines area, if status is Not Started or Awaiting Receiving, then wait a moment, then click Refresh.

   Repeat until status is Awaiting Billing.
   - Click Actions > Switch to Fulfillment View, then click Returns.

   Use this page to monitor details about return status.

   These attributes are empty because your return doesn’t reference the original sales order.

   - Original Order Reference
   - Original Fulfillment Line Reference
   - Original Source Order Reference

   You can also view Cancellation Effective Date on the Manage Return Fulfillment Lines page, then use this date to search for your return orders.

Cancel Coverage or Subscription
In some situations, a coverage or subscription might not be a physical item that you return, so it might not require these attributes.

- Expected Receipt Date. Order Management immediately sends the return electronically.
- Return Location. Order Management sends the return to an accounting system, not a physical location.
If the subscription includes a physical item that you must return, such as the modem that’s part of an internet access subscription, then you might need to specify these attributes and ship the item back to the warehouse.

**Set Duration and Period**

Setting duration and period depends on the type of coverage or subscription you set in the Item attribute. Your order administrator defines each item, type of duration, and values for duration period.

<table>
<thead>
<tr>
<th>Type of Duration</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed</td>
<td>Order Management sets the value for the return according to how your order administrator sets up the item. You can’t modify duration or period.</td>
</tr>
<tr>
<td>Variable</td>
<td>Order Management sets the value for the return according to how your order administrator sets up the item. You can modify duration or period. You must not leave them empty.</td>
</tr>
<tr>
<td>Open Ended</td>
<td>Duration is optional. You must set Period for a coverage item, or when you set Duration.</td>
</tr>
</tbody>
</table>
Return Kit
If you return a kit, then Order Management adds the kit and the included items on the same order line.

A kit contains included items. For example, DOO_KIT-DOO Kit Item is a kit, and it contains these items.

- KB42047 - Power Cord
- KB86324 - Packing Materials

You can't add a kit to an order line and then, on the same line, choose included items to return. Instead, you can create a separate unreferenced return line for each included item.

Copy Sales Orders
You can copy a sales order that includes return items that don't reference the original sales order. The copy will add unreferenced return lines to the copy. It won't add lines that do reference an original sales order.

1. On the Order page, click Actions > Copy.
2. In the Copy dialog, add a check mark to Unreferenced Return Lines.

Receive Returned Items

A user in the warehouse typically receives a returned item. However, you can use Oracle Fusion Receivables and Order Management Cloud to receive the items that a return order references.

Summary of the Steps

1. Receive the item.
2. Verify that Order Management updated the order status.
3. Create a credit for the return.
4. Verify that receivables credited the invoice.

Receive the Item

1. Make sure you created a return order for the items you must receive.
   You must create the return order before you can receive the items. For details, see the Return Sales Orders topic.
2. Sign into an Oracle Fusion Application with order administrator or order manager privileges.
   You must use these privileges to do this procedure.
3. In the Navigator, under Warehouse Operations, click Receipts.
4. Click **Receive Expected Shipments**.
5. On the Receipts page, in the Search area, set values, then click **Search**.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Type</td>
<td>Return Material Authorization</td>
</tr>
<tr>
<td>Document Number</td>
<td>Enter the return order number. For example, enter 258206.</td>
</tr>
</tbody>
</table>

6. In the Search Results, click the **line** that includes your return order, then click **Receive**.
7. Create the receipt.
   - In the Receive Lines list, set values, then click **Create Receipt**.
     | Attribute | Value                                                                 |
     |-----------|----------------------------------------------------------------------|
     | Quantity  | Enter the quantity you received at the loading dock in the warehouse. |
     | Received By | Enter your name.                                                  |
   - On the Create Receipt page, click **Submit**.
   - In the Confirmation dialog, note the receipt number, then click **OK**.
   - Examine the contents of the box that includes the items you received. Make sure they match the Item Description.
   - On the Receipts page, click **Put Away Receipts**.
   - Put Away Receipts moves the returned item to a storage location in the warehouse.
   - On the Put Away Receipts page, in the Advanced Search area, in the Receipt attribute, enter the number you noted earlier in this procedure, then click **Search**.
   - In the Search Results area, click **Put Away**.
   - In the Put Away Lines page, set the value, then click **Submit**.
     | Attribute    | Value                                                                 |
     |--------------|----------------------------------------------------------------------|
     | Subinventory | Enter a value that describes where you're physically placing the returned item. For example, enter Stores. |

8. Run the Send Receipt Confirmation **scheduled process**.

This scheduled process gets the latest receiving status from the receiving system, then imports it into Order Management.

In the Process Details dialog, set the parameters.
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization</td>
<td>Choose the organization that identifies the customer. This value is typically the Business Unit from the sales order, such as Vision Operations.</td>
</tr>
<tr>
<td>Source System</td>
<td>Choose the source system that Order Management uses. For example, choose GPR.</td>
</tr>
<tr>
<td>Source Order Number</td>
<td>Optional. Enter the return order number. For example, enter 258206. You can enter a value in the Source Order Number parameter or in the Receipt parameter.</td>
</tr>
<tr>
<td>Receipt</td>
<td>Optional. Enter the receipt number you noted earlier in this procedure.</td>
</tr>
</tbody>
</table>

For an example that describes how to run a scheduled process, see the Upload Your Source Data into Oracle Fusion Applications topic.

9. Make sure the Status attribute for the scheduled process displays Succeeded.

**Verify That Order Management Updated the Order Status**

1. In the Navigator, click **Order Management**.
2. On the Overview page, query for your return order.

   For example, query for order 258206.
3. On the Order page, in the Order Lines tab, verify that the status for the sales order is Awaiting Billing.

**Create a Credit for the Return**

1. Run the Import AutoInvoice scheduled process. In the Process Details dialog, set these parameters.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction Source</td>
<td>Choose Distributed Order Orchestration.</td>
</tr>
<tr>
<td>From Sales Order Number</td>
<td>Enter the return order number. For example, enter 258206.</td>
</tr>
<tr>
<td>To Sales Order Number</td>
<td>Enter the return order number. For example, enter 258206.</td>
</tr>
</tbody>
</table>

2. Make sure the Status attribute for the Import AutoInvoice scheduled process displays Succeeded.

   If the list includes the Import AutoInvoice: Execution Report scheduled process, then ignore it.
3. Verify that Order Management updated the order status for the return. Make sure the status for the return order line in the Order Management work area is Closed.
Verify That Receivables Credited the Invoice

1. Locate your sales order in Order Management.
2. On the Order page, click **Actions > Switch to Fulfillment View**.
3. Click **Returns**, then click **Actions > View Fulfillment Details**.
4. In the Fulfillment Details dialog, click **Billing**, then make sure the value in the Invoice Amount field includes a reduction that's equal to the return amount.

   For example, if the Total of the original order was $500, and if the return amount is $200, then make sure the Invoice Amount displays a value of $300.

**Related Topics**

- Create Sales Orders
6 Manage Order Fulfillment

Monitor

Order Management Statuses

Use Order Management statuses to monitor fulfillment for your sales order.

Order Management displays a separate status for the *sales order*, *fulfillment line*, *fulfillment task*, and *orchestration process*. Each status indicates the progress of a sales order from beginning to completion. The statuses of the fulfillment lines, orchestration processes, and fulfillment task determines the sales order status. You use the Order Management work area to view statuses.

Order Management sequentially evaluates each of the *status conditions* that a fulfillment line contains while it processes your sales order. The true condition that contains the highest sequence number determines the fulfillment line status. Order Management then uses the status of the fulfillment line that has progressed the furthest in the sales order life cycle to update the order status.

Where Order Management Displays Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Where Displayed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Status</td>
<td>At the top of the Order page in the order title.</td>
</tr>
<tr>
<td></td>
<td>For example, the order status of this sales order is Processing.</td>
</tr>
<tr>
<td></td>
<td>Order: Computer Service and Rentals - 282079 - Processing</td>
</tr>
<tr>
<td>Fulfillment Line Status</td>
<td>In the Order Lines area of the Order page. For example, the status of this fulfillment line is Awaiting Shipping.</td>
</tr>
<tr>
<td></td>
<td><em>Item, AS54888 - Standard Desktop, Status, Awaiting Shipping</em></td>
</tr>
<tr>
<td></td>
<td>You can also click <strong>Actions &gt; Switch to Fulfillment View</strong> to view the fulfillment line status.</td>
</tr>
<tr>
<td>Orchestration Process Status</td>
<td>In the Status field of the Orchestration Process page.</td>
</tr>
<tr>
<td></td>
<td>For example, Awaiting Fulfillment.</td>
</tr>
<tr>
<td>Fulfillment Task Status</td>
<td>In the Status column of the Orchestration Plan tab of the Orchestration Process page.</td>
</tr>
<tr>
<td></td>
<td>For example, Awaiting Fulfillment.</td>
</tr>
</tbody>
</table>
Sales Order Status

Here's the general sequence your sales order goes through.

<table>
<thead>
<tr>
<th>Sequence</th>
<th>Sales Order Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Draft</td>
<td>You clicked Save to save the order to the database but haven’t clicked Submit to submit it to order fulfillment. You can modify a Draft order.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Draft displays only if you click Save. If you create a sales order without saving it, but click Submit instead, then the status goes to Processing.</td>
</tr>
<tr>
<td>2</td>
<td>Approval Pending</td>
<td>Order Management sent your sales order to a sales order approver. This status displays after you click Submit, but only if your order administrator set up approvals.</td>
</tr>
<tr>
<td>Sequence</td>
<td>Sales Order Status</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>-------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>3</td>
<td>Processing</td>
<td>You clicked Submit, but Order Management hasn’t delivered all fulfillment lines to the customer. You can’t modify a Processing order, but you can revise it. For details, see the Revise Sales Orders You Already Submitted topic.</td>
</tr>
<tr>
<td>4</td>
<td>Open</td>
<td>Order Management hasn’t completed any fulfillment lines.</td>
</tr>
<tr>
<td>5</td>
<td>Partial</td>
<td>Order Management has completed some, but not all, fulfillment lines.</td>
</tr>
<tr>
<td>6</td>
<td>Closed</td>
<td>Order Management completed all fulfillment lines. You can’t modify a Closed order, but you can create a return order to return items from it. For details, see the Returning Sales Orders topic.</td>
</tr>
</tbody>
</table>

Some statuses might display infrequently or never. For example, if the fulfillment system fulfills the fulfillment lines in a matter of seconds, Open and Partial might not display at all. The status might go directly from Processing to Closed.

Your status might also display one of these values.

<table>
<thead>
<tr>
<th>Sales Order Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>An earlier version of a revised order. For example, if you revise an existing sales order, then click Submit, then Order Management displays the earlier version of the sales order with a status of Reference.</td>
</tr>
<tr>
<td>Canceled</td>
<td>Order Management canceled all fulfillment lines. It also removed the sales order from order fulfillment and didn’t reschedule it. You can’t submit a Canceled sales order to order fulfillment. If Order Management canceled only some fulfillment lines, then it ignores the canceled fulfillment lines, and sets the status according to the fulfillment lines that are open.</td>
</tr>
</tbody>
</table>

**Order Line Status**

The order line status depends on the fulfillment line status.
### Order Line Status

<table>
<thead>
<tr>
<th>Order Line Status</th>
<th>Fulfillment Line Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>Order Management hasn't completed any fulfillment lines.</td>
</tr>
<tr>
<td>Partial</td>
<td>Order Management has completed some, but not all, fulfillment lines.</td>
</tr>
<tr>
<td>Closed</td>
<td>Order Management completed all fulfillment lines.</td>
</tr>
</tbody>
</table>
| Canceled          | Order Management canceled all fulfillment lines.  
|                   | If Order Management canceled only some fulfillment lines, then it ignores the canceled fulfillment lines, and sets the status according to fulfillment lines that are open. |

**Related Topics**

- Orchestration Process Status
- Set Up Fulfillment Line Status
- How Order Management Transforms Order Lines Into Fulfillment Lines
- Revise Sales Orders You Already Submitted
Monitor Order Fulfillment

Monitor order fulfillment for each of your sales orders.

There are many ways to monitor fulfillment.

Note.

- Enter your order number in the Search field.
- Use one of the Manage tasks.
• Click a bar on one of the bar charts.

In this example, you will use the Manage Orders task.

1. On the Overview page, click Tasks > Manage Orders, then search for your sales order.
2. On the Manage Orders page, in the Order column, click your order number.
3. On the Order page, click Switch to Fulfillment View.

Use the fulfillment view to monitor and manage order fulfillment. It displays the results of the order transformation, such as the fulfillment lines and orchestration processes that Order Management added to fulfill your sales order.

4. On the Fulfillment Lines tab, notice that Order Management added a separate fulfillment line for each order line you created, and that each fulfillment line includes details about the order status and orchestration process.

For details about how this works, see the How Order Management Transforms Source Orders Into Sales Orders topic.

5. Click an orchestration process number, such as 300100090333478.
6. On the Orchestration Plan tab, examine the fulfillment tasks that the orchestration process scheduled to fulfill the fulfillment line, and the current status of each fulfillment task.
Here's an example where the jeopardy is low for each fulfillment task.

Note.

- None of the tasks have started.
- The orchestration process might not start a fulfillment task for a number of reasons, such as the Planned Start Date hasn't occurred, the Earliest Acceptable Ship Date might occur too far in the future, or other sales orders might have higher priority.
- For details about how to fix this problem, see the Fix Problems and Improve Fulfillment Performance topic.

Monitor Orchestration Plan

Let's take a more detailed look at another orchestration plan. An orchestration plan is a stepwise process that orchestrates and plans the fulfillment of a sales order.

- It includes tasks, task statuses, planning dates, planning shipments, and so on.
- It might require anywhere from seconds to days to complete the tasks that it contains during orchestration planning.
For example, if the customer purchases an item that isn’t *shippable*, such as a subscription that ships electronically, then the shipment might finish in a few minutes. If the item is shippable, such as a laptop computer that a truck delivers to the customer, then the shipment might require several days to finish.

Here’s an example orchestration plan that has completed all *fulfillment tasks* for the sales order up to the Invoice fulfillment task, and is now waiting for billing to invoice the *sales order*.

A check mark indicates that the fulfillment task finished. Your orchestration plan might display different fulfillment tasks and task statuses, depending on how your order administrator sets up Order Management.

This example orchestration plan includes these fulfillment tasks.

<table>
<thead>
<tr>
<th>Fulfillment Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule</td>
<td>Sends a scheduling request to order promising.</td>
</tr>
</tbody>
</table>
### Fulfillment Task

<table>
<thead>
<tr>
<th>Fulfillment Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>For example, to schedule a sales order, unschedule a sales order, or to check availability of the item.</td>
</tr>
<tr>
<td>Reserve</td>
<td>Sends a reservation request to the inventory fulfillment system. A reservation reserves the supply for a sales order so no other sales order or system can use this supply.</td>
</tr>
<tr>
<td>Verify Trade Compliance</td>
<td>Performs trade compliance screening. Your order manager might administer Order Management to screen each sales order for trade compliance during order fulfillment. For details, see the Manage Sales Orders That Use Trade Compliance topic.</td>
</tr>
<tr>
<td>Transportation Planning</td>
<td>Sends a request to Transportation Management to plan transportation for the sales order.</td>
</tr>
<tr>
<td>Ship</td>
<td>Sends a request to the fulfillment system that creates the shipment request. The shipping system might send fulfillment line details to Order Management at any time when a status update occurs, including before it confirms a shipment. For example, it sends updated details for attributes that display on the Fulfillment Lines tab.</td>
</tr>
<tr>
<td></td>
<td>• Scheduled Ship Date</td>
</tr>
<tr>
<td></td>
<td>• Scheduled Arrival Date</td>
</tr>
<tr>
<td></td>
<td>• Actual Ship Date</td>
</tr>
<tr>
<td></td>
<td>• Actual Delivery Date</td>
</tr>
<tr>
<td>Pause</td>
<td>Waits for shipment delivery confirmation. A pause task can temporarily stop an orchestration process from running so it can wait for fulfillment to meet a condition.</td>
</tr>
<tr>
<td>Invoice</td>
<td>Sends a request to the billing system and interprets the replies that it receives from this system.</td>
</tr>
</tbody>
</table>

Order Management doesn't update the orchestration plan if you take any of these actions.

- Manually split a fulfillment line.
- Remove an order line from a shipment set.
- Change the warehouse.
- Substitute an item.
- Override the scheduled ship date.

For example, if you change the quantity on the fulfillment line from 10 to 100, then Order Management updates the Reserve step in the orchestration plan to make sure it can deliver the fulfillment line on schedule. However, if you change the warehouse, then Order Management doesn't update the Reserve step.

### Monitor Assets

Depending on how your order administrator sets up Order Management, you can view the Asset Tracked attribute on the Manage Fulfillment Lines page to monitor assets during order fulfillment. This attribute can contain one of these values.
### Value

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Asset</td>
</tr>
<tr>
<td>Track the item as an asset only when you sell, lease, or loan it to your customer.</td>
</tr>
<tr>
<td>Oracle Fusion Applications will track each subsequent change to the item, such as a change to location, ownership change, or a structural change. This tracking continues until the asset retires or the customer returns it, for example, at the end of a lease.</td>
</tr>
<tr>
<td>Full Lifecycle</td>
</tr>
<tr>
<td>Track the item as an asset when it enters Oracle Fusion Applications. A purchase receipt, manufacturing completion, or some other type of receipt starts the creation of the asset.</td>
</tr>
<tr>
<td>Oracle Fusion Applications will track each subsequent change until the asset retires, such as a change to location, ownership change, or a structural change.</td>
</tr>
<tr>
<td>If an asset doesn't reference a serial number, then Full Lifecycle tracking is equivalent to Customer Asset tracking.</td>
</tr>
<tr>
<td>Not Tracked</td>
</tr>
<tr>
<td>Don't track the item as an asset.</td>
</tr>
</tbody>
</table>

### Related Topics

- How Order Management Transforms Order Lines Into Fulfillment Lines
- Jeopardy Priority
- Jeopardy Threshold
- Set Up Jeopardy and Lead Time to Manage Delay

### Jeopardy Score

Use jeopardy to get a quick visual cue of the likelihood that a fulfillment task will delay fulfillment, and then take action to reduce delay.
Jeopardy indicates whether the orchestration process that's processing fulfillment lines for the sales order is at risk of not meeting your customer's requested delivery date.

You can use jeopardy in Order Management to help prevent delayed delivery. Consider these concepts.

<table>
<thead>
<tr>
<th>Concept</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeopardy</td>
<td>The level of risk that the delay of an orchestration process task might cause to meeting fulfillment dates.</td>
</tr>
<tr>
<td></td>
<td>Jeopardy can be low, medium, or high.</td>
</tr>
<tr>
<td>Concept</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Jeopardy score</td>
<td>A numeric ranking that indicates the severity of a delay in meeting fulfillment dates.</td>
</tr>
<tr>
<td>Jeopardy priority</td>
<td>A value that describes the level of risk that's associated with delaying a fulfillment task. Jeopardy priority can be low, medium, or high.</td>
</tr>
</tbody>
</table>

Note.

- Order Management uses forward planning and backward planning across an orchestration process to calculate promise dates for each orchestration process task. If one of these tasks is delayed, then Order Management uses jeopardy to indicate the severity of the delay.
- Order Management calculates jeopardy score and jeopardy priority every time it plans or replans an orchestration process.
- Order Management uses the lead time of each *orchestration process step* and the dates from the sales order, such as required completion date, when it plans an orchestration process and assigns it to the sales order.
- Each fulfillment task includes a planned start date and a completion date.
- If a fulfillment task is delayed, then Order Management replans the entire orchestration process.
- If Order Management expects that a fulfillment task will finish after the required completion date of the task, then it assigns a jeopardy score to each fulfillment task according to the jeopardy threshold.
- Order Management maps jeopardy score to *jeopardy priority*, then displays the priority in the Order Management work area.

**Jeopardy Priority**

Jeopardy priority measures the *fulfillment task* that contains the highest jeopardy score. If more than one fulfillment task in an *orchestration process* is in jeopardy of not finishing on time, then Order Management uses the highest jeopardy score when it displays jeopardy for the orchestration process.

Assume supply in the warehouse that the Carpet Processing orchestration process references isn't sufficient to fulfill the fulfillment line, so it causes delays.

- A three day delay for the Deliver Carpet task that results in a jeopardy score of 100 and a jeopardy priority of Medium
- A three day delay for the Invoice Carpet task that results in a jeopardy score of 200 and a jeopardy priority of High

Two hundred is the higher score, so Order Management uses the jeopardy score for the Invoice Carpet task as the jeopardy for the Carpet Processing orchestration process. The Order Management work area displays a jeopardy priority of High.

**Jeopardy Score for Fulfillment Tasks**

Order Management assigns a jeopardy score to a fulfillment task according to the jeopardy threshold. If a fulfillment task is delayed, then Order Management calculates the difference between the required completion date and the
planned completion date for the task, then searches for a threshold that applies to the largest number of entities that the fulfillment task references. Here’s the sequence it uses when it searches for the threshold.

1. Search the process name, process version, task name, and task type.
2. Search the process name, process version, and task name.
3. Search the process name and task name.
4. Search the process name, process version, and task type.
5. Search the process name and task type.
6. Search the process task name.
7. Search the process name and process version.
8. Search the process name.
9. Search the task type.

For example.

1. Search for a jeopardy threshold that applies to the task type, task name, process name, and process version. If Order Management doesn’t find a threshold that applies to all of these attributes, then continue to step 2.
2. Search for a jeopardy threshold that applies to the process name, process version, and task name. If Order Management doesn't find a threshold that applies to all of these attributes, then continue to step 3.
3. And so on.

Order Management continues this process until it finds a threshold that applies to one attribute or a combination of attributes, then sets jeopardy score according to the threshold that it assigns to the fulfillment task.

Jeopardy score might change during replanning. If replanning results in a change to jeopardy priority, and if the jeopardy priority value is enabled, then Order Management updates the jeopardy values.

Your order administrator sets up jeopardy, including thresholds that affect jeopardy score.

Related Topics

- Jeopardy Priority
- Jeopardy Threshold
- Set Up Jeopardy and Lead Time to Manage Delay
- How Order Management Transforms Order Lines Into Fulfillment Lines

Monitor Jeopardy

There are different ways to monitor jeopardy.

- Search for your order from the Overview page, then drill down.
- Use one of the manage tasks, such as Manage Orders, Manage Fulfillment Lines, or Manage Orchestration Processes.
Here’s the orchestration process you will examine in this example.

1. On the Overview page, click **Tasks > Manage Orchestration Processes**.
2. On the Manage Orchestration Processes page, click Add Fields, then add these fields.
   - Jeopardy Priority
   - Jeopardy Reason
   - Jeopardy Score

Add these fields so you can search on any aspect of jeopardy.
3. Assume you examine all orchestration processes that are in High jeopardy as part of your daily routine. So, enter these values, then click **Search**.
**Attribute** | **Value**
---|---
Jeopardy Priority | High
Orchestration Process Number | Does Not Contain x
Enter any alphabetic text. The Orchestration Process number is numeric, so using Does Not Contain x will return all Orchestration Processes where Jeopardy Priority is High.

4. In the search results, in the Orchestration Process Number column, click a number, such as 100000016283267.

5. On the Orchestration Process page, examine values in the jeopardy attributes in the header area.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeopardy Score</td>
<td>300</td>
</tr>
<tr>
<td>Jeopardy Reason</td>
<td>Schedule: Required Completion Date 02/06/10 12:00 AM, Expected Completion Date 02/19/10 4:09 AM, Schedule</td>
</tr>
<tr>
<td>Jeopardy Priority</td>
<td>High</td>
</tr>
</tbody>
</table>

6. Examine the orchestration plan.
   - Notice that the schedule, reserve, and ship tasks are complete, and the invoice task is in low jeopardy.
   - But Jeopardy Priority and Jeopardy Score are high for the orchestration process.
   - The Jeopardy Reason describes why the orchestration process is in jeopardy. In this example, it looks like the Expected Completion Date occurs 12 days after the Required Completion Date. That's not good if your customer really needs it on the required date.

So, even though none of the tasks are in high jeopardy, the orchestration process is in jeopardy because of some other condition.

- Jeopardy conditions for your orchestration process might be significantly different depending on how your order administrator sets up jeopardy.

Here's another example.
Orchestration Process: DOO_OrderFulfillmentGeneric…

Attribute | Value
---|---
Jeopardy Score | 545
Jeopardy Reason | Invoice: Required Completion Date 04/25/18 8:08 PM, Expected Completion Date 02/23/19 7:39 AM, Create Invoice
Jeopardy Priority | High

Examine tasks in High jeopardy.

Why is shipping late?

Orchestration Process | Order Fulfillment

Attribute | Value
---|---
Jeopardy Score | 545
Jeopardy Reason | Invoice: Required Completion Date 04/25/18 8:08 PM, Expected Completion Date 02/23/19 7:39 AM, Create Invoice
Jeopardy Priority | High
Note.

- The ship and the invoice tasks are in high jeopardy.
- It’s likely that the delay in the ship task is causing a delay in the invoice task.

Each jeopardy scenario is different. You might need to explore why a task is in jeopardy.

Related Topics

- How Order Management Transforms Order Lines Into Fulfillment Lines

Order Management Analytics

Use reports and analytics features in the Order Management work area to get details about order status and to facilitate order fulfillment.

Get details about fulfillment lines, orchestration processes, shipments, and so on.
Order Management displays different reports on different pages.

For example, view reports about fulfillment line exceptions.

1. On the Overview page, click **Tasks > Manage Fulfillment Line Exceptions**.
2. On the Manage Fulfillment Line Exceptions page, expand the Analytics area, then view the reports.

   Use filters in each report, as necessary.
### Reports That Display Overview Details

Get an overview of each fulfillment line status.

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Fulfillment Lines by Exception**               | Displays details about open fulfillment lines, each of which might include more than one type of fulfillment line exception that occurs at the same time.  
This report might count a fulfillment line more than one time. For example, if a fulfillment line is in jeopardy and on hold, then the report includes the line in the count of lines that are in jeopardy, and also in the count of lines that are on hold.  
You can run other reports from the list of orders that Fulfillment Lines by Exception displays, such as Schedule, Check Availability, Substitute Item, Apply Hold, and so on. |
| **Fulfillment Lines by Status**                   | Displays only open fulfillment lines.                                                           |
| **On-Time Shipment Percentage by Time**          | Displays the percent of sales orders where all fulfillment lines shipped on time.               |

### Reports That Display Details About Fulfillment Line Exceptions

Get details about items, customers, and sales orders for a fulfillment line.

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Item Availability**                            | Displays details about the item that a fulfillment line references.  
- **Available quantity.** Amount of inventory that’s available to fill sales orders. It is the shelf quantity minus the allocated quantity.  
- **Shelf quantity.** Amount of inventory for an item that’s currently on the shelf in the warehouse. It includes allocated and not allocated quantities.  
- **Allocated quantity.** Amount of inventory that Order Management Cloud currently reserves to fulfill a sales order. |
| **Count of Holds for This Item by Hold Name**    | Counts the holds that Order Management applied to the sales order, order line, and fulfillment lines.  
A single fulfillment line might include more than one hold.  
Order Management caches this report and refreshes it according to the caching set up. The data isn’t real-time. |
| **Order Age by Time**                            | Displays order age.  
- The system date minus the ordered date for open orders, divided by the last updated date minus the ordered date for closed orders  
The last updated date represents the closed date. |
### Reports That Display Details About Orchestration Process Exceptions

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orchestration Process Exceptions by Type</td>
<td>If an orchestration process includes more than one exception, then this report counts this process one time for each exception that it contains.</td>
</tr>
<tr>
<td>Average Process Duration by Time</td>
<td>Compares all orchestration process instances that Order Management has closed to the orchestration process you select.</td>
</tr>
</tbody>
</table>
Report Description

Count of Holds for This Customer by Hold Name
Counts the number of orchestration processes that are stopped because a task is on hold. The count includes the orchestration processes for a single customer.

On-Time Shipment Percentage by Time
Displays the percent of sales orders where all fulfillment lines shipped on time for a single customer.

Orchestration Orders by Time
Displays details about orchestration orders for the customer of the orchestration process that you select.

Related Topics
- How Order Management Transforms Order Lines Into Fulfillment Lines

Why Order Management Disables Fulfillment Actions
The Order Management work area disables some of the fulfillment line actions that you can do under certain situations.

<table>
<thead>
<tr>
<th>Action</th>
<th>When Disabled</th>
</tr>
</thead>
</table>
| All fulfillment line actions, except view | • The fulfillment line is locked, canceled, closed, was shipped, or is part of a configured item.  
  • The user request status is processing.  
  • Order Management hasn’t assigned an orchestration process to the fulfillment line. |
| Unschedule | • The fulfillment line isn’t scheduled.  
  • The scheduled ship date is empty. |
| Reserve | • The fulfillment line isn’t scheduled.  
  • The Scheduled Ship Date is empty.  
  • The fulfillment line is reserved.  
  • The reserved quantity contains a value. |
| Unreserve | • The fulfillment line is reserved.  
  • The reserved quantity is empty. |
| Substitute Item | • You selected more than one fulfillment line, but they don’t all reference the same item.  
  • The Substitute Allowed feature equals False for the fulfillment line, and you didn’t sign in with a privilege you need to override this restriction.  
  • The fulfillment line is part of a configured item.  
  • The fulfillment line is part of a shipment set. |
| Release Hold | The fulfillment line isn’t on hold. |
| Split Fulfillment Line | • The fulfillment line belongs to a shipment set. |
### Stop and Resume

#### Sales Order Hold

Order Management uses a *sales order hold* to temporarily stop an orchestration process from processing an order line or fulfillment line. You can use a hold to manage *order fulfillment*.

You might need to place a hold for a variety of reasons:

- You submitted a sales order and Order Management scheduled it for delivery. Later that day, the customer who placed the sales order realizes they can’t receive it because they will be out of the country for three weeks. The customer calls and requests to delay delivery.
- Personnel at the warehouse ask you to temporarily hold the shipment because a fire occurred in the warehouse.
- Your order administrator informs you that a problem might exist with an *item*, and requests that you temporarily hold all your sales orders that include the item while your sales engineers investigate the problem.

A hold stops the orchestration process from doing the next task in the process. Here’s how holds work.

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatically apply hold</td>
<td>Order Management automatically applies a hold if a change in the Order Management work area requires Order Management to compensate the orchestration process. Order Management sends a message to the fulfillment system to apply a hold so fulfillment stops while Order Management compensates the orchestration process. Order Management automatically releases the hold after it finishes compensation. An orchestration process can automatically apply a hold only when a hold request already exists in Order Management, in the source system, or in the fulfillment system. For example, assume an orchestration process is at the scheduling step when a source system sends a request to hold the shipping task. Order Management stores the request until the orchestration process reaches the shipping step. It then searches for existing requests, and then applies them.</td>
</tr>
<tr>
<td>Propagate hold</td>
<td>Order Management transforms a hold that it receives from a source system or a fulfillment system. The hold becomes part of the sales order. If a source order includes a hold, then Order Management includes it on the fulfillment lines that it maps to the sales order. If a fulfillment line includes a hold, and if Order Management splits the fulfillment line, then it includes the hold on each new fulfillment line that it creates to do the split.</td>
</tr>
<tr>
<td><strong>Behavior</strong></td>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>-------------</td>
<td>----------------</td>
</tr>
<tr>
<td></td>
<td>• If Order Management applies or releases a hold to one or more lines in a <em>shipment set</em>, then it applies the hold on the entire shipment set. Assume a shipment set includes lines 1, 2, and 3. If you apply a hold on line 1, then Order Management applies the same hold on lines 2 and 3.</td>
</tr>
<tr>
<td>Display and process active hold</td>
<td>• An active hold is a current hold on an orchestration process. The Hold Source System attribute displays the location of where the hold was applied. If a fulfillment line includes a hold, and if the orchestration process that the fulfillment line references hasn't reached the step that includes the hold, then Order Management might continue to run the process until it reaches the step that includes the hold. If a fulfillment line includes a hold that Order Management hasn't released, then Order Management displays it as an active hold even if the line doesn't include an active hold.</td>
</tr>
<tr>
<td>Release hold</td>
<td>• You or an orchestration process can release a hold that you apply in the Order Management work area only in the Order Management work area. Only the user of a source system can release a hold that another user of the source system applies. If you cancel an orchestration process, then Order Management releases any holds that reference the process. If you don't cancel an orchestration process, then you must manually release each hold and provide a release reason.</td>
</tr>
</tbody>
</table>

**Note.**

- You can apply a hold at any step of an orchestration process. For example, if you apply a hold on the invoicing step immediately after you submit the sales order, then the orchestration process will do all of its steps right up to the invoicing step, and then stop on the invoicing step.
- You can apply more than one hold on a sales order. For example, you can apply a hold on shipping task and another one the invoicing task. The orchestration process will stop on the shipping task, wait there until someone releases the hold on the shipping task, proceed to the invoicing task, and wait there until someone releases the hold on the invoicing task. This approach is useful when you have more than one dependency that you must resolve before finishing the sales order.
- A small blue icon displays at the top of the sales order next to the order total when the sales order or an order line is on hold. It also displays this icon on each order line that's on hold.
- You can add a comment when you apply a hold. Use it tracking or auditing purposes. For example, you might enter details about why you applied the hold and the dependencies you must resolve before you can release the hold.
- Order Management might automatically apply a credit check hold. You can't manually apply a credit check hold. If you have sufficient privileges, you can release a credit check hold. For details, see the Manage Credit Check topic.

**Configured Items**

You can apply a hold on an item that isn't configured, a configured item, a pick-to-order item, a kit, or an item that includes a combination of these characteristics.
Assume the AS54888 is a configured item and you add it to order line 1. You configure the AS54888 so it includes the 1 TB hard drive configure option and another option, the Dance Revolution software suite, which is also an item that you sell by itself.

- If you apply a hold on order line 1, then Order Management also applies the hold on the hard drive and the software suite for order line 1.
- You can apply a hold only on the entire order line for the configured item, the AS54888.
- You can't apply a hold on the hard drive or the Dance Revolution software suite on order line 1, but if add only the Dance Revolution item to order line 2, then you can place a hold on line 2.

**Related Topics**

- How Order Management Transforms Order Lines Into Fulfillment Lines
- Fix Problems and Improve Performance

### Use Holds to Temporarily Stop Processing

Apply a **hold** on a sales order, order line, or **fulfillment line** to temporarily stop Order Management from processing the order or the line. You can also manually release a hold.

**Hold Order Line**

Assume you submit a sales order and Order Management schedules it for delivery. Later that day, the customer who placed the sales order realizes they must verify their order to make sure it works for them, but must do some investigation first. The customer calls and requests to delay delivery for one week.

Place a hold on an order line.

1. On the Overview page, click **Tasks > Manage Orders**.
   Or, if you know the sales order number, then search for it on the Overview page.
2. On the Manage Orders page, search for the sales order you must place on hold.
3. In the search results, in the Order column, click a **link**.
4. On the Order page, in the Order Lines area, note the value of the Status attribute.
   The Status identifies where the sales order resides in order fulfillment. Use it to determine whether placing a hold will achieve the result you need.
   In this example, assume status is Awaiting Shipping, which indicates Order Management scheduled the order line for shipping but hasn't shipped it to the customer. If the status were Shipped, then it would be too late to place a hold and you would have to request the customer to return the item.
5. On the Order page, in the Order Lines area, click **Apply Hold**.
6. In the Apply Hold dialog, set the value, then click **Save and Close**.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hold Name</td>
<td>SHP_ALL</td>
</tr>
</tbody>
</table>

Hold Name indicates where to place the hold. For example, HOLD CREATE INVOICE places a hold on an invoice task, such as Create Billing Lines.
In step 4, you determined that Order Management hasn’t shipped the sales order, so you can use SHIP_ALL to temporarily stop processing for all shipping that Order Management does for the sales order.

7. Use the Order Lines area to verify Order Management placed a hold on the order line. Make sure it displays the On Hold icon.

### Release the Hold

Assume your customer calls, is now ready to receive the sales order, and you must release the hold.

1. Click the **arrow** next to Apply Hold, then click **Release Hold**.
2. In the Release Hold dialog, set values, then click **Save and Close**.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hold Name</td>
<td>SHIP_ALL</td>
</tr>
<tr>
<td>Release Reason</td>
<td>Choose the most appropriate value.</td>
</tr>
</tbody>
</table>

**Note.**

- You might need to release more than one hold. To view all holds that are currently applied on the sales order and order lines, open the order, click **Switch to Fulfillment View**, then click **Actions > View Hold Details**.
- If there’s no hold on the order line, or if you don’t have the privilege you need to release the hold, then the Release Hold menu item is grey and you can’t click it.

If you click Release Hold but receive an error message, then try this.

1. Click **Cancel**.
2. Click **Actions > Switch to Fulfillment View**.
3. Click the **Fulfillment Lines** tab.
4. Click **Actions > Holds > Release Holds**.
5. Use the Release Holds dialog to release the hold.
If you still can't release the hold, contact your order manager. You might not have the privileges you need to release the hold.

**Hold Sales Order**

Hold the entire sales order instead of just one order line.

1. On the Order page, click **Actions > Holds > Apply**.
2. In the Apply Hold dialog, choose a value for **Hold Name** to specify where in the orchestration process you want to apply the hold.
   - Each orchestration process includes tasks that it runs sequentially, such as Schedule, Reserve, Ship, and then Invoice. You can specify where in the orchestration process to place the hold. For example.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCHLD_ALL</td>
<td>Place a hold on all steps in the orchestration process that schedule your item.</td>
</tr>
<tr>
<td>RESRV_ALL</td>
<td>Place a hold on all steps that reserve your item in inventory.</td>
</tr>
<tr>
<td>SHIP_ALL</td>
<td>Place a hold on all steps that ship the item to your customer.</td>
</tr>
<tr>
<td>INVOICE_ALL</td>
<td>Place a hold on all steps that invoice the item.</td>
</tr>
</tbody>
</table>

You can also set these values when you place a hold on an order line or fulfillment line. The values you can choose depend on how your order administrator sets up Order Management. Order Management places a hold on all order lines in the sales order regardless of the value you choose. When it comes time to release the hold, make sure you release the hold on the order header, not the order lines. If you release the lines but not the order, the hold will remain in place on the order and processing won't resume.

**Hold a Draft Order**

Use the Order Management work area to place a sales order that's in Draft status on hold.

- You can apply or release a hold only on the Create page or Edit page.
- You can't apply or release a hold on the Revise page.

**Hold Fulfillment Line**

You can place a hold on the fulfillment line instead of an order line. For example, assume Order Management splits an order line into more than one fulfillment line, and you must place a hold only on one of these split fulfillment lines but not the entire order line.

1. On the Overview page, click **Tasks > Manage Fulfillment Lines**.
2. On the Manage Fulfillment Lines page, search for your sales order.
3. In the search results, click the fulfillment line you must hold.
4. Click **Actions > Holds > Apply Hold**.
5. In the Apply Hold dialog, apply a hold, then click **Save and Close**.

**Hold Tasks In Progress**
Its recommended that you add a check mark to the Hold Tasks In Progress option. Order Management will immediately stop processing the sales order on the task you specify and will send a hold request to the fulfillment system that’s currently processing the task even if the task has already started. If you don’t enable this option, then Order Management will still add the hold but not communicate the hold request to the fulfillment system. You can set this option only in the fulfillment view. Order Management automatically enables it in other views.

If you enable the Hold Tasks In Progress option, and if the sales order.

<table>
<thead>
<tr>
<th>Status</th>
<th>What Order Management Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hasn’t reached the task you’re holding.</td>
<td>Continues processing until it does reach the task, then applies the hold.</td>
</tr>
<tr>
<td></td>
<td>For example, the predefined ShipOrderGenericProcess orchestration process includes tasks that it runs sequentially, one after the other.</td>
</tr>
<tr>
<td></td>
<td>1. Create Scheduling</td>
</tr>
<tr>
<td></td>
<td>2. Create Inventory Reservation</td>
</tr>
<tr>
<td></td>
<td>3. Create Shipping</td>
</tr>
<tr>
<td></td>
<td>4. Wait for Shipment</td>
</tr>
<tr>
<td></td>
<td>5. Create Billing Lines</td>
</tr>
<tr>
<td></td>
<td>6. Wait for Billing</td>
</tr>
<tr>
<td></td>
<td>Assume you place a hold on the Create Shipping task and the orchestration process is currently running the Create Scheduling task. It will finish Create Scheduling and Create Inventory Reservation, then stop immediately before Create Shipping. It will remain stopped until you release the hold. Once you release the hold, the orchestration process will resume the flow, beginning with Create Shipping.</td>
</tr>
<tr>
<td>Already finished the task you’re holding.</td>
<td>Applies the hold but doesn’t stop processing because the task already finished. The sales order proceeds through order fulfillment as if the hold doesn’t exist.</td>
</tr>
<tr>
<td></td>
<td>Using ShipOrderGenericProcess as an example, assume you place a hold on the Create Shipping task and the orchestration process is currently running the Wait for Shipment task. It will finish Wait for Shipment, then run Create Billing Lines and Wait for Billing.</td>
</tr>
</tbody>
</table>

If the task is a long-running task, then Order Management applies the hold and communicates it to the fulfillment system just like it does a task that isn’t long-running.

Get Details About Holds on Orchestration Processes
Get details about all the current holds that exist on an orchestration process. For example, to investigate why a sales order hasn’t shipped. You can identify the fulfillment tasks that are on hold.

1. On the Overview page, click Tasks > Manage Orchestration Processes.
2. On the Manage Orchestration Processes page, search for your sales order.
3. In the search results, click the fulfillment line you must hold.
4. On the Orchestration Process page, click View Hold Details.
5. In the Hold Details dialog, examine the fulfillment tasks that are on hold, including who applied them, why they were applied, and when Order Management applied them.
6. If necessary, contact the person who applied the holds to determine how to fulfill the sales order.

Related Topics
- How Order Management Transforms Order Lines Into Fulfillment Lines
Resume Paused Sales Orders

Release a pause task so the orchestration process can resume processing your sales order.

A pause task temporarily pauses processing to wait until a date or event occurs before proceeding to the next orchestration process step. A pause isn't a hold. For details about releasing a hold, see the Sales Order Hold topic.

Your order administrator sets up the pause task. For details about how pause tasks work for you, and the role you must use to release a pause task, ask your order administrator.

Resume a paused sales order.

1. Sign into Order Management with the Order Orchestration Error Recovery Manager role.

   You must use this role to use this procedure.

2. On the Overview page, click Tasks > Manage Orchestration Processes.

3. On the Manage Orchestration Processes page, search for the sales order you must resume.

4. In the Search Results, in the row that displays your sales order, in the Orchestration Process Number column, click the link.


Unlocking Sales Orders

Order Management locks the sales order while the pause task waits for the date or event. For example.

- Assume your order administrator creates a pause task so Order Management waits to receive a reply from the warehouse that it successfully reserved inventory for the item you ordered.
- While waiting for the reply, assume you create an order revision, you change the Requested Ship Date, submit the revision, but then Order Management displays a message indicating the order is locked.
- You can use Release Pause Task to unlock the sales order.

Related Topics

- How Order Management Transforms Order Lines Into Fulfillment Lines
- Fix Problems and Improve Performance

Credit Check

Manage Credit Check

Use the fulfillment view to examine credit check details, including status updates.

Credit check is a calculation that determines whether the credit that’s currently available for the customer account is equal to or greater than the transaction amount.

If your sales order requires credit check, then Oracle Accounts Receivable creates a case folder. A case folder is a page in Accounts Receivable that includes details about the customer, such as credit limit, credit rating, and so on, and the sales
order. A credit analyst uses the case folder to determine the action to take, such as remove the credit hold, increase credit limit, and so on.

Note.

- Each case folder includes a unique number.
- The Credit Reference attribute on the fulfillment line in Order Management references the case folder in Accounts Receivable.
- The Source Transaction attribute in the case folder references the Sales Order Number attribute in Order Management. Accounts Receivable uses Source Transaction because an account might reference a transaction that's not a sales order in some other application.
Assume you create sales order 507252, it goes into credit check hold, a credit analyst releases the hold, and you must examine credit check details.

1. Examine hold details.
   - In the Order Management work area, on the Overview page, search for your sales order.
   - On the Order page, click Actions > Switch to Fulfillment View.
   - Click Fulfillment Lines.
   - In the Details area, click Holds, then examine hold details.

![Fulfillment Line 507252 - 1-1: Details](image)

2. Examine the credit reference.
   - Click View > Columns, then add a check mark to Credit Reference.
The Credit Reference attribute displays the case number.

3. Get details about credit check.
   - Click Tasks > Manage Order Orchestration Messages.
   - On the Manage Order Orchestration Messages page, enter the value, then click Search.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orchestration Order</td>
<td>507252</td>
</tr>
</tbody>
</table>

- In the Search Results, click the row that contains this value.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Orchestration Function</td>
<td>Credit Verification</td>
</tr>
</tbody>
</table>

- In the Fulfillment Task Messages area, examine the message.
  For example.

  Credit analyst Aaron Holmes approved the credit request for fulfillment line in sales order 507252. The credit analyst approved the amount 32,950.00, and then closed case folder 1003 on date 2018-04-11.

  You can't modify some sales order attributes when the sales order is on credit check hold because they affect credit check. For example, you can't modify Bill-to Customer, Ordered Quantity, UOM, Unit Selling Price, and so on.

Credit Review Pending

The Credit Review Pending status means one or more order lines failed credit check when you submitted the sales order.

If you must change the sales order, use the Revert to Draft action, make your changes, then resubmit the sales order.

For example, you can reduce quantity. Reducing quantity reduces the extended amount and increases the likelihood that the order line will pass credit check.

Assume maximum credit for the customer is $10,000, the customer orders a quantity of 11 for an item that costs $1,000 each, which results in an extended amount of $11,000 that exceeds the credit limit. You can reduce quantity to 9 to bring the extended amount down to $9,000, which is below the credit limit.

Revise Sales Orders That Are Under Credit Check Review

Here's some of the revisions you can do.

- Cancel the entire sales order.
- Cancel the fulfillment line that's under credit check hold.
- Revise attributes that don't affect credit check.
You can't revise these attributes because they affect credit check.

- Bill-to Customer
- Ordered Quantity
- Ordered UOM
- Transaction Currency Code
- Unit Selling Price
- Extended Amount

Related Topics
- Reauthorize Payment

Release Holds for Order Lines That Fail Credit Check

If an order line fails credit check, then Order Management places the order line on hold. You can release the hold so the sales order can continue processing.

You can also periodically use Release Holds to determine whether the credit that's currently available covers the purchase price of the order lines.

Release holds for order lines that fail credit check.

1. On the Overview page, click Tasks > Manage Orders.
2. On the Manage Orders page, locate the sales order that includes the hold you must release.
3. In the Search Results, click the link in the Order column.
4. On the Order page, click **Error** to get details about the credit check.

5. Click **Actions > Switch to Fulfillment View**.
6. Click **Fulfillment Lines**.
7. Click **Actions > Holds > Release Holds**.
8. In the Release Holds dialog, in the Release All Holds area, choose a **Release Reason**, then click **Save and Close**.

Order Management releases the hold and resumes processing the sales order. It also runs credit check again. If credit check fails, then Order Management places the sales order on hold again.

**Related Topics**
- **Reauthorize Payment**
Manage Customer Credit

Manage customer credit that affects credit check for your sales order.

Assume you're a credit analyst. You receive a request from an Order Entry Specialist to approve credit check for sales order 505200. You examine the sales order in your case folder, perform a credit analysis, and determine you can approve credit.

For details about case folders and managing credit, see the Oracle Financials Cloud, Using Receivables Credit to Cash book on My Oracle Support.

Manage customer credit.

1. Sign into Order Management with a job role you can use to access Oracle Accounts Receivable, such as the predefined ar_mgr_operations role.
2. In the Navigator, click Receivables > Credit Reviews.
3. On the Credit Reviews page, examine the list of case folders in your queue. Credit Reviews adds a case folder for each sales order that goes into credit check. It adds a unique case folder number that you can use to manage the case.
4. Click Show Filters.
5. Set Source Transaction Number to 505200, then click Search. Notice that the Credit Reviews list displays the case folder for sales order 505200.
6. In the Credit Reviews list, click the link in the Number attribute.
7. On the Credit Case Folders page, notice the details that display for sales order 505200, then click Recommendations.
8. Set Type to an appropriate value according to your case folder analysis, such as.
   a. Remove Customer from Credit Hold
   b. Approve Source Transaction Credit Request
   c. Set Credit Limit
   d. Set Order Amount Limit
   For this example, choose Approve Source Transaction Credit Request.
   a. Automatically releases the credit check hold.
   b. Changes the sales order status from Credit Review Pending to Processing,
   c. Changes the order line status to Change Pending.

Related Topics
• Reauthorize Payment

Fulfillment Lines
Schedule Fulfillment Lines Manually

Order Management usually schedules a fulfillment line when it assigns an orchestration process to the line. However, if the fulfillment line is currently processing a manual scheduling step, then you can manually schedule the line.

1. On the Overview page, click Manage Fulfillment Lines.
2. On the Manage Fulfillment Lines page, select one or more fulfillment lines.

To select more than one line, hold down the CTRL key while you select each line.
3. Click one of the these.
   - Check Availability, then select a scheduling option. If you select Override Schedule, then order promising doesn’t calculate options.
   - Schedule.
   - Actions > Edit, then modify an attribute that will reschedule the line, such as Requested Ship Date or Requested Arrival Date.

Note.

<table>
<thead>
<tr>
<th>Manual Scheduling</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unschedule a fulfillment line.</td>
<td>Order Management releases supply so it becomes available for some other, higher priority fulfillment line. If you unschedule a fulfillment line, then Order Management sets the status of the line to Awaiting Scheduling.</td>
</tr>
<tr>
<td>Schedule a configured item or shipment set.</td>
<td>If you select an option for one or more fulfillment lines, and if these lines are part of a configured item or shipment set, then Order Management applies the scheduling option that you select to all of the fulfillment lines that reference the configured item or shipment set.</td>
</tr>
</tbody>
</table>

Override the Schedule

If you set Override Schedule to Yes, then Order Management schedules shipment depending on how you edit the fulfillment line.

<table>
<thead>
<tr>
<th>What You Set</th>
<th>What Order Management Sets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduled Ship Date</td>
<td>Scheduled arrival date and shipping method.</td>
</tr>
<tr>
<td>Scheduled Arrival Date</td>
<td>Scheduled ship date and shipping method.</td>
</tr>
<tr>
<td>Scheduled Arrival Date and Shipping Method</td>
<td>Scheduled ship date.</td>
</tr>
<tr>
<td>Scheduled Ship Date and Scheduled Arrival Date</td>
<td>Nothing.</td>
</tr>
<tr>
<td>What You Set</td>
<td>What Order Management Sets</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------------------</td>
</tr>
</tbody>
</table>

Note.

- Scheduled Ship Date or Scheduled Arrival Date is required.
- If you don’t set a value for an attribute in the Edit Fulfillment Lines dialog, then Order Management gets the value from the fulfillment line.
- If you select the Warehouse option as the source, you must set the Warehouse attribute.
- If you select the Supplier option as the source, you must set the Supplier and Supplier Site attributes.
- Shipping Method is optional. If you don't set it, and if it's not available on the fulfillment line, then Global Order Promising sends it and the scheduled dates.
- Order Management updates the shipping method only if the order administrator sets up Global Order Promising. If it's not set up, the shipping method might not contain a value. Contact your order administrator for details about Global Order Promising.
- Order Management uses this behavior only when you edit the fulfillment line in a fulfillment view, not while you edit the order line when you create or revise the sales order.

Related Topics

- How Order Management Transforms Order Lines Into Fulfillment Lines

### Fulfillment Line Splits

*Split a fulfillment line into more than one fulfillment line to improve order fulfillment performance.*

Splitting a fulfillment line is a supply chain technique you can use to fulfill your sales order in a timely and efficient way. For example, assume a fulfillment line includes a quantity of 50 for the TABLET item, but the preferred warehouse, the...
Denver warehouse, only has a quantity of 30 in stock. The Seattle warehouse has 40. To avoid a delay, you can split the fulfillment line so it gets the quantity it needs from Denver and Seattle.

<table>
<thead>
<tr>
<th>Order Lines</th>
<th>Fulfillment Lines</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actions</td>
<td>Split Fulfillment Line</td>
<td></td>
</tr>
<tr>
<td>Fulfillment Line</td>
<td>Order</td>
<td>Customer</td>
</tr>
<tr>
<td>1-1</td>
<td>541925</td>
<td>Computer Service...</td>
</tr>
</tbody>
</table>

Split one line into two.

<table>
<thead>
<tr>
<th>Order Lines</th>
<th>Fulfillment Lines</th>
<th>Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Lines</td>
<td>Fulfillment Lines</td>
<td>Returns</td>
</tr>
<tr>
<td>1-1</td>
<td>541925</td>
<td>Computer Service...</td>
</tr>
<tr>
<td>1-2</td>
<td>541925</td>
<td>Computer Service...</td>
</tr>
</tbody>
</table>

There are different types of splits.

<table>
<thead>
<tr>
<th>Type of Split</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manual</td>
<td>Note.</td>
</tr>
<tr>
<td></td>
<td>- You can use Split Fulfillment Line only for a <em>sales order</em> that's on a manual schedule task.</td>
</tr>
<tr>
<td></td>
<td>- To split a fulfillment line that isn't on a manual schedule task, click <em>Unschedule</em> while the <em>orchestration process</em> is running, then split the fulfillment line.</td>
</tr>
<tr>
<td>Type of Split</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Automatic</td>
<td>Note.</td>
</tr>
<tr>
<td></td>
<td>• If you select a fulfillment option on the Check Availability page, then this option might require Order Management to split a fulfillment line so it can provide the availability results you need.</td>
</tr>
<tr>
<td></td>
<td>• Some other fulfillment system might automatically split a fulfillment line.</td>
</tr>
</tbody>
</table>

Sometimes Order Management doesn’t allow a split.

- The Splits Allowed attribute on the fulfillment line doesn’t allow the split.
- The fulfillment line doesn’t allow a split. If you use an override privilege, then you can override this restriction.
- The quantity of the fulfillment line is one or less.
- A task in the parallel branch of an orchestration process references the fulfillment line.
- The fulfillment line is in a shipment set. To split this line, remove it from the shipment set, then split it.

**How Order Management Determines Availability**

A substitution is the act of replacing one item with some other item. For example, replacing an 80GB hard drive with a 100GB hard drive because there aren’t any 80GB hard drives in inventory.

Here are the substitutions that Order Management considers to determine availability when it splits a fulfillment line.

<table>
<thead>
<tr>
<th>Where Split Occurs</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Split a fulfillment line across more than one warehouse.</td>
<td>If the Requested Ship-from Warehouse attribute on the fulfillment line is.</td>
</tr>
<tr>
<td></td>
<td>• Empty. Order Management considers more than one warehouse when it splits the fulfillment line.</td>
</tr>
<tr>
<td></td>
<td>• Not empty. Order Management considers only the warehouse that the Requested Ship-from Warehouse references. It doesn’t split the fulfillment line.</td>
</tr>
<tr>
<td></td>
<td>Each fulfillment line that the split creates might specify a different value for the Expected Ship-from Warehouse attribute.</td>
</tr>
<tr>
<td></td>
<td>Order Management uses business rules that your order administrator sets up to determine the warehouses it uses to supply the item.</td>
</tr>
<tr>
<td>Split a fulfillment line across substitute items.</td>
<td>Order Management substitutes an item only if the Allow Substitutions attribute on the fulfillment line equals Yes. Each fulfillment line that the split creates might specify a different value for the Available Item attribute.</td>
</tr>
<tr>
<td>Where Split Occurs</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Assume you create a fulfillment line that requests 100 units of an item. Supply for the item is 80 units and supply for the substitute item is 50 units. Check Availability will split the fulfillment line into these fulfillment lines.</td>
<td></td>
</tr>
<tr>
<td>• One fulfillment line that references 80 units of the item</td>
<td></td>
</tr>
<tr>
<td>• Another fulfillment line that references 20 units of the substitute item</td>
<td></td>
</tr>
<tr>
<td>Split a fulfillment line across dates.</td>
<td>If a fulfillment line requests inventory that isn’t sufficient on a given date, then Order Management splits the line across dates.</td>
</tr>
<tr>
<td>• Create one fulfillment line for the quantity that’s available on the requested date.</td>
<td></td>
</tr>
<tr>
<td>• Create another fulfillment line for the remaining quantity that it will deliver on a later date.</td>
<td></td>
</tr>
</tbody>
</table>

Assume you create a fulfillment line on November 15, 2019 that requests 100 units of an item, and that supply is available for the item on these dates.

| • 70 units are available on November 15, 2019. |
| • 40 units are available on November 30, 2019. |

Check Availability will split the fulfillment line into these fulfillment lines.

| • One fulfillment line with on-time delivery of 70 units, with an expected delivery date of November 15, 2019. |
| • Another fulfillment line with delayed delivery for 30 units, with an expected delivery date of November 30, 2019. |

### How Split Fulfillment Lines Affect Status

Order Management creates two or more instances of the same fulfillment task when it splits a fulfillment line. These tasks might include different statuses during processing.

Consider some examples.

- The status of the Schedule task for fulfillment line A1 is Not Scheduled, and the status of the Schedule task for fulfillment line A2 is Scheduled.

  Order Management examines the split priority of the task statuses, then sets the orchestration process status to the task status that includes the highest split priority.

- Order Management splits a fulfillment line that results in two instances of the Schedule task. One of these tasks includes a Complete status, and the other task includes a Pending status. The value of the split priority for Pending is two, and the value of the split priority for Complete is three.

  Order Management sets the orchestration process status to Pending.

### Related Topics

- Fix Problems and Improve Performance
- How Order Management Transforms Order Lines Into Fulfillment Lines
- Ship Order Lines in Shipment Sets
Split Fulfillment Lines

Split a fulfillment line in the Order Management work area.

In this example, assume you know the Denver warehouse is getting low on inventory, so you split a fulfillment line so it gets 30 units from the Seattle warehouse and 20 units from the Denver warehouse.

For other reasons why you might need to split a fulfillment line, see the Fix Problems and Improve Fulfillment Performance topic.

1. Create a sales order that includes an order line with 50 units for the AS54888 item.
2. Click Tasks > Switch to Fulfillment View.
3. On the Order page, click Fulfillment Lines.
4. Click the fulfillment line, then click Actions > Split Fulfillment Line.
5. In the Split Fulfillment Line dialog, in the Split Lines area, click Actions > Add Row.
6. Set values in the new row, then click Save and Close

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Quantity</td>
<td>30</td>
</tr>
<tr>
<td>Warehouse</td>
<td>Seattle</td>
</tr>
</tbody>
</table>

Note.

- Assume your order administrator set up Order Management so it automatically gets all units from Denver.
- Order Management automatically maintains Ordered Quantity across all rows you add. For example, if the order assigned 50 units to Denver, you add a new row and assign 30 units to Seattle, then Order Management automatically sets Denver to 20 units.
- The values you can set depend on how your order administrator sets up split behavior.

7. In the Warning dialog, click OK.
8. Notice that Order Management added another fulfillment line in the Search Results.

Order Management splits the entire orchestration process that the fulfillment line references any time it splits a fulfillment line.

Related Topics
- Fix Problems and Improve Performance
- How Order Management Transforms Order Lines Into Fulfillment Lines

Source Items from Different Warehouses

Source items that aren't available in one warehouse from a different warehouse. Use this technique to improve on-time delivery for your sales order.
Change Fulfillment Lines

Consider a scenario.

- You are an order manager at a company that supplies carpeting from various warehouses throughout the United States.
- You just found out that the New York warehouse is flooded due to a recent storm, but you know the Boston warehouse includes sufficient supply.
- You use the Manage Fulfillment Lines page to search for all fulfillment lines that source carpet from the New York warehouse.
- You select all fulfillment lines, open Edit Fulfillment Lines, then change the warehouse to Boston.

Change the Warehouse

Order Management automatically sources each item according to the sourcing rules and warehouse ranking that it references. It also provides more than one option you can use to schedule a sales order, including sourcing each item from a different warehouse. You can explicitly change the warehouse to try to improve order fulfillment performance.

1. Identify a warehouse that contains the item and quantity that the fulfillment line requires. Do one or more of these.
   - Use the reports and analytics in the Order Management work area.
   - Examine the Availability pages.
   - Use Supply Availability reports.
   - Use the Supply Allocations reports.
   - Take action outside of Order Management.
2. On the Overview page, search for the order number.
3. On the Order page, click Actions > Create Revision.
4. On the Create Order Revision page, click Shipment Details > Supply.
5. In the Order Line Details area, click Override Order Line.
6. In the Override Order Line dialog, set the Warehouse, then click OK.

Split the Fulfillment Line

If the warehouse contains only some of the quantity that the fulfillment line requires, then you can split the fulfillment line, and then select another warehouse to source the remaining quantity.

For example, assume fulfillment line 1 requires 50 tablets. The fulfillment line is in jeopardy because the current warehouse, the Denver warehouse, only has a quantity of 30. So, you split the fulfillment line, then specify the second fulfillment line to source 30 from Seattle. For details, see the Fulfillment Line Splits topic.

Related Topics

- How Order Management Transforms Order Lines Into Fulfillment Lines

Fulfillment for Configured Items

Order Management fulfills a sales order that includes a configured item differently than how it fulfills a sales order that doesn't.
Here’s what Order Management does during different stages of order fulfillment when a sales order includes a configured item.

<table>
<thead>
<tr>
<th>Order Fulfillment Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule</td>
<td>Schedules a configured item like any other fulfillment line, except Order Management can only schedule a configured item that’s complete. A configured item that’s missing a configure option isn’t complete. Assigns all the fulfillment lines that a configured item or shipment set references to the same orchestration process.</td>
</tr>
<tr>
<td>Split</td>
<td>Allows a split fulfillment line for the configured item, but not for child fulfillment lines. If Order Management does a split, then it cascades the split to the child fulfillment lines.</td>
</tr>
<tr>
<td>Hold</td>
<td>Applies a hold on the configured item and on the child fulfillment lines.</td>
</tr>
<tr>
<td>Ship</td>
<td>Sends the shippable fulfillment lines that a configured item contains to the shipping system together as a single shipment set. If a configured item includes a partial shipment of fulfillment lines, then here’s what might result.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Proportional split.</strong> Results in a shipped configured item and an unshipped configured item.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Nonproportional split.</strong> Results in a partially shipped configured item that includes a separate structure.</td>
</tr>
<tr>
<td>Bill</td>
<td>Sends all the fulfillment lines that the configured item contains to the billing system together as a single group.</td>
</tr>
<tr>
<td>Return</td>
<td>If Order Management receives a partial return, then it separates the configured item into groups.</td>
</tr>
<tr>
<td></td>
<td>- One group includes the fulfillment lines that reference the items that Order Management received. It will move these lines to invoicing.</td>
</tr>
<tr>
<td></td>
<td>- Another group includes the fulfillment lines that reference items that Order Management didn’t receive or that it can’t return for some reason.</td>
</tr>
</tbody>
</table>

**Related Topics**

- How Order Management Transforms Order Lines Into Fulfillment Lines
- Ship Order Lines in Shipment Sets
- Create Sales Orders
FAQs for Managing Fulfillment Lines

What happens if I modify a fulfillment line?
Order Management usually modifies the orchestration process that processes the fulfillment line. A modification might include a manual change or an automatic change, such as a change order, edit to a fulfillment line attribute, or rescheduling. Order Management evaluates the modification and determines the adjustments it must make to accommodate the change.

Related Topics
- How Order Management Transforms Order Lines Into Fulfillment Lines
- Revise Sales Orders You Already Submitted
7 Fix Problems and Improve Performance

Fix Problems and Improve Performance

Order Management automatically fulfills most sales orders. However, if you encounter a problem, you can use the Manage Fulfillment Lines page to view the cause and fix it. You can also use Manage Fulfillment Lines to improve fulfillment performance.

- Manage Fulfillment Line Exceptions displays fulfillment line exceptions that are past due, in jeopardy, backordered, and on hold.
- Most exceptions occur because an item isn’t available.
- More than one solution might fix an exception. How you fix the exception depends on your organization policies.

Use the Manage Fulfillment Lines page.

1. On the Overview page, click Tasks > Manage Fulfillment Lines.
2. On the Manage Fulfillment Lines page, search for your sales order.
3. In the Search Results area, in the Order attribute, click the link.
4. On the Order page, try the solutions that this topic describes.

Take Action on Fulfillment Line

Do an action on a fulfillment line to fix fulfillment exceptions or improve fulfillment performance.

On the Fulfillment Lines tab, click Actions, then click an action.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
</table>
| Schedule          | Schedule a fulfillment line if the orchestration process that references the line includes a manual scheduling step, or if the fulfillment line isn’t scheduled.  
If you schedule a fulfillment line, then Order Management sends a request to the order promising process to schedule the fulfillment line. |
| Unschedule        | Unschedule a fulfillment line to make supply available to a higher priority fulfillment line.  
If you unschedule a fulfillment line, then Order Management moves the orchestration process back to the scheduling step, sets the status to Awaiting Scheduling, and then releases supply so other fulfillment lines can use it.  
You must manually schedule a fulfillment line that you unschedule. |
| Check Availability| Use Check Availability to reschedule the fulfillment line. Use it to view the scheduling options that are available, see the best option, and get details you need to evaluate each option.  
- If Order Management already scheduled the fulfillment line, and if your selection changes the Scheduled Ship Date, then Order Management processes the change. |
<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
</table>
|                        | • To source from a different warehouse, remove the value from the Warehouse attribute, then click Check Availability. Order Management will recommend a warehouse according to sourcing rules and warehouse rankings.  
  • Your order administrator does the setup that determines the best option and ranks the warehouses. For details, ask your order administrator.                                                                                                                                                                                                                   |
| Split Fulfillment Line | Split the fulfillment line to fulfill one part of the line from one warehouse, and another part from another warehouse. Use the analytics area to help identify the warehouse to use. For details, see the Fulfillment Line Split topic.                                                                                                                                                                                                                   |
| Substitute Item        | Order Management displays the best substitution according to rules that the item master contains. Use the analytics area to help identify the item to substitute. To substitute an item that's part of a shipment set, you must remove the fulfillment line from the shipment set.                                                                                                                                                                                                 |
| Reserve                | Reserve supply to make sure it's available only for a specific fulfillment line. If you reserve supply, then Order Management removes it from availability so other fulfillment lines can't use it, then reserves it for the fulfillment line that you select.                                                                                                                                                                                                 |
| Unreserve              | Release supply so some other fulfillment line can use it, such as a higher priority fulfillment line that has an exception.                                                                                                                                                                                                                                                                                                                                 |
| Holds                  | Release a hold on a fulfillment line so processing can continue. If a hold exists on any part of a fulfillment line, then Order Management might not be able to complete the fulfillment process. A hold on part of an orchestration process can allow a fulfillment line to proceed, but it might arrive at a point where it stops and waits for a user to release it. For details, see the Use Holds to Temporarily Stop Processing topic.                                                                                           |

To take action on more than one fulfillment line, hold down the SHIFT key, click each line, then use the Actions menu.

**Edit the Fulfillment Line**

Try these.

• Edit attributes on the fulfillment line to fix fulfillment exceptions or improve fulfillment performance.

• Remove the value from a fulfillment line attribute to allow Order Management to choose the best fulfillment option without having to consider a specific value for the attribute.

• Remove values when you want to use Check Availability but don't want Order Management to consider a specific fulfillment requirement.

Edit the fulfillment line.

1. On the Fulfillment Lines tab, click **Actions > Edit**.
2. In the Edit Fulfillment Lines dialog, set one or more of the attributes.
### Attribute Description

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source</td>
<td>Select Warehouse or Supplier in the Source option, then set the Warehouse or Supplier attribute.</td>
</tr>
<tr>
<td>Warehouse or Supplier</td>
<td>Change the Warehouse or the Supplier that Order Management uses to source the item. Use the analytics area to help determine the warehouse to choose. For details, see the Source Items from Different Warehouses topic.</td>
</tr>
<tr>
<td>Shipping Method</td>
<td>Change the Shipping Method to a faster method. You can also add a check mark to the Clear Contents option immediately next to Shipping Method to allow Order Management to choose the shipping method.</td>
</tr>
<tr>
<td>Demand Class</td>
<td>The Demand Class determines the priority that Order Management uses when it schedules the fulfillment line. Change the demand class when you must.</td>
</tr>
<tr>
<td></td>
<td>◦ Schedule fulfillment lines as a group.</td>
</tr>
<tr>
<td></td>
<td>◦ Make sure some customers get supply before other customers.</td>
</tr>
<tr>
<td></td>
<td>◦ Expedite fulfillment but the exact date isn’t important.</td>
</tr>
<tr>
<td></td>
<td>Demand class applies only if the ATP (available to promise) rule uses supply chain search, and if Order Management uses allocation.</td>
</tr>
<tr>
<td>Scheduled Ship Date or Scheduled Arrival Date</td>
<td>Set Override Schedule to Yes, then set the value in one of the date fields, such as 12/22/19. The orchestration process will reschedule order fulfillment according to the date you set. The orchestration process calculates the shipping schedule when you create a sales order, including the Scheduled Ship Date and the Scheduled Arrival Date. If you’re aware of an alternative to this schedule, and if you know the best date to schedule the fulfillment line, then you might consider overriding these dates.</td>
</tr>
</tbody>
</table>

3. Click **Save and Close**.
4. In the Warning dialog, click **OK**.
5. On the Fulfillment lines tab, scroll toward the right to verify the edits you made.

For example, if you edited the Scheduled Ship Date, then scroll toward the right and verify the Scheduled Ship Date attribute contains the value you specified, such as 12/22/19.

**Related Topics**

- Source Items from Different Warehouses
- Split Fulfillment Lines
- Sales Order Hold
- Why Order Management Disables Fulfillment Actions
- How Order Management Transforms Order Lines Into Fulfillment Lines
Cancel Order Lines That Remain in the Same Status

Cancel an order line that remains in order fulfillment for a long time, such as during Awaiting Shipping. An order line that's stuck or in error can prevent the sales order from getting to a finished status.

Note.
- Order line 1 finished the Reserve step, is running, and is awaiting shipping.
- Order line 2 is stuck on the Schedule step for some reason and can't proceed.
- Order line 3 encountered an error on the Schedule step and can't proceed.

You can revise the sales order to forcefully cancel lines that are stuck or in error.
Consider these examples.

- The order line remains in the same status for a long time. For example, you modify the order line, and your modification remains in the Change Pending status for several hours.
- An order line goes into error recovery because a compensation error occurs, Order Management must revise the order line to recover the sales order, but can’t revise an order line that’s in error recovery.
- You submit an order line that includes a date that occurs after the date that Order Management can use to plan the sales order. For example, you set the Scheduled Ship Date attribute to year 2029 but you meant to use year 2019. The orchestration process goes into error recovery. You must modify the Scheduled Ship Date, but Order Management doesn’t allow you to modify the current revision of a sales order that’s in error recovery.
• An error occurs during drop ship.
  o You submit a sales order that uses drop ship but you don't include the supplier site.
  o Order Management sends the sales order to your procurement system.
  o The procurement system sets the supplier site to a default value when it converts the sales order into
    a purchase order, then, at some later point, sends a reply to Order Management to update sales order
    status.
  o Order Management can't find the supplier site that the procurement system set, so the sales order can't
    proceed and appears to be stuck in a perpetual fulfillment state.

These examples indicate that the sales order might contain an order line that's stuck or in error.

In this example, you cancel an order line that's stuck in the Awaiting Shipping status.

1. Sign in with a user role that includes the fom_fix_exceptions_on_order_lines privilege.
   You need this privilege to use force cancel. Ask your order administrator for assistance.
2. On the Overview page, search for, then open the sales order that includes the order line that's stuck.
   For this example, assume the Status attribute of the order line has remained in Awaiting Shipping for several
   hours.

   **Tip:** If you don't know the sales order number or some other value that you can use to
   identify the sales order, then use the Orders Past Due bar chart on the Overview page. For
   example, Orders Past Due includes sales orders that are 14 days overdue. Some of these
   orders might contain order lines that aren't responding.

3. At the top of the page, click **Actions > Create Revision**.
4. In the Order Lines area, locate the line you must cancel.
5. Scroll toward the right until you can view the Actions drop down icon.
6. Click **Actions > Force Cancel Line**.

   o Order Management changes Quantity on the order line to 0, and changes Status to another value, such
     as Cancellation Requested or Cancellation Pending. To monitor your request, click **Refresh** until Status
     contains Canceled.
   o You can click **Force Cancel Line** again to retry the cancel.
   o Force Cancel Line displays only if the order line is stuck or is in error.

**Force Cancel Lines in Shipment Sets**

You can't force cancel a line in a shipment set after you click Submit. Instead, cancel the sales order, then create a new
one.

Assume you include two lines in a shipment set and click Submit. Line x contains the AS54888 computer and line y
contains 1 Year Warranty for the computer. The computer is shippable but the warranty isn't. You include the warranty
in the shipment set even though it isn't shippable so Order Management can bill the computer and the warranty at the
same time.

Some time later, you revise line y to 2 Year Warranty, then click Submit. The status goes to Change Pending but never
proceeds to Processing. You notice the change request goes on hold, and you encounter an error when you examine
the message for the fulfillment task.
Service {SERVICE_NAME} request for task {TASK_INSTANCE_ID} failed due to a system error. (DOO-2685019)

You need to update only the warranty, so, to attempt to fix the problem, you use Force Cancel to remove line x and click Submit, but both lines remain at Change Pending.

To fix the problem, cancel the sales order. Create a new sales order, then add your shipment set with your revised values.

Related Topics
- How Order Management Processes Change Orders
- Create Sales Orders
- Return Sales Orders

Unlock Draft Sales Orders

Unlock a sales order that's in Draft status.

You submit a sales order. Order Management then locks it during validation. If validation fails, then Order Management changes the status back to Draft and unlocks the order. In some rare instances, the order might unexpectedly go into Draft, locked status for a long time. You can unlock it.

You will unlock draft order 507030 for customer Computer Service and Rentals in this example.

1. Wait for 30 minutes after you submit the order.
   - You must wait. Order Management doesn't enable the feature you use in this procedure until 30 minutes after you submit the order.
2. Sign into Order Management with the Order Manager role or the Error Recovery role.
   - Make sure the role includes fom_force_unlock_order_priv privilege. Ask your order administrator for assistance.
3. On the Overview page, search for sales order 507030.
4. On the order header, make sure the order is in Draft, locked status.
   - This action displays only 30 minutes after you submit the order, and only with a new sales order. You can't unlock a revised sales order.
6. Click OK in the warning that displays, then click Refresh.
7. Verify that Order Management removed the lock and you can edit the sales order.

Examine Error Messages for Sales Orders

Order Management displays exceptions that cause an error so you can view exception details and history, then fix the problem.

Order Management displays an exception when an error occurs in Order Management or in some other application, such as a billing application. You can use the Manage Order Orchestration Messages page to view exceptions, such as fulfillment line exceptions.
Order Management Receives a Warning

Assume you’re an order manager at a company that manufactures tables.

1. You notice a sales order for 100 burl tables.
2. Order Management scheduled and confirmed the reservation for the fulfillment line for the sales order.
3. The orchestration process sent a shipment request to the shipping system.
4. Personnel at the warehouse ask the sales representative to hold the shipment because a fire occurred in the warehouse.
5. The sales representative applies a hold on the sales order, then sends the hold request to Order Management.
6. The shipping system can’t apply the hold because someone already picked and released the sales order.
7. The shipping system sends a warning to Order Management, and Order Management rejects the hold request.
8. The sales representative calls you on the phone to discuss the rejected hold request.
   - On the Overview page, click Tasks > Manage Order Orchestration Messages.
   - On the Manage Order Orchestration Messages page, set the Order Orchestration Function to Equals Manage Hold, then click Search.
   - Examine the details and explain the reason for the rejection.

Order Management Rejects a Change Order

You are an order manager at a company that manufactures stainless steel pipe.

1. You create a sales order for 100 pipes.
2. The customer calls to change the order quantity a few days after Order Management sends the shipment request to the shipping system.
3. You modify the sales order, then submit the change order.
4. The shipping system already shipped the sales order, so Order Management rejects the change order and saves the error details.
5. You use the Manage Order Orchestration Messages page to examine the order details, and to search for and access the sales order so you can determine the reason for the rejection.

Process Assignment Rules are Missing

You are an order manager at a company that provides digital network service.

1. Order Management receives a source order, but doesn't assign an orchestration process to it because the process selection rules are missing.
2. You view the exception on the Manage Order Orchestration Messages page, and notice that the same error affects more than one sales order.
3. You notify your order administrator, who then adds the process selection rules.
4. Some time later, the order administrator uses the Error Recovery privilege to run the assign and launch process.
5. Order Management assigns the orchestration processes to the sales orders.

Related Topics
- How Order Management Transforms Order Lines Into Fulfillment Lines
Fix Problems That Occur When Assigning Orchestration Processes

Order Management assigns a sales order to one or more fulfillment lines during order fulfillment, then attempts to assign an orchestration process to a fulfillment line or group of fulfillment lines. If a system failure occurs or if a problem occurs with an assignment rule, then Order Management might not assign an orchestration process.

For example, Order Management can't assign an orchestration process if a rule that references the data set for the sales order doesn't exist, or if your order administrator hasn't set the default orchestration process.

1. Sign into Order Management with the Error Recovery Manager role.
2. On the Overview page, click Tasks > Manage Order Orchestration Messages.
3. On the Manage Order Orchestration Messages, examine the messages.

If you can't resolve the problem, contact your order administrator and request to edit the assignment rules.

Reassigning the Orchestration Process During Revision

Order Management can't reassign an existing order line to a different orchestration process when you revise a sales order.

For example, assume you create a return and set the Return Type on the order line to Return for Credit and Return the Item, then click Submit. Order Management assigns your return line to a predefined orchestration process that handles receiving and billing. Some time later, your customer calls to inform you that the item was destroyed in a fire and requests to simply dispose it rather than physically return it. So, you revise the sales order and set Return Type to Return for Credit. Order Management doesn't reassign the order line to an orchestration process that handles billing but not receiving. It continues to use the orchestration process that handles receiving and billing, so it might attempt to receive the item but you don't want to do that.

To avoid this problem, don't revise the return. Cancel it, then create a new return and set the Return Type as needed.

Related Topics
- How Order Management Transforms Order Lines Into Fulfillment Lines

Fix Errors in Sales Orders

Order Management usually finishes order fulfillment for each sales order to completion without error. If an error does occur, then you can use various features to fix it.

The Order Management work area might display a message that mentions recovery, such as . . .

- One or more actions for sales order 58476 failed. Use recover task, recover order, or recover process to recover the failed tasks for the order.
- Orchestration process 300100174767143 failed. Use recover task, recover order, or recover process to recover the failed tasks for the process.
- Task 300100174767143 for orchestration process 300100174767135 failed. Use recover task, recover order, or recover process to recover the failed task or process.
Or it might display a message that indicates a temporary problem occurred in the network or with a server.

- The request failed. Orchestration process 300100098837243 for sales order 482655 didn’t start because it isn’t deployed or the server isn’t available. Deploy the orchestration process. Make sure the server is up and running.

You can use a recover action to attempt to fix these problems.

Examine an Example of an Error You Can Recover From

Assume you go to the fulfillment view for a sales order and encounter an error.
Note.

1. On the Overview page, click Tasks > Manage Orders.
2. On the Manage Orders page, click Search, then, in the search results, identify a sales order that’s in error.

   The Exception Type column displays a red circle with an x inside it to indicate whether the sales order is in error. Click the red circle.
3. In the Warning dialog, notice there are two errors. Click the error that occurred when the orchestration process was running a fulfillment task at 2:35 AM. It's the second one in the list.
4. Notice the big, very technical message. It describes how the fulfillment task couldn't communicate through the web service it uses to get shipping details from your shipment system.
Note.

1. Click the error that occurred at 2:36. Its the first one in the list. It references a Create Shipping task. The task failed because of the first, underlying error that at occurred at 2:35. The orchestration process can't create shipping if it can't communicate with your shipping system.
2. Notice the message. Its recommending that you try a recover action.

   Its possible that the 2:35 error occurred because the network was temporarily down, a sever was down or not available, and so on, which then led directly to the 2:36 error. These types of problems are often temporary and fix themselves get fixed by someone within a few seconds or a few minutes. Its a good candidate for recovery because the problem might be fixed by the time recover runs.

Restart Processing After You Fix Errors

Use a recover action to restart processing.

Note.

- Fix the cause of the error before you recover.
- You must sign in with the Error Recovery Manager role to use a recover action.
- Use a general to specific sequence.
  a. Attempt to recover the order first.
  b. If recovering the order doesn't fix the problem, then recover the orchestration process.
  c. If recovering the orchestration process doesn't fix the problem, then attempt to recover the task in the orchestration process.

Recover Order

Recover Order runs an orchestration process or fulfillment task that a sales order references starting immediately before the point where the error occurs. Use it to recover from various errors, such as an orchestration process that doesn't start, or an orchestration process or fulfillment task that results in error.

- This feature is available only when an error occurs in a sales order.
- You can recover more than one sales order at a time. For details, see these topics.
  o Fixing Errors in More Than One Sales Order
  o Fixing Errors in All Sales Orders

Recover sales orders.

1. Sign in with the Error Recovery job role.
2. On the Overview page, click Tasks > Manage Orders in Error.
3. On the Manage Orders in Error page, search for the sales order you must recover.
4. In the Search Results area, click a row, then click Actions > Recover Order.

Note.

- Recover Order will attempt to recover each line in the sales order that has an error.
- The status determines whether you can attempt to recover a sales order. For example, if the Status attribute displays Processing, then you can attempt to recover the sales order, but you can't recover a sales order when status is Closed.
Recover Orchestration Processes

- Recover Process runs an orchestration process starting immediately before the point where the error occurs.
- It attempts to recover an orchestration process that failed due to an error that's internal to the process. For example, an error that occurs when:
  - Order Management runs an orchestration process step.
  - The process runs a fulfillment task, such as an error that occurs when Order Management sends a request to a fulfillment system that's in an error state.
- You can select one or more orchestration processes to recover.
- Use this feature to recover all the fulfillment tasks that an orchestration process references for a single sales order.

Recover an orchestration process.

1. On the Overview page, click Tasks > Manage Orchestration Processes.
2. On the Manage Orchestration Processes page, search for the orchestration process you must recover.
   - To filter for messages that contain an error, set Message Type to Error.
3. In the Search Results area, click a row, then click Actions > Recover Process.

Recover Fulfillment Tasks

Recover Task runs the fulfillment task starting immediately before the point where the error occurs. Use it to fix an error that occurs when Order Management attempts to send a request to a fulfillment system.

- This feature is available only when a fulfillment task fails.
- To recover more than one fulfillment task, select more than one orchestration process or sales order, then use Recover Process or Recover Order.

Recover a fulfillment task.

1. On the Overview page, click Tasks > Manage Orchestration Processes.
2. On the Manage Orchestration Processes page, search for the orchestration process that references the fulfillment task you must recover.
   - To filter for messages that contain an error, set Message Type to Error.
3. In the Search Results area, in the Orchestration Process Number column, click a link.
4. On the Orchestration Process page, on the Orchestration Plan tab, click the row that displays the fulfillment task you must recover, such as FulfillOrder.
5. Click Actions > Recover Task.

Assign Fulfillment Lines to Orchestration Processes

Assign Lines to Process attempts to assign a fulfillment line to an orchestration process. Use it to assign fulfillment lines that Order Management didn't assign.

Fix Errors That Occur with Web Services

The Manage Web Service Details page can reference services on an order capture system or fulfillment system that resides outside of Order Management. You can attempt to fix errors that occur when Order Management calls more than one service on the same system but can't communicate with them for some reason.

1. Sign into Order Management with administrator privileges.
   - You must use administrator privileges to do this procedure.
2. In the Navigator, click **Setup and Maintenance**.
3. On the Setup and Maintenance page, click **Order Management**, then click **Setup**.
4. On the Setup page, search for, then open Manage External Interface Web Service Details.
5. On the Manage Web Details page, click **Actions > Add Row**, then set values, as necessary.
6. Navigate to the Manage Web Service Details page.
7. Add a separate row for each service that Order Management must call.
8. Use the same user name and password for each row that references the same system.

For example, assume an order capture system named ORA_BM_CPQ must communicate with Service_A and Service_B, and that the user name for this system is CPQ_user, and the password is CPQ_password. Here's the rows you add on the Manage Web Service Details page.

<table>
<thead>
<tr>
<th>Target System</th>
<th>Connector Name</th>
<th>User Name</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORA_BM_CPQ</td>
<td>Service_A</td>
<td>CPQ_user</td>
<td>CPQ_password</td>
</tr>
<tr>
<td>ORA_BM_CPQ</td>
<td>Service_B</td>
<td>CPQ_user</td>
<td>CPQ_password</td>
</tr>
</tbody>
</table>

**Fix Errors That Occur Outside of Order Management**

<table>
<thead>
<tr>
<th>Error</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>An error that occurs in a source order that fails during order import.</td>
<td>Fix the error, then reimport the source order.</td>
</tr>
<tr>
<td>An error that occurs when Order Management processes a reply from the fulfillment system.</td>
<td>Fix the error, then resubmit the reply.</td>
</tr>
<tr>
<td>An error that Oracle Enterprise Manager identifies as recoverable.</td>
<td>Fix the error, then use Oracle Enterprise Manager to recover the error.</td>
</tr>
</tbody>
</table>

**Related Topics**

- How Order Management Transforms Order Lines Into Fulfillment Lines
- Overview of Managing Sales Orders
Fix Errors in More Than One Sales Order

Click **Recover Order** to fix errors in a single *sales order.*

You can use this feature only to fix sales orders that you can select in the Search Results list of the Order Management work area. This topic describes how to fix all the sales orders that the search returns, not only the sales orders you can individually select.

1. Fix the problem that causes the error.
   
   If you don't fix the problem, then the same error will continue to occur whether or not you run recovery, and running recovery won't restart processing.

2. On the Overview page, click **Tasks > Manage Orders in Error.**
3. On the Manage Orders in Error page, enter a value in a required attribute, then click **Search.**
4. In the Search Results area, in the heading row, click the narrow column immediately to the left of the Order column heading.
   
   This step selects all sales orders in the search results.

5. Click **Actions > Take Action On All Search Results,** then click **Recover Orders.**
   
   Order Management attempts to fix all errors in the sales orders.

6. If necessary, repeat step 5.
   
   Order Management can fix up to 5,000 sales orders each time you click Recover Orders. If more than 5,000 sales orders contain errors, then you must click Recover Orders repeatedly until it fixes all sales orders that the search returns.

   To use a single action that fixes all errors, see the Fix Errors in All Sales Orders topic.

**Related Topics**

- How Order Management Transforms Order Lines Into Fulfillment Lines

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Fix Errors in All Sales Orders

Fix errors that are associated with a set of sales orders, *orchestration processes,* or *fulfillment tasks*, not only errors that a search in the Order Management work area returns.

You can use **Recover Order,** **Recover Process,** or **Recover Task** to fix errors that cause problems in your *sales orders.* However, these features can only fix errors that are associated with sales orders that a search in the Order Management work area returns.

Fix errors in all sales orders.

1. Fix the problem that causes the error.
   
   If you don't fix the problem, then the same error will continue to occur whether or not you run recovery.

2. Sign into Order Management with administrative privileges.
3. In the Navigator, click **Scheduled Processes.**
4. On the Scheduled Process page, click **Schedule New Process**.

5. In the Schedule New Process dialog, click **Name**, and then click **Search**.

6. In the Search and Select dialog, in the Name field, enter **Recover Errors**, click **Search**, then click **OK > OK**.

7. In the Process Details dialog box, configure various options, use **Process Options and Advanced** to set other options, then click **Submit**.

   - Set various options to filter the sales orders you must fix. For example, set Customer Name to Computer Service and Rentals, and Order Management will attempt to fix all errors in all sales orders for Computer Service and Rentals.
   - If you don't set any options, then click Schedule and specify a schedule that runs at least one time every six to eight hours. The schedule helps to prevent the process from taking a long time to finish because the number of records builds over time.
   - If your deployment includes a drop ship flow, then don’t set a schedule. Not setting the schedule will help to avoid creating duplicate purchase orders.

8. In the Confirmation dialog, click **OK**.

9. In the Search Results list, click **Refresh**, then use the Status field to monitor the progress of your scheduled process.

10. Take action, depending on status.

<table>
<thead>
<tr>
<th>Status</th>
<th>Take Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error</td>
<td>In the Log and Output section, click the <strong>Attachment</strong> link, then examine the results. An Error status usually indicates that you must fix the root cause of the error, then run recovery again.</td>
</tr>
<tr>
<td>Succeeded</td>
<td>View the log to determine how many fulfillment lines Order Management picked, how many it processed, and how many it couldn't process.</td>
</tr>
</tbody>
</table>

**Related Topics**

- How Order Management Transforms Order Lines Into Fulfillment Lines
8 Appendix A: Reference Topics

Taxes

Transaction Business Categories

Use transaction business categories to classify transaction lines to determine and report tax.

Transaction business categories provide a hierarchy of up to five levels. The first level is predefined with standard events that are supported by Oracle Fusion Tax. The predefined levels are:

- EXPENSE_REPORT
- INTERCOMPANY_TRANSACTION
- PAYMENT_REQUEST
- PURCHASE_PREPAYMENTTRANSACTION
- PURCHASE_TRANSACTION
- SALES_TRANSACTION
- SALES_TXN_ADJUSTMENT

Use the transaction business category functionality to add additional levels and transaction business categories to these levels.

Note: You can't add additional level one transaction business categories. You can only add additional transaction business categories that are children, or lower levels, of the predefined level one records.

When defining additional transaction business categories, use the Country field to specify the taxation countries where the transaction business category is used. During transaction time, the taxation country is used to restrict the list of transaction business categories available on the transaction line to those that have been set up with the same country or where the country is blank.

When setting up transaction business categories, leave the Country field blank or use the country name as defined on any parent level of the record that's being added.

Use the Associated Transaction Fiscal Classifications region to link a specific transaction business category to the transaction fiscal classification. You can use this association to allow different transaction business categories to be linked to the same transaction fiscal classification. This helps set up tax rules using a specific transaction fiscal classification instead of creating multiple tax rules for different transaction business categories.

Tip: While setting up the transaction business categories, use different levels so that you can define all of the necessary tax rules at the highest level possible. This helps minimize the needed number of tax rules.

Transaction Business Categories in Tax Rules

The transaction business category tax determination factors allow you to use the transaction business category in tax rules. A combination of determination factor class, class qualifier, and determining factor represent these determination factors.
Use the transaction generic classification as the determining factor class, the level of the transaction business category being used, level 1, level 2, level 3, level 4, or level 5 as the class qualifier, and transaction business category as the determining factor.

When a country name is specified on the condition set, the application selects only those transaction business categories that match the country name or where the country name is blank on the transaction business category.

**Transaction Business Categories at Transaction Time**

During transaction time, enter the transaction business category on the transaction line to classify the transaction line for tax determining and reporting purposes.

The transaction business category is stored in the tax reporting ledger and is available for reporting.

**Related Topics**
- Tax Rules
- Transaction Fiscal Classifications

**Example of Transaction Business Categories**

*Transaction business categories* classify transaction lines for tax determination and reporting.

The following scenario illustrates how transaction business categories can be used for tax determination and reporting in Brazil.

**Scenario**

In Brazil, you need to identify a transaction correctly to be able to report and determine the correct applicable taxes. Create specific transaction business categories as children of the sales transaction. The transaction business categories include:

<table>
<thead>
<tr>
<th>Level</th>
<th>Fiscal Classification Code</th>
<th>Fiscal Classification Name</th>
<th>Country</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SALES_TRANSACTION</td>
<td>Sales Transaction</td>
<td>Not applicable</td>
<td>1-Jan-1951</td>
</tr>
<tr>
<td>2</td>
<td>INTERSTATE MNFTRD FOR SALE</td>
<td>Interstate Manufactured for Sale</td>
<td>Brazil</td>
<td>The earliest transaction date or start date of tax.</td>
</tr>
<tr>
<td>2</td>
<td>INTERSTATE MNFTRD FOR MANUFACTURE</td>
<td>Interstate Manufactured for Manufacture</td>
<td>Brazil</td>
<td>The earliest transaction date or start date of tax.</td>
</tr>
</tbody>
</table>

To create these transaction business categories:

1. Select the **SALES_TRANSACTION** record on the Manage Transaction Business Codes page.
2. Click **Create Child Node**. The Create Fiscal Classification Code page appears.
3. Enter the values as shown in the table. By default, the start date is the start date of the sales transaction parent record, that is, 1-Jan-1951.
Specify the latest of:

a. Earliest applicable transaction to be used in the implementation.
b. Start date of the applicable Brazilian tax.

Tip: Specify the country name while creating transaction business categories. This ensures that a limited applicable list is presented while entering the transaction business category during transaction or tax rule creation.

Tip: Classify the nonstandard items as standard items while using the transaction business categories classification. This can be modeled as a default tax rule and therefore, doesn't require an explicit classification or an explicit tax rule. Classify only exception items and define specific tax rules for them. For a standard item, none of the explicit tax rules are applicable and the default rate applies.

User-Defined Fiscal Classifications

Use user-defined fiscal classifications when you need additional classifications to determine and report tax on transaction. Enter user-defined classifications on a transaction line at the time of transaction.

Note: You can define only one level of user-defined fiscal classification codes.

Use the Country field to specify the applicable taxation country, or leave it blank to use the user-defined fiscal classification across multiple countries. At transaction time, the transaction line will only display the user-defined fiscal classifications with the same taxation country, or where the country is blank.

User-Defined Fiscal Classifications in Tax Rules

The user-defined fiscal classification tax determination factors allow you to use user-defined fiscal classification in tax rules. A combination of determination factor class and determining factor represent these determination factors.

Use the transaction input factor as the determining factor class and user-defined fiscal classification as the determining factor.

The value entered against the condition set is the specific user-defined fiscal classification code or name and the same country or where the country on the user-defined fiscal classification is blank.

User-Defined Fiscal Classifications at Transaction Time

During transaction time, enter the user-defined fiscal classification on the transaction line to classify the transaction for tax determination and reporting purposes.

The user-defined fiscal classification is stored in the tax reporting ledger and is available for reporting.

Related Topics

- Tax Rules

Example of User-Defined Fiscal Classifications

Use the user-defined fiscal classifications when you need additional or more appropriate classifications to classify transactions for tax determination and reporting.
This scenario illustrates how you can use user-defined fiscal classification to identify if a customer is a foreign diplomat and therefore, exempt from value-added tax (VAT).

**Scenario**

To model this scenario, create a user-defined fiscal classification that is added to a transaction line only when the customer is a foreign diplomat and VAT is exempted.

In practice, it's likely that most businesses monitor such transactions and therefore, specifically create a zero (0%) rate within the exempt tax status to allow monitoring of such situations. By reporting this specific 0% rate, all applicable transaction can be identified.

Create the following user-defined fiscal classification:

<table>
<thead>
<tr>
<th>Fiscal Classification Code</th>
<th>Fiscal Classification Name</th>
<th>Country</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FOREIGN DIPLOMAT EXEMPTION</td>
<td>Foreign Diplomat Exemption</td>
<td>United Kingdom</td>
<td>The earliest transaction date or start date of tax.</td>
</tr>
</tbody>
</table>

Set up the following determining factor for the tax rule that defines the condition where the sales transaction is zero percent (0%) rated using the special exempt rate, tax status, and tax rate rule:

<table>
<thead>
<tr>
<th>Determining Factor</th>
<th>Class Qualifier</th>
<th>Determining Factor</th>
<th>Operator</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transaction Input Factor</td>
<td>-</td>
<td>User-Defined Fiscal Classification</td>
<td>Equal to</td>
<td>FOREIGN DIPLOMAT EXEMPTION</td>
</tr>
</tbody>
</table>

The tax rule, to apply a zero tax rate to a transaction, is applicable only when the user-defined fiscal classification is associated with the transaction line.

**Tip:** Specify the country name while creating the user-defined fiscal classification. This ensures that only a limited applicable list is presented during transaction or tax rule creation.

**Document Fiscal Classifications**

Use the document fiscal classification in situations where the tax determination and reporting processes need the documentation associated with the transaction. Unlike other process classifications, document classifications are associated with the header of the transaction and therefore, apply to all the transaction lines on a transaction.

Document fiscal classifications provide a hierarchy of up to five levels. When defining the document fiscal classification codes, use the Country field to specify the taxation countries where the document fiscal classification is used.

During transaction time, the taxation country restricts the list of document fiscal classification on the transaction line to those that are set up with the same country or where the country is blank. When setting up the document fiscal classification, leave the Country field blank or use the same country that's defined on any parent level of the record that you're adding.
Tip: While setting up the document fiscal classification, use different levels so that all the necessary rules are defined at the highest level possible. This helps minimize the needed number of tax rules.

Document Fiscal Classifications in Tax Rules

The document fiscal classification tax determination factors allow you to use the document fiscal classification in tax rules. A combination of the determination factor class, class qualifier, and determining factor represents these determination factors.

Use document as the determining factor class, the level of the transaction business category being used, level 1, level 2, level 3, level 4, or level 5 as the class qualifier, and the document fiscal classification as the determining factor.

The value you enter against the condition set is the document fiscal classification code or name set up for the specific level defined in the class qualifier, as well as for the same country or where the country is blank on the document fiscal classification.

Document Fiscal Classifications at Transaction Time

During transaction time, enter the document fiscal classification on the transaction to classify the transaction for tax determining and reporting purposes.

The document fiscal classification is stored in the tax reporting ledger and is available for reporting.

Example of Document Fiscal Classifications

The document fiscal classifications classify transactions for tax determination and reporting. Use this classification when the tax determination and reporting processes need the documentation associated with the transaction.

The following scenario illustrates how Intra-EU supplies are controlled through zero-rating of transactions. A zero-rating is given to a transaction only when the export documentation related to the transaction is received.

Scenario

When the export documentation isn't received in time, the customer is invoiced with the VAT that is applicable in the country of the supplier. The transaction is not zero-rated, which is the normal case for Intra-EU business-to-business supplies.

To model this scenario, create a document fiscal classification and attach it to a transaction only when you receive the documentation. If the document fiscal classification isn't attached to a transaction, the Intra-EU goods business-to-business supply rules aren't triggered and the applicable VAT is charged.

When the documentation is received after the invoice is generated, the invoice that is sent is credited and a new invoice is produced.

Create the following document fiscal classification:

<table>
<thead>
<tr>
<th>Level</th>
<th>Fiscal Classification Code</th>
<th>Fiscal Classification Name</th>
<th>Country</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>INTRA-EU DOCUMENTS</td>
<td>Sales Transaction</td>
<td>-</td>
<td>The earliest transaction date or start date of tax.</td>
</tr>
</tbody>
</table>
The tax rule that defines the conditions under which the Intra-EU supply of business-to-business goods are zero-rated includes a determining factor as shown in the following table:

<table>
<thead>
<tr>
<th>Determining Factor Class</th>
<th>Class Qualifier</th>
<th>Determining Factor</th>
<th>Operator</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document</td>
<td>Level 2</td>
<td>Document Fiscal Classification</td>
<td>Equal to</td>
<td>INTRA-EU EXPORT DOCUMENTATION</td>
</tr>
</tbody>
</table>

**Tip:** Specify the country name while creating transaction business categories. This ensures that a limited applicable list is presented while entering the document fiscal classification during transaction or tax rule creation.

**Tip:** In this classification and many other tax classifications, classify the nonstandard items of your business as standard items. This can be modeled as a default tax rule and therefore, doesn't require an explicit classification or an explicit rule. Classify only exception items and define specific tax rules for them. For a standard item, none of the explicit tax rules apply except the default rate.

### Tax Exemptions

A *tax exemption* is a full or partial exclusion from taxes or a surcharge, based on certain criteria given by the tax legislation. Many countries allow tax exemptions when certain parties deal with certain categories of goods and services. For example, most states and localities imposing sales and use taxes in the United States provide tax exemptions to resellers on goods held for sale and ultimately sold. States and localities also provide tax exemptions on goods used directly in the production of other goods, such as raw materials.

Tax exemptions:

- Reflect a specific tax rate levy.
- Are taken as a percentage reduction or an increase to the generally applied tax rate.
- Can also be a specific tax rate in place of the generally applied tax rate on a Receivables transaction.
- Are registered against a customer or customer site for a business relationship with a legal entity or a business unit. Since tax exemptions are applicable to specific legal entities or business units, you don't use the global configuration owner option.
- Are used for specific products or available for all transactions for a legal entity or business unit.

Define tax exemptions for the combination of customer and customer site and items for a period of time. Use rate modifiers, such as discount or surcharge percentage or special rate percentage to map the preferential or special tax rate applicability.
The tax exemption status influences the applicability of the tax exemption on transactions. The possible values are: **Primary**, **Manual**, **Rejected**, **Unapproved**, and **Discontinued**. The tax exemptions with the status of **Primary** are applicable to all transactions. The tax determination process considers **Manual** or **Unapproved** statuses only when the certificate number and the exempt reason on the transaction match with the registered tax exemption values. The **Discontinued** or **Rejected** statuses aren't considered for tax exemption processing.

The tax handling option on a Receivable transaction also influences the tax exemption processing. If you use the tax handling option of:

- **Standard**: The tax determination process considers only tax exemptions with a status of **Primary**
- **Exempt**: The tax determination process considers all **Primary**, **Manual**, and **Unapproved** tax exemptions with reference to the certificate number and exempt reason given on the transaction.
- **Exempt-manual**: The tax determination process creates a new tax exemption along with the given certificate number and exempt reason, with 100% discount and with a status of **Unapproved** if the matching condition doesn't result in filtering any existing tax exemptions.

**Considerations for Tax Exemptions**

A tax exemption applies to a specific customer or to a combination of customer and specific product. For example, in the United States, the Federal Government acting as a customer is exempt from tax on direct sales. Many states provide exemptions on sales of necessities such as food and clothing.

To set up tax exemptions for a third party, you must complete the appropriate tax exemption setup for the tax regimes and taxes concerned. Create a separate record for each tax exemption that applies to the third-party customer or customer site. The tax determination process applies the tax exemption to the transaction line based on the tax exemption setup and tax handling specified on the transaction line.

**Tax Exemption Setup**

Before you can create a tax exemption record, you must enable the tax exemption options at the appropriate levels:

- Set the **Tax Exemption Override Control** profile option. It controls the display of tax handling on the transaction line to apply and update customer tax exemptions to transactions.
- Set the **Allow tax exemptions** option at the levels that correspond to the tax exemption. For example, if the tax exemption refers to the tax status of a particular tax, then you must set this option at the tax regime, tax, and tax status levels.
- Set the **Allow exemptions** option in the configuration owner tax option for each event class for which calculation based on tax exemption is to be enabled. For the exemptions party basis select whether the bill-to party tax exemption records are to be considered or the sold-to party tax exemption records. In some cases the sold-to party could be different from the bill-to party.

**Tax Exemption Record**

A tax exemption record identifies the nature of the tax exemption, the configuration owner, and tax regime, and, where applicable, the related tax, tax status, tax rate, and tax jurisdictions to which the tax exemption belongs.

During the life of a tax exemption, the tax exemption status can often change. The possible statuses are: **Primary**, **Manual**, **Unapproved**, **Discontinued**, and **Rejected**. Because the status of the tax exemption affects its applicability on the transaction line, you must update the tax exemption record each time the status changes. These rules apply to the status of the tax exemption:

- Tax exemptions with a status of **Primary** apply to all transactions of the customer or customer site.
• Tax exemptions with a status of *Manual* or *Unapproved* apply to specific transactions of the customer or customer site.

• Tax exemptions with a status of *Discontinued* or *Rejected* are not considered during tax calculation.

You also specify the method of calculating the tax exemption percentage on the tax exemption record:

• The **Discount or surcharge** type decreases or increases the original rate by the percentage you enter.
  If the discount is 15% off the standard rate and the standard rate is 10%, enter 85 as the tax exemption percentage. This defines a discount rate that is 85% of the original 10%, or 8.5%.
  If the surcharge is 10%, enter 110 as the tax exemption percentage. This defines a surcharge rate that is 110% of the original 10%, or 11%.

• The **Special rate** type replaces the original rate with the percentage you enter.
  Enter the special rate percentage that replaces the standard rate. If the original rate is 10%, and the special rate is 5%, enter 5 as the tax exemption percentage.

**Tax Exemption Applied to the Transaction Line**

You use the **Tax Handling** field on the transaction line to select the applicable tax exemption value. Tax exemptions are processed in different ways depending upon the value you select:

• **Require**: The customer is required to pay the tax. Tax exemptions do not apply to the transaction line, even if defined.

• **Exempt**: Enter the tax exemption certificate number and the customer tax exemption reason. Tax exemptions are processed in this way:
  a. Consider tax exemptions with a status of *Primary*, *Manual*, or *Unapproved*.
  b. Verify that the transaction date is within the tax exemption effective date range.
  c. Verify that the transaction tax exemption reason and tax exemption certificate number match the tax exemption reason and certificate number. If you do not enter a certificate number, the tax determination process still looks for a matching tax exemption.
  d. If the tax determination process doesn't find a tax exemption matching these conditions, it creates a tax exemption with the status *Unapproved* and 100% discount.

• **Standard**: This tax handling is for exemptions of the Primary status only. You do not have to enter the tax exemption certificate number or customer tax exemption reason.

  The tax determination process looks for a tax exemption with the Primary status and an effective date range that includes the transaction date. If more than one tax exemption applies, the most specific tax exemption is used, in this order:
  b. Customer and product tax exemption for tax rate.
  c. Customer and product tax exemption for tax status and tax jurisdiction.
  d. Customer and product tax exemption for tax status.
  e. Customer and product tax exemption for tax.
  f. Customer only tax exemption for tax rate and tax jurisdiction.
  g. Customer only tax exemption for tax rate.
  h. Customer only tax exemption for tax status and tax jurisdiction.
  i. Customer only tax exemption for tax status.
  j. Customer only tax exemption for tax.
• **Exempt, manual**: You manually enter a certificate number and exemption reason. The application process creates a tax exemption with a status of **Unapproved** and a 100% discount is applied.

**Note**: The application first checks the customer site party tax profile for the exemption records. If there is no exemption record defined within the site, then it checks the customer party tax profile.

After applying tax exemption to a transaction line, the tax determination process calculates the tax rate using the tax exemption type. The tax exemption type is defined in the tax exemption record. The sequence of the tax rate value determination is:

1. Determine the basic tax rate through the Determine Tax Rate rule type or by the default specified for the tax.
2. Apply exception which is based on the product.
3. Apply tax exemption which is based on the party (customer) and its relationship with the transacting organization (legal entity or business unit). Optionally, it can be based on a specific product.

For example, the tax rate determined is 6%, the special rate for a tax exception is 5%, and the tax exemption defined is a 2% discount. The tax exemption discount is applicable to the tax rate after the tax exception. Therefore, the 5% tax rate is modified by a 2% discount (5% * (100%-2%) = 4.9%). If the tax exemption defined is of the rate type of **Special rate** then the special rate is substituted and the applicable tax exception has no impact.

For manual tax lines, no additional processing is performed and tax exemptions are not considered. A manual tax line suggests that you have specific business requirements for a particular transaction to apply a manual tax. No additional processing is performed for manual tax lines to avoid any applying conflicting or inconsistent values to the user-entered tax line. The tax calculation on a manual tax line is the standard formula of tax amount is equal to the taxable basis multiplied by the tax rate.

**Related Topics**

- Examples of Exemption Types and Percentages

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**Product Category Fiscal Classifications**

Use **product category fiscal classifications** to classify items for tax determination and reporting purposes. Use product category fiscal classifications when Oracle Fusion Inventory isn’t available. However, you can use product category fiscal classifications together with product fiscal classifications when Inventory is installed.

Product category fiscal classifications use the classification functionality within Oracle Fusion Tax setup to directly define the classification to use. This functionality allows a hierarchy of up to five levels and uses the standard hierarchical features. It also lets you associate the classification codes with specific countries.

**Note**: Leave the country blank on the classification codes if that code is applicable to multiple countries.

**Product Category Fiscal Classifications in Tax Rules**

The product category fiscal classification tax determination factors allow you to use product category fiscal classification in the tax rules. A combination of determination factor class, class qualifier, and determining factor represents these determination factors.

Use **Product noninventory linked** as the determining factor class, the level to be defined in the tax rule as the class qualifier, and product category as the determining factor.

For each of the fiscal classification codes created, you can associate a tax reporting code, which is associated with the fiscal classification code. This enables you to report on any transaction line that uses the product category fiscal classification code to which the reporting codes is associated. You can associate multiple reporting codes with a single product category fiscal classification code, which allows modeling multiple reporting requirements.
Tip: Use reporting codes related to the key elements of the transaction in preference to reporting against the key elements. This indirect reporting allows grouping of results when the same reporting code is associated with multiple product category fiscal classification codes. It also helps in minimizing ongoing maintenance.

Product Category Fiscal Classifications at Transaction Time
The product category fiscal classification has a single default that’s set up in the relevant country defaults and appears as the default on the transaction lines. However, during transaction time, you can enter any applicable alternative product category fiscal classification code on the transaction line.
This product category is stored in the tax reporting ledger, and is available for reporting.

Related Topics
• Tax Rules

Example of Using Product Category Fiscal Classifications
Many tax regimes use product classification to control tax applicability as well as the rate to be applied.
This scenario illustrates how tax is determined and reported for newspapers, books, and periodicals in Luxemburg without configuring Oracle Fusion Inventory.

Scenario
In Luxemburg, transactions involving newspapers, books, and periodicals are invoiced with VAT at a reduced rating, currently 3 percent.

To model this specific requirement, use the product category fiscal classification and follow these steps:

1. Configure **product category fiscal classification** based on the following table:

<table>
<thead>
<tr>
<th>Level</th>
<th>Code</th>
<th>Name</th>
<th>Country</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LUG01</td>
<td>Goods</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>2</td>
<td>LUG0100</td>
<td>Normal Rated Goods</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>2</td>
<td>LUG0101</td>
<td>Zero Rated Goods</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>2</td>
<td>LUG0102</td>
<td>Exempt Goods</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>2</td>
<td>LUG0103</td>
<td>Reduced Rate Goods</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>3</td>
<td>LUG0103-01</td>
<td>Reduced Rate 1 Goods</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>3</td>
<td>LUG0103-02</td>
<td>Reduced Rate 2 Goods</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>3</td>
<td>LUG0103-03</td>
<td>Reduced Rate 3 Goods</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
</tbody>
</table>
### Tip:
While using the product category fiscal classification, only classify the nonstandard items of your business. Handle standard items by using default tax rules. Thus, for a standard item, none of the explicit tax rules are applicable and the default rate applies. The standard items are included in the table only for completeness. Modeling these standard items using default tax rules may be sufficient.

### Tip:
Don’t add the explicit percentage to the naming or coding convention used for product category fiscal classification. When the rate changes, you change the rate period on the specific rate and you don’t have to change classifications or associated tax rules.

2. Create the determining factor set which refers to this product category fiscal classification.

Use **Product noninventory linked** as the determining factor class, the level to be defined in the rule as the class qualifier, and the product category as the determining factor as shown in the following table:

<table>
<thead>
<tr>
<th>Determining Factor Class</th>
<th>Class Qualifier</th>
<th>Determining Factor Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product noninventory linked</td>
<td>Level 3</td>
<td>Product Category</td>
</tr>
</tbody>
</table>

3. Create the condition set that refers to this product category fiscal classification as shown in the following table:

<table>
<thead>
<tr>
<th>Level</th>
<th>Code</th>
<th>Name</th>
<th>Country</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LUS01</td>
<td>Services</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>2</td>
<td>LUS0100</td>
<td>Normal Rated Services</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>2</td>
<td>LUS0101</td>
<td>Zero Rated Services</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>2</td>
<td>LUS0102</td>
<td>Exempt Services</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>2</td>
<td>LUS0103</td>
<td>Reduced Rate Services</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>3</td>
<td>LUS0103-01</td>
<td>Reduced Rate 1 Services</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>3</td>
<td>LUS0103-02</td>
<td>Reduced Rate 2 Services</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
<tr>
<td>3</td>
<td>LUS0103-03</td>
<td>Reduced Rate 3 Services</td>
<td>Luxemburg</td>
<td>1-Jan-1970</td>
</tr>
</tbody>
</table>
4. Create the tax status rule based on the determining factor set and condition set with zero tax rate status as the result as shown in the following table:

<table>
<thead>
<tr>
<th>Determining Factor Class</th>
<th>Class Qualifier</th>
<th>Determining Factor Name</th>
<th>Value</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product noninventory linked</td>
<td>Level 3</td>
<td>Product Category</td>
<td>Reduced Rate 1 Goods</td>
<td>LU Reduced Rate 1 Status</td>
</tr>
</tbody>
</table>

Overview of Product-Based Fiscal Classifications

Many tax regimes define rules for specific products or types of products. This is done to stimulate or enhance trade in specific products or ensure that certain products or product types are excluded from taxes. To support these requirements, Oracle Fusion Tax provides features to allow items to be classified. They make extensive use of the Oracle Fusion Inventory catalog functionality. If you don’t implement Inventory, you can use product category fiscal classifications as an alternative classification in Oracle Fusion Tax. Set up your product classifications using the Manage Product-Based Fiscal Classifications task.

For example, value-added tax (VAT) in the UK exempts children clothing and normal foods from Great Britain's (GB) VAT. It’s also common that tax authorities vary the tax status of product types depending on how they’re planned to be used. For example, a company purchases products that are subject to VAT. The use of these items isn’t related to the company's sale of taxable supplies. Therefore, the company can’t recover any VAT or can only partially recover VAT on those purchases.

There has also been a recent trend to introduce antifraud tax legislation for specific products so that they can be treated in a different way to prevent fraud. For example, the GB Missing Trader Intra Community antifraud legislation specifies that certain types of business-to-business domestic supplies of certain high value electronic products, such as mobile phones, computer equipment and accessories are reversed charged. For more information about GB Missing Trader Intra Community legislation, see Her Majesty's Revenue and Customs (HMRC) - Business Brief 10/06.

The following product classifications for tax purposes can be used within Oracle Fusion Tax and are summarized in the following table:

<table>
<thead>
<tr>
<th>Product Classification</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product fiscal classification types and codes</td>
<td>Use this classification to group items for tax determination and reporting purposes. This functionality uses the Oracle Fusion Inventory catalog and item functionality and therefore, you can only use it when this functionality is installed.</td>
</tr>
<tr>
<td>Product category fiscal classification codes</td>
<td>Use this classification where Inventory is not installed. It helps classify transaction lines for tax determination and reporting purposes.</td>
</tr>
<tr>
<td>Product Classification</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Intended use fiscal classes</td>
<td>Use this functionality for tax determination and reporting purposes. Use this classification where transaction lines need to be classified based on the intended use of the product defined on that item.</td>
</tr>
</tbody>
</table>

**Tip:** When available, use the product fiscal classifications in preference to product categories. This is because the application automatically derives product fiscal classifications at transaction time based on the items defined on the transaction line and their relationship to the applicable catalog classification.

You can use product category fiscal classifications in conjunction with product fiscal classifications. This combination enables you to define two different determining factors at transaction time.

**Related Topics**
- Intended Use Fiscal Classifications

## Product Fiscal Classifications

Use *product fiscal classifications* to classify items for tax determination and reporting. Define a product group to use in tax product exemptions.

Define product fiscal classifications by associating them with an Oracle Fusion Inventory catalog, which in turn is used to group items using the standard Inventory functionality.

Set up the following options in the Inventory catalog:

- Don't select the *Enable hierarchies for categories* option.
- Select *Items at leaf level* in the *Catalog Content* field.
- Select the *Allow multiple item category assignments* option.
- Select the *Enable automatic assignment of categories* option.
- Select *None* in the *Source Catalog* field.
- Don't select a value in the *Sharing Control* field.

During transaction time, when the association with the catalog exists, the application automatically derives the default product fiscal classification code based on the items used on the transaction line. When no item is defined on the transaction line, you can manually enter the product fiscal classification on the transaction line during transaction time. Even the default product fiscal classification code is derived during the transaction time, it can be overridden if necessary. The overridden product fiscal classification code is used in the tax determination process.

While creating the product fiscal classification, use the number of levels to define the number of hierarchical levels to link the items to. Also, specify the number of the level of classification that is to be used in the tax rule setup. When creating the levels within the product fiscal classification, define the start position and number of characters for each level. During transaction time, this ensures that all items with the same values in the start position and the same number of characters are grouped into the same classification.

For example, set up the following code structure using the Inventory catalog for the country, Luxemburg:
<table>
<thead>
<tr>
<th>Code</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>LUG01</td>
<td>Goods</td>
</tr>
<tr>
<td>LUG0100</td>
<td>Normal Rated Goods</td>
</tr>
<tr>
<td>LUG0101</td>
<td>Zero Rated Goods</td>
</tr>
<tr>
<td>LUG0102</td>
<td>Exempt Goods</td>
</tr>
<tr>
<td>LUG0103</td>
<td>Reduced Rate Goods</td>
</tr>
<tr>
<td>LUG0103-01</td>
<td>Reduced Rate 1 Goods</td>
</tr>
<tr>
<td>LUG0103-02</td>
<td>Reduced Rate 2 Goods</td>
</tr>
<tr>
<td>LUG0103-03</td>
<td>Reduced Rate 3 Goods</td>
</tr>
<tr>
<td>LUS01</td>
<td>Services</td>
</tr>
<tr>
<td>LUS0100</td>
<td>Normal Rated Services</td>
</tr>
<tr>
<td>LUS0101</td>
<td>Zero Rated Services</td>
</tr>
<tr>
<td>LUS0102</td>
<td>Exempt Services</td>
</tr>
<tr>
<td>LUS0103</td>
<td>Reduced Rate Services</td>
</tr>
<tr>
<td>LUS0103-01</td>
<td>Reduced Rate 1 Services</td>
</tr>
<tr>
<td>LUS0103-02</td>
<td>Reduced Rate 2 Services</td>
</tr>
<tr>
<td>LUS0103-03</td>
<td>Reduced Rate 3 Services</td>
</tr>
</tbody>
</table>

The previous code structure is represented by three levels:

<table>
<thead>
<tr>
<th>Level</th>
<th>Type Code</th>
<th>Type Name</th>
<th>Start Position</th>
<th>Number of Characters</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LU Goods or Services</td>
<td>Luxemburg Goods or Service Level</td>
<td>1</td>
<td>5</td>
</tr>
</tbody>
</table>
Use the level two codes to link the items that need to be classified using Inventory catalog.

Use the product fiscal classification pages to define the tax regimes for which specific product fiscal classification are to be used. Also, define if the product fiscal classification is available to be used in the setup of tax product exceptions. To set up tax product exceptions, enable the **Use in Item Exceptions** option. You can only set up one product fiscal classification for a specific tax regime with the **Use in Item Exceptions** option enabled.

Adjust the number of levels by increasing the number of levels. It is not possible to decrease the number of levels once the record is stored. In addition, you need to attach tax regimes to every level that is used in the tax rules.

**Tip:** While setting up the product fiscal classification, use different levels so that all of the necessary tax rules can be defined at the highest level possible. This minimizes the needed number of tax rules.

In the previous example, the tax rule can use the level 1 product fiscal classification to differentiate between goods and services.

### Product Fiscal Classifications in Tax Rules

The product fiscal classification tax determination factors allow you to use product fiscal classification in tax rules. A combination of determination factor class and determining factor represents these determination factors.

Use **Product inventory linked** as the determining factor class and the product fiscal classification type code or name as the determining factor. When creating the tax rule, the value is the name or description associated with the relevant level.

### Product Fiscal Classifications at Transaction Time

When an item is defined on the transaction line, the application automatically derives the default product fiscal classification on the transaction line using the Inventory catalog. The primary Inventory category set is defined in the country defaults of the taxation country. You can override this default during transaction time. The overridden default is used in the tax determination process.

The product fiscal classification is stored in the tax reporting ledger and is available for reporting.

**Related Topics**

- Tax Rules

### Example of Using Product Fiscal Classifications

Many tax regimes use product classification to control tax applicability as well as the tax rate to be applied. In value-added tax (VAT) regimes, the type of product being purchased can drive recoverability.
This scenario illustrates how tax is determined and reported for newspapers, books, and periodicals in Luxemburg.

**Scenario**

In Luxemburg, transactions involving newspapers, books, and periodicals are invoiced with VAT at a reduced rating (currently 3%).

To determine tax:

1. Configure the Oracle Inventory catalog functionality.
2. Create a catalog specifically for Luxemburg VAT with the name LU VAT PRODUCT CLASSIFICATION. To create the catalog, create class categories including Reduced Rate 1 Goods.

   This catalog is used for other classifications such as Reduced Rate, Exempt Rate, and Standard Rate. Link all of the items that are rated as Reduced Rate 1 Goods in Luxemburg to this class category. In this case, link any relevant newspapers, books, and periodicals to this class category.

Introduce a coding structure. An example is shown in the following table:

<table>
<thead>
<tr>
<th>Code</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>LUG01</td>
<td>Goods</td>
</tr>
<tr>
<td>LUG0100</td>
<td>Normal Rated Goods</td>
</tr>
<tr>
<td>LUG0101</td>
<td>Zero Rated Goods</td>
</tr>
<tr>
<td>LUG0102</td>
<td>Exempt Goods</td>
</tr>
<tr>
<td>LUG0103</td>
<td>Reduced Rate Goods</td>
</tr>
<tr>
<td>LUG0103-01</td>
<td>Reduced Rate 1 Goods</td>
</tr>
<tr>
<td>LUG0103-02</td>
<td>Reduced Rate 2 Goods</td>
</tr>
<tr>
<td>LUG0103-03</td>
<td>Reduced Rate 3 Goods</td>
</tr>
<tr>
<td>LUS01</td>
<td>Services</td>
</tr>
<tr>
<td>LUS0100</td>
<td>Normal Rated Services</td>
</tr>
<tr>
<td>LUS0101</td>
<td>Zero Rated Services</td>
</tr>
<tr>
<td>LUS0102</td>
<td>Exempt Services</td>
</tr>
<tr>
<td>LUS0103</td>
<td>Reduced Rate Services</td>
</tr>
<tr>
<td>Code</td>
<td>Name</td>
</tr>
<tr>
<td>--------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>LUS0103-01</td>
<td>Reduced Rate 1 Services</td>
</tr>
<tr>
<td>LUS0103-02</td>
<td>Reduced Rate 2 Services</td>
</tr>
<tr>
<td>LUS0103-03</td>
<td>Reduced Rate 3 Services</td>
</tr>
</tbody>
</table>

**Tip:** While using the product fiscal classification, classify the nonstandard items of your business as standard items. You can model this as a default tax rule that doesn't require an explicit classification or an explicit rule. Classify only exception items and define specific tax rules for them. For a standard item, none of the explicit rules are applicable and the default rate applies.

**Tip:** Don't add the explicit percentage to the naming or coding convention used for product fiscal classifications. When the rate changes, you change the rate period on the specific rate and you don't have to change classification or associated tax rules.

3. Create a product fiscal classification and link it with the catalog using the code LU VAT PRODUCT FISCAL CLASSIFICATION. In this scenario, only a single level is needed, although other levels may be needed to model nonstandard services or subclassifications of product types for reporting purposes. The following table represents this multiple level requirement:

<table>
<thead>
<tr>
<th>Level</th>
<th>Type Code</th>
<th>Type Name</th>
<th>Start Position</th>
<th>Number of Characters</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LU Goods or Services</td>
<td>Luxemburg Goods or Service Level</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>LU Type of Goods or Services</td>
<td>Luxemburg Type of Goods or Service Level</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>3</td>
<td>LU Type of Reduced Rate</td>
<td>Luxemburg Type of Reduced Rate Goods or Service</td>
<td>1</td>
<td>10</td>
</tr>
</tbody>
</table>

4. Create or amend the Luxemburg country default record and set the primary inventory category set to LU VAT PRODUCT FISCAL CLASSIFICATION.

5. Create the determining factor set and condition set which refer to the product fiscal classification.

Use **Product inventory linked** as the determining factor class, the level to be defined in the rule as the class qualifier, and the specific LU product fiscal classification level as the determining factor as shown in the following table:

<table>
<thead>
<tr>
<th>Determining Factor Class</th>
<th>Class Qualifier</th>
<th>Determining Factor Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product inventory linked</td>
<td>-</td>
<td>LU Type of Reduced Rate</td>
</tr>
</tbody>
</table>
6. Create the condition set that refers to the product category fiscal classification as shown in the following table:

<table>
<thead>
<tr>
<th>Determining Factor Class</th>
<th>Class Qualifier</th>
<th>Determining Factor Name</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product inventory linked</td>
<td>-</td>
<td>LU Type of Reduced Rate</td>
<td>Reduced Rate 1 Goods</td>
</tr>
</tbody>
</table>

7. Create the tax status rule based on the determining factor set and condition set with zero tax rate status as the result as shown in the following table:

<table>
<thead>
<tr>
<th>Determining Factor Class</th>
<th>Class Qualifier</th>
<th>Determining Factor Name</th>
<th>Value</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product inventory linked</td>
<td>-</td>
<td>LU Type of Reduced Rate</td>
<td>Reduced Rate 1 Goods</td>
<td>LU Reduced Rate 1 Status</td>
</tr>
</tbody>
</table>
Glossary

**approval rule**
A statement that specifies an IF THEN condition. The condition determines how and when to route a sales order through sales order approval. For example, if the order total is greater than $10,000, then get approval from an order manager.

**assignment rule**
A rule that assigns an orchestration process to fulfillment lines.

**ATP**
Abbreviation for available to promise.

**attribute**
The property of a sales order, order line, fulfillment line, or orchestration process. Customer and Ship-To Address are each an example of an attribute of a sales order. Quantity is an example of an attribute of an order line. Actual Start Date is an example of an attribute of an orchestration process. Jeopardy Score is an example of an attribute of a fulfillment line.

**billing period**
A unit of time that occurs during recurring billing. One month is an example of a billing period.

**cascade**
Use the value in one attribute to set the value in some other attribute. Cascading usually occurs between different parts of a page. For example, if you set the Contact attribute on the order header to Diane Cho, then the order cascades the value Diane Cho to the Ship-to Contact attribute in the shipment details area.

**catalog line**
Area in the Order Lines tab on the Create Order page in order management that you can use to search for an item before adding it as an order line.

**configure option**
A child component of a configured item. A desktop computer is an example of a configured item. The hard drive, monitor, and mouse are each an example of a configure option. You can choose the value for a configure option from a list of available options.

**configured item**
An item that includes one or more configure options that you can configure. A desktop computer where you choose the hard drive, monitor, and mouse is an example of a configured item. The hard drive, monitor, and mouse are each an example of a configure option.
coverage
An agreement that adds value to an item by providing support, service, repair, replacement, and so on. Extended warranty, service level agreement, and software maintenance are each an example of a coverage.

coverage item
An item that adds value by providing coverage for another item. For example, a six month warranty is a coverage item for a laptop computer, and the laptop computer is the covered item. Extended Warranty, Service Level Agreement, and Software Maintenance are each an example of a coverage.

covered item
An item that a coverage item covers. For example, a six month warranty is a coverage item for a laptop computer, and the laptop computer is the covered item.

covered order line
An order line that includes a covered item.

credit check
Calculation that determines whether credit that’s currently available for the customer account is equal to or greater than the transaction amount.

document fiscal classification
A classification used by a tax authority to categorize a document associated with a transaction for a tax.

drop shipment
A type of shipment where the shipper is not the seller. This shipper ships directly to the customer. The shipper for an internal drop shipment is another business unit. The shipper for an external drop shipment is an external supplier.

fulfillment line
A request to fulfill an item. A fulfillment line contains details about the request, such as customer, sales order number, item, quantity, scheduled ship date, actual ship date, shipping method, and so on. To improve fulfillment, you can schedule a fulfillment line, reserve product for it, substitute an item for it, change the warehouse, change the shipping method, change the demand class, and so on.

fulfillment line exception
A condition that causes a delay for a fulfillment line. Past Due, In Jeopardy, Backordered, and On Hold are each an example of a fulfillment line exception.

fulfillment system
A system that resides downstream of order management that’s responsible for fulfilling a sales order. For example, a fulfillment system is responsible for shipping physical goods to your customer, such as shipping a laptop computer from a warehouse to a customer location.
fulfillment task
A type of task that order management does to fulfill a sales order. Schedule and Ship are each an example of a fulfillment task. Order management might use more than one orchestration process step to finish a single fulfillment task.

global header
The uppermost region in the user interface that remains the same no matter which page you're on.

intended use fiscal classification
A tax classification based on the purpose for which a product is used.

inventory transaction
A transaction that moves an item into, within, or out of Oracle Fusion Inventory Management.

item
A product you add to a sales order. Order management displays items in the Item column when you add an order line to a sales order. For example, items for a company that sells hardware might include nuts, bolts, and screws. Items for a company that sells computers might include hard drives, computer monitors, and desktop computers. Items for a wireless service provider might include service plans, international calling services, and instant messaging services. Items for an insurance company might include fire insurance.

jeopardy
Level of risk that the delay of an orchestration process task causes. For example, Low, Medium, or High.

jeopardy priority
Value that describes the level of risk that's associated with delaying a fulfillment task. For example, Low, Medium, or High.

on hold
Indicates that order management didn't release the hold.

orchestration plan
A stepwise process that orchestrates and plans the fulfillment of a sales order. It includes tasks, task statuses, planning dates, planning shipments, and so on.

orchestration planning
The process of orchestrating and planning the fulfillment of a sales order. For example, planning dates, planning shipments, and so on. Replanning is the process of updating an orchestration plan for a sales order to accommodate a change that occurs to this sales order or in the fulfillment environment. For example, when a customer changes the quantity of an existing sales order.
**orchestration process**
A process that includes a sequence of steps. These steps process one or more fulfillment lines during order fulfillment. An orchestration process coordinates the orchestration of physical goods and activities in a single order, and it automates order orchestration across fulfillment systems. It contains the instructions that describe how to process an order, such as the steps and services to use, step dependencies, conditional branching, lead-time information, how to handle change orders, and the status values to use. It describes how to schedule, reserve, ship, return, and invoice a sales order.

**orchestration process step**
Step of an orchestration process that specifies the fulfillment task service that order management calls or the subprocess to start. Each step references a task type, task, and service. A step might also specify branching.

**order compensation**
The process of modifying a sales order so it accurately reflects changes that have occurred to the order. For example, assume order management receives a change order that requests to ship an item from a different warehouse. Order management adjusts the order so it uses the different warehouse, updates delivery dates so the dates accurately reflect the time needed to ship the item from the different warehouse, and so on.

**order fulfillment**
Part of the order management lifecycle that fulfills a sales order. Order fulfillment typically begins right after the user clicks Submit in order management. Order management then schedules, ships, and bills the sales order. Order management communicates with downstream *fulfillment systems* to finish fulfillment.

**order header**
Attributes of a sales order that apply to the entire order, such as Customer, Contact, Purchase Order, Business Unit, and Sales Credits. The attributes that display above the Order Lines area and above the catalog line on the Create Order page constitute the order header.

**order line**
Line on a sales order that specifies details about an item, such as item number, quantity, shipping details, billing details, and so on. Order management transforms an order line into a fulfillment line when the Order Entry Specialist clicks Submit.

**order transformation**
Process of transforming a *source order* into the business objects that make up a *sales order*. These business objects include the order, order lines, fulfillment lines, orchestration processes, and return fulfillment lines.

**pause task**
A task that temporarily stops an *orchestration process* from running so it can wait for a condition to be met.

**privilege**
A right granted to a user to access specific data, use specific pages, do specific tasks, and so on. For example, the Order Entry Specialist has privileges that grant the right to create and view sales orders, monitor order fulfillment, and so on. The Order Administrator has privileges that grant the right to define an orchestration process, create routing rules, and so on.
**processing constraint**
Rule that controls who can change a sales order, what can change in the sales order, and when the change can occur.

**product category fiscal classification**
A classification defined for a noninventory-based product category, that is used for tax determination or tax reporting purpose.

**product fiscal classification**
A classification used by a tax authority to categorize a product for a tax. There can be more than one classification by tax.

**recurring billing**
A type of billing where charges and quantities repeat over time. A monthly subscription to an online service is an example of a charge that repeats over time.

**return order**
A sales order that returns the items that order management shipped to a customer. It returns these items from the customer to your organization.

**returnable quantity**
The quantity ordered in the original sales order for an item, minus the quantity of all prior returns for this item from this sales order.

**sales order**
A contractual document between a sales organization and your customer. You create a sales order in the Order Management work area. Order management also transforms a source order it receives from a source system into a sales order that it can submit to order fulfillment.

**sales order hold**
Temporarily stopping an orchestration process from processing an order line or fulfillment line.

**scheduled process**
A program that you run to process data and, in some cases, generate output as a report.

**shipment set**
A set of order lines that order management ships together as one group. All of these lines ship and arrive on the same date, although they might be spread across more than one package, depending on packing requirements.

**shipment tolerance**
The percent of variation between the quantity your customer orders and the quantity you ship. It includes over shipment and under shipment. Over shipment means you ship more quantity than the customer orders. Under shipment means you ship less.
**shippable item**
An item that order management can physically ship to the customer. Order management typically fulfills a shippable item from a warehouse, and uses a carrier to physically move the item through the supply chain. A parcel service that uses a truck to transport the item from one location to another location, such as from a warehouse to a residence, is an example of a carrier. A laptop computer is an example of a shippable item. A warranty for a laptop computer is an example of a nonshippable item. Other examples of nonshippable items include a subscription to an online magazine, or a video that your customer can only stream from the cloud.

**source order**
An order that you import into order management from a source system. Order management transforms a source order to a sales order when you import it.

**source system**
System where the sales order was created. Order Management Cloud and an order capture system are each an example of a source system. A source system provides business application information to an Oracle application. Oracle can use this information to extract fulfillment data and planning data into data files.

**sourcing rule**
A specification of the means by which organizations can replenish items.

**split fulfillment line**
A supply chain technique that fulfills an order in a timely and efficient way. Assume a fulfillment line includes a quantity of 30 items, but the preferred warehouse, Warehouse A, only has 20 items in stock. Warehouse B has 15 items in stock. To avoid a delay, you can split the fulfillment line so it gets the items it needs from both warehouses.

**status condition**
A rule that determines when a sales order reaches a status. Here’s an example of a status condition: If the Schedule task status equals Scheduled, then set the orchestration process status to Scheduled.

**subscription**
An item that provides a product or service that recurs. For example, a one year subscription to a magazine, a 90 day subscription for cell phone service, and a six month subscription for software usage are each an example of a subscription. A subscription might or might not bill the customer on a recurring basis. Fulfillment does recur periodically. For example, a weekly magazine fulfills one time each week.

**substitution**
Replacing one item with some other item in a sales order. For example, replacing an 80GB hard drive with a 100GB hard drive because there are no 80GB hard drives in inventory.

**task type**
A group of services that order management uses to do a fulfillment task. It represents a common business function that order management uses so it can process a sales order from the time a user creates it to the time order management sends the sales order to an order fulfillment system. Shipment is an example of a task type. Its a set of services that communicates with a shipping fulfillment system to ship the items that the fulfillment line references.
tax exemption
A full or partial exclusion from taxes within a given time period.

trade compliance
A set of rules that makes sure trade between countries or regions occurs according to the approved laws and guidelines that the countries or regions use.

trade compliance screening
The act of examining a sales order to determine whether it meets trade compliance requirements.

transaction business category
A business classification used to identify and categorize an external transaction into a tax transaction.

value-added tax (VAT)
An indirect tax on consumer expenditures that is collected on business transactions and imported goods. Value-added tax (VAT) is added to products at each stage of their production. If customers are registered for VAT and use the supplies for taxable business purposes, then they typically receive credit for the VAT that is paid.