11i Implement and Use Order Management

Student Guide Volume 2

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ORACLE

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Preface

Profile

Before You Begin This Course

Before you begin this course, you should have the following qualifications:

- Knowledge of the order management process
- Ability to navigate in Oracle Applications
- Working experience with Oracle Order Management, Oracle Bills of Material, and Oracle Inventory

Prerequisites

- Oracle Bills of Material
- Oracle Inventory

How This Course Is Organized

11I Implement and Use Order Management is an instructor-led course featuring lecture and hands-on exercises. Online demonstrations and written practice sessions reinforce the concepts and skills introduced.

Related Publications

Oracle Publications

Title	**Part Number**
Oracle Order Management User's Guide	*A77028*
Oracle Configurator Developer User's Guide	A73280-06

Additional Publications

- System release bulletins
- Installation and user's guides
- *read.me* files
- *Oracle Magazine*

Typographic Conventions

Typographic Conventions in Text

Convention	Element	Example
Bold italic	Glossary term (if there is a glossary)	The ***algorithm*** inserts the new key.
Caps and lowercase	Buttons, check boxes, triggers, windows	Click the Executable button. Select the Can't Delete Card check box. Assign a When-Validate-Item trigger to the ORD block. Open the Master Schedule window.
Courier new, case sensitive (default is lowercase)	Code output, directory names, filenames, passwords, pathnames, URLs, user input, usernames	Code output: `debug.set ('I", 300);` Directory: `bin` (DOS), `$FMHOME` (UNIX) Filename: Locate the `init.ora` file. Password: User `tiger` as your password. Pathname: Open `c:\my_docs\projects` URL: Go to `http://www.oracle.com` User input: Enter `300` Username: Log on as `scott`
Initial cap	Graphics labels (unless the term is a proper noun)	Customer address (*but* Oracle Payables)
Italic	Emphasized words and phrases, titles of books and courses, variables	Do *not* save changes to the database. For further information, see *Oracle7 Server SQL Language Reference Manual.* Enter `user_id@us.oracle.com`, where *user_id* is the name of the user.
Quotation marks	Interface elements with long names that have only initial caps; lesson and chapter titles in cross-references	Select "Include a reusable module component" and click Finish. This subject is covered in Unit II, Lesson 3, "Working with Objects."
Uppercase	SQL column names, commands, functions, schemas, table names	Use the SELECT command to view information stored in the LAST_NAME column of the EMP table.

Convention	Element	Example
Arrow	Menu paths	Select File—> Save.

Brackets	Key names	Press [Enter].
Commas	Key sequences	Press and release keys one at a time: [Alternate], [F], [D]
Plus signs	Key combinations	Press and hold these keys simultaneously: [Ctrl]+[Alt]+[Del]

Typographic Conventions in Code

Convention	Element	Example
Caps and lowercase	Oracle Forms triggers	`When-Validate-Item`
Lowercase	Column names, table names	`SELECT last_name` `FROM s_emp;`
	Passwords	`DROP USER scott` `IDENTIFIED BY tiger;`

	PL/SQL objects	`OG_ACTIVATE_LAYER`
		`(OG_GET_LAYER`
		`(‘prod_pie_layer’))`

Lowercase italic	Syntax variables	`CREATE ROLE` *`role`*
Uppercase	SQL commands and functions	`SELECT userid` `FROM emp;`

Typographic Conventions in Navigation Paths

This course uses simplified navigation paths, such as the following example, to direct you through Oracle Applications.

(N) Invoice > Entry > Invoice Batches Summary (M) Query > Find (B) Approve

This simplified path translates to the following:

1. (N) From the Navigator window, select Invoice > Entry > Invoice Batches Summary.

2. (M) From the menu, select Query > Find.

3. (B) Click the Approve button.

Notations :

(N) = Navigator

(M) = Menu

(T) = Tab

(I) = Icon

(H) = Hyperlink

(B) = Button

Typographical Conventions in Help System Paths

This course uses a "navigation path" convention to represent actions you perform to find pertinent information in the Oracle Applications Help System.

The following help navigation path, for example—

(Help) General Ledger > Journals > Enter Journals

—represents the following sequence of actions:

1. In the navigation frame of the help system window, expand the General Ledger entry.
2. Under the General Ledger entry, expand Journals.
3. Under Journals, select Enter Journals.
4. Review the Enter Journals topic that appears in the document frame of the help system window.

Getting Help

Oracle Applications provides you with a complete online help facility.

Whenever you need assistance, simply choose an item from the Help menu to pinpoint the type of information you want.

To display help for a current window:

1. Choose Window Help from the Help menu, click the Help button on the toolbar, or hold down the Control key and type 'h'.

   A web browser window appears, containing search and navigation frames on the left, and a frame that displays help documents on the right.

   The document frame provides information on the window containing the cursor. The navigation frame displays the top-level topics for your responsibility, arranged in a tree control.

2. If the document frame contains a list of topics associated with the window, click on a topic of interest to display more detailed information.

3. You can navigate to other topics of interest in the help system, or choose Close from your web browser's File menu to close help.

Searching for Help

You can perform a search to find the Oracle Applications help information you want. Simply enter your query in the text field located in the top-left frame of the browser window when viewing help, then click the adjacent Find button.

A list of titles, ranked by relevance and linked to the documents in question, is returned from your search in the right-hand document frame. Click on whichever title seems to best answer your needs to display the complete document in this frame. If the document doesn't fully answer your questions, use your browser's Back button to return to the list of titles and try another.

Managing Orders

Chapter 5

Managing Orders

Oracle Order Management Release 11*i*

Agenda

Agenda

- Objectives
- Viewing orders
- Changing orders
- Stopping, starting, canceling, and purging orders
- Summary

Agenda

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- Objectives
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Objectives

After completing this lesson, you should be able to do the following:

- View orders
- Change orders
- Stop, start, and cancel orders
- Describe purging orders

Using Oracle Applications Help

Using Oracle Applications Help

1. Navigate to the Oracle Applications Navigator.
2. Select Help—>Window Help from the menu bar. The Oracle Applications Help window is displayed.
3. Enter your search criteria, enclosed within quotation marks, in the Help field and click Find. Oracle Applications Help displays a list of topics that meet your search criteria.
4. Click a topic to view detailed information.

Note: Click Search Instructions for help with searching Oracle Applications Help.

Using Oracle Applications Help Within a Window

Using Oracle Applications Help Within a Window

1. **Open a window in the application you are using.**
2. **Select Help—>Window Help from the menu bar. Oracle Applications Help displays detailed information about the window you opened, including step-by-step instructions for entering information in each field in the window.**

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Agenda

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- Objectives
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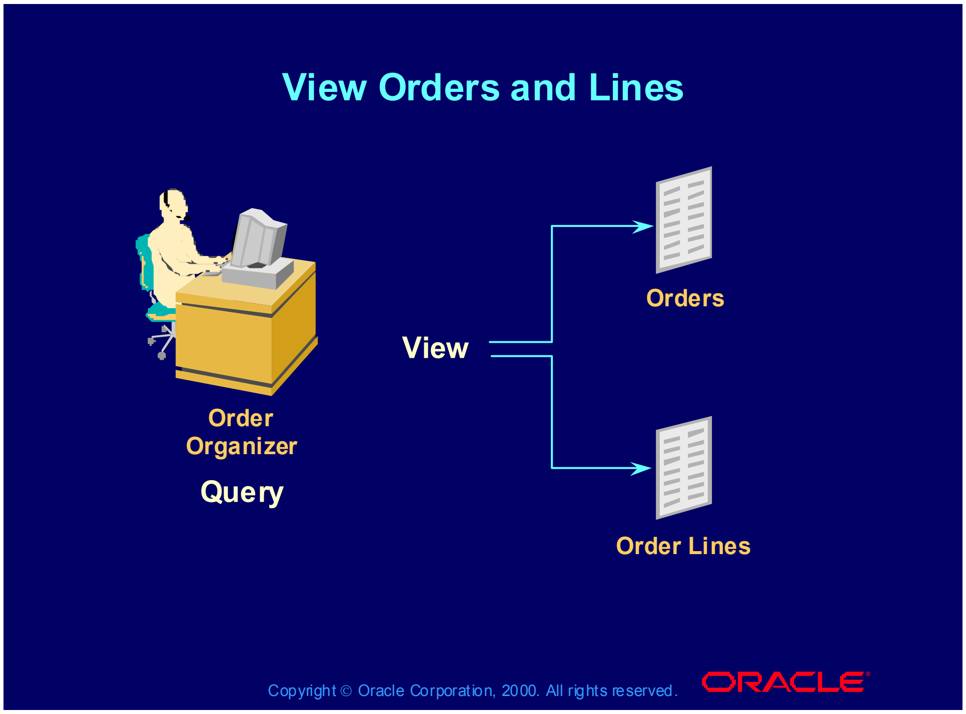
View Orders and Lines



Order Organizer Information

Order Organizer Information

- Since Order Organizer is a folder form, you can move, hide, rename, and rearrange the fields.
- Most fields are right mouse click enabled for access to actions you can perform.
- The left side of the form displays the navigator tree. It contains a set of seeded and user-defined folders which hold commonly used queries about orders, returns, and lines.
- You can see a summary view of orders in the Summary tab.
- You can view order lines on orders in the Lines tab.

(N) Orders, Returns > Order Organizer

(Help) (N) Oracle Order Management > Orders > Viewing Order and Return Information

Viewing Orders

Viewing Orders

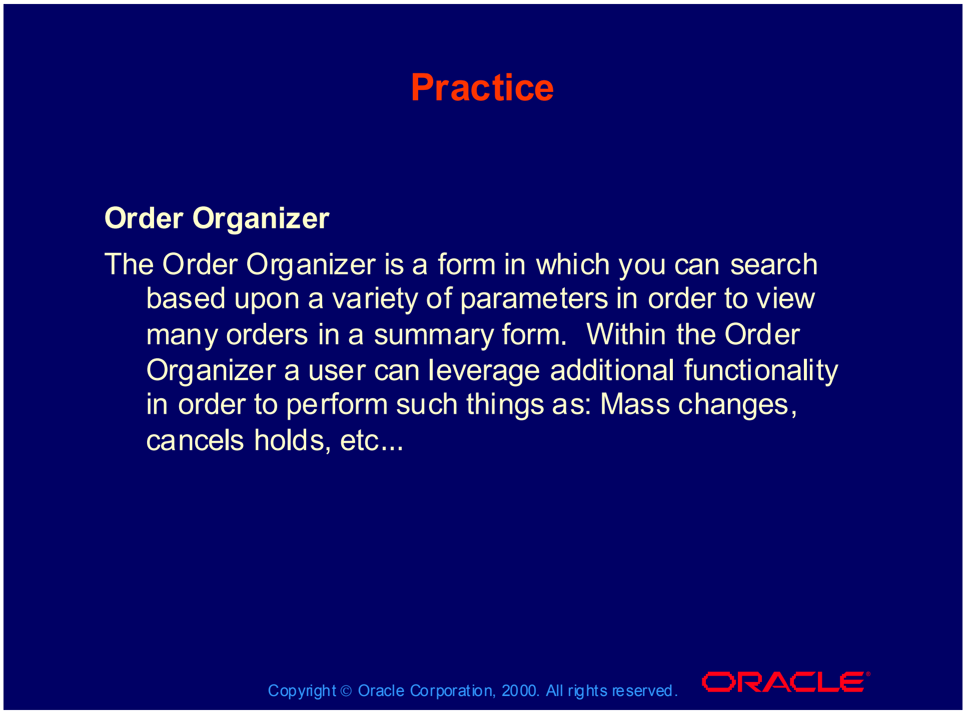
You can use the Order Organizer to view orders. Perform a search in the Find window using fields within the following tabs:

- Order Information: Order based search criteria
- Line Information: Line level
- Advanced: Closed and cancelled orders and lines
- Holds Information: Orders on hold

(N) Orders, Returns > Order Organizer > Find Orders > (T) Order Information or Line Information or Advance or Holds Information > (B) Find

(Help) (N) Oracle Order Management > Orders > Viewing Order and Return Information

Practice



Practice 28:

Order, Returns - Order Organizer

Find Parameters

Customer = XX-Big City Electronics Wholesale

Select the Find Button

You are now viewing all orders placed for XX-Big City Electronics Wholesale, you will be using this form and this query for many other inquires. We will place a saved query so that you quickly re-query every time we need to reference back to your customer.

In the Right Folder tree area of the Order Organizer:

Right Mouse click and choose the Save Query option

Save the Query under your Customer Name

Allow it for Public Access

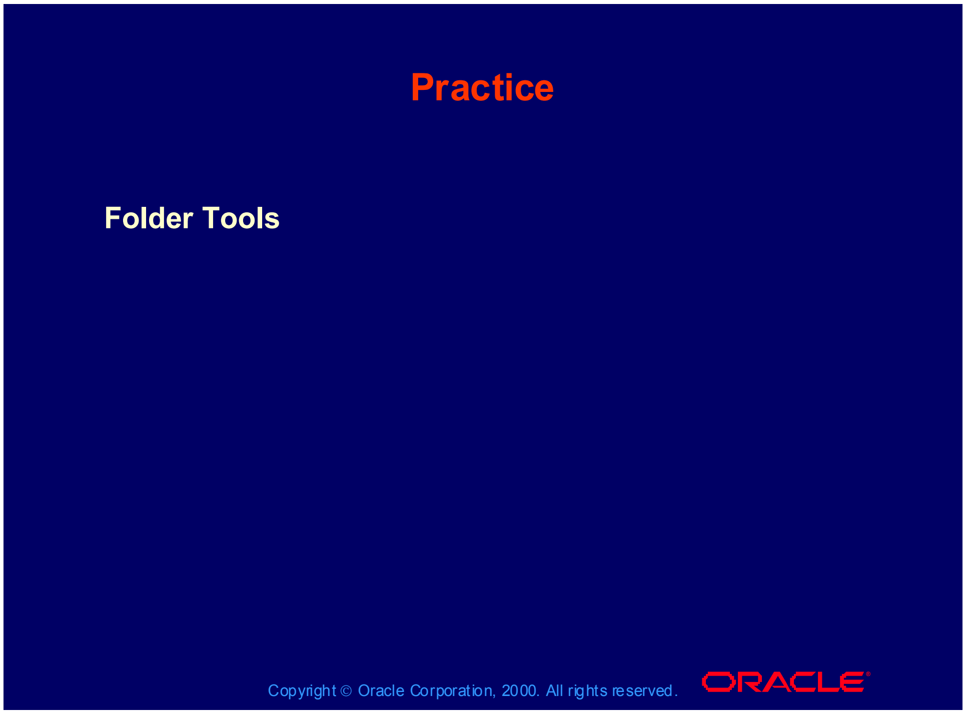
Close the form

Open the Order Organizer form once again

(N) Order, Returns - Order Organizer

Select the Order tab in the bottom Left corner of the form
Expand out the Public Folder
Double click on your Created Query Folder.

Practice



Practice 28:

Order, Returns - Order Organizer

Find Parameters

Customer = XX-Big City Electronics Wholesale

Select the Find Button

You are now viewing all orders placed for XX-Big City Electronics Wholesale.

Viewing Additional Information

1. Select an order or line.
2. Click Actions.
3. Select Additional Line Information or Additional Order Information.
4. In the new window, select the appropriate tab.

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(N) Orders, Returns >Order Organizer >Find Orders > (T) Order Information or Line Information (B) Find > Orders Organizer > (B) Action

(Help) (N) Oracle Order Management > Orders > Viewing Order and Return Information

Additional Tabs

Additional Order Information tab:

- Holds: Hold Name, Criteria, Release Date, Release By
- Deliveries: Delivery Number, Delivery Status, Pick Status, Arrival Date, Tracking, Waybill, Related Shipping Information
- Receivables: Invoice Number, Date, Amount, Balance Information
- Quantity History: Item, Quantity, Date, Reason

Additional Line Information tab:

- Holds: Hold Name, Criteria, Release Date, Release By
- Return Activity: Return Number, Authorized Quantity, Accepted Quantity, Reason, Credit Price, Credit Invoice

• Deliveries: Delivery Number, Delivery Status, Pick Status, Arrival Date, Tracking, Waybill, Related Shipping Information

• Receivables: Invoice Number, Date, Amount, Balance Information

• Internal Requisitions: For future use

• Drop Ship: Document Type, Number, Line, Supplier, Status, Buyer

•Quantity History: Item, Quantity, Date, Reason

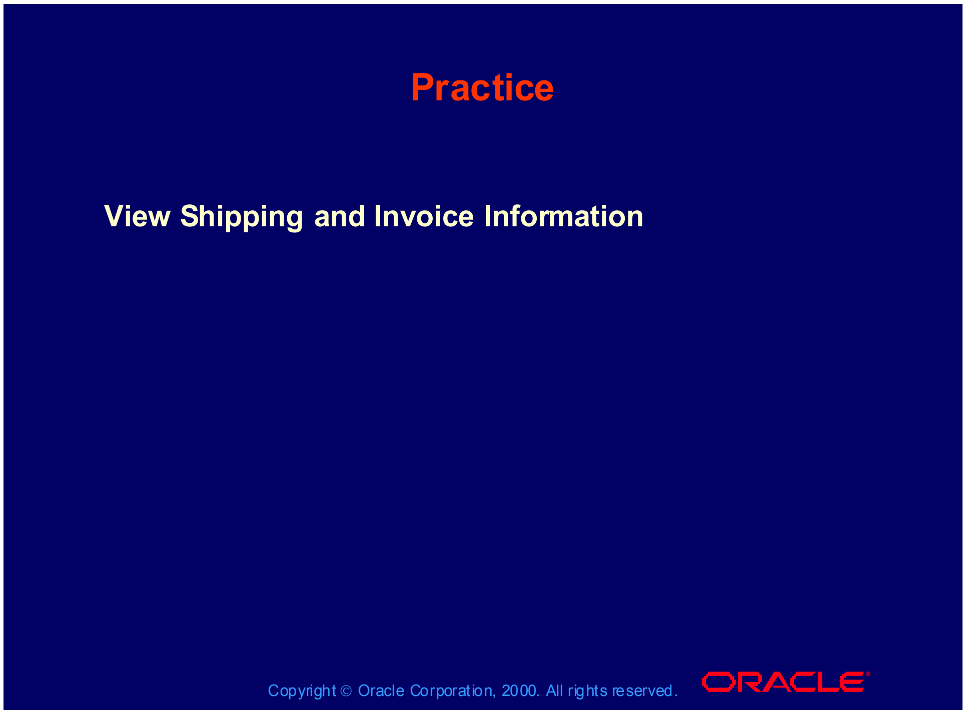
Viewing Purchase Information for Vendor Drop Ship Orders

Viewing Purchase Information for Vendor Drop Ship Orders

To view the status of a drop ship request:

1. **In the Sales Orders window, go to the line tab and click the Action button, then click the Additional Line Information button.**
2. **The Additional Line Information window displays.**
3. **Select the Drop Ship tab.**

Practice



Practice 27: Viewing Shipping and Invoicing Information

(N) Orders,Returns - Sales Orders

Select (T) Order Information and (T) Main
Customer: XX-Big City Electronics Wholesale
Order Type: Order Only
Price List: Corporate
Salesperson: Yours
Select (T) Others
Ordered Item: XX-Palm Pilot
Qty: 5
Ordered Item: XX-Palm Case
Qty: 5
Book your work and note the order number.

(N) Shipping - Release Sales Orders - Release Sales Orders

Enter the order number.
Leave Scheduled Ship Dates and Requested Dates Blank.

Shipping

Select Order Number as the Release Sequence Rule from LOV.

Inventory Tab

Select M1 as the Warehouse from LOV.

Select Departure, Delivery as the Pick Slip Grouping Rule from LOV.

Auto Detail: Yes

Auto Pick Confirm: Yes

Choose the Concurrent button (record concurrent request number and batch number)

Close the window.

From the View Menu select Requests.

Choose the Find button.

Find your ID # for the “Pick Selection List Generation” request. Once the request has completed normally, close the form.

Concurrent request should read completed normal.

After you have Pick released your orders, you then need to perform a confirmation of what was shipped to your customer.

Ship Confirm Your Orders

(N) Shipping - Transactions

Choose the Flash Light icon from the Menu Bar.

Select Lines Search.

Enter your first order number.

Choose the Find button.

Select the Details Button in the Lines/Containers Tab

Enter the shipped amount

Select the Delivery tab (T)

Select the Details button

Enter a tracking Waybill number

Select Ship Confirm from the Drop Down area - Go

Select the Ship All radial button

Select the OK button

Acknowledge the message regarding Inventory Interface being ran.

Close the Shipping Transaction window.

You can now view the details of how the item was shipped and how it was invoiced.

Order, Returns - Order Organizer

Find Parameters
Order Number = From this lab
Select the Find Button
Select the Open Button
In the Lines Tab:
Select Action Button and choose Additional Line Information from the list.
Deliveries Tab: View the Delivery that the item was assigned to.
Invoice Tab : View the Invoice that was created for the item.
View the associated Line Level workflow
(M) Tools - Workflow Monitor
Click View Diagram
View the Line Level workflow diagram, close the window and return to the sales order form.

How did the Line Level workflow differ from the last time you viewed one?

Viewing Adjustments, Modifiers, and Reasons

Viewing Adjustments, Modifiers, and Reasons

- In the Adjustments window, you can view pricing adjustments which have been made to an order, the modifiers, and the reasons.
- Use the following tabs on the Adjustments window to view adjustment information:
  - Adjustments
  - Modifiers
  - Reason
  - Accruals

(N) Orders, Returns > Order Organizer > Find Orders > (B) Actions > View Adjustments

(Help) (N) Oracle Order Management > Orders > Viewing Order and Return Information

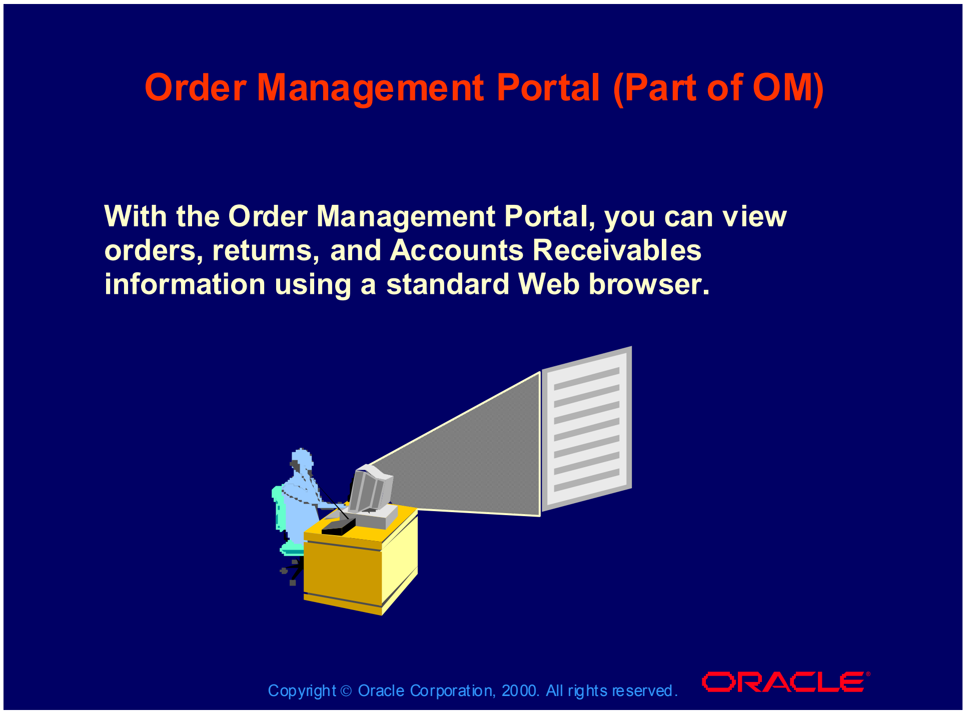
Viewing Attachments

Viewing Attachments

- You can apply attachments to orders and order lines either manually or automatically.
- View these attachments by selecting the Paperclip icon on the menu bar which displays the Attachments window. Attachment types include:
  - Text
  - Graphics
  - URLs
  - Document-based

(N) Orders, Returns > Order Organizer > Find Orders > (T) Order Information > (I) Paperclip

(Help) (N) Oracle Order Management > Orders > Viewing Order and Return Information



The OM Portal allowys you to define Responsibilities for your customers. This allows your customers to view information regarding thoer sales orders, Invoice, and Shippining information.

Internet Customer Portal

The Internet Customer Portal is a self-service web application. A customer can:

- View existing orders with a web browser.
- Query by criteria, for example, purchase order number, project number, and sales representative.
- View item availability

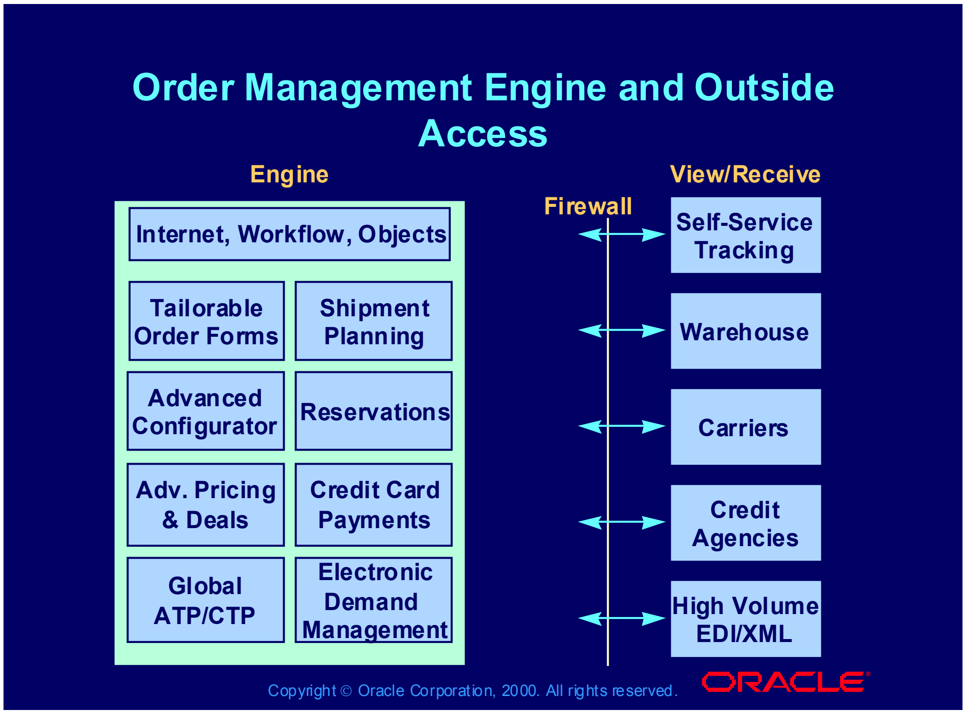
Internet Customer Portal Users

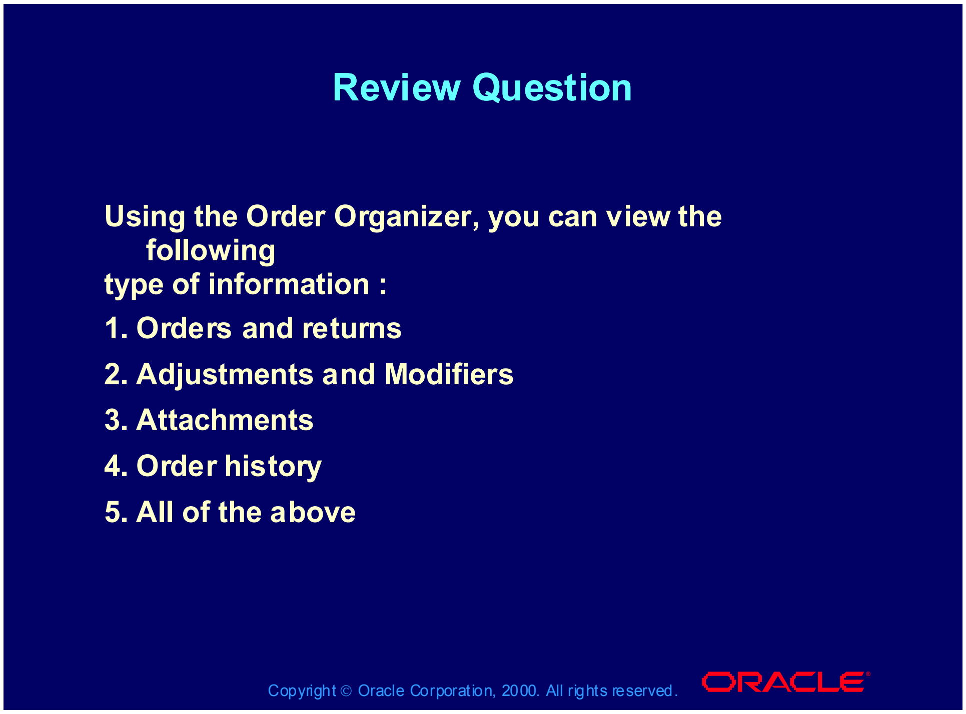
Internet Customer Portal Users

You can target the following customers to use the portal:

- An external customer who needs to view information about their order or account.
- An internal customer who needs to view or transact, for example, a sales representative.

Order Management Engine and Outside Access




Review Question
Using the Order Organizer, you can view the following
type of information :
1. Orders and returns
2. Adjustments and Modifiers
3. Attachments
4. Order history
5. All of the above
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Review Question

Using the Order Organizer, you can view the following
type of information :

1. Orders and returns
2. Adjustments and Modifiers
3. Attachments
4. Order history
5. All of the above

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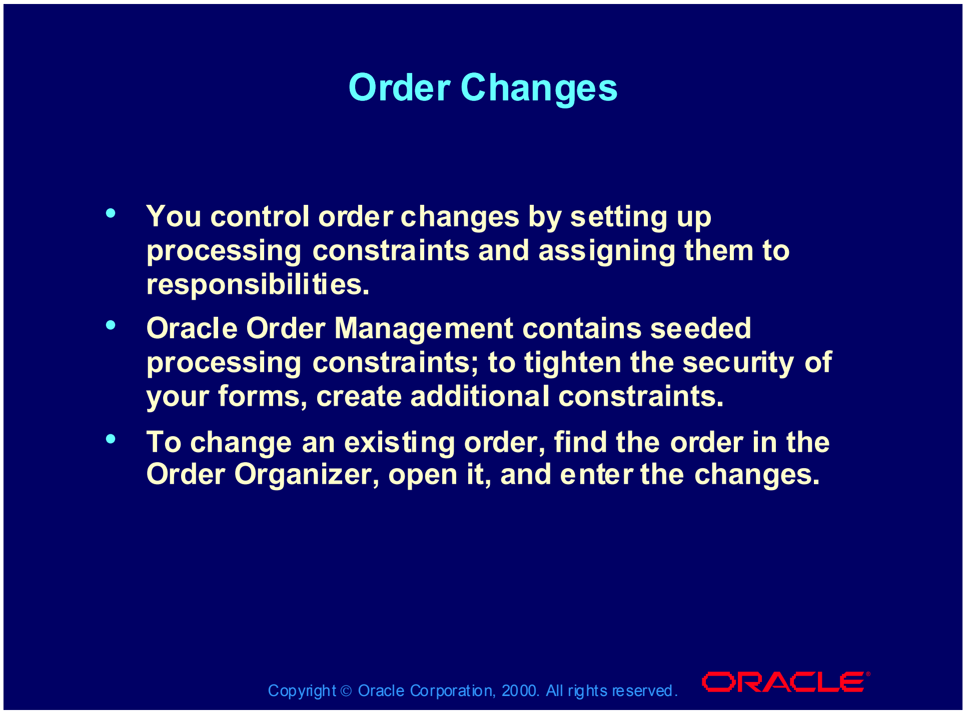
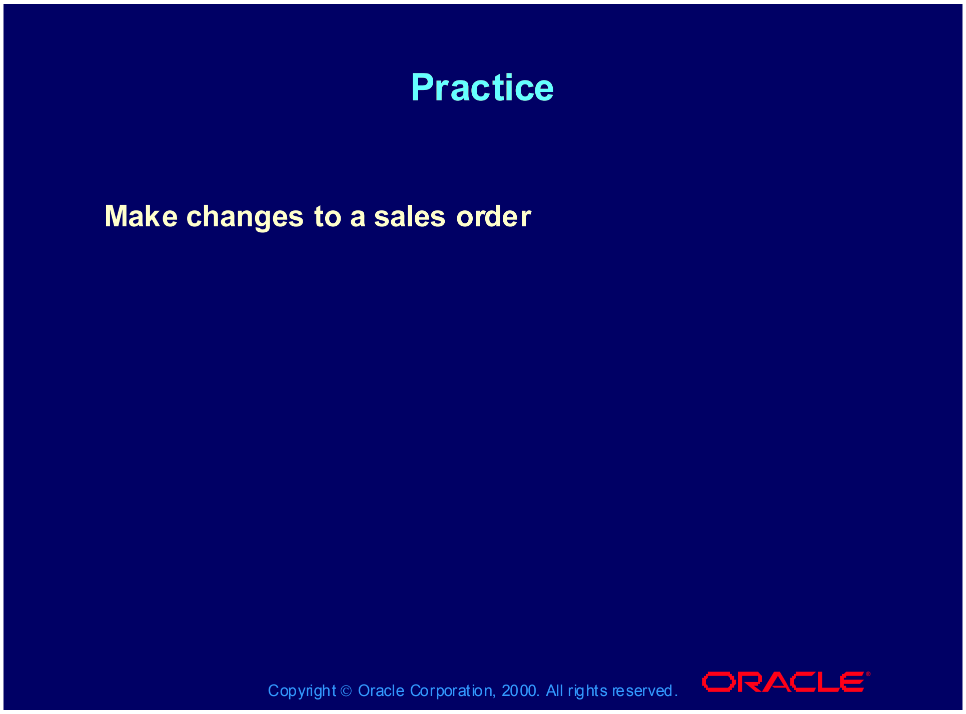
Order Changes



(N) Orders, Returns > Sales Orders

(Help) (N) Oracle Order Management > Orders > Order Changes



Practice 30: Making changes on a specific Order

(N) Order, Returns - Order Organizer

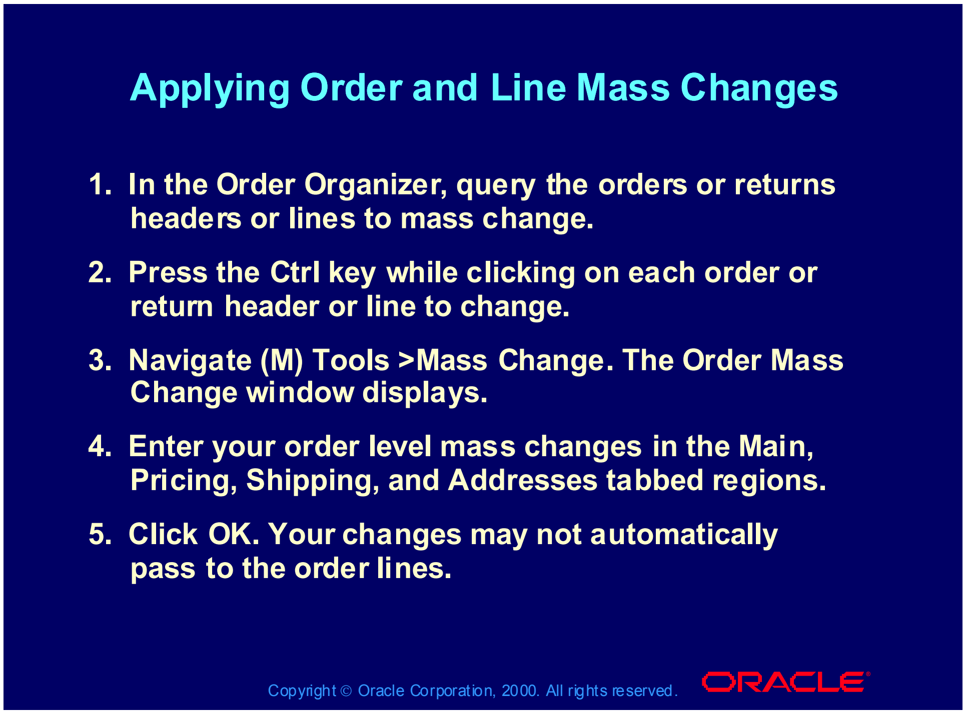
Select the Order tab in the bottom Left corner of the form
Expand out the Public Folder
Double click on your Created Query Folder.
Select one of your orders and open the Order (Open button)
Select the Others Tab
Change the Payment terms to 30/60/90
Save

Mass Change

Mass Change

Using the mass change function, you can:

- Change order attributes at the order header or line level
- Cancel orders and lines
- Assign sales credits or discounts at the order header and order line level
- Apply and release holds

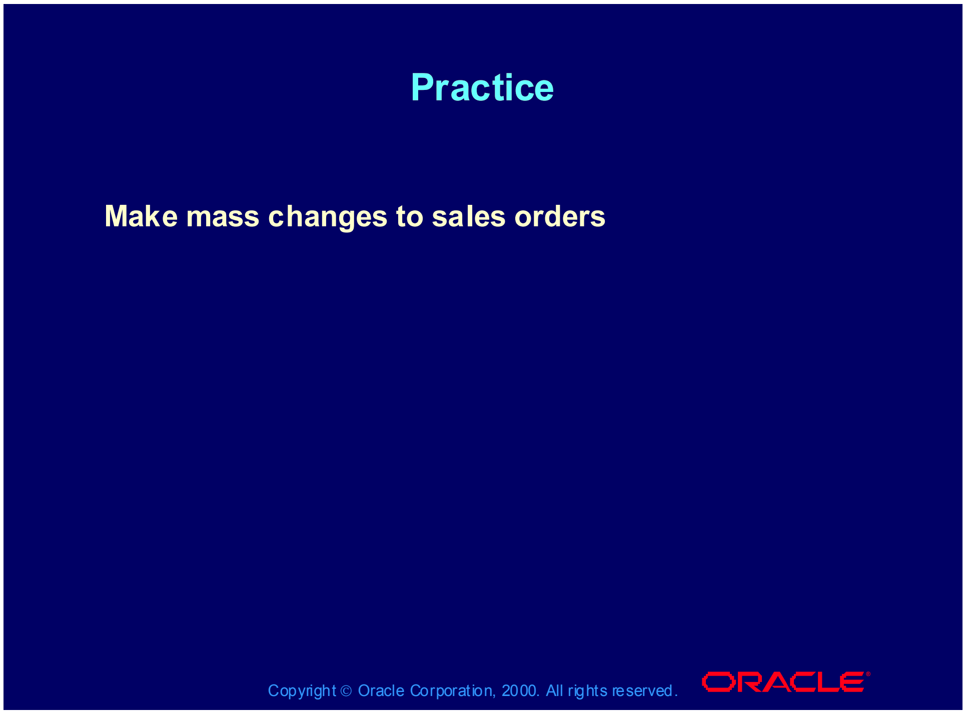


(N) Orders, Returns > Order Organizer > (M) Tools > Mass Change

(Help) (N) Oracle Order Management > Orders > Mass Changes > Applying Mass Changes

Process Errors

If errors occur in this process, you receive messages in the Process Messages window.



Practice 31: Mass Change for a group of Orders

(N) Order, Returns - Order Organizer

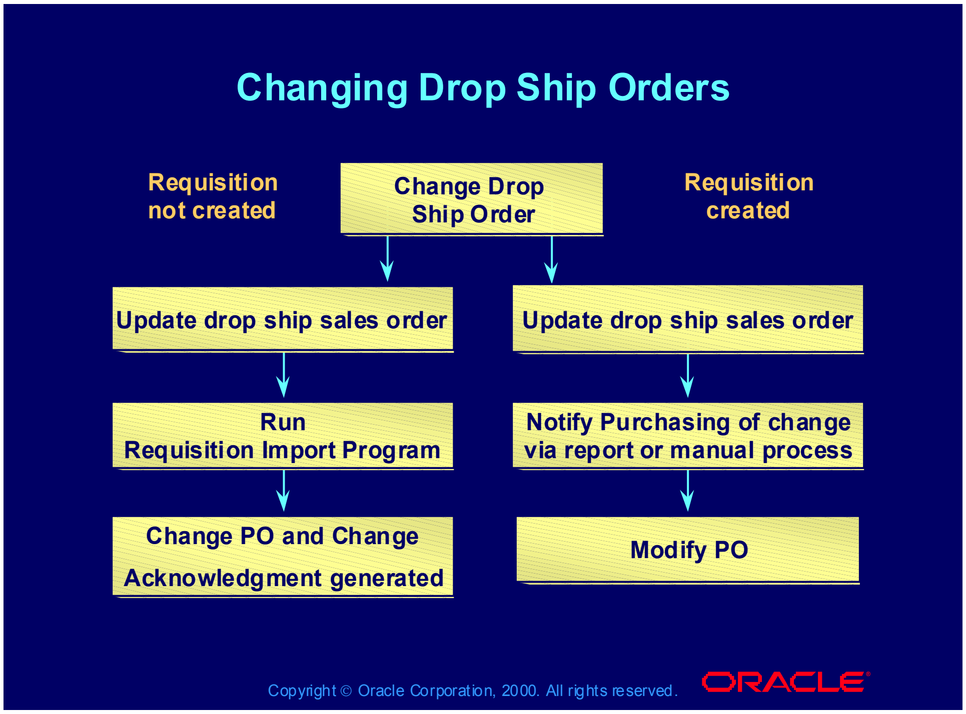
Select the Order tab in the bottom Left corner of the form
Expand out the Public Folder
Double click on your Created Query Folder.
Select a range of Orders

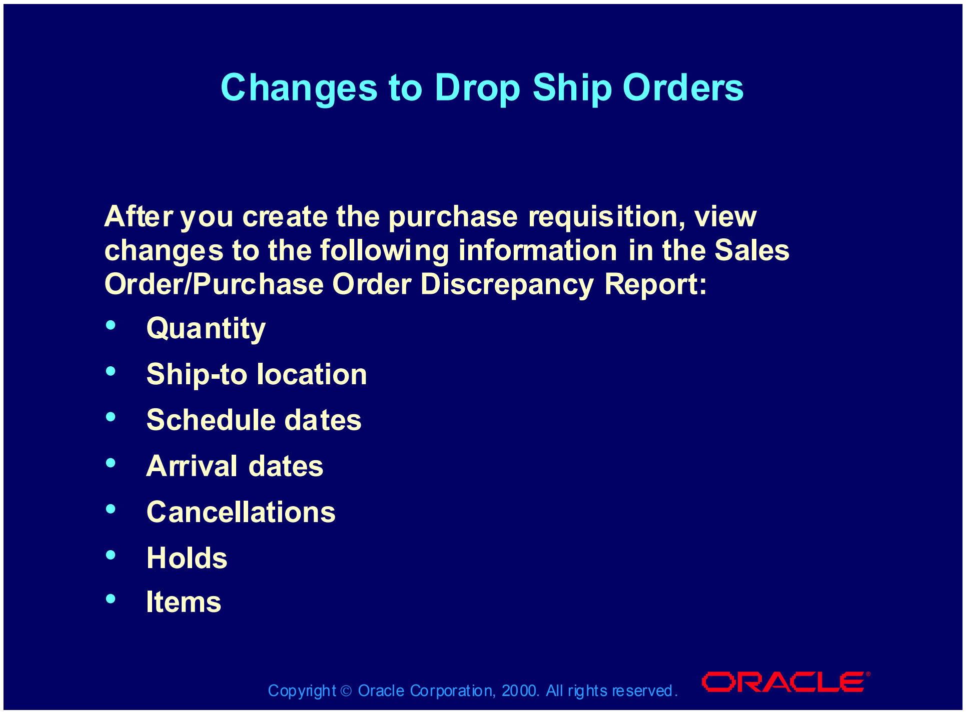
Note: To select an object to modify, depress Ctrl key + left mouse click to highlight for modification. Keep the Ctrl key depressed to select another specific line for modification, or Select the Shift key along with a left mouse to select a range of objects.

(M) Tools - Mass Change

Select the Shipping Tab
Choose Shipment Method = High Priority
Select the OK button
View the message recording that the change has been successful
Save, Close the window and return to the Navigator.

Changing Drop Ship Orders




Changes to Drop Ship Orders
After you create the purchase requisition, view changes to the following information in the Sales Order/Purchase Order Discrepancy Report:
• Quantity
• Ship-to location
• Schedule dates
• Arrival dates
• Cancellations
• Holds
• Items
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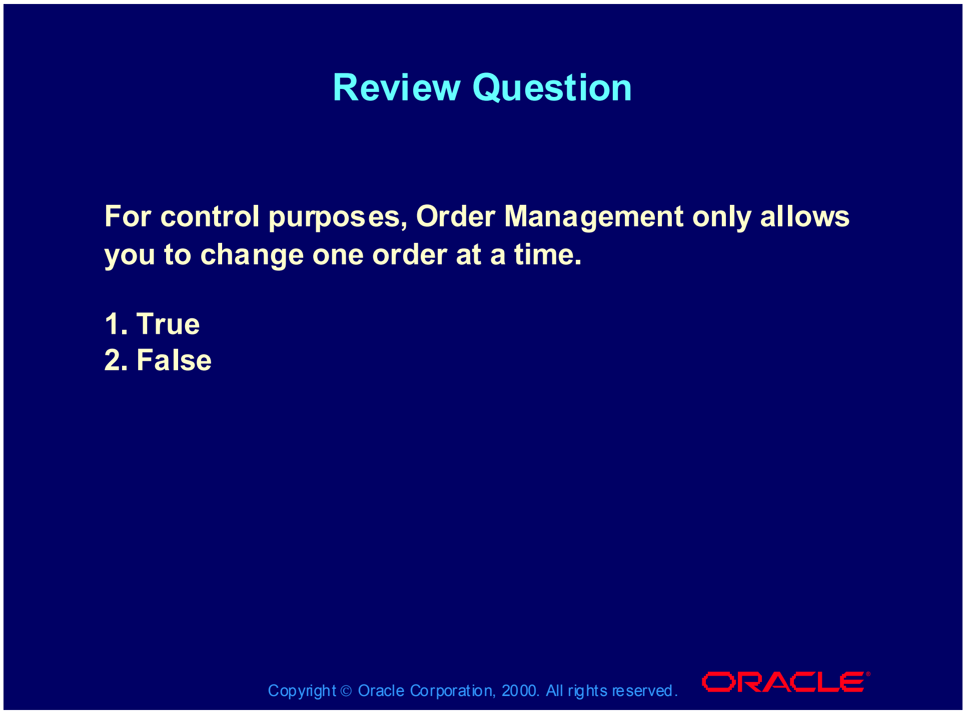
Review Question
For control purposes, Order Management only allows you to change one order at a time.
1. True
2. False
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Review Question

For control purposes, Order Management only allows you to change one order at a time.

1. True
2. False

Agenda

Agenda

- Objectives
- Viewing orders, lines, and history
- Changing orders
- Stopping, starting, canceling, and purging orders
- Summary

Three Ways to Stop an Order

- Do not respond to a workflow notification: The order or order line does not continue processing.
- Apply holds: Temporarily stops a group of orders, an individual order, or individual order lines. You can both automatically and manually apply and remove holds.
- Cancel: Permanently stops an order or order lines.

Workflow Overview

Workflow Overview

- Workflow is a background process which replaces the following Oracle Order Entry features:
  - Order cycles
  - Approval steps
- It provides notifications to employees and e-mails to both employees and to external individuals.

Workflow

The workflow engine:

- Moves orders and lines through their processing flow
- Sends notifications and notification e-mails
- Maintains a history of activity status
- Detects error conditions

The workflow monitor shows the status of each order and order line process in both list form and graphic form.

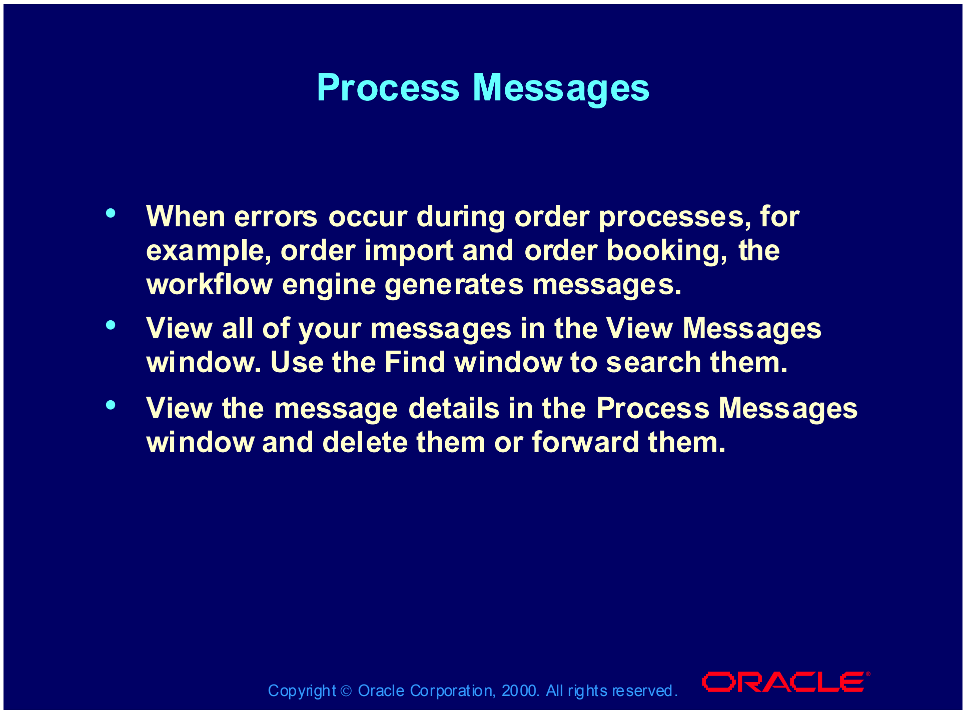
Notifications

- Notifications either alert individuals to a situation or ask individuals to perform an action, for example, an approval.
- The workflow engine sends notifications to both external and internal individuals.
- When accessing your notifications, you can:
  – Specify criteria with which to search them, for example, status, type, subject, sent, due, priority, if delegated.
  – View the details of each notification.
  – if requested by the notification, perform an action, for example, reply to the notification or forward the notification to another individual.

(N) WF Notification > (I) Flashlight > Find Notifications

(Help) (N) Oracle Order Management > Orders > Viewing Workflow Statuses and Processes

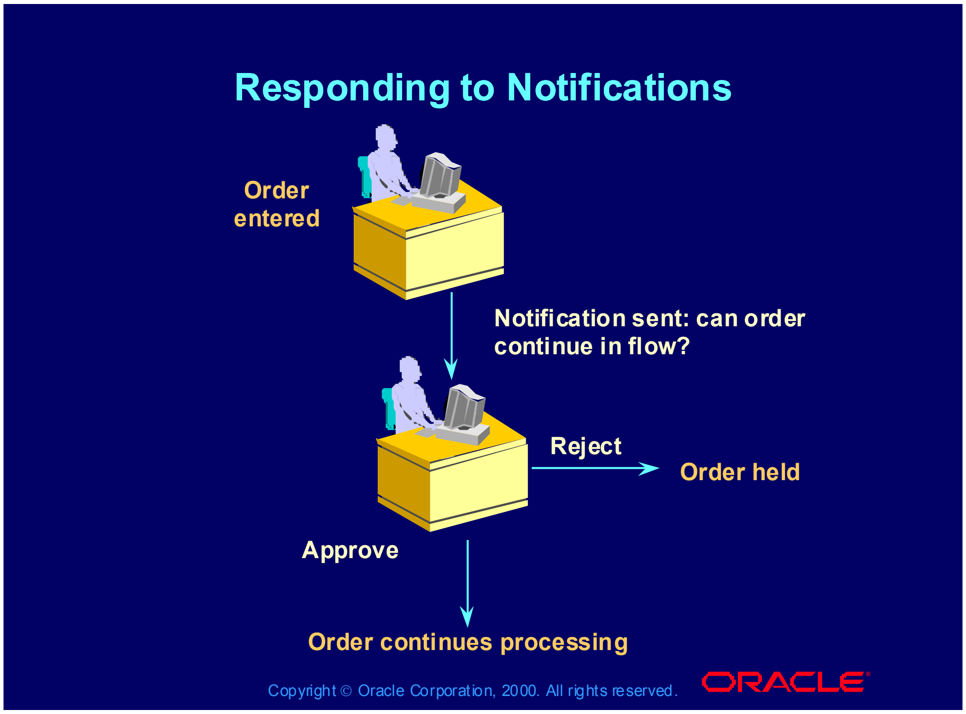
Process Messages



(N) Orders, Returns > Process Messages

(Help) (N) Oracle Order Management > Orders > Process Messages

Responding to Notifications



Progress Orders button:

(N) Orders, Returns > Sales Orders > (B) Action > Eligible Activities

Resume Workflow Process button, Retry button, and Reassign button:

(N) WF Notification > Worklist > <specific order> > Detailed Notification

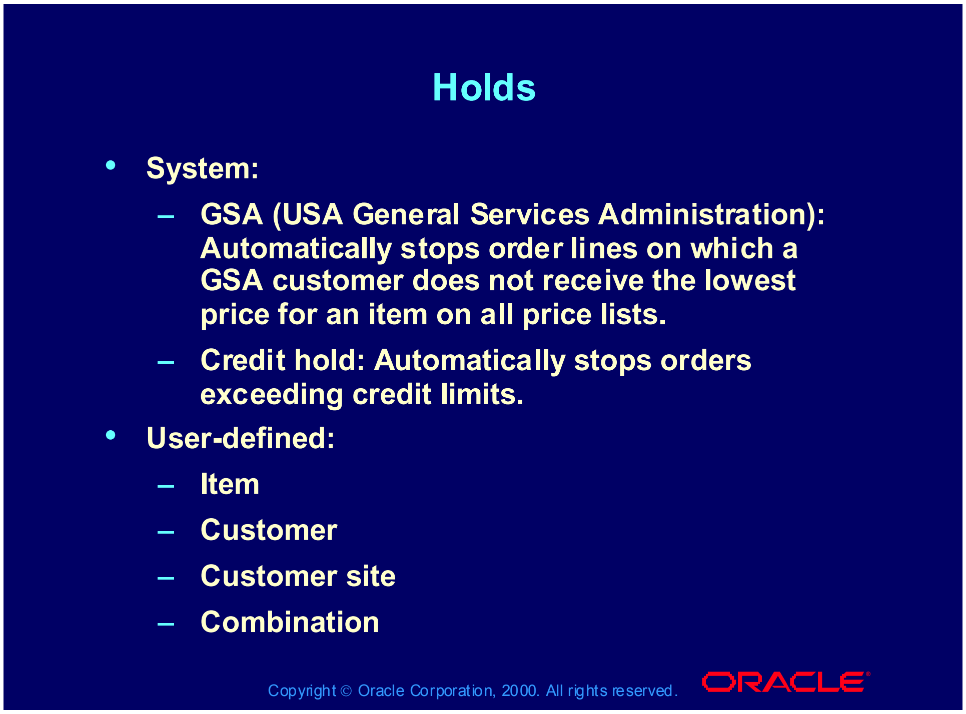
(Help) (N) Oracle Order Management > Orders > Holds > Process Messages

Comparing Notifications and Holds

Comparing Notifications and Holds

- Notifications
  - Placed on order headers and order lines by creating processes that stop and send notifications for action at certain points.
  - Removed when the person notified responds to the notification.
- Holds
  - Placed on order headers, order lines, customers, sites, and items.
  - Stop an order anywhere in the order flow.
  - Removed manually at any time or automatically by setting up a hold until (expiration) date.

Holds



System Holds

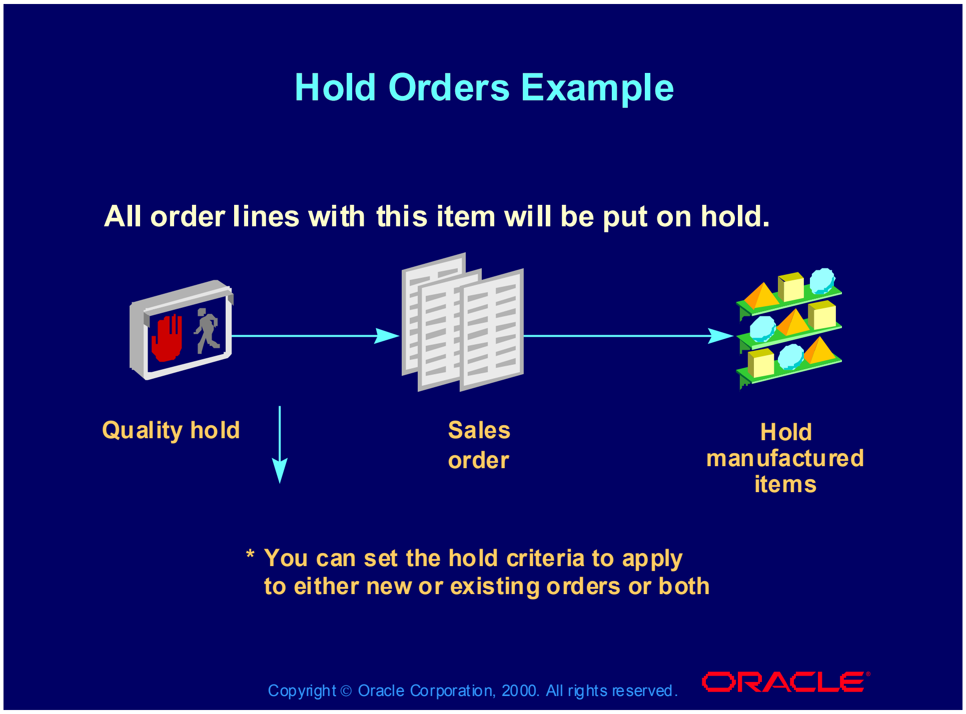
• GSA hold:

- You control GSA pricing through profile options.
- You must flag customers as GSA customers.
- If an order violates the lowest available price requirement for a GSA customer, the pricing engine generates an error message and places the order on hold.

• Automatic credit hold: To enable credit holds, you must enable credit checking in all of the following forms:

- Profile Class form, select Credit Check
- Payment Terms form, select Credit Check
- In the credit rules assigned to transaction types, select Credit Check

Hold Orders Example

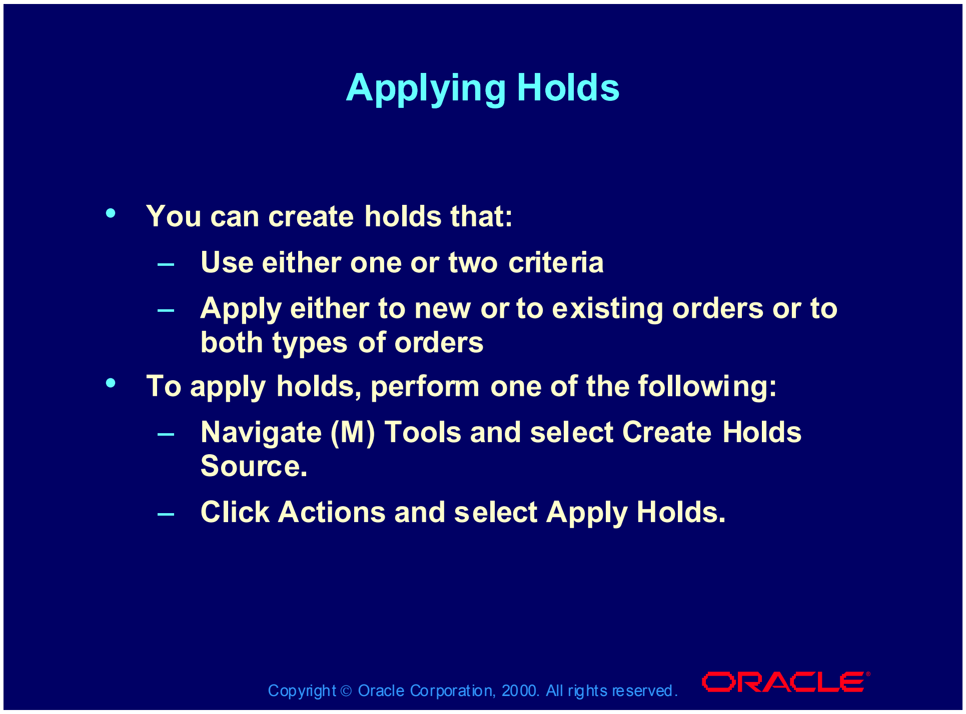


Hold Function

With a hold, you can stop an order, return, order line, or return line from continuing to progress through its life cycle. Holds can be applied manually, like an individual order hold, or automatically based on a set of criteria you define, like a credit check hold.

You can define as many different holds as you need to manage your business. These holds can be applicable at specific steps in the life cycle of your order, or applied to a customer or item no matter where the orders currently are in the order cycle.

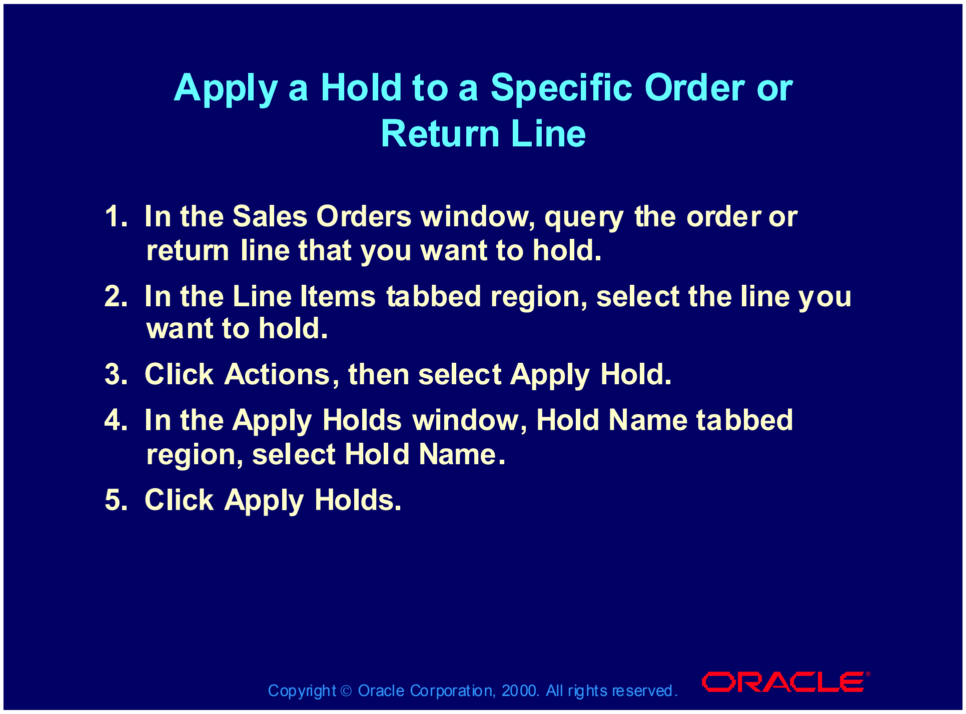
Applying Holds



Hold Criteria

- Order
- Customer
- Customer site
- Item

Apply a Hold to a Specific Order or Return Line



(N) Orders, Returns > Sales Orders > (M) View > Query Enter, Run > (M) Tools > Create Hold Sources > Apply Hold

(Help) (N) Oracle Order Management > Orders > Holds > Applying Holds

Apply Holds to Multiple Orders or Returns

Apply Holds to Multiple Orders or Returns

1. In the Sales Orders window, query orders and returns from which to select for holds.
2. Multi-select the orders and returns that you want to hold.
3. Click Actions, then select Apply Hold.
4. In the Apply Holds window, select Hold Name, select Hold Until Date (optional), and enter Hold Comment (optional).
5. Click Apply Holds.

(N) Orders, Returns > Order Organizer > (B) Actions > (M) Apply Holds > (B) Apply Holds

(Help) (N) Oracle Order Management > Orders > Holds > Applying Holds

Apply a Hold to Multiple Order or Return Lines

Apply a Hold to Multiple Order or Return Lines

1. In the Sales Orders window, query your order or return.
2. Select the order or return and select Line Items.
3. Multi-select the lines you wish to hold.
4. Click Actions and select Apply Hold. In the Apply Holds window, select Hold Name.
5. Optionally, enter Hold Until Date and Hold Comment.

(N) Orders, Returns >Sales Orders >(T) Line Items >(B) Actions > Apply Holds

(Help) (N) Oracle Order Management > Orders > Holds > Applying Holds

Apply a Hold to Multiple Order or Return Lines

6. To apply the hold to future order and return lines that meet the hold criteria, select Hold Future Orders/Lines.
7. To apply the hold to current order and return lines that meet the hold criteria, select Hold Current Orders/Lines.
8. Click Apply Holds.

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Practice

Define and Apply Holds

Introduction: you have encountered a quality issue and will put the orders with your item XX-item1 on hold until further notice from the QA department. You will create a quality hold “XX-Quality hold”, then select the order lines with XX-item1 and apply the XX-Quality hold.

(N) Setup- Orders - Hold

Enter hold name: XX-Quality Hold (where XX are your initials) and description.

Select hold type: Order Administration Hold

Effective dates: use today’s date as start date, do not enter an end date.

Authorizations: Select “Order Management Super User, Vision Operations” responsibility and authorize this responsibility to apply holds.

Go to the next line and enter for the same responsibility the possibility to remove this hold.

Save your work.

Note: Hold Type and Hold release reason are both Quickcodes. You can (but not have to) navigate: setup - Quickcodes-> OM, query on %HOLD_TYPE% to view the hold type Quickcodes and accessibility. Query on %RELEASE_REASON% to view the reasons defined.

To apply a quality hold to all XX-item1:

(N) Orders,Returns - Order Organizer, select the Line items tab and enter your item XX-Palm Pilot. Click [B] Find. Select (Tab) Lines.

Highlight/select all lines (either through menu-> edit-> select all or through ctrl+click in first line and shift+click in last line).

Click [B] Actions

Select Apply Holds from the list and click [B] OK.

Hold Name: XX-Quality Hold

Hold Until Date: leave blank

Hold Comments: Anything you want

Click [B] Apply Holds

Highlight the line you applied the hold to.

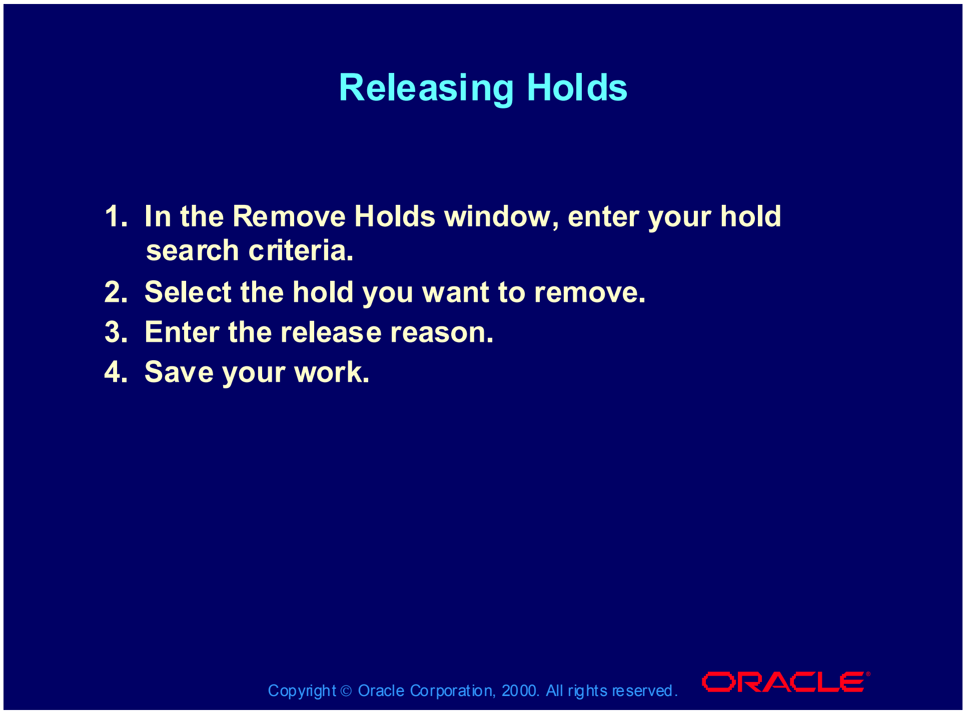
Right click the mouse.

Select (M) Additional Line Information > Holds

View the hold information.

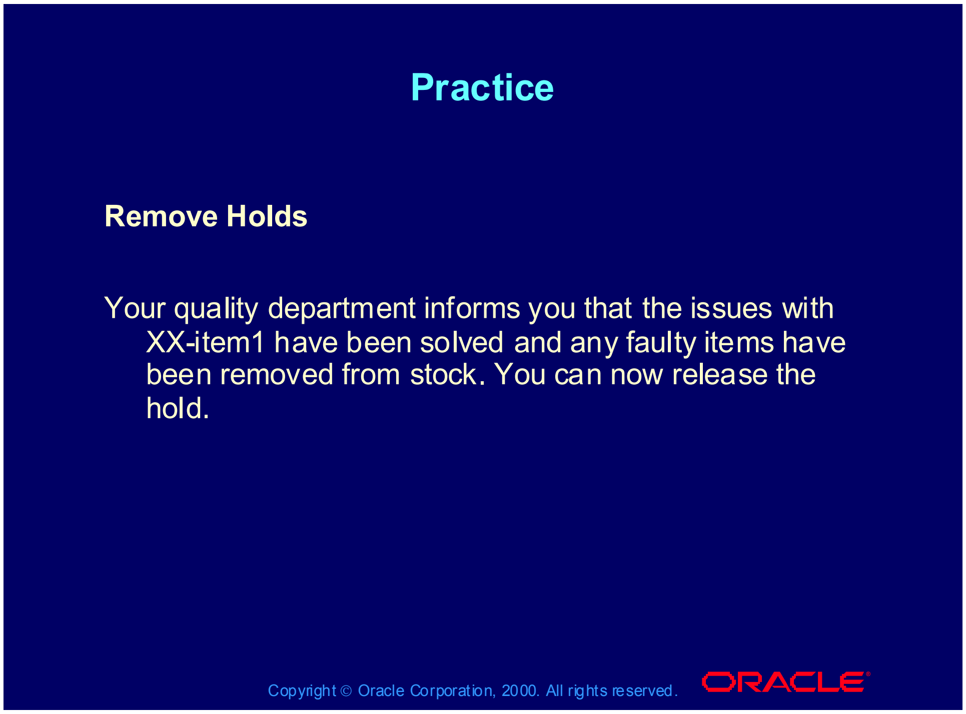
Close the window.

Releasing Holds



(N) Orders, Returns > Order Organizer > (B) Actions > Release Holds

(Help) (N) Oracle Order Management > Orders > Holds > Releasing Holds



Orders,Returns - Order Organizer, select the Holds tab and enter your Hold [B] Find. Select (Tab) Lines.

Highlight/select all lines (either through menu-> edit-> select all or through ctrl+click in first line and shift+click in last line)

Click [B] Actions

Select Release Holds from the list and click [B] OK.

Reason: Pick One

Comments: Anything you want

Click [B] Release

When the ‘note’ appears, click [B] OK.

Review Question

A GSA hold for best pricing for government customers is a __________ hold.

1. Manual
2. System

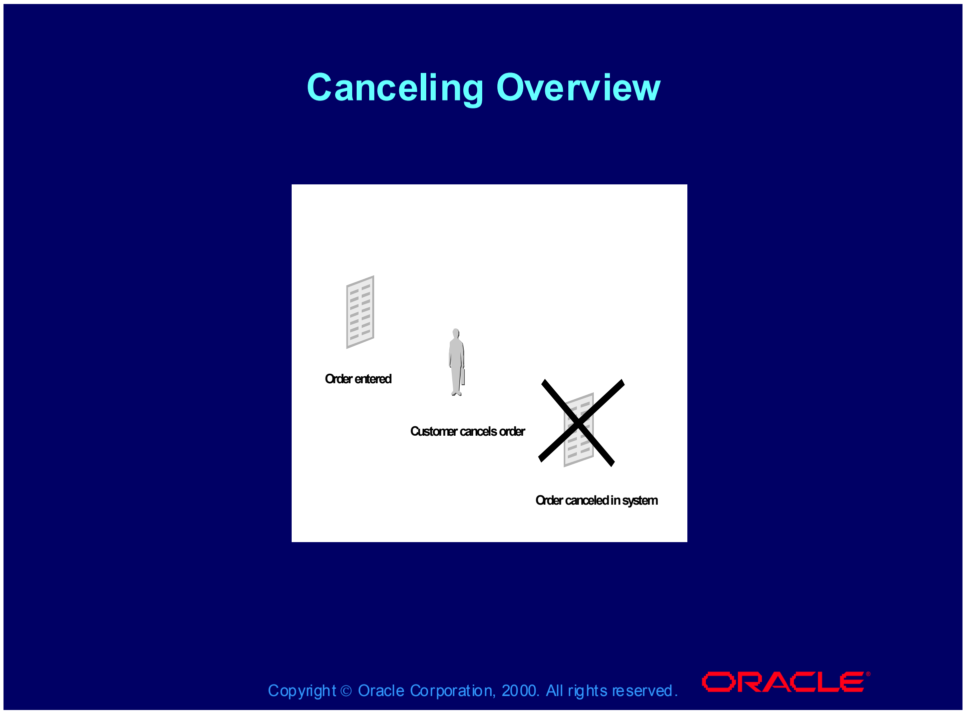
Review Question

Review Question

A GSA hold for best pricing for government customers is a __________ hold.

1. Manual
2. System

Canceling Overview



Canceling Orders

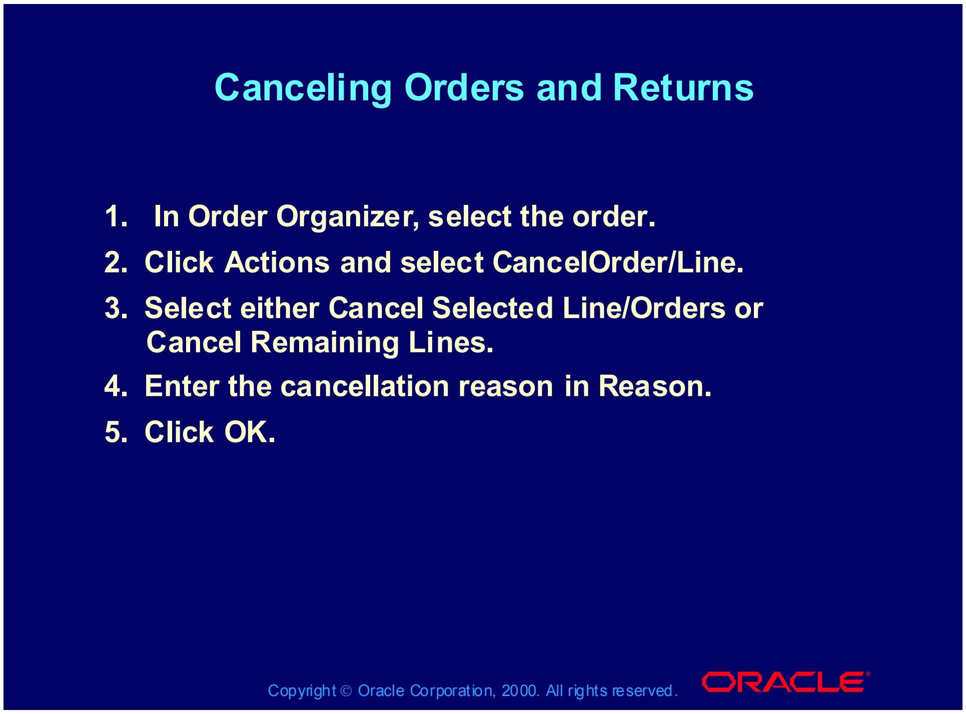
Order Management provides the features you need to cancel sales orders, returns, internal orders, and service orders. You can cancel entire orders or returns, individual lines, or individual line details. Order can be canceled manually or via EDI and Order Import.

Canceling Orders and Returns

You can:

- Set up constraints for cancellations
- Cancel orders, returns or individual lines
- Cancel orders manually or via Order Import

Canceling Orders and Returns



(N) Orders, Returns > Orders Organizer > (B) Actions > Cancel Order/Line > Cancel Orders > (B) OK

(Help) (N) Oracle Order Management > Orders > Order Changes

Canceling Order and Return Lines

1. In Order Organizer, select the order with the lines you wish to cancel.
2. Click Open Orders and select Lines.
3. Highlight the line you want to cancel. If you want to cancel a partial quantify, changes the quantity.
4. Click Actions and choose Cancel Order/Lines. The Cancel Orders window displays.
5. Select Cancel Selected Lines/Orders and enter the cancellation reason in Reason.
6. Click OK.

(N) Orders, Returns > Orders Organizer > (B) Open Orders > Sales Orders > (T) Lines >(B) Actions

(Help) (N) Oracle Order Management > Orders > Order Changes

Purging Orders

- Oracle suggests that you back up, archive, or warehouse your orders before you purge them.
- Before you can purge an order, it must:
  - Be closed
  - Have no open activity associated with it including:
    - Work orders
    - Invoices
    - Returns
    - Requisitions

(N) Orders, Returns > Order Purge > Order Purge Selection, then Order Purge

(Help) (N) Oracle Order Management > Processes > Order Purge

Review Question

Review Question

It doesn't matter whether you purge or cancel orders for it is the same function.

1. True
2. False

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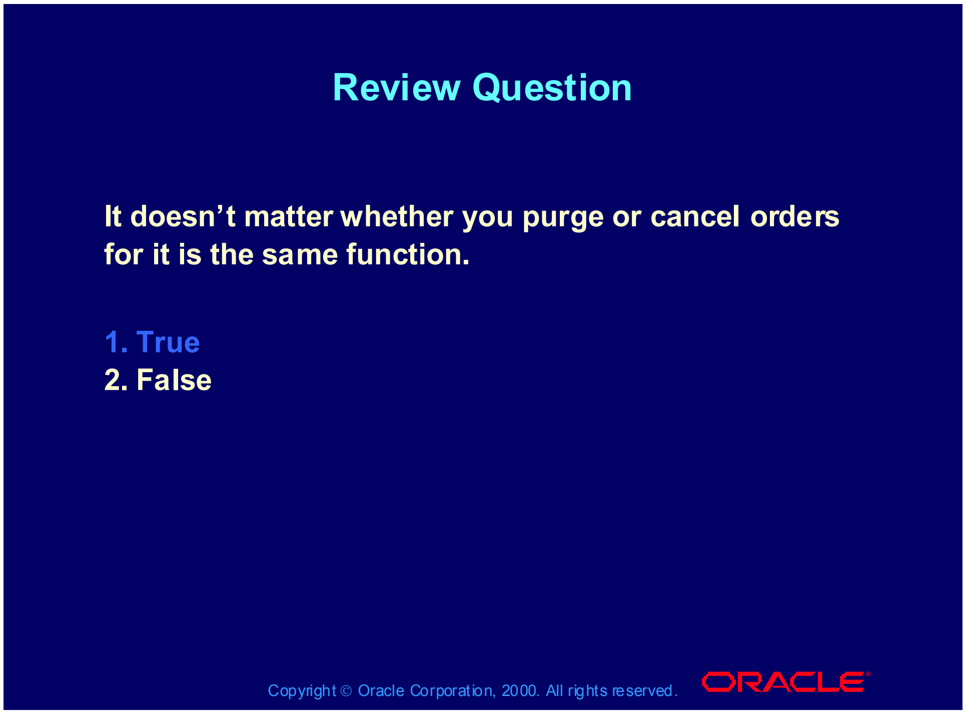
Review Question



Agenda

- Objectives
- Viewing orders, lines, and history
- Changing orders
- Stopping, starting, canceling, and purging orders
- Summary

Summary

Summary

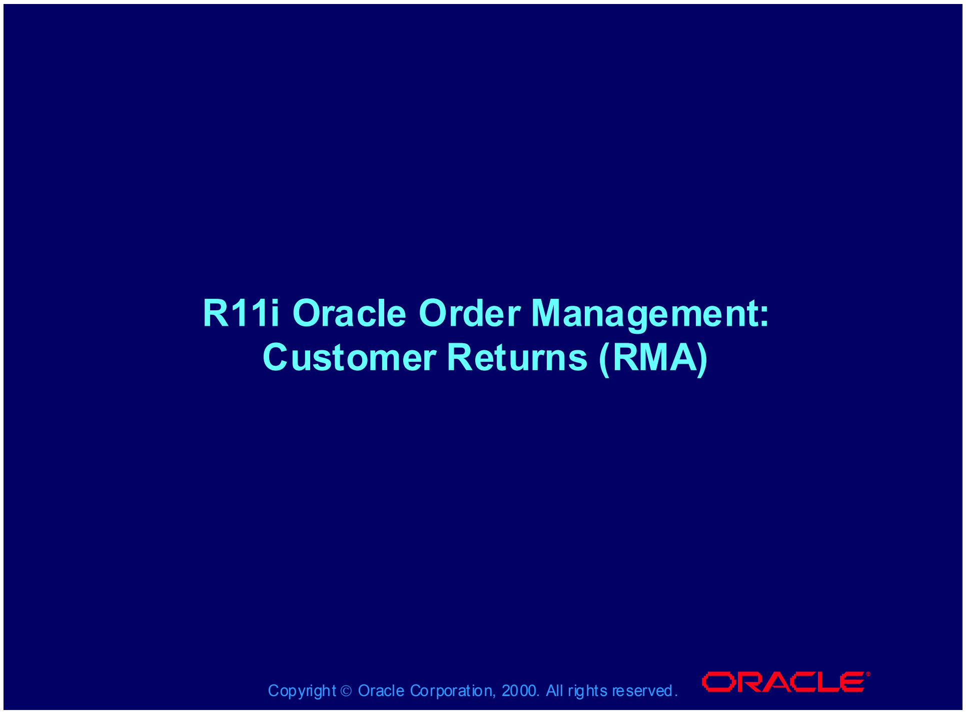
In this lesson, you should have learned how to:

- **View orders**
- **Change orders**
- **Stop, start, and cancel orders**
- **Describe purging orders**

Customer Returns

Chapter 6

R11i Oracle Order Management: Customer Returns (RMA)



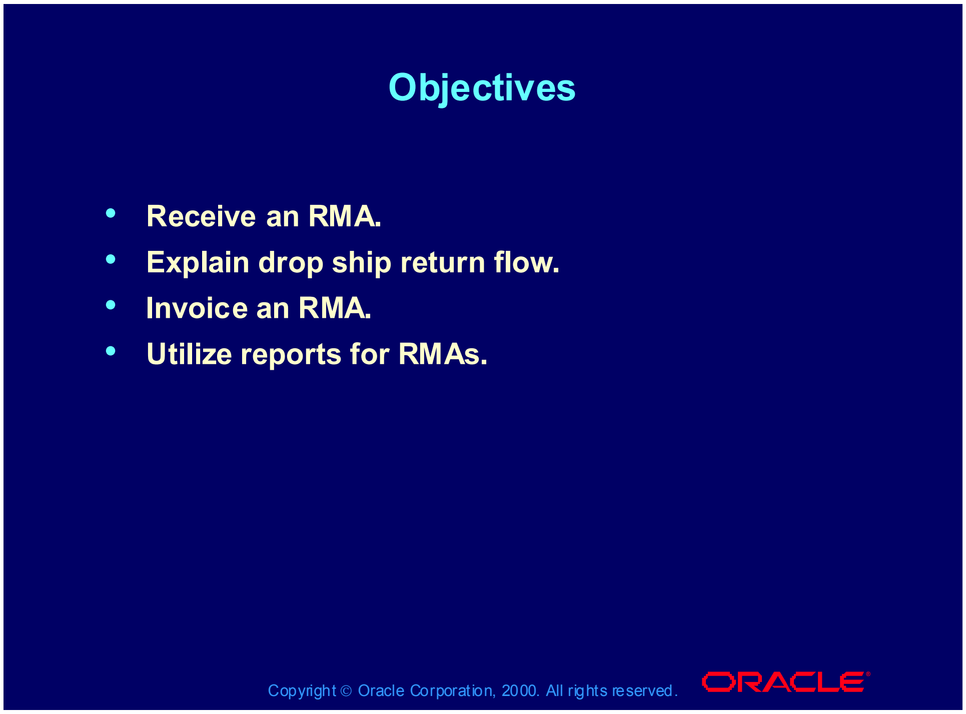
Objectives

Objectives

After completing this course, you should be able to do the following:

- Use and search Oracle Applications Help to perform support needs.
- Explain typical RMA business processes.
- Describe basic RMA window functionality.
- Enter an RMA.
- Perform return configurations with/without reference source.
- Process an RMA.

Objectives


Objectives
• Receive an RMA.
• Explain drop ship return flow.
• Invoice an RMA.
• Utilize reports for RMAs.
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Agenda


Agenda
Use and search Oracle Applications Help to perform support needs.
Overview
Entering Returns
Returning Configurations
RMA Control
Receiving Returns
Drop Ship Returns
AR Integration
Reports
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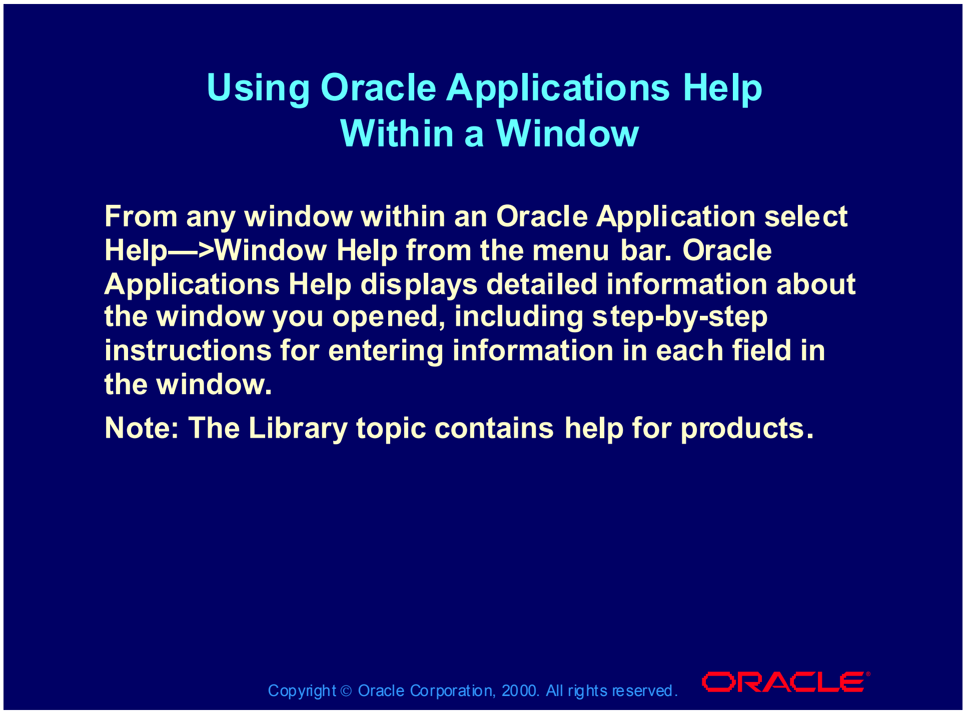
Using Oracle Applications Help Within a Window



Searching Oracle Applications Help

Searching Oracle Applications Help

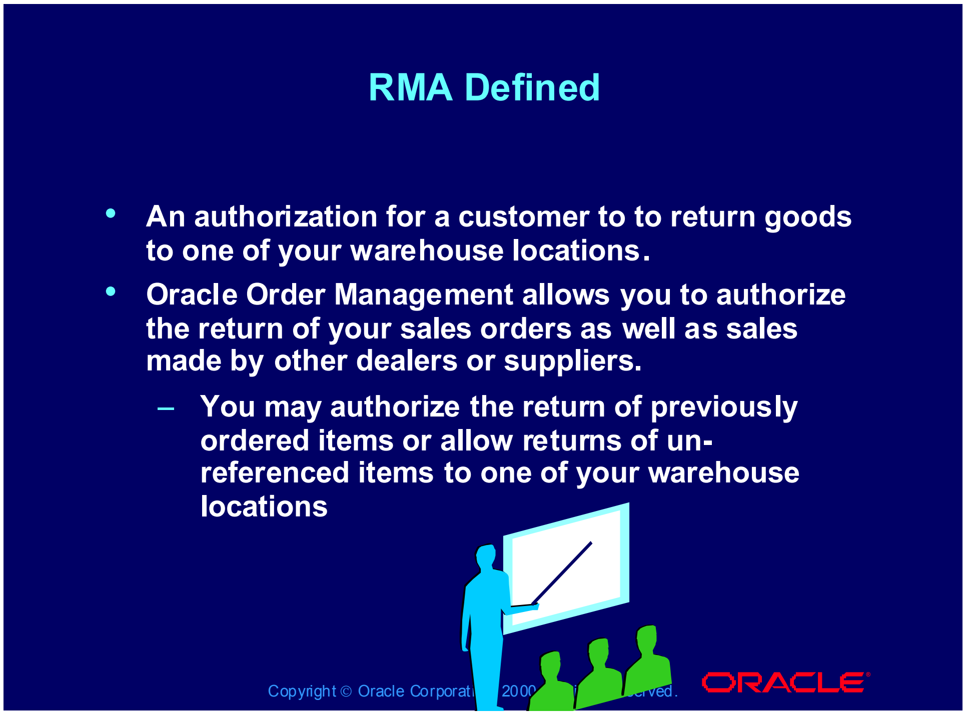
1. **From any window within an Oracle Application select Help—>Window Help from the menu bar.**
2. **The Oracle Applications Help window is displayed.**
3. **Enter your search criteria, enclosed within quotation marks, in the Find field and click Find.**
4. **Select a topic to view detailed information.**

Note: Select Search Instructions for help when searching Oracle Applications Help.

Agenda

Agenda

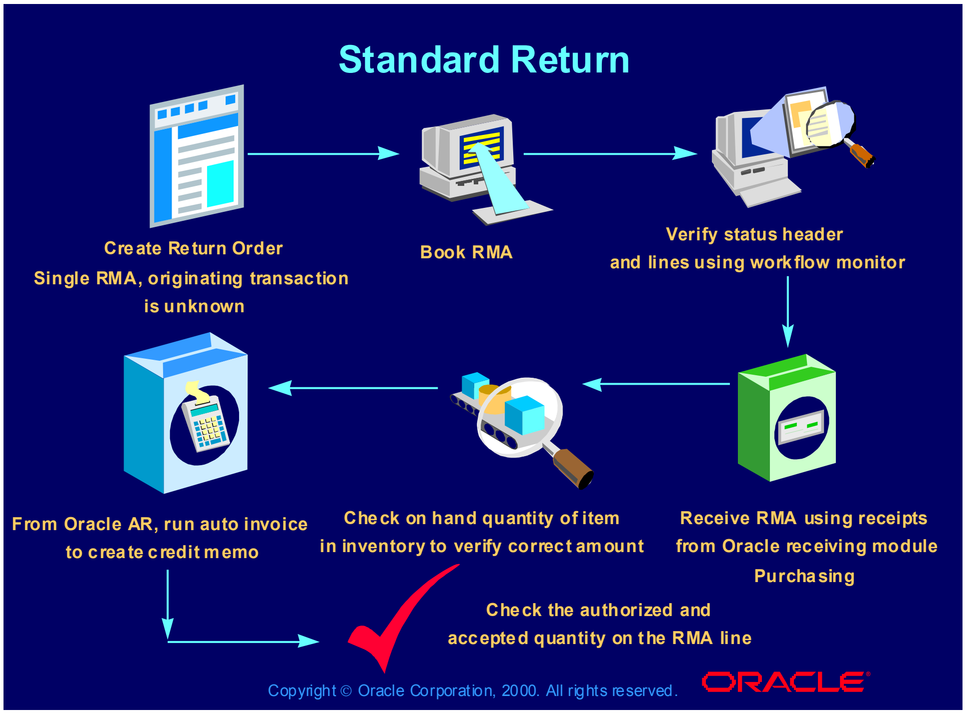
- Use and search Oracle Applications Help to perform support needs.
- Overview
- Entering Returns
- Returning Configurations
- RMA Control
- Receiving Returns
- Drop Ship Returns
- AR Integration
- Reports



Student Note:

Items to be returned must exist in the Item Master as well as assigned to the Receiving Organization. Un-referenced items must also be contained in the RMA's referenced Price List.

Standard Return



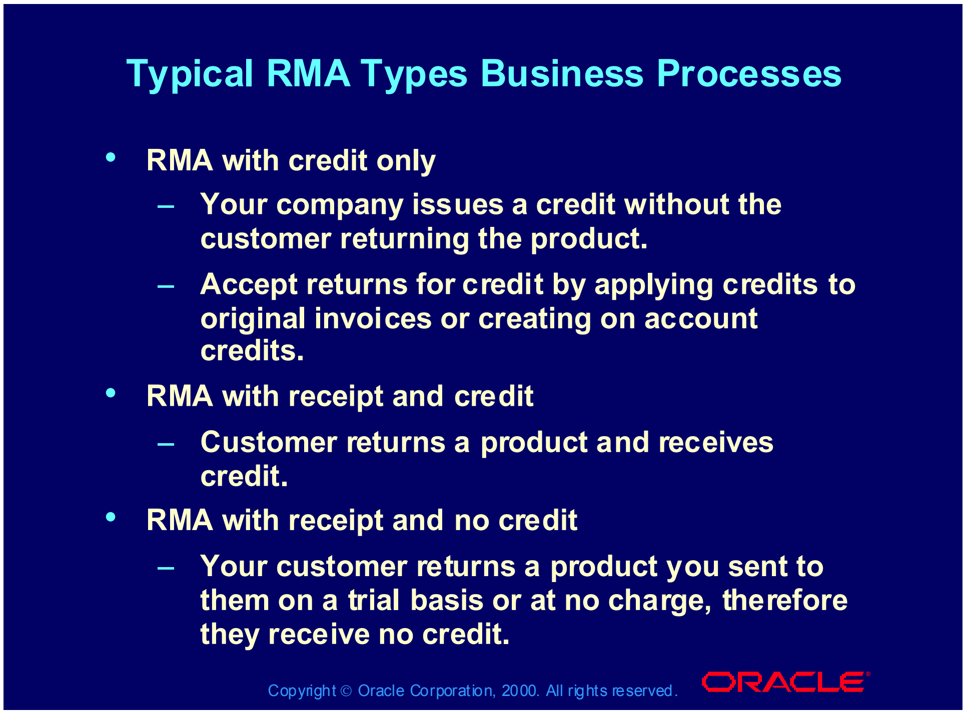
Return Material Authorization Overview

Order Management provides sophisticated tracking of your Return Material Authorizations (RMA). Returns from a customer occur for a variety of reasons including damage, shipment error, or sampling. Return material processing functionality enables you to manage the expectations of customers while controlling inventory receipts and customer credit processing.

Major Features

Return Material Authorizations (RMA): Order Management enables you to accept returns for credit, repair or replacement for any reason that you authorize. Order processing controls enable you to establish the appropriate activity for your different returned goods channels.

Typical RMA Types Business Processes



RMA Types can be used to meet your business requirements for customer returns. You may use RMA Types to control the return process, and to extend support offerings to your customers.

Return Policies: You control on an item-by-item basis which items are returnable and which items require inspection before being received into inventory.

Copy Orders: Oracle Order Entry/Shipping provides a convenient copy feature to save you time with data entry. Using the Copy Orders window, you can enter RMAs from information already entered on the original order or from other RMAs. In addition, you can create replacement sales orders from your RMAs.

Return for Credit: Accept returns for credit by applying credits to original invoices or by creating on-account credits. Through Oracle Order Entry/ Shipping integration with Oracle Receivables, application of your revenue rules and credit methods determines when the credit is recognized and issued. Control the currency of a credit by specifying a currency on the RMA. Reflect restocking charges or return fees by creating price adjustments. Returns for credit also adjust sales credits.

Return for Replacement: Damaged deliveries or defective items upset your customer, sales organization, and materials management. Your returns for replacement are processed as you issue an RMA for the original order and process a fresh order for the replacement item.

Non-Invoiced Return: You can receive returned items from consignment, demo or sample items, without any accounts receivable activity. You can return these items to inventory without crediting the customer account or shipping a replacement item.

Other RMA Types

Other RMA Types

- RMA with repair
  - Your customer returns a damaged product. Your company repairs and returns the product to the customer.
- RMA with replacement
  - Your customer returns a product and your company sends a replacement product rather than issuing a credit.

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Other RMA Types

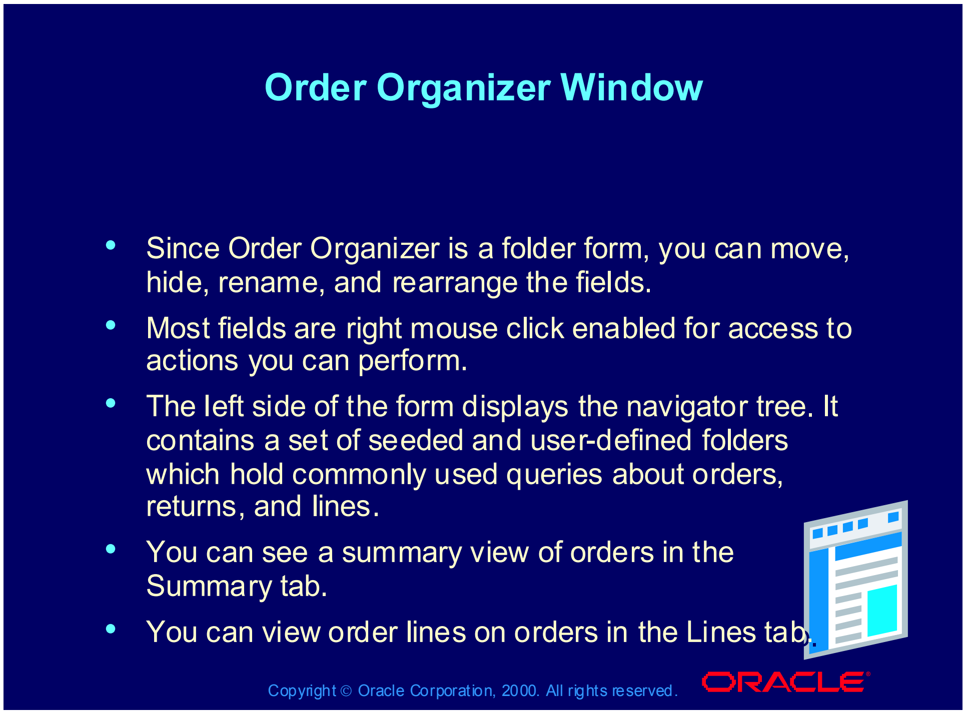
- **Return with Inspection**
  - **Customer returns product, You inspect the material, accept the product to be placed back into Inventory or reject and return back to the customer.**

Find Orders Window

(N) Orders, Returns (I) Flashlight Icon

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Querying Orders

Order Organizer Window



(N) Orders, Returns > Order Organizer

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Overview of Order Organizer

Sales Orders Window

- Allows a user to Enter and view RMAs
- From the Actions button, you can perform additional task s such as:
  - View Additional order and line information
  - Apply/release holds and attachments
  - Copy Orders, Order Lines, sales credits, notifications, etc.
  - Create replacement sales orders from your completed RMAs.

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(N) Orders, Returns > Sales Orders

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Sales Orders > Overview of Sales Orders

Review Question

All of the following are elements of the Order Organizer window except:

A. Use to singularly or mass view and change orders and lines.

B. Folder form so you can move, hide, rename, and rearrange the fields.

C. Displays the Navigator Tree on the left side.

D. Receive RMAs

Review Question

Review Question

All of the following are elements of the Order Organizer window except:

A. Use to singularly or mass view and change orders and lines.

B. Folder form so you can move, hide, rename, and rearrange the fields.

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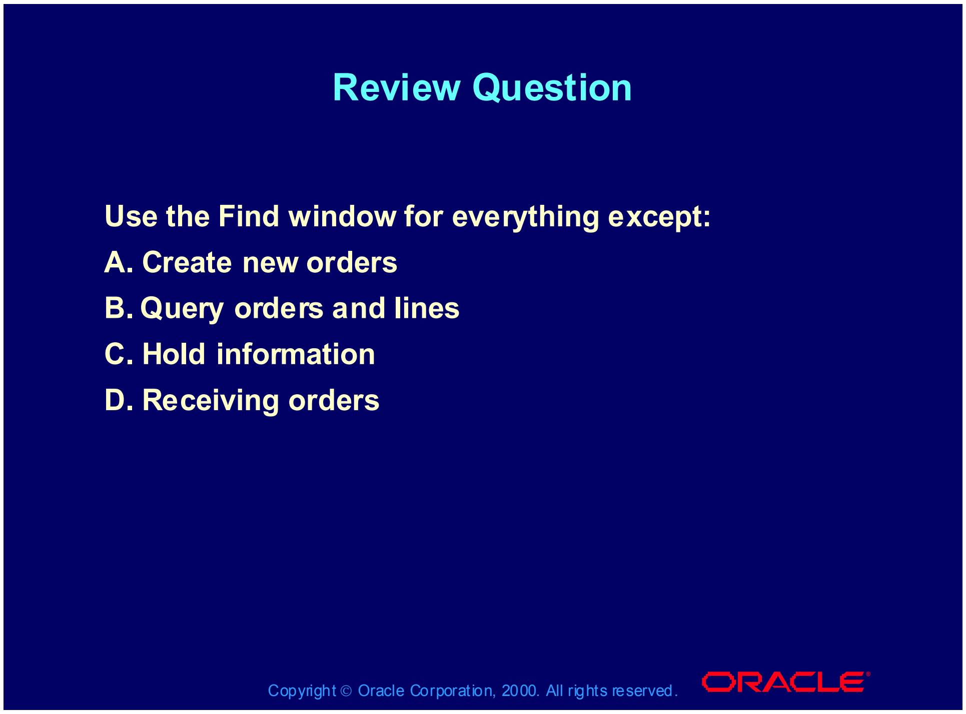
D. Receive RMAs


Review Question
Use the Find window for everything except:
A. Create new orders
B. Query orders and lines
C. Hold information
D. Receiving orders
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Review Question

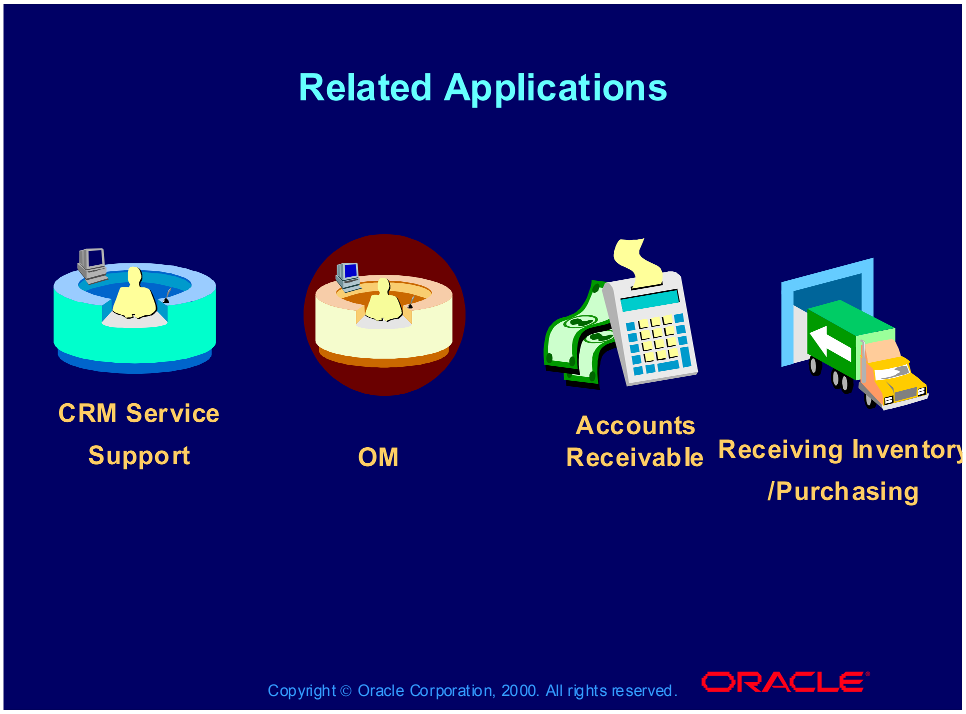
Use the Find window for everything except:

A. Create new orders

B. Query orders and lines

C. Hold information

D. Receiving orders



(N) Orders, Returns > Sales Orders

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > Overview of Returns

CRM SERVICE SUPPORT: Provides a Support Analyst to enter and monitor Customer returns. This along with addition CRM Applications (Such as Customer Care) allows for a complete view of all customer activities.

OM: Enables your Sales Force the capability to enter and monitor Customer returns.

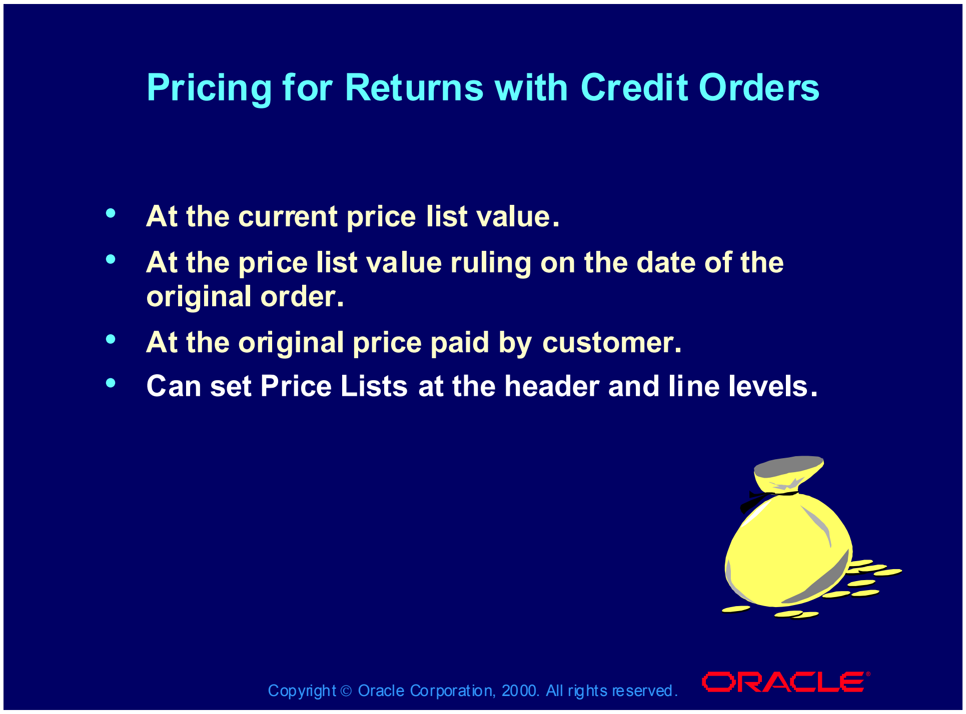
AR: Enables credit memos to be generated for customer returns and posts adjustments to sales credits.

RECEIVING: Allows Receiving personnel to accept, Inspect, and return customer goods as the situation requires.

Methods to Enter RMAs (4 Ways)

- Entering an un-referenced RMA
- Enter a referenced RMA
  - Original sales order
  - Original purchase order
  - Invoice
- Copy from another order/RMA
- Import an RMA (from 3rd party systems)

Pricing for Returns with Credit Orders



(N) Orders, Returns > Sales Orders

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > Overview of Returns

Item Attributes

- Control properties of an item on a return and in Oracle Inventory.
- Enable items to appear on RMAs by setting the Item Attribute Returnable to Yes.
- This enables you to control which items you accept for return.

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Setup

Item Attributes

- Physical items you expect to receive in Oracle Inventory must have the following item attributes:
  - Returnable: Yes
  - Shippable Item: Yes
  - Transactable: Yes
  - Stockable: Yes
  - To set the transactable attribute to Yes, the inventory item attribute must also be Yes. Stockable is also under the inventory attribute group.

Item Attributes

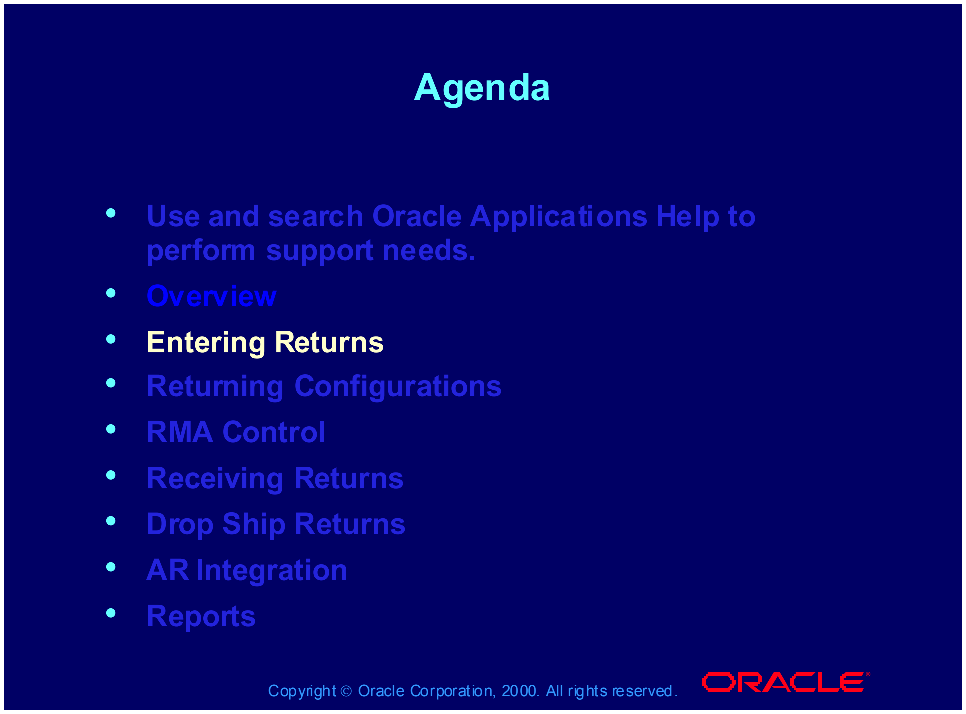
Item Attributes

- To create credits for return items in Oracle Receivables, the item must have the item attributes Returnable: Yes and Invoice Enabled: Yes.
- Intangible items, such as warranties or education services, should have the following item attributes:
  - Returnable: Yes
  - Shippable Item: No
  - Invoice Enabled: Yes
- With these attributes, items interface to Oracle Receivables to generate credits.

Order Changes

- You control order changes by setting up processing constraints and assigning them to responsibilities.
- Oracle Order Management contains seeded processing constraints; to tighten the security of your forms, create additional constraints.
- To change an existing order, find the order in the Order Organizer, open it, and enter the changes.

Agenda


Agenda
Use and search Oracle Applications Help to perform support needs.
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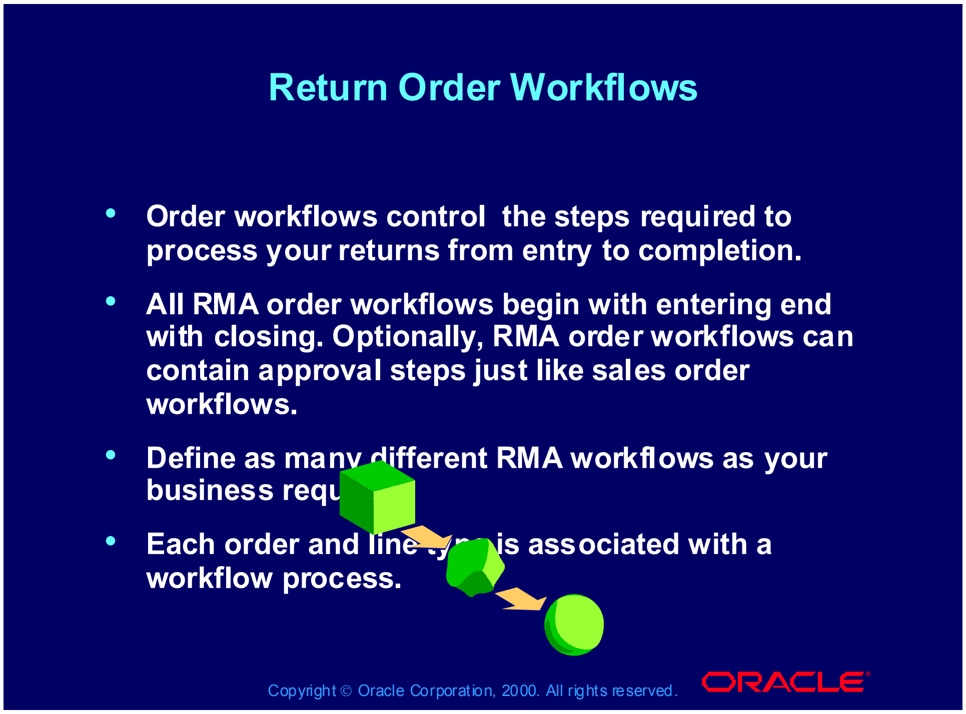
Mixed Order Types

- Choose an order type that supports RMAs.
- Order lines and credit lines can be in the same order.
  – For example, if you have a customer who wants to purchase a new car, however, the customer also wants to trade-in an old vehicle, you can create an RMA order line in the sales order.
  – A combination of the RMA line type and order type will process this RMA line appropriately.
  – You indicate that you are entering a return line by keying a negative quantity or by selecting a return line type.

(N) Orders, Returns > Sales Orders

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > Overview of Returns

Return Order Workflows



(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Setup

How to Enter Returns

How to Enter Returns

Enter credit order line information in the Sales Orders window.

- Item and UOM
- Quantity
  - Enter positive or negative numbers. The quantity returned is displayed as a negative number and highlighted in red.
- Total Price
  - The extended price of a return line is displayed as negative number and highlighted in red.

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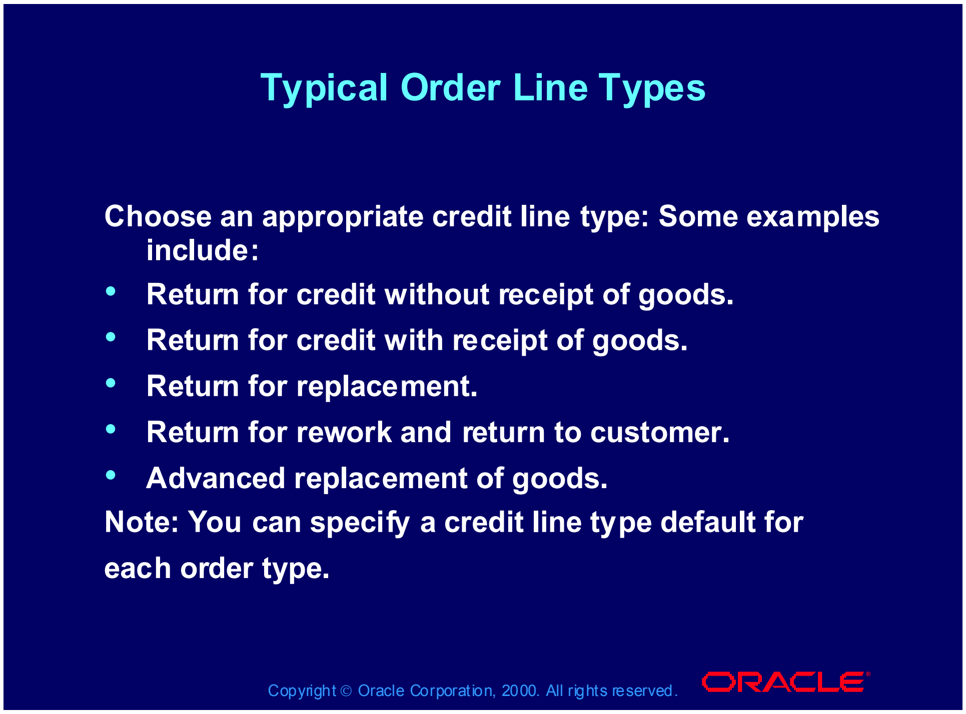
Typical Order Line Types
Choose an appropriate credit line type: Some examples include:
• Return for credit without receipt of goods.
• Return for credit with receipt of goods.
• Return for replacement.
• Return for rework and return to customer.
• Advanced replacement of goods.
Note: You can specify a credit line type default for each order type.
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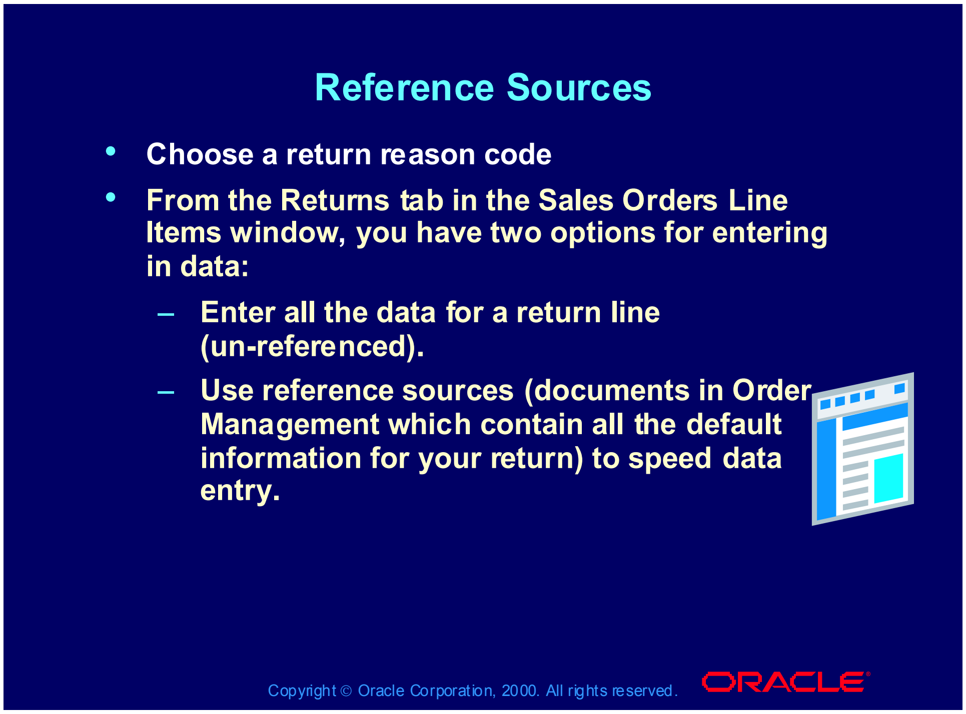
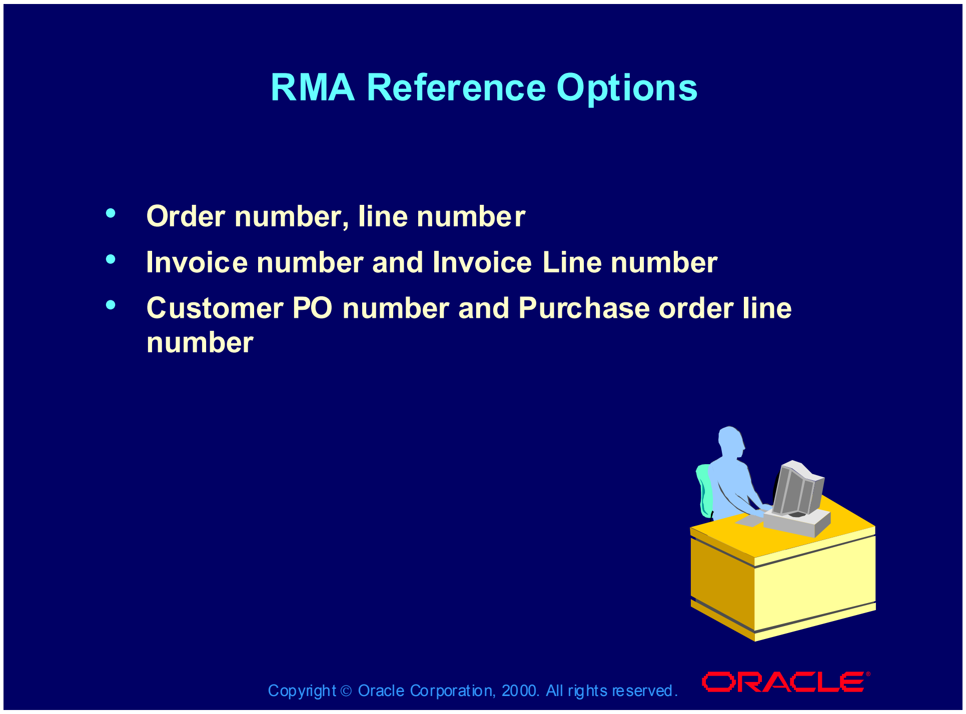


(N) Orders, Returns > Sales Orders (T) Line Items (T) Returns

((Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Processing

RMA Reference Options



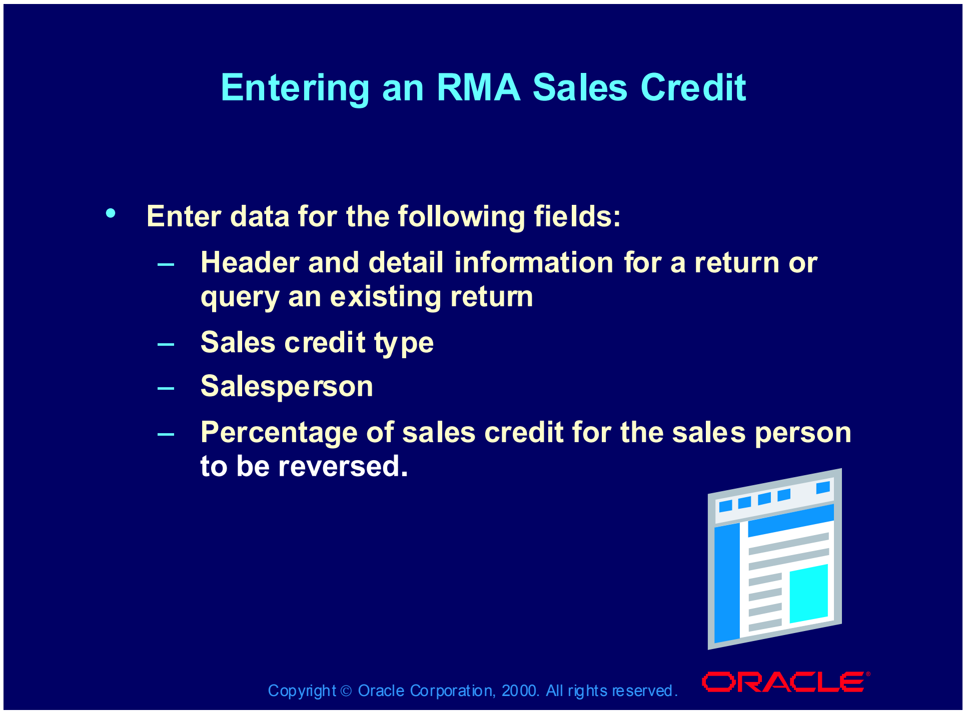
Example: When Referencing an existing Sales Order, the system will only allow you to enter return lines for that referenced order. Once you select a Sales Order line, the system will default in the Item, Original qty, UOM, and Price charged. If you need to modify the return amounts, you must manually adjust the qty as long as it it below the originally referenced amount. The system will not allow you to return more than the original referenced amount.

Entering an RMA Sales Credit

Entering an RMA Sales Credit

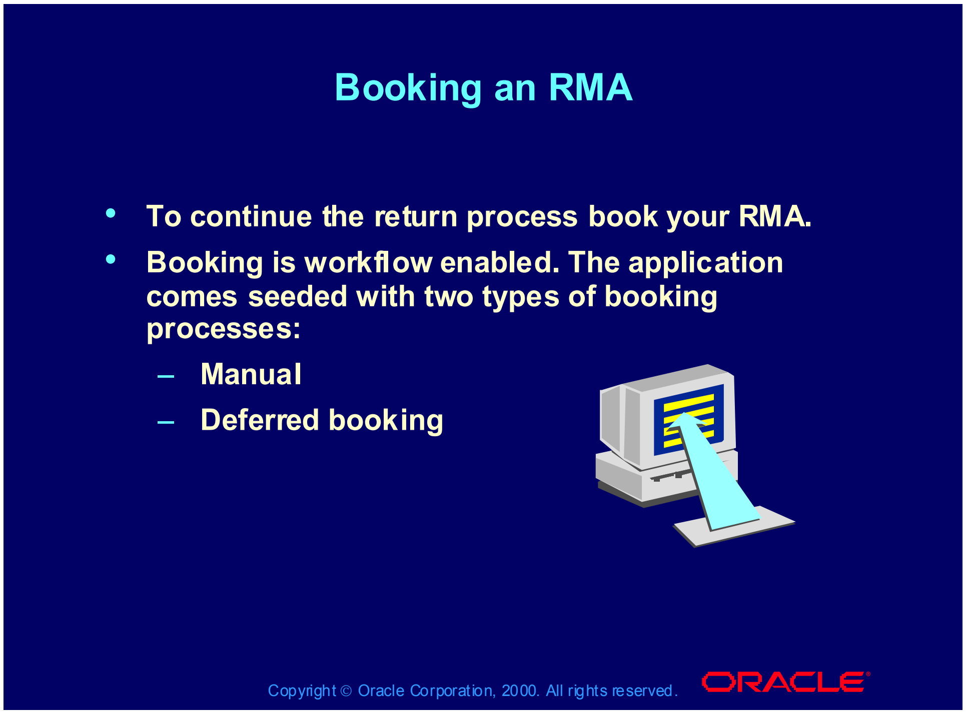
- If the original sales order or invoice are used as a reference source for the return line, original amount of sales order or invoice will automatically default.
- In this case, Oracle Receivables creates an applied credit memo, and the sales credits from your original invoices are reduced accordingly, regardless of the sales credits you enter on the return.
- If you create an Advanced Replacement order from a return, sales credits are reduced according to the sales credit information you enter on the return.

Entering an RMA Sales Credit



(N) Orders, Returns > Order Organizer > (I) Flashlight Icon to query or enter a new return (B) Actions (M) Sales Credits (B) OK

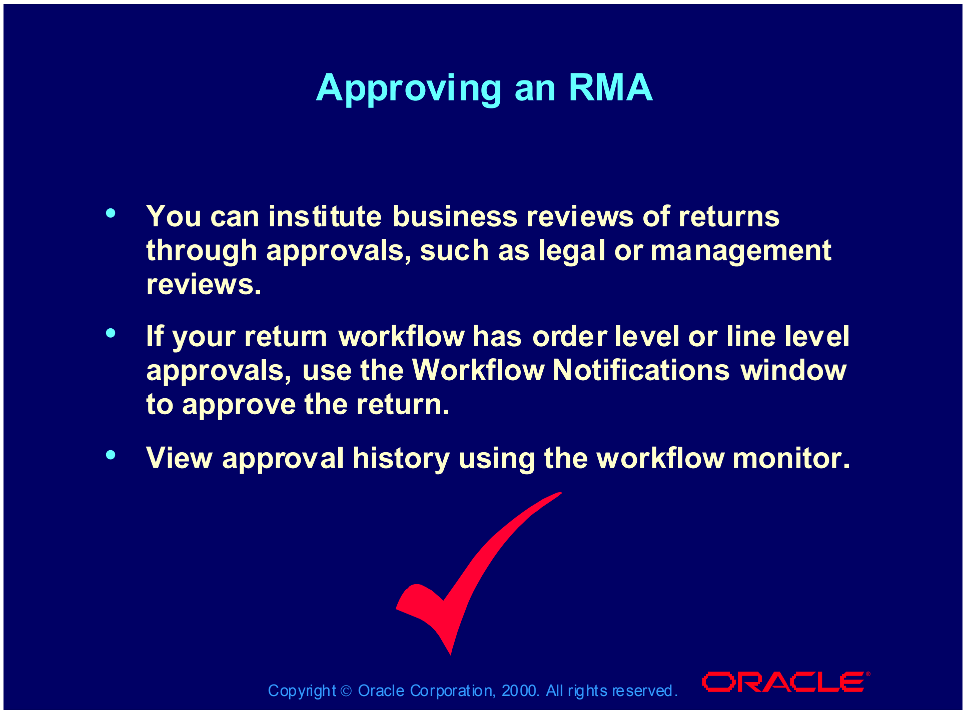
(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Processing > Drop Ship Return Flow



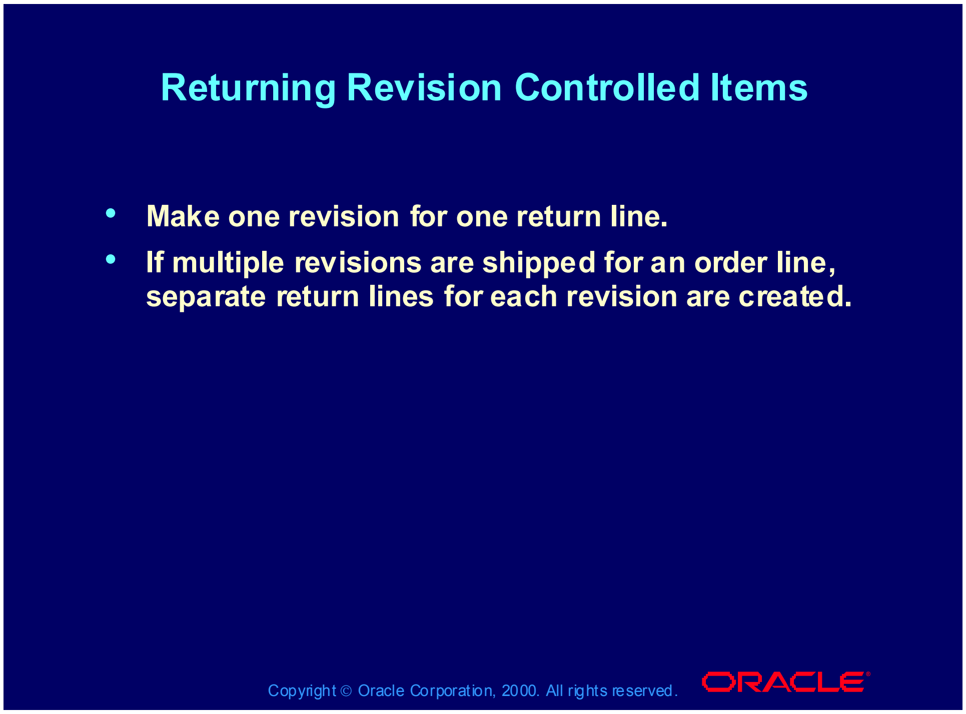
(N) Orders, Returns > Sales Orders (I) Flashlight Icon to query or enter a new return (B) Book Order

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Processing > Booking an RMA

Approving an RMA



Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Processing


Returning Revision Controlled Items
• Make one revision for one return line.
• If multiple revisions are shipped for an order line, separate return lines for each revision are created.
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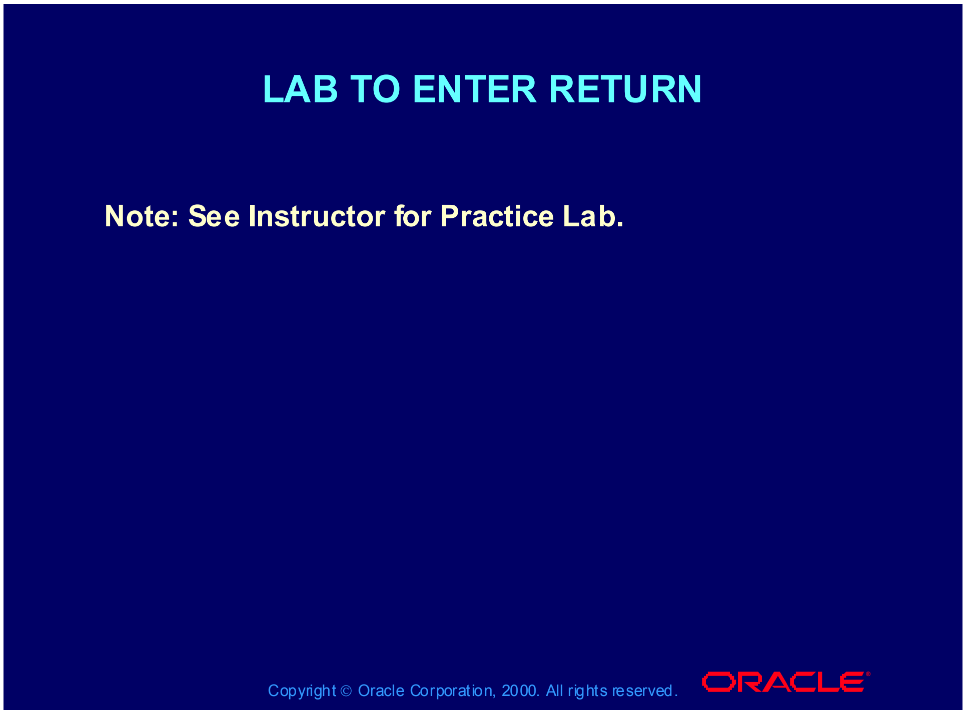
Returning Lot and Serial Controlled Items

Lot and serial control number control items.

- Sales Orders window enables you to enter the lot and serial numbers that the customer reports for a return line. An RMA line can be associated with one or multiple lot and/or serial numbers.
- Actual received lot and/or serial numbers are stored on receipt upon delivery of the items.


LAB TO ENTER RETURN
Note: See Instructor for Practice Lab.
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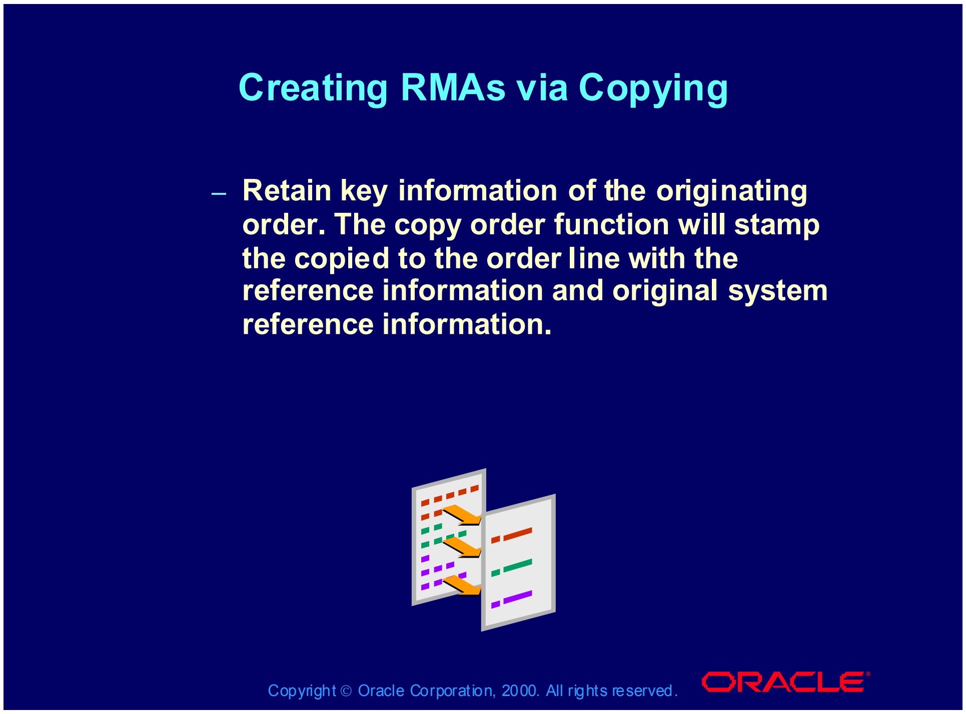
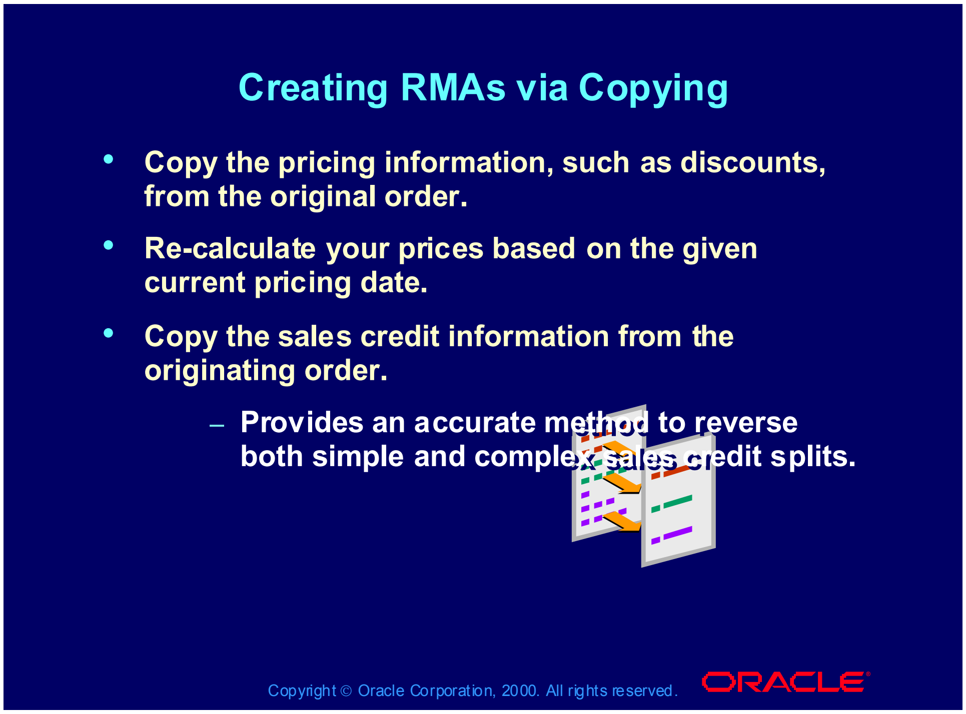
Creating RMAs via Copying



(N) Orders, Returns > Sales Orders

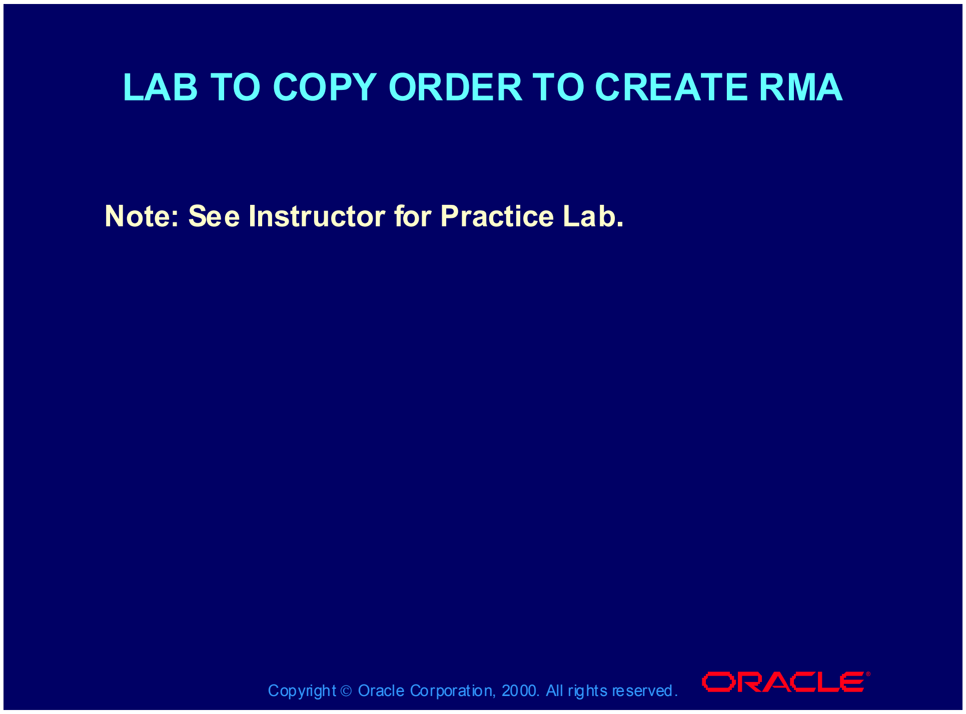
(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Sales Orders > Copying Orders

Creating RMAs via Copying



(N) Orders, Returns > Sales Orders

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Sales Orders > Copying Orders


LAB TO COPY ORDER TO CREATE RMA
Note: See Instructor for Practice Lab.
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Review Question

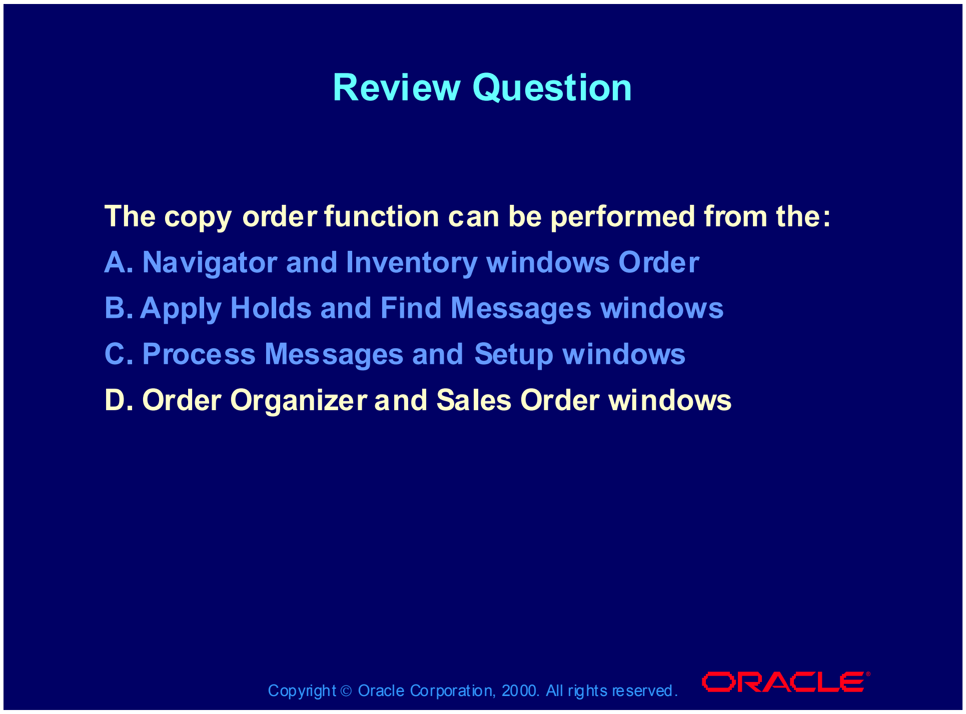
The copy order function can be performed from the:

A. Navigator and Inventory windows Order

B. Apply Holds and Find Messages windows

C. Process Messages and Setup windows

D. Organizer and Sales Order windows


Review Question
The copy order function can be performed from the:
A. Navigator and Inventory windows Order
B. Apply Holds and Find Messages windows
C. Process Messages and Setup windows
D. Order Organizer and Sales Order windows
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Review Question

Review Question

Which of the following can be used as reference sources to speed data entry?

A. Competitor, client products, and sequences.

B. Customer, product names, and partners.

C. Sales orders, invoice lines, and serial numbers.

D. Configuration, system requirements, and staff.

Review Question

Which of the following can be used as reference sources to speed data entry?

A. Competitor, client products, and sequences.

B. Customer, product names, and partners.

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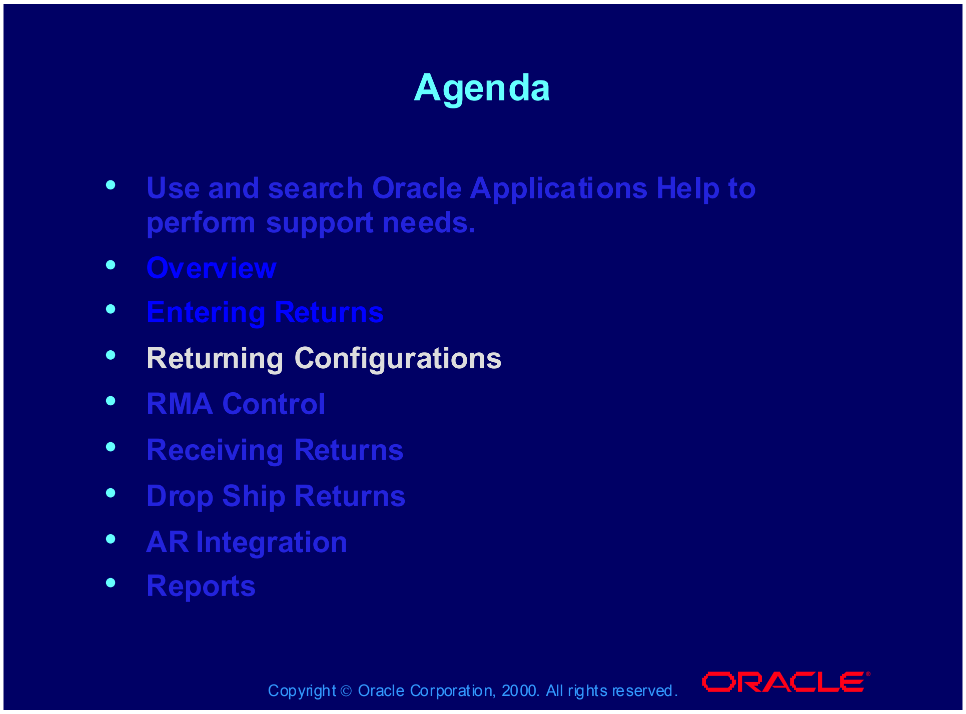
D. Configuration, system requirements, and staff.

Agenda



Agenda
• Use and search Oracle Applications Help to perform support needs.
• Overview
• Entering Returns
• Returning Configurations
• RMA Control
• Receiving Returns
• Drop Ship Returns
• AR Integration
• Reports
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Returning Configurations

- When returning a configuration, it is useful to copy the original sales order or have a reference source to tie the return to the sales order or invoice.
- Applicable for both ATO and PTO configurations.
  - You can create a return if the Model item is returnable.
  - You can receive the returned goods only if the item is returnable, shippable, stockable, and transactable, are set to Yes in the receiving Organizational Item.
  - Return lines are interfaced to AR only if the item has proper invoicing attributes and the lines flow has invoicing activity in it.

Configuration Return with a Reference Source

- Reference order line LOV lists the following:
  - All of the configuration lines including Model, Class, and Options
  - PTO included items.
- Order Management explodes the options underneath a referenced line, including the ATO configured item or PTO included items.
- The Sales Orders window displays the returnable configuration lines. Users can delete lines that they don't want to return, or modify as needed.

(N) Orders, Returns > Sales Orders

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Processing

Configuration Return without a Reference Source

- Order Management enables users to enter ATO/PTO configuration (model, class, or options as individual lines) without any reference information as long as items are returnable.
- Order Management does not insert the ATO configured item or PTO included item of any configuration without reference.

Configuration Return without a Reference Source

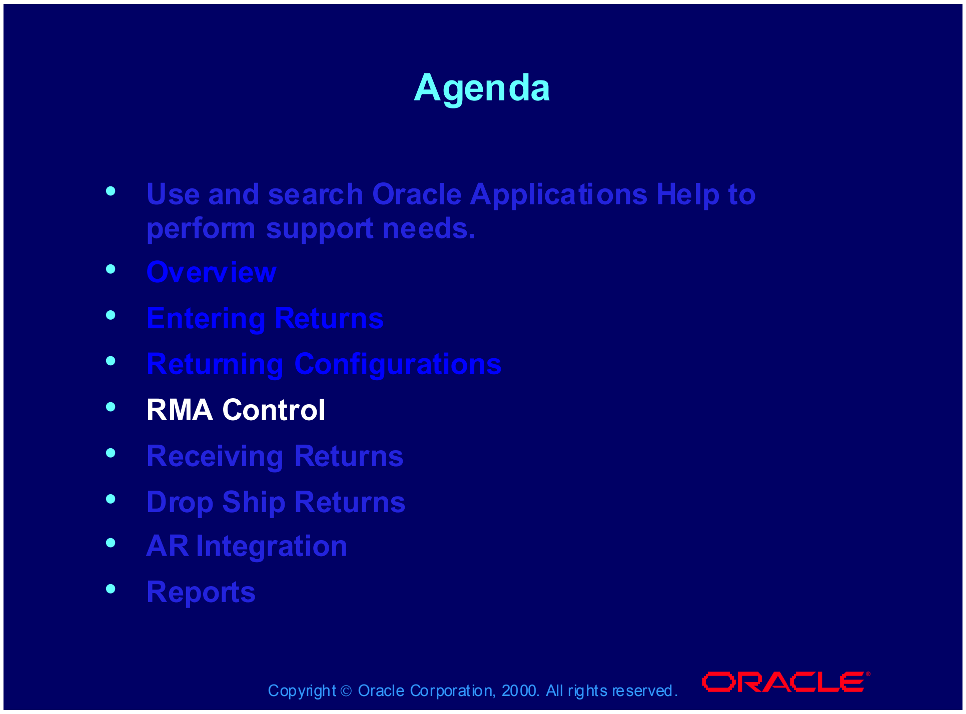
Configuration Return without a Reference Source

- The ATO configured item and it’s components or PTO included item must be on a price list to be received and credited.

LAB TO RETURN A CONFIGURED ITEM

Note: See Instructor for Practice Lab.

Agenda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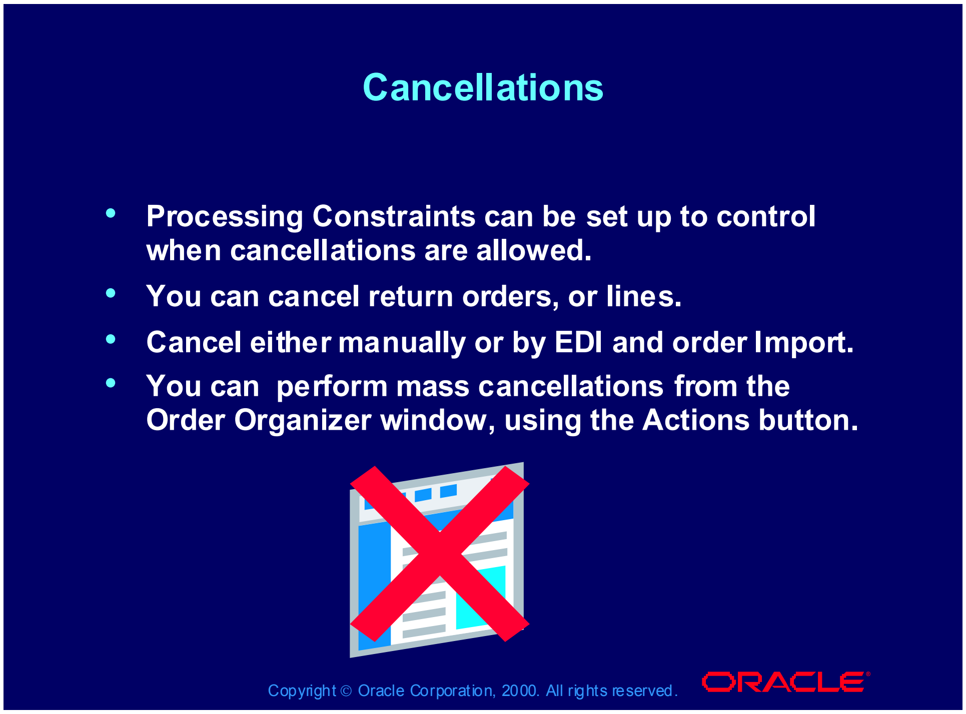
Processing RMAs

- Item attributes
- Pricing
- Booking
- Changes and canceling
- Revisions, lots, and serial numbers
- Holds
- Sales credits
- Closing RMAs

Controlling Changes to RMAs

- Order Management processing constraints can be configured to restrict the updating of your RMAs.
- Processing Constraints can be set for responsibility levels to enforce business requirements for returns.

(Help) Oracle Manufacturing Applications > Oracle Order Management > Setting Up > Workflow > Processing Constraints > Overview of Processing Constraints


Cancellations
• Processing Constraints can be set up to control when cancellations are allowed.
• You can cancel return orders, or lines.
• Cancel either manually or by EDI and order Import.
• You can perform mass cancellations from the Order Organizer window, using the Actions button.
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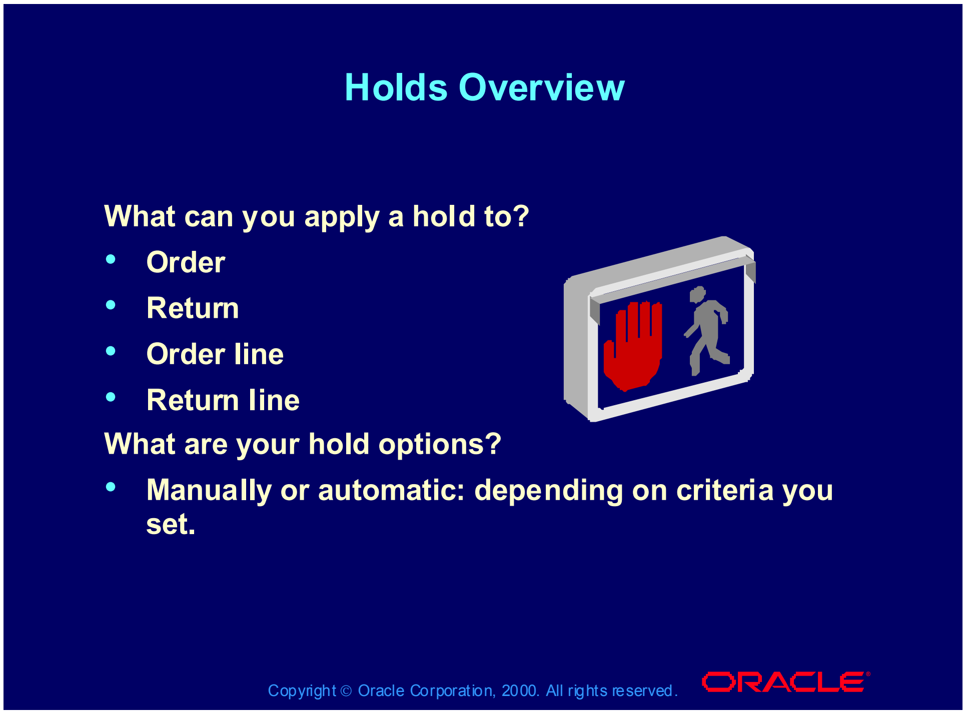
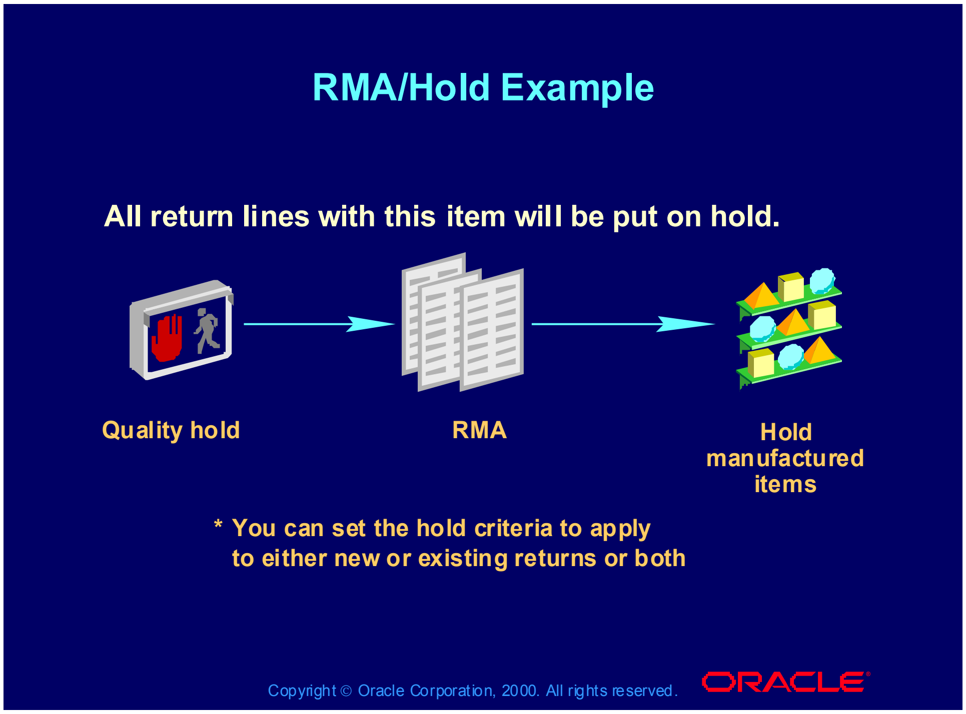


(N) Orders, Returns > Sales Orders > (I) Flashlight Icon to query (B) Actions (M) Apply Hold, (T) Hold Name, select the hold name (B) Apply Holds

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > Holds > Applying Holds

RMA/Hold Example



Holds

- System:
  - GSA (USA General Services Administration): Automatically stops order lines on which a GSA customer does not receive the lowest price for an item on all price lists.
  - Credit hold: Automatically stops orders exceeding credit limits.
- User-defined:
  - Item
  - Customer
  - Customer site
  - Combination

System Holds

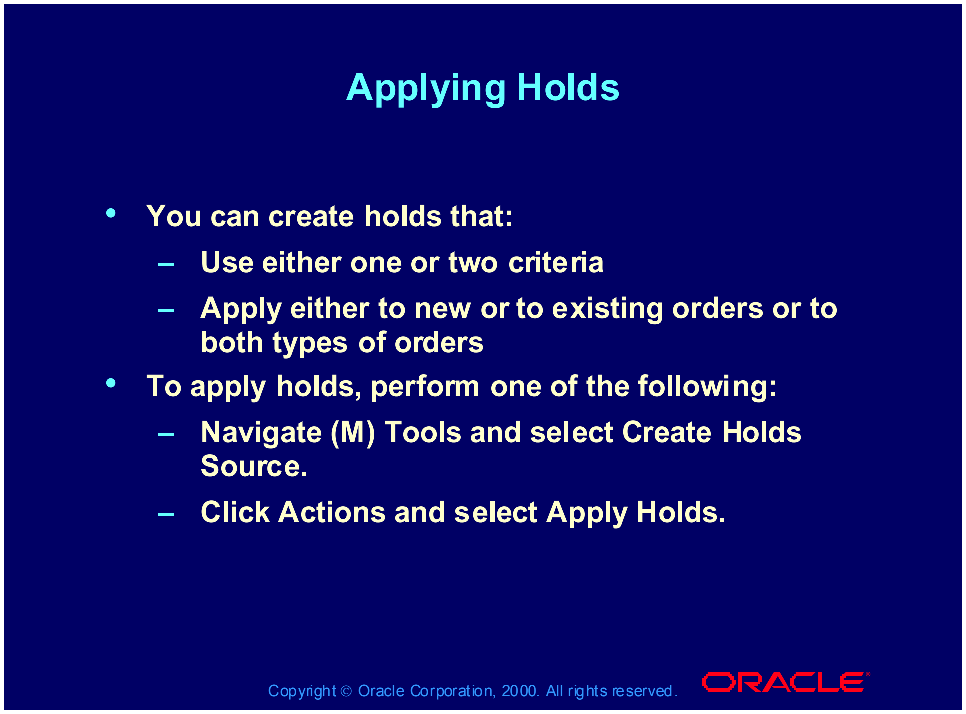
• GSA hold:

- You control GSA pricing through profile options.
- You must flag customers as GSA customers.
- If an order violates the lowest available price requirement for a GSA customer, the pricing engine generates an error message and places the order on hold.

• Automatic credit hold: To enable credit holds, you must enable credit checking in all of the following forms:

- Profile Class form, select Credit Check
- Payment Terms form, select Credit Check
- In the credit rules assigned to transaction types, select Credit Check

Applying Holds



Hold Criteria

- Order
- Customer
- Customer site
- Item

Apply a Hold to a Specific Order or Return Line

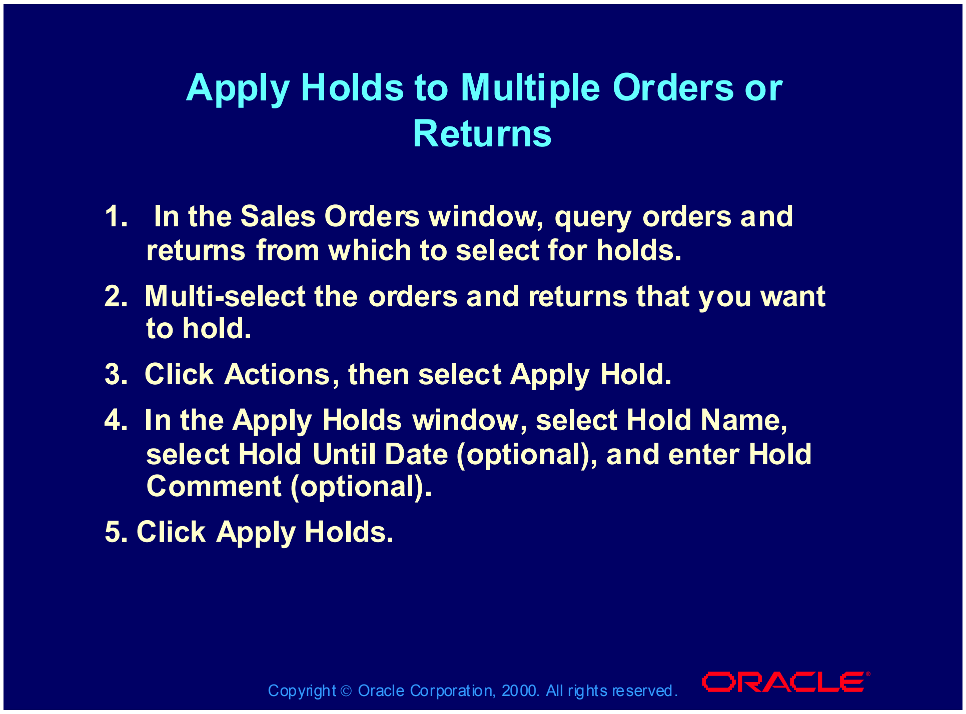
Apply a Hold to a Specific Order or Return Line

1. In the Sales Orders window, query the order or return line that you want to hold.
2. In the Line Items tabbed region, select the line you want to hold.
3. Click Actions, then select Apply Hold.
4. In the Apply Holds window, Hold Name tabbed region, select Hold Name.
5. Click Apply Holds.

(N) Orders, Returns > Sales Orders > (M) View > Query Enter, Run > (M) Tools > Create Hold Sources > Apply Hold

(Help) (N) Oracle Order Management > Orders > Holds > Applying Holds

Apply Holds to Multiple Orders or Returns



(N) Orders, Returns > Order Organizer > (B) Actions > (M) Apply Holds > (B) Apply Holds

(Help) (N) Oracle Order Management > Orders > Holds > Applying Holds

Apply a Hold to Multiple Order or Return Lines

- 1. In the Sales Orders window, query your order or return.
- 2. Select the order or return and select Line Items.
- 3. Multi-select the lines you wish to hold.
- 4. Click Actions and select Apply Hold. In the Apply Holds window, select Hold Name.
- 5. Optionally, enter Hold Until Date and Hold Comment.

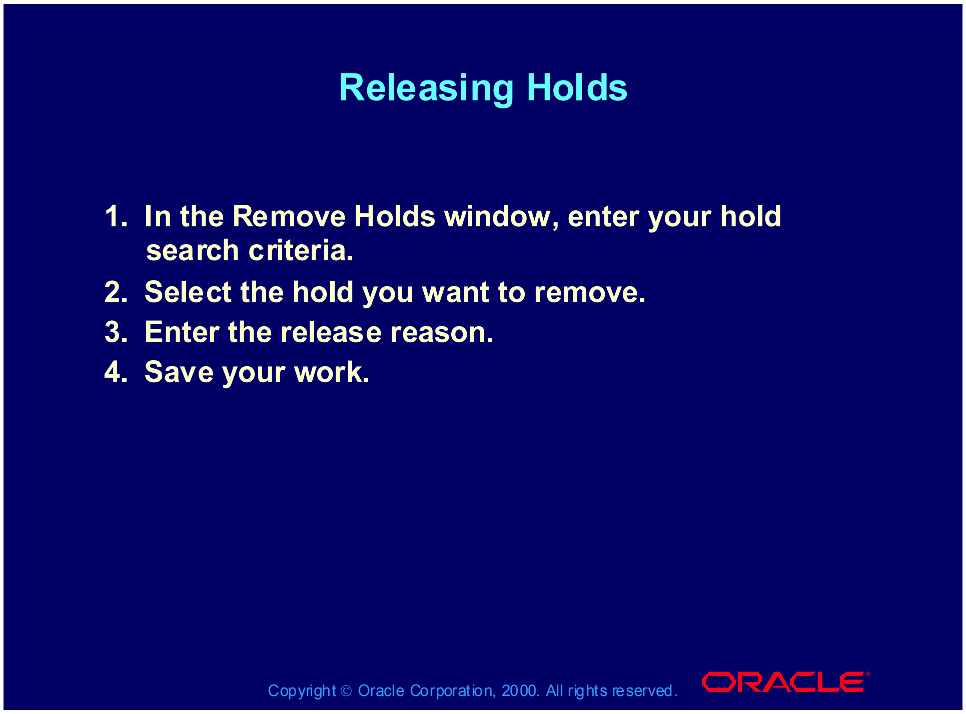
(N) Orders, Returns >Sales Orders >(T) Line Items >(B) Actions > Apply Holds

(Help) (N) Oracle Order Management > Orders > Holds > Applying Holds

Apply a Hold to Multiple Order or Return Lines

Apply a Hold to Multiple Order or Return Lines

- 6. To apply the hold to future order and return lines that meet the hold criteria, select Hold Future Orders/Lines.
- 7. To apply the hold to current order and return lines that meet the hold criteria, select Hold Current Orders/Lines.
- 8. Click Apply Holds.



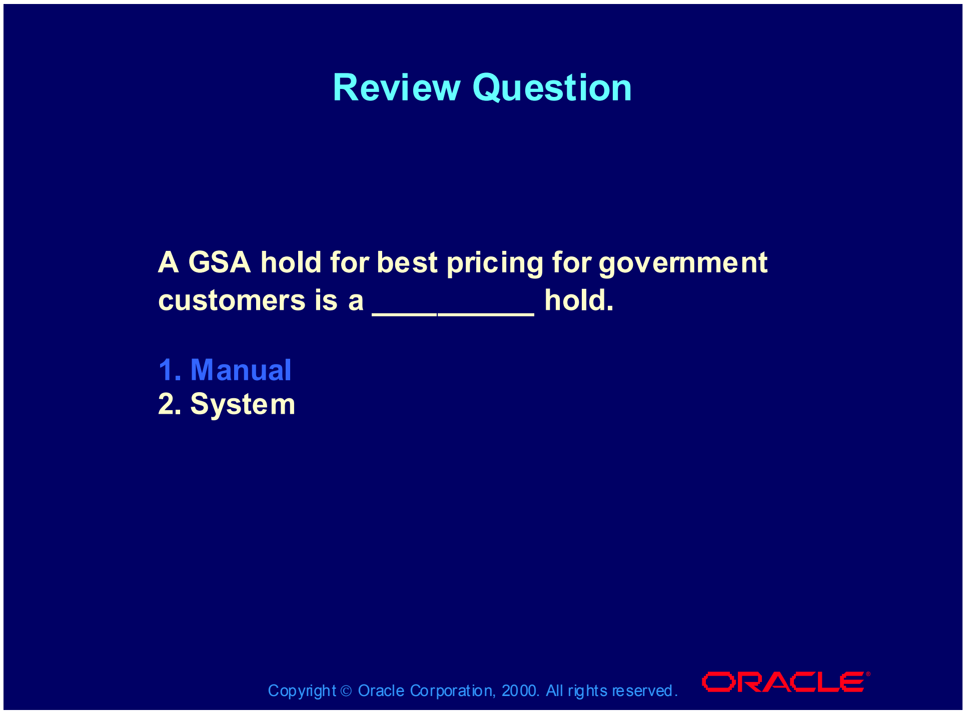
(N) Orders, Returns > Order Organizer > (B) Actions > Release Holds

(Help) (N) Oracle Order Management > Orders > Holds > Releasing Holds

Review Question

A GSA hold for best pricing for government customers is a __________ hold.

1. Manual
2. System


Review Question
A GSA hold for best pricing for government customers is a __________ hold.
1. Manual
2. System
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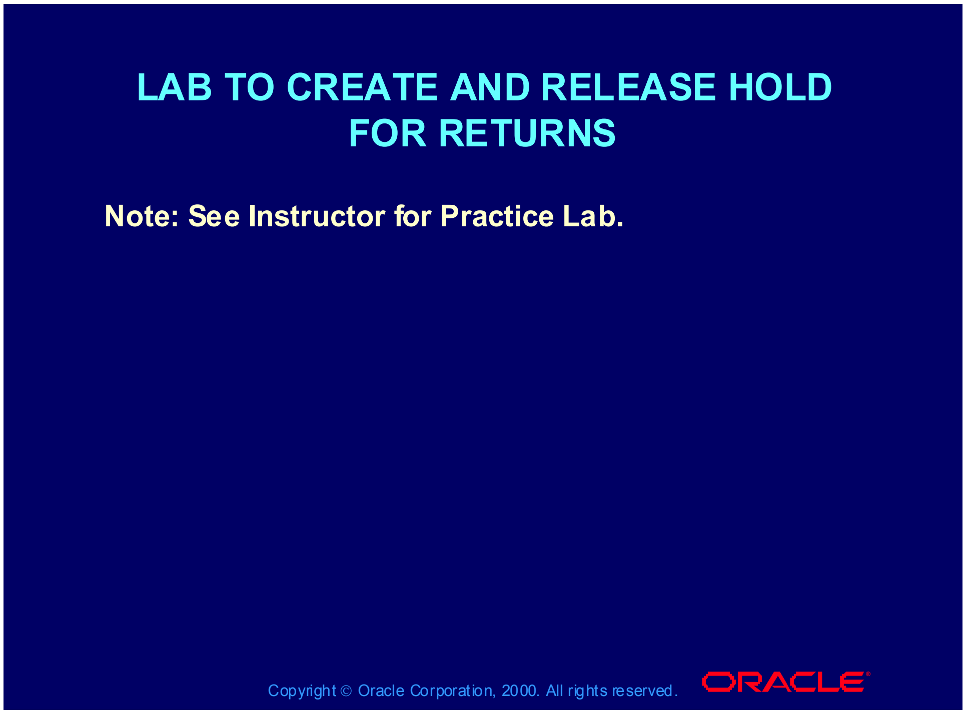
LAB TO CREATE AND RELEASE HOLD
FOR RETURNS
Note: See Instructor for Practice Lab.
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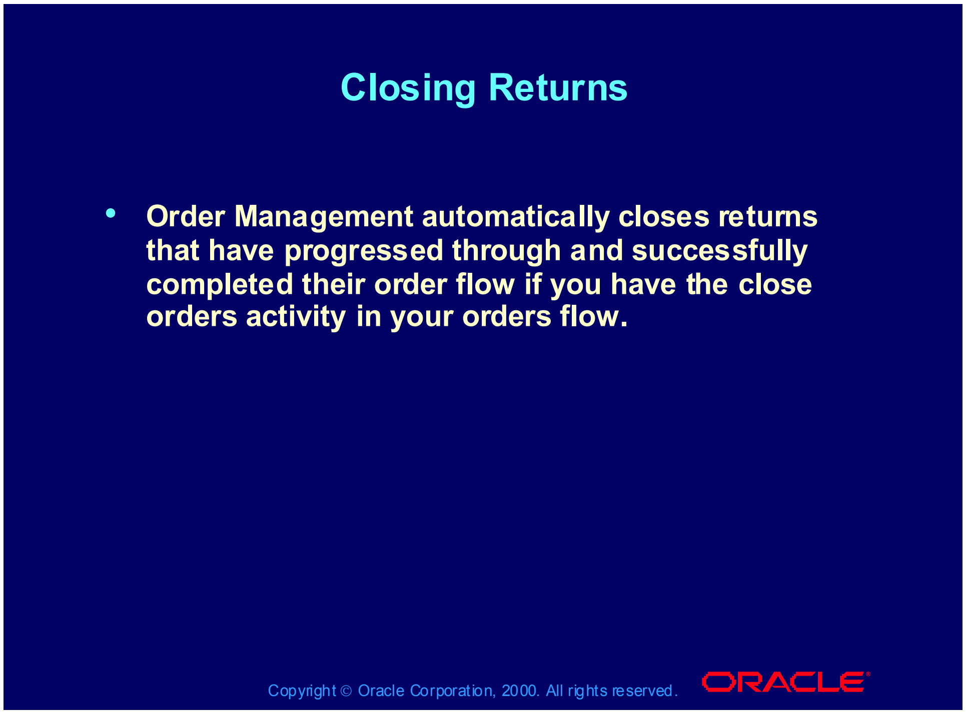

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Processing

Review Question

Review Question

You can do mass cancellations from the ________________ windows.

A. Order organizer and Sales order

B. Trip and Stop

C. Process Messages and Find

D. Processing Constraints and Pick Release

Review Question

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You can do mass cancellations from the ________________ windows.

A. Order Organizer and Sales Order

B. Trip and Stop

C. Process Messages and Find

D. Processing Constraints and Pick Release

Review Question

Review Question

What can you apply a hold to?

A. Shipments, partial payments, returns, and orders

B. Order, return, order line, and return lines

C. Trip, stop, delivery, and delivery legs

D. Order organizers, sales reports, data sheet, and windows

Review Question

What can you apply a hold to?

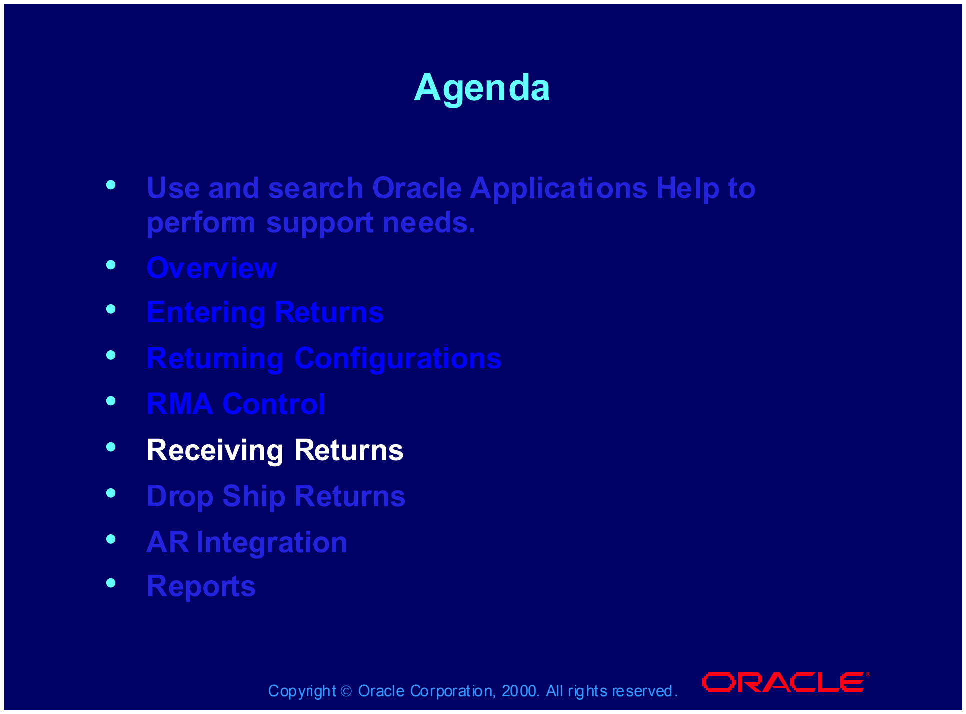
A. Shipments, partial payments, returns, and orders

B. Order, return, order line, and return lines

C. Trip, stop, delivery, and delivery legs

D. Order organizers, sales reports, data sheet, and windows

Agenda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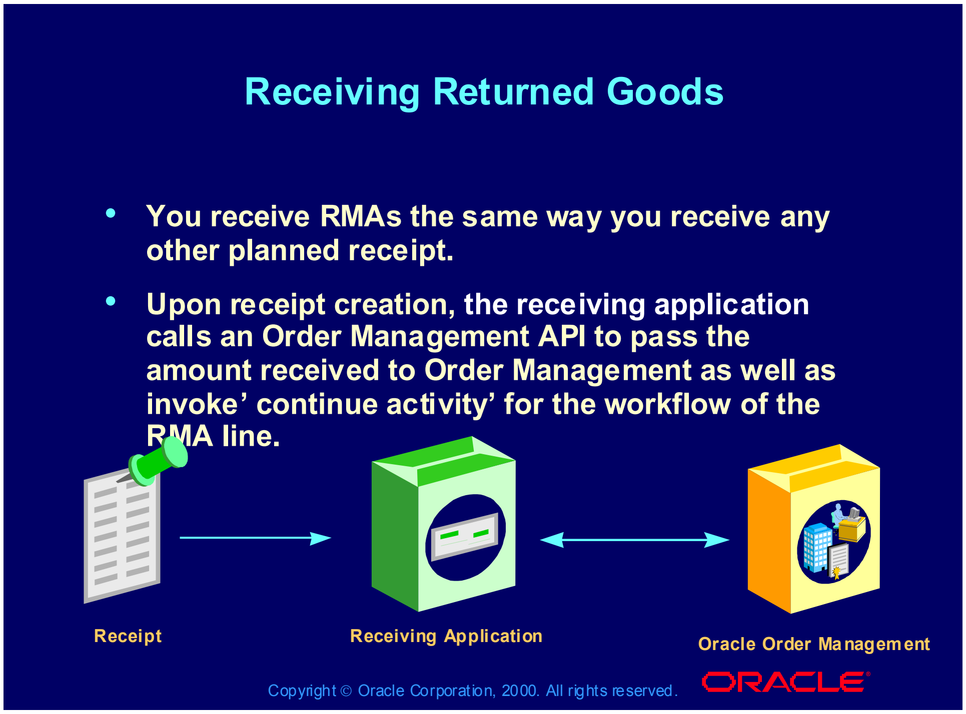
Receiving Returned Goods



(N) Purchasing > Receiving > Receipts

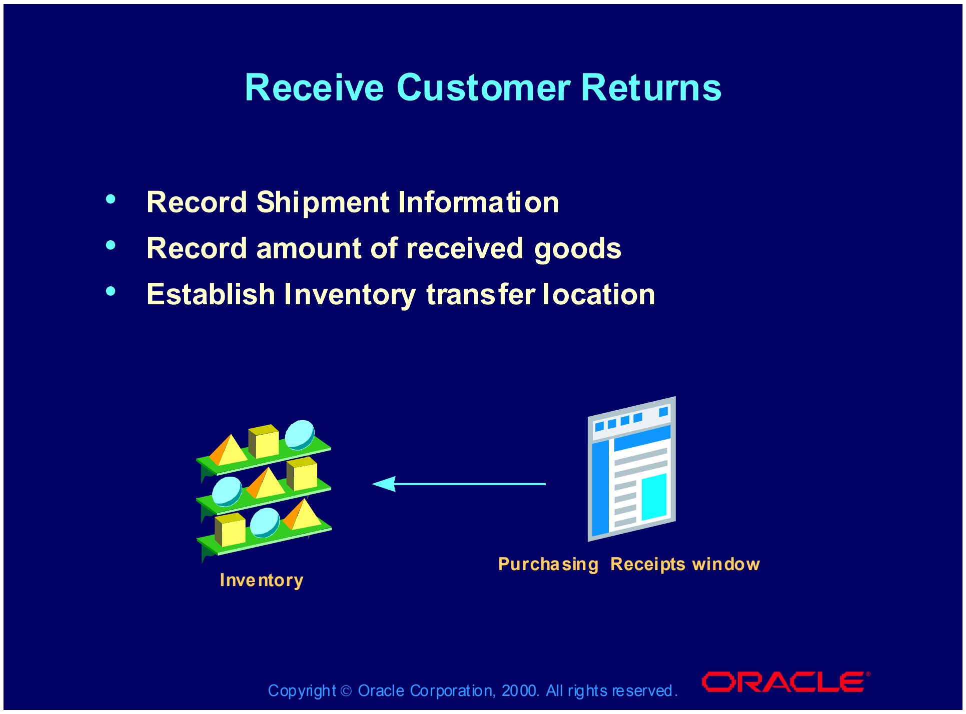
(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Setup

Receiving Options

Receiving Options

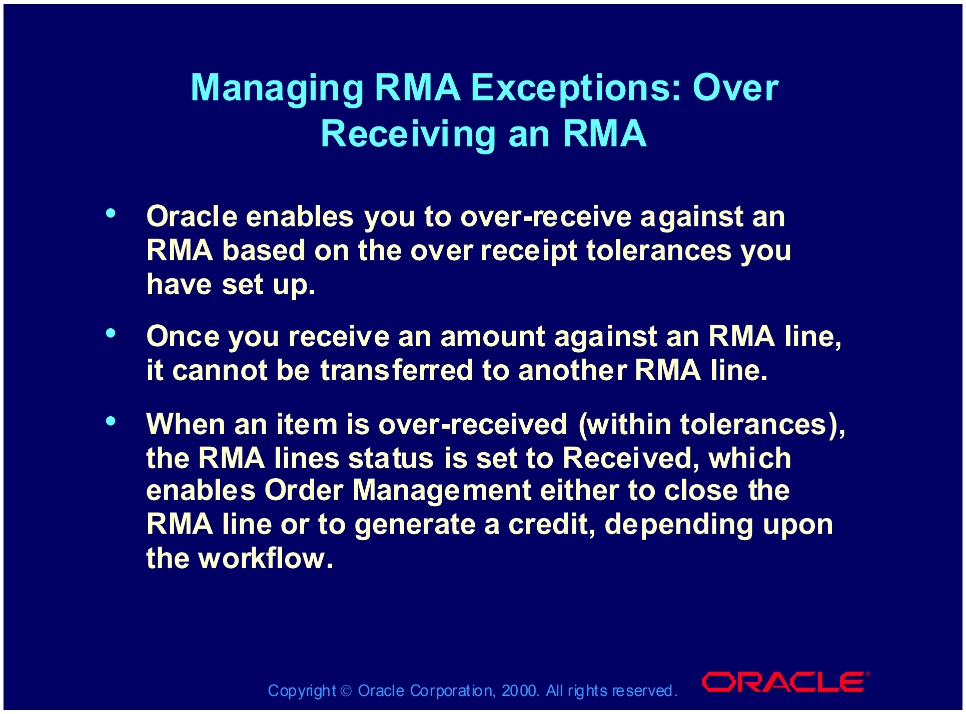
- Direct (Dock to Stock)
  - Once the receiving transaction is completed and saved the item quantity can be seen in the destination location.
- Standard
  - You can complete the receiving transaction for the initial quantity, then later move the items into their final destination location.
- Inspection Required
  - The receiving transaction can be completed, then must go through an inspection process. All items that are passed must then be moved into a final destination location.

Receive Customer Returns



(N) Purchasing > Receiving > Receipts

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Processing

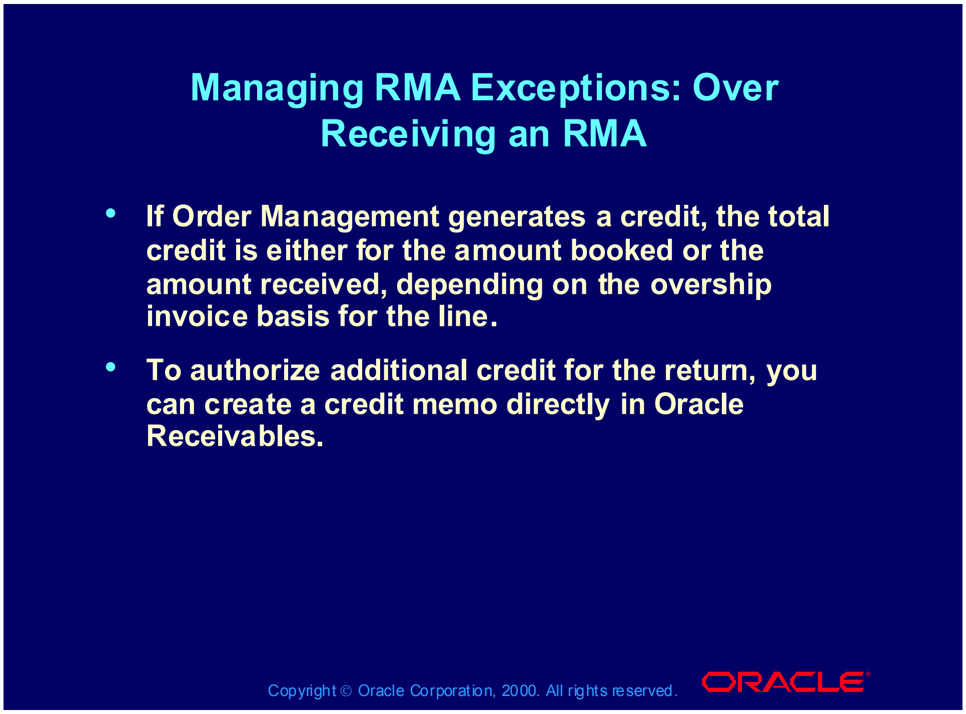


(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Processing > Managing RMA Exceptions

Student Note:

You can set return tolerances at the Customer, Item Master, and the Organization Item.

Managing RMA Exceptions: Over Receiving an RMA



Overshipment   Invoice Basis set at ________

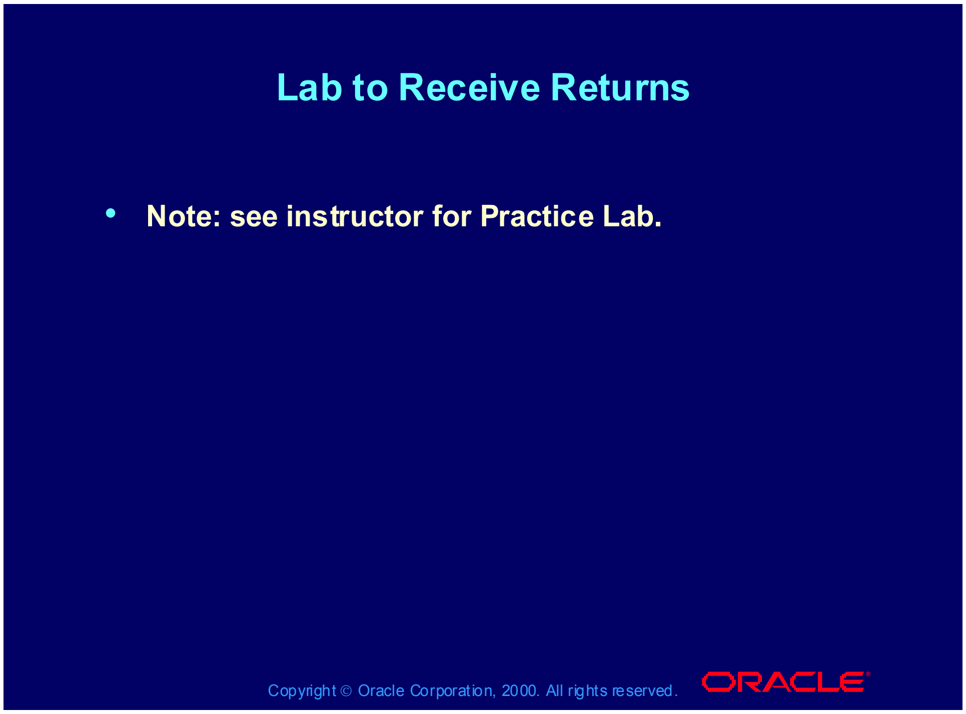
Managing RMA Exceptions: Under Receiving an RMA

Managing RMA Exceptions: Under Receiving an RMA

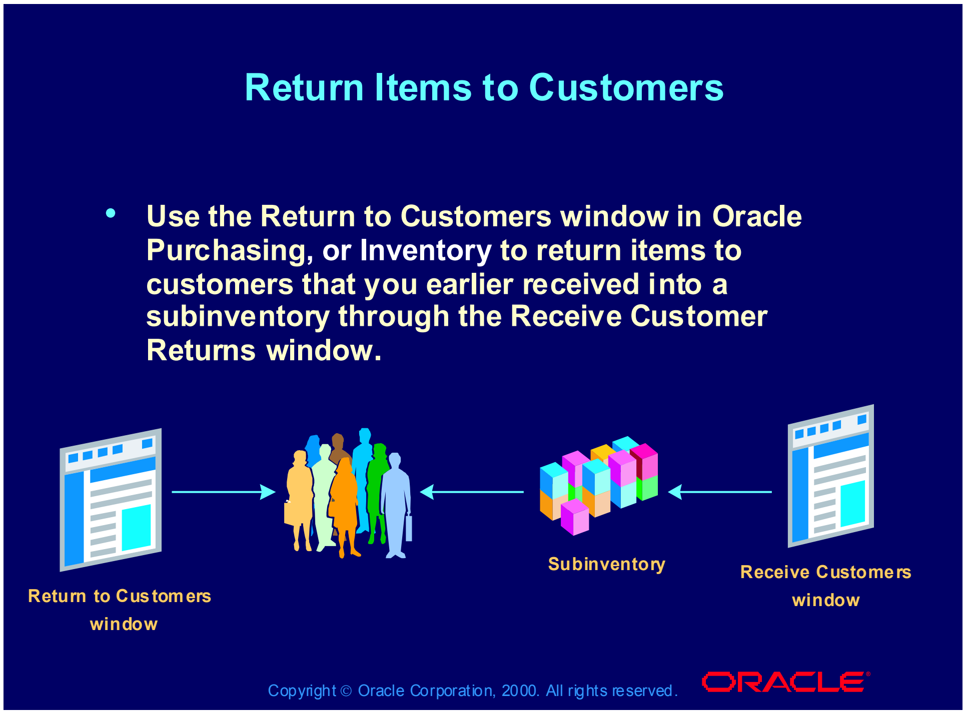
- When customers return less than the quantity authorized on the RMA and have no intention of returning the full quantity, the system can cancel the remaining amount on the RMA line if you have set up under-receipt tolerances.
- The line's status is set to fulfilled, which enables Order Management either to close the RMA line or to generate a credit depending upon the workflow.
- If Order Management generates a credit, the total credit cannot exceed the original quantity authorized by the RMA less the cancelled quantity.
- If any partial amount of the returning quantity is accepted, Order management splits the lines into one part that is fully received and one part that is

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Processing > Managing RMA Exceptions

Lab to Receive Returns



Return Items to Customers



(N) Purchasing > Receiving > Returns (T) Customers

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Processing

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Drop Ship Return Processes
• Options depending on the business:
– If your business has no contact with returned items that are shipped directly to your supplier, the receiving activity enables you to track the return for accounting purposes.
– If you choose not to account for the returned item in your inventory in case of a drop ship, then return to supplier and issue a credit to the customer, maintaining receiving activity in your workflo
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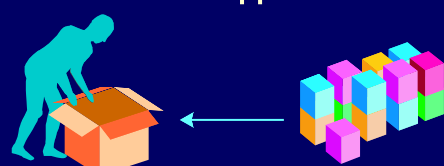
Drop Ship Return Processes

- The customer returns the drop-shipped item to you and you pass it to the supplier for final receipt, communicate the transaction to the buyer after you have received the returned item, via Notifications.
  – The buyer may enter a return in Oracle Purchasing, enter an issue transaction in Oracle Inventory, or perform a similar action according to how you have set up your business.
- The customer returns the drop-shipped item to you and you retain it in inventory, process the RMA as you would for a standard return.

Drop Ship Approval

- Options depending on the business:
  - If the drop-ship item will be returned to your supplier, you may want to wait to process the RMA until your supplier notifies you that they accept the returned item.
  - To control processing, you can use an order - level or line-level approval action.



Review Question

Use the ________________window in Oracle Purchasing to return items to customers that you earlier received into a subinventory through the Receive Customer Returns window.

A. Find Receiving Transactions

B. Return to Customers

C. Order organizer

D. Purchase Order

Review Question

Use the ________________window in Oracle Purchasing to return items to customers that you earlier received into a subinventory through the Receive Customer Returns window.

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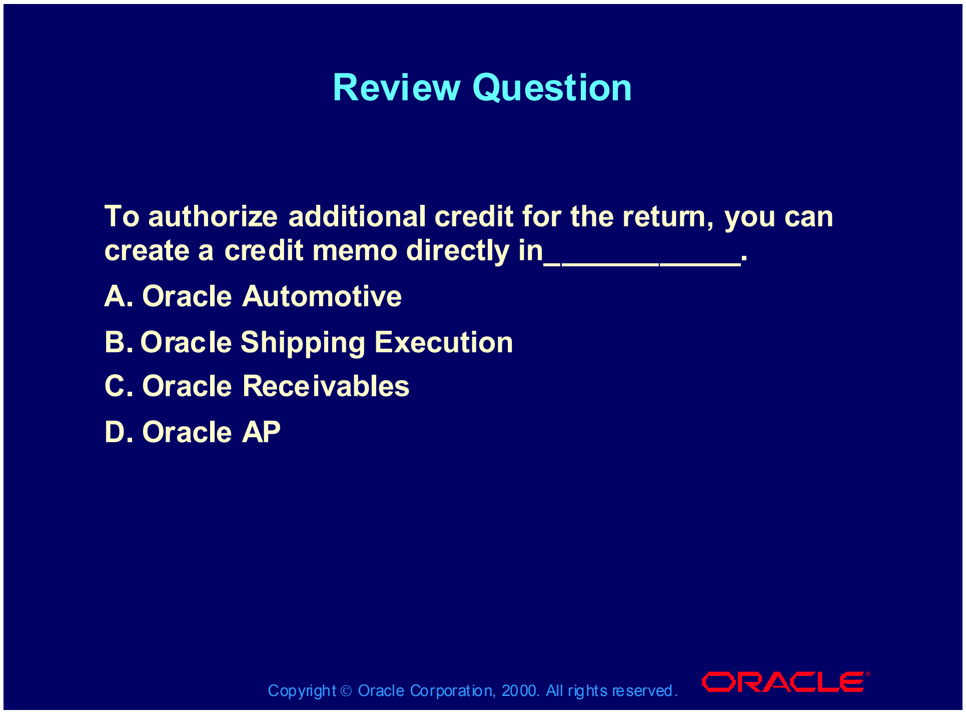
Review Question
To authorize additional credit for the return, you can create a credit memo directly in___________.
A. Oracle Automotive
B. Oracle Shipping Execution
C. Oracle Receivables
D. Oracle AP
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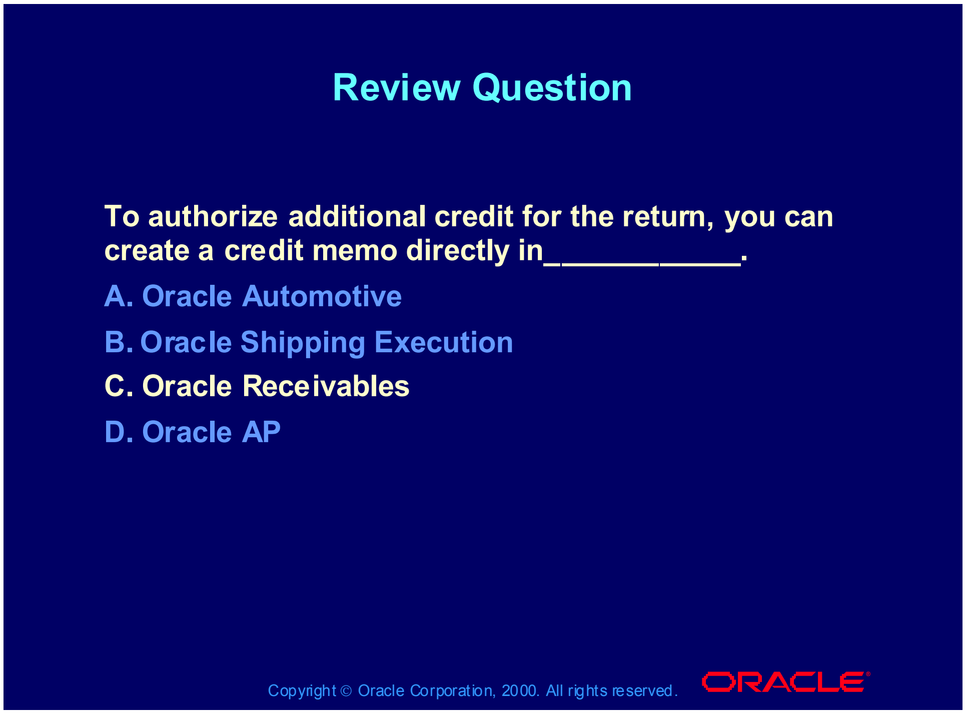
Review Question
To authorize additional credit for the return, you can create a credit memo directly in____________.
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B. Oracle Shipping Execution
C. Oracle Receivables
D. Oracle AP
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- **AR Integration**
- Reports

Invoicing Activity

- Oracle Order Management provides communication from Order Management to Oracle Receivables regarding returned items, quantities, sales credits, types of credits, and so on.
- Items which are received for purposes of inspection are not eligible to be credited unless they pass inspection and are received into a subinventory.
- Setup the workflow to issue credit immediately when the material is not expected to be returned.

  This is controlled by the Return Type.

Credit Memos

Credit Memos

- If the return workflow includes the invoicing activity, you can create applied credit memos or on account credits from your returns.
- Using a reference source, you can populate the credit to invoice field on the return line, and the return creates an applied credit memo.
- Using an invoice as a reference source, it defaults as the credit to invoice. If you leave the field blank, the return creates an on account credit. If you do not use a reference source, you cannot specify a credit to invoice.

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(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Processing

Credit Adjustments

- **Adjustments to the credited amount must be performed with the use of pricing Modifiers**
  - **Modifiers reduce the overall amount to be credited to support business processes such as re-stocking fees or return charges.**
- **Adjustments can either be manually applied or calculated automatically by the system.**

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Standard Reports

- Use standard reports to generate a return cause analysis, and direct removal of error efforts for quality control.
- Control the options for detail or summary information, the sort sequence, and the selection of data you want to see on the report.
- Some seeded reports include:
  - Acknowledg
  - Return by rea
  - Credit order detail
  - Credit order summary
  - Credit order discrepancy

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > Return Material Authorization

Return By Reason Reports

- To assist you in assessing your exposure and determining the reason for your return.
- View
  - Line reference
  - Credit to invoice
  - Expected
  - Received
  - Accepted quantities and dollars

(Help) Oracle Manufacturing Applications > Oracle Order Management > Orders > Returns > RMA Processing

Credit Order Summary

Credit Order Summary

- Identify returns that have been open beyond a user-specified number of days and that have outstanding receipts beyond a user-specified number of days.

Summary

Summary

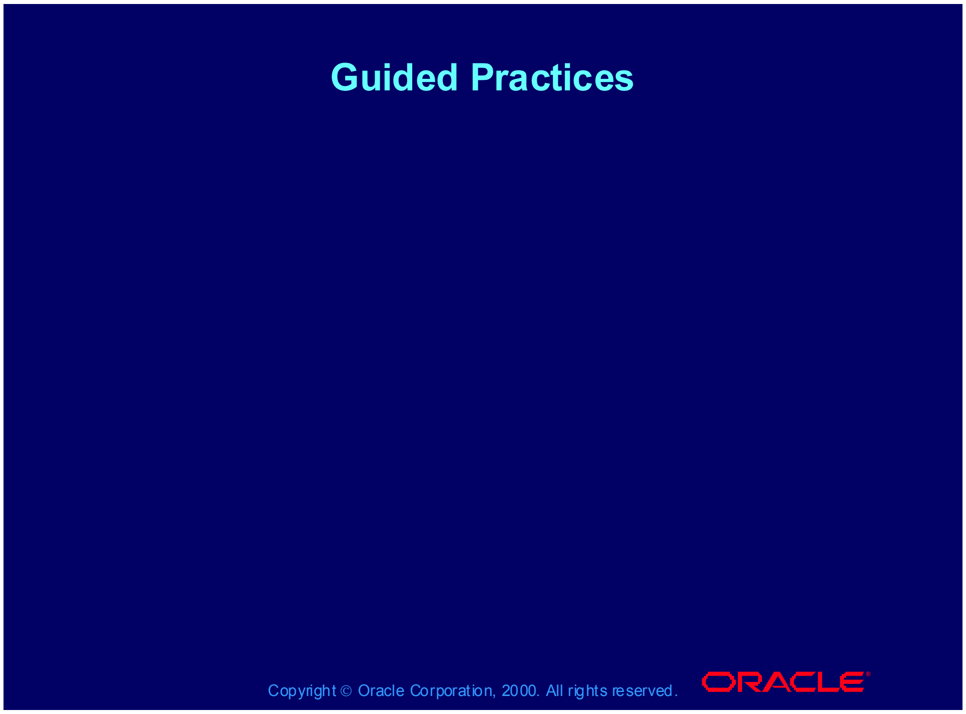
In this course, you should have learned about:

- Oracle Applications Help to perform support needs.
- Typical RMA business processes.
- Basic RMA window functionality.
- Entering an RMA.
- Performing return configurations with/without reference source.
- Processing an RMA.

Summary

Summary

- Receiving an RMA.
- Drop ship return flow.
- Invoicing an RMA.
- Utilizing reports for RMAs.



Guided Practice 1: Un-referenced Return for Credit with Receipt of Goods

Responsibility (N) Orders, Returns > Sales Orders > (T) Main

1. Select Customer Business World from LOV
2. Address defaults
3. Mixed order defaults as the order type
4. Corporate defaults as the Price List from LOV
5. Howard Sprague defaults as the Sales Person from LOV

(T) Line Items

6. Select AS54888 as the Item from LOV.
7. Enter the Qty: -10
8. Ea defaults as the UOM from LOV if it doesn't default
9. Location defaults as the Tax code from LOV if it doesn't default
10. Users Choice as the Return Reason
11. Verify that the Line Type is Return with Receipt of Goods

(M) Tools > Monitor Workflow: Verify Status of the Order and Line.

(T) Order Information/Main Tab

12. Review Tax, Total information (record results)

(T) Line Items

13. View the status of the Line from the Tools Menu

14. Choose the Book Order button (record order number).

Change Responsibility (N) Inventory > Vision Operations (USA)

(N) On-hand > Availability > On-hand Quantity

15.Enter the Item from the RMA line: AS54888 and the Subinventory: Stores
Choose the Find button (record the On-hand Quantity)

Change Responsibility (N) Purchasing > Vision Operations (USA)

(N) Receiving > Receipts

16. Select V1 as the Organization

17. Enter RMA # from step 14 as the Receipt

(T) Customers

18. Enter the RMA # from step 14

19. Choose the Find button

20. Tab through Receipt Lines window

21. Check the box next to the Line you intend to receive

22. Enter Stores as the Subinventory

23. Choose the Save button

24. Choose the Header button (record the Receipt Number)

25. Change Responsibility (N) Inventory > Vision Operations (USA)

(N) On-hand > Availability > On-hand Quantity

26. Enter the Item from the RMA line: AS54888 and the Subinventory: Stores
Choose the Find button (record the On-hand Quantity)

27. Change Responsibility (N) Receivables Manager

(N) Interfaces > Autoinvoice

28. Run Autoinvoice: Order Entry as the Invoice Source

29. Date should default

30. Select Single Request: Sales Order High and Low from RMA from step 14

31. Choose the OK button and submit the request (record the request ID #)

(M) View Requests

32. Change Responsibility (N) Order Management Super User

(N) Orders > Returns > Order Organizer

34. View the Credit Memo

35. Query RMA # from step 14

36. Choose the Actions button (M) View Order Info

(T) Invoicing (record the results)

37. Record the Qty Shipped and Qty Fulfilled

(T) Lines Items

38. Open the RMA Record the Qty Shipped and Qty Fulfilled

To display Qty Fulfilled (T) Shipping (M) Folder/show Qty Fulfilled

Guided Practice 2: Return of Items under Lot/Serial Number Control

Responsibility (N) Orders, Returns > Sales Orders > (T) Main

1. Select Customer Business World from LOV
2. Address defaults
3. Mixed order defaults as the order type
4. Corporate defaults as the Price List from LOV
5. Howard Sprague defaults as the Sales Person from LOV

(T) Line Items

6. Select Lot Control Item: CM11222 and a Serial Number: AS92689 as the Lines
7. Enter the Qty: 10 for both
8. Ea defaults as the UOM
9. Location defaults as the Tax code from LOV
10. Howard Sprague defaults as the Sales Person
11. Choose the Book Order button (record order number)

(N) Shipping > Transactions

12. Choose the Flash Light icon from the Menu Bar
13. Select Lines Search.
14. Enter the order number
15. Choose the Find button

(M) Tools Menu select Pick Release Form

(T) Order

16. Enter the order number

(T) Shipping

17. Select Order Number as the Release Sequence Rule from LOV
18. Autocreate Delivery: Yes

(T) Inventory Tab

19. Select V1 as the Warehouse from LOV
20. Select Departure, Delivery as the Pick Slip Grouping Rule from LOV
21. Auto Detail: Yes
22. Auto Pick Confirm: Yes
23. Choose the Concurrent button (record concurrent request number and batch number)
24. Close the window
25. From the View Menu select Requests
26. Choose the Find button
27. Find your ID # for the “Pick Selection List Generation” request. Record the status of the request. Close the form

28. Concurrent request should read completed normal.

(N) Shipping > Transactions

29. Choose the Flash Light icon from the Menu Bar

30. Enter the Order Number

31. Choose the Find button

(T) Lines/Containers

32. Scroll the bar to the right to view the Pick Status

33. Should read Released

(T) Lines/Containers (T) Main

34. Scroll the bar to the right and enter Shipped Qty: Line 1 = 10, Pick a Lot #, Line 2 Pick ten serial numbers Serial # = XXXXX to XXXXX +9

(T) Deliveries (T) Multiple

35. Scroll the bar to the right to enter the Waybill

36. Waybill = XXRMAGP02-2 (XX = your initials)

37. Choose the Actions button

(M) Ship confirm

(T) Lines/Containers

38. Scroll the bar to the right to check the status of the Delivery

Change Responsibility (N) Receivables Manager

(N) Interfaces > Autoinvoice

39. Run Autoinvoice: Order Entry as the Invoice Source

40. Date should default

41. Select Single Request, Sales Order Number High and Low

42. Enter the Parameters

43. Choose the OK button and submit the request (record the request ID #)

(M) View Requests

44. Change Responsibility (N) Order Management Super User

(N) Orders > Returns > Order Organizer

45. View the Invoice

46. Query the Order

47. Choose the Actions button

(M) View Order

(T) Invoicing Tab

(N) Orders, Returns > Sales Orders

(T) Main

Select Customer Business World from LOV

48. Address defaults

49. Mixed order defaults as the order type

50. Corporate defaults as the Price List from LOV

51. Howard Sprague defaults as the Sales Person from LOV
52. Save the header and record the RMA #

Enter the first line for the RMA using a sales order line as the reference. The Reference information should populate the line details like item, quantity, price etc. In this case the Order you just picked and shipped is the references. Record the details populated by the reference information.

53. Return for Credit with Shipment as the Line Type
54. Order as the Reference
55. Previous Order
56. 1 as the Line
57. 5 as the Qty
58. Choose the Actions button

(M) Return Line Lot/Serial Numbers

59. 5 as the Qty
60. Any Lot # (doesn’t have to be the same one you shipped)
61. Users Choice as the Return Reason
62. Enter other required information and save

Enter the second line for the RMA using a sales order line as the reference. The Reference information should populate the line details like item, quantity, price etc. In this case the Order you just picked and shipped is the references. Record the details populated by the reference information.

63. Return for Credit with Shipment as the Line Type
64. Order as the Reference
65. Previous Order
66. 2 as the Line
67. 5 as the Qty
68. Choose the Actions button

(M) Return Line Lot/Serial Numbers

69. 5 as the Qty
70. Any 5 Serial # (doesn’t have to be the same ones you shipped)
71. Users Choice as the Return Reason
72. Enter other required information and save
73. Choose the Book Order button

Change Responsibility (N) Purchasing > Vision Operations (USA)

(N) Receiving > Receipts

74. V1 as the Organization
75. Choose the OK button
76. RMA # from step 52 as the Receipts

(T) Customer

77. Choose the Find button

78. Tab through the Receipts Lines window
79. Check the box next to the line you intend to receive
80. Line 1 Qty 5 Inventory Stores
81. Line 2 Qty 5 Inventory Stores
82. Save and record any messages
83. Choose Receipt Line 1 and Choose the Lot Serial button
84. Any Lot # (doesn't have to be the same one you shipped)
85. 5 as the Qty for items being received
86. Choose the Done button
87. Choose Receipt Line 2 and Choose the Lot Serial button
88. Enter any 5 Serial # (doesn't have to be the same ones you shipped)
89. Choose the Save button
90. Choose the header button and (record receipt number)

Change Responsibility (N) Inventory > Vision Operations (USA)

(N) On-hand Availability > Lots: Org Vision Operations

91. Lot Control Item as the item
92. Choose the Find button
93. Choose the transactions button

(T) Transactions Type and find RMA # from step 52

94. Choose the Lot/Serial button

(N) On-hand Availability > Serial Numbers: Org Vision Operations

95. Serial Number as the item
96. Choose the Find button
97. Choose the Transactions button

(T) Transactions Type and find RMA # from step 52

98. Choose the Lot/Serial button

Change Responsibility (N) Order Management Super User

(N) Reports > Single Request

99. Return Authorizations Discrepancies Report as the Name
100. RMA # from step 52 as the Order Number
101. Record the Request Number
102. Once the request completes successfully, place the cursor on the request line corresponding to the Request ID from step 101 and choose on the 'View Output' button

Setup and Implementation Issues for Order Management

Chapter 7


Set Up & Implementation Issues for Order Management
Oracle Order Management Release 11i
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Objectives

Objectives

After completing this, you should be able to do the following:

- Discuss installation and user security
- Describe the set up steps
- Identify upgrade and implementation considerations

Agenda Overview

Agenda Overview

- Introduction
- Overview
- Installation
- Setup process
- Upgrade and Implementation
- Summary

Agenda

Agenda

- Introduction
- Overview
- Installation
- Setup process
- Upgrade and implementation
- Summary

Using Oracle Applications Help

Using Oracle Applications Help

From any window within an Oracle Application, select Help->Window Help from the menu bar

Oracle Applications Help displays detailed information about the window you opened, including step-by-step instructions for entering information in each field in the window.

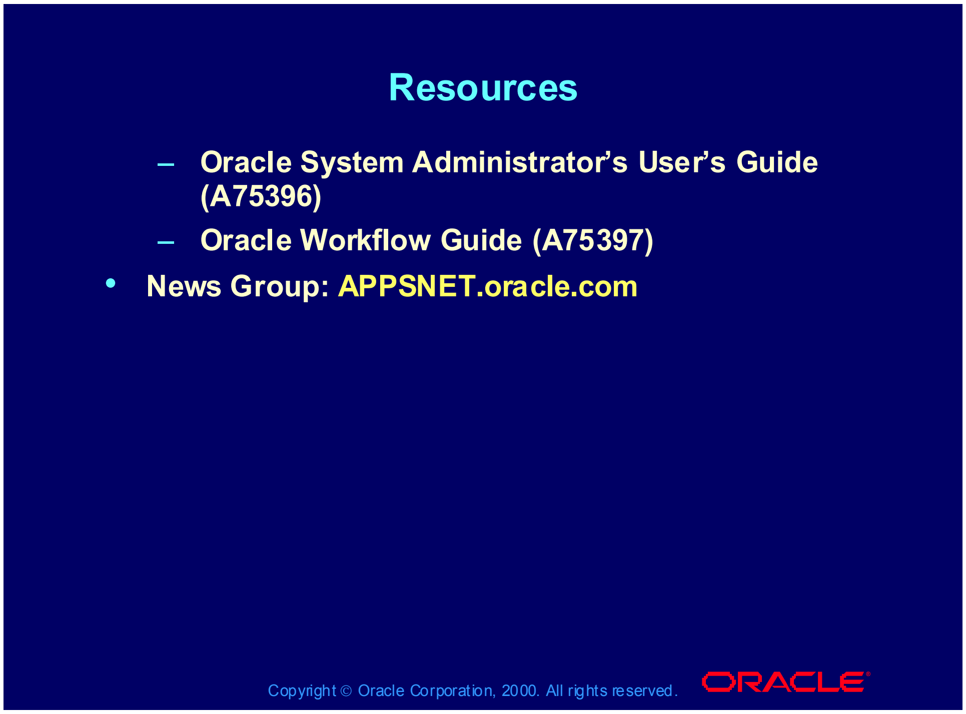
Note: The Library topic contains help for products.

Searching Oracle Applications Help

Resources

- Documentation: http://www.oracle.com/support/elec_sup/index.html:
  - Order Management User's Guide (A77028)
  - Order Management Technical Reference Manual (A83739)
  - Oracle Manufacturing APIs & Open Interfaces Manual (A83746)
  - Oracle Shipping Execution User's Guide (A77030)
  - Oracle Pricing User's Guide (A77032)
  - Oracle Applications Implementation Wizard User's Guide (A81178)

Resources


Resources
– Oracle System Administrator's User's Guide (A75396)
– Oracle Workflow Guide (A75397)
• News Group: APPSNET.oracle.com
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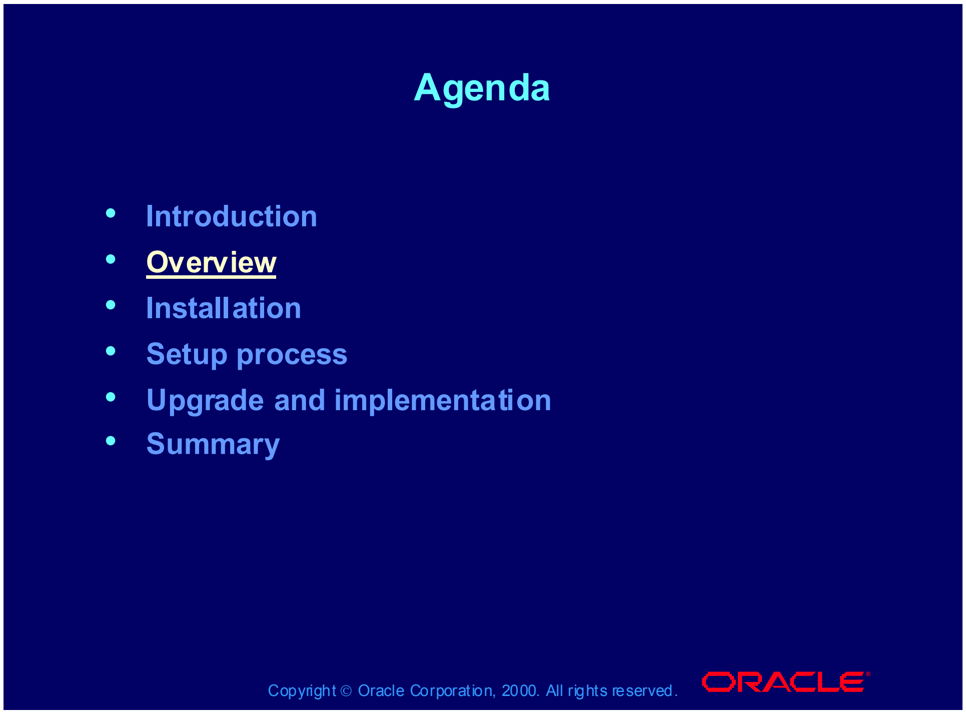
Agenda
• Introduction
• Overview
• Installation
• Setup process
• Upgrade and implementation
• Summary
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Overview: Order Management Suite

Overview: Order Management Suite

- Basic suite
  - Order Management
  - Shipping Execution
  - Pricing: Basic functionality
- Additional license
  - Pricing: Advanced functionality
  - Configurator

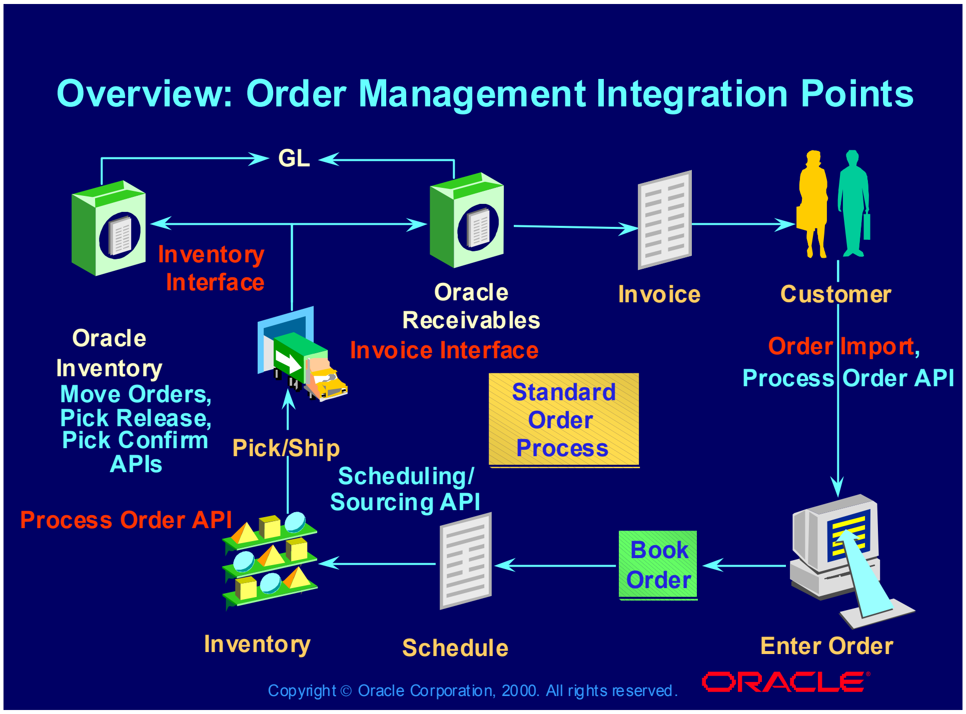
Overview: Order Management

The process of:

- Capturing customer orders
- Providing fulfillment information
- Delivering products and services

Supports the following e-business needs:

- High volume transactions
- Customer self service
- Web based collaboration
- Service-based offerings
- Changing business conditions



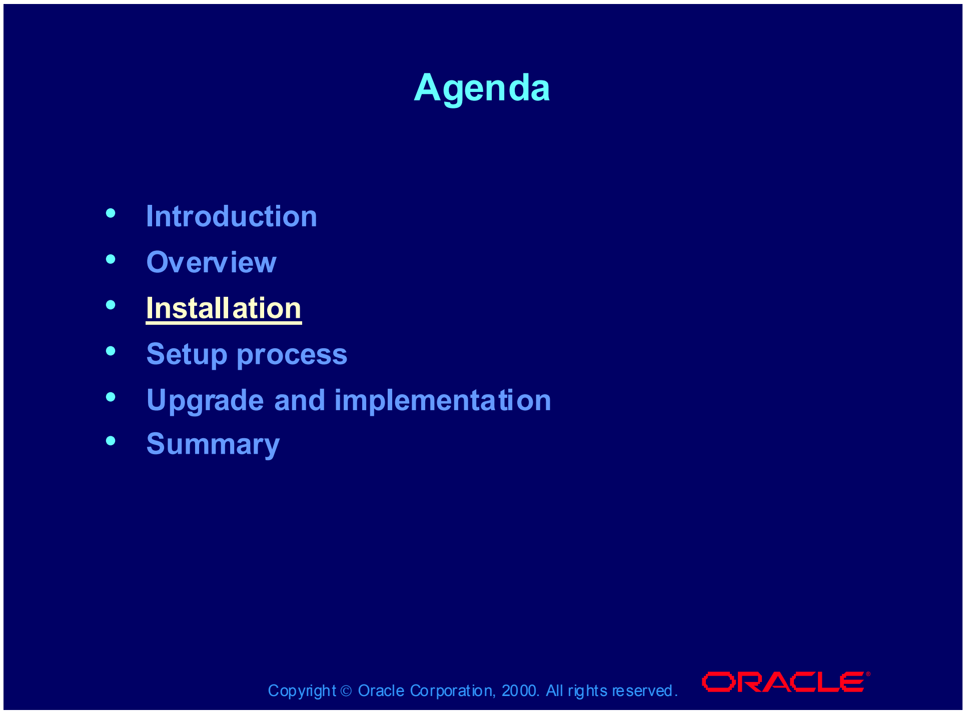
Integration Points

- **Order Import: Brings in legacy orders, Inbound EDI, Internal Orders from PO, note: validations are done by the Process Order API.**
- **e-Commerce Gateway: Sends outbound EDI transactions 855 (Purchase Order Acknowledgment) and 865 (PO Change Acknowledgment).**
- **Purchase Release: Communicates externally sourced items from Order Management to PO via Purchase Release API which feeds the Purchase Release Interface.**
- **Invoice Interface: Sends invoice and credit memo information.**
- **Inventory Interface: Decrements inventory quantities at ship confirm.**
- **Shipping Interface (External Systems): Accepts inbound disposition of deliveries, transportation plans and more from other systems.**
- **Shipping Execution: Communicates sales order line information.**
- **Configurator: Inserts order lines from the configuration.**
- **Customer Relationship Management: Accepts orders and order lines from Order Capture for TeleSales, iService, and other**

modules. Order Management calls Customer Relationship Management to pass installation information.

- **Pricing: Inserts order lines for free goods and promotions.**
- **Release Management: Processes orders and order lines.**
- **Shipping Execution: Sends freight cost, quantities, ship method and other information.**
- **Configure to Order: Sends the configured item number.**
- **c-Commerce Gateway: Accepts order information from Process Order API via the Order Import. Sends order information through Order Import to the Process Order API.**
- **Pricing: Prices and reprices the order lines.**
- **Shipping Execution: Sends information required to create the cost of goods sold account.**
- **Shipping Execution: Sends inbound and outbound requests for booked, shippable lines.**
- **Advanced Planning and Scheduling: Sends scheduling and sourcing requests.**
- **Configure to Order: Sends request to create configuration, create work order.**
- **Customer Relationship Management: Validates *i*-Payment information.**
- **Configurator: Validates configurations.**
- **Purchasing: Sends cost of goods sold for drop shipments.**
- **Purchasing: Sends externally sourced line information via the Purchase Release Interface.**
- **Purchasing: Sends changes to internal orders.**
- **Purchasing: Updates return material authorization quantities received.**

Agenda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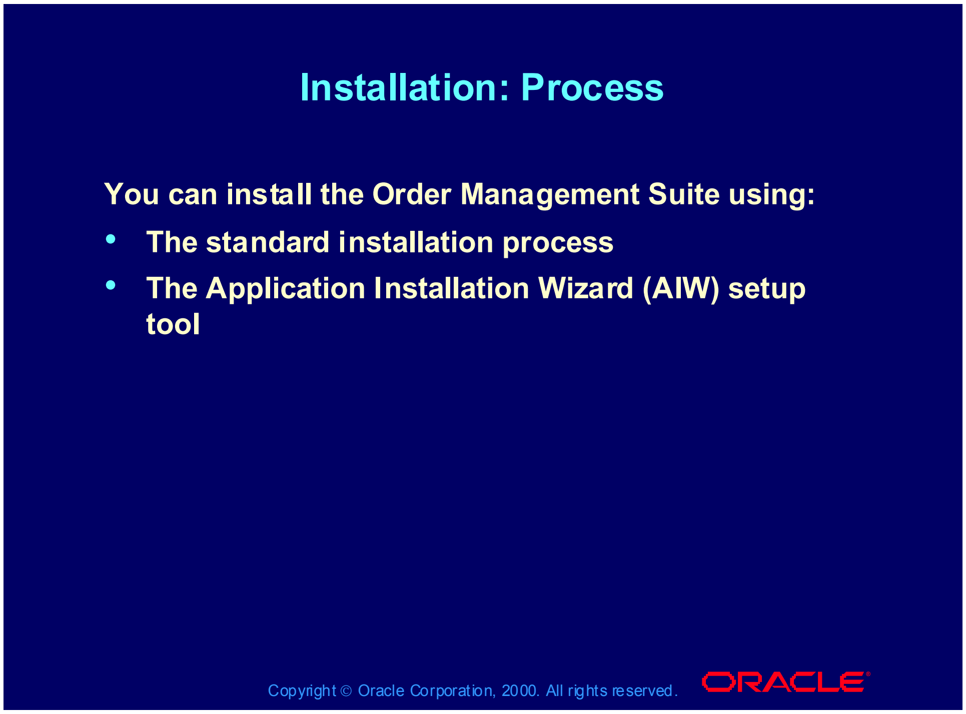
Installation: Process



AutoInstall

During Order Management AutoInstall, manually select Shipping to insure that the application generates shipping forms and reports.

Installation: Order Management and Shipping Execution

Installation: Order Management and Shipping Execution

- **Sold together**
- **Installed together**
- **No new features of R11*i* Order Management or Shipping Execution have been backported to R11 Order Entry (OE) or its earlier versions.**

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Installation: Order Management and Pricing

- Basic pricing functionality included with Order Management
- Registered as Shared
- For advanced pricing functionality, separately license Oracle Pricing

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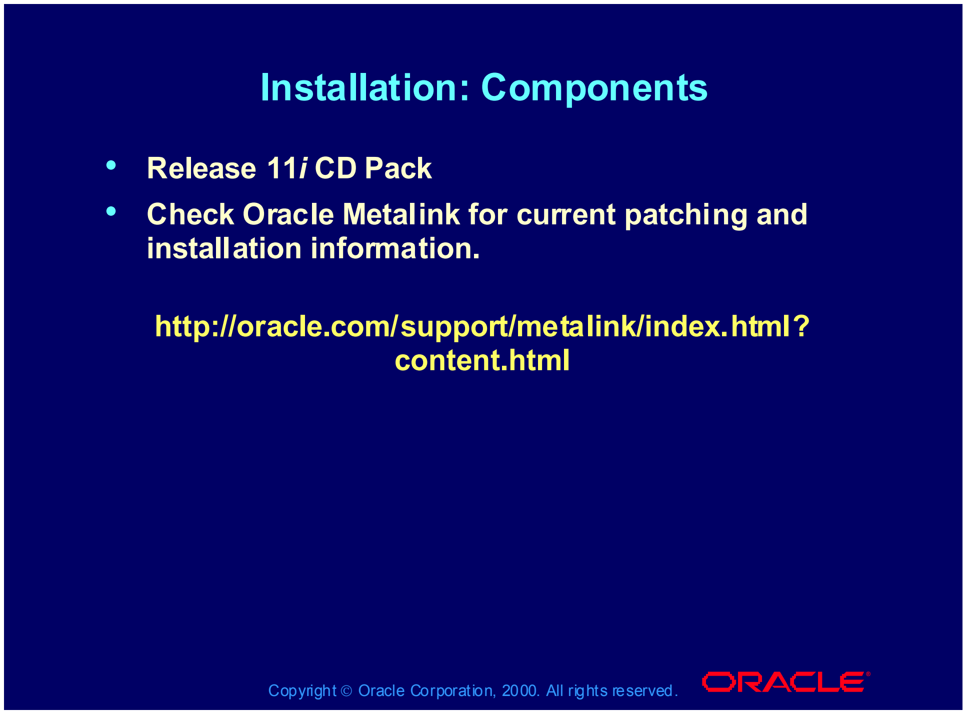
Installation: Order Management and Configurator

- Basic configurator functionality included with Order Management
- Registered as Shared
- For advanced configurator functionality, separately license Oracle Configurator

Installation: Components

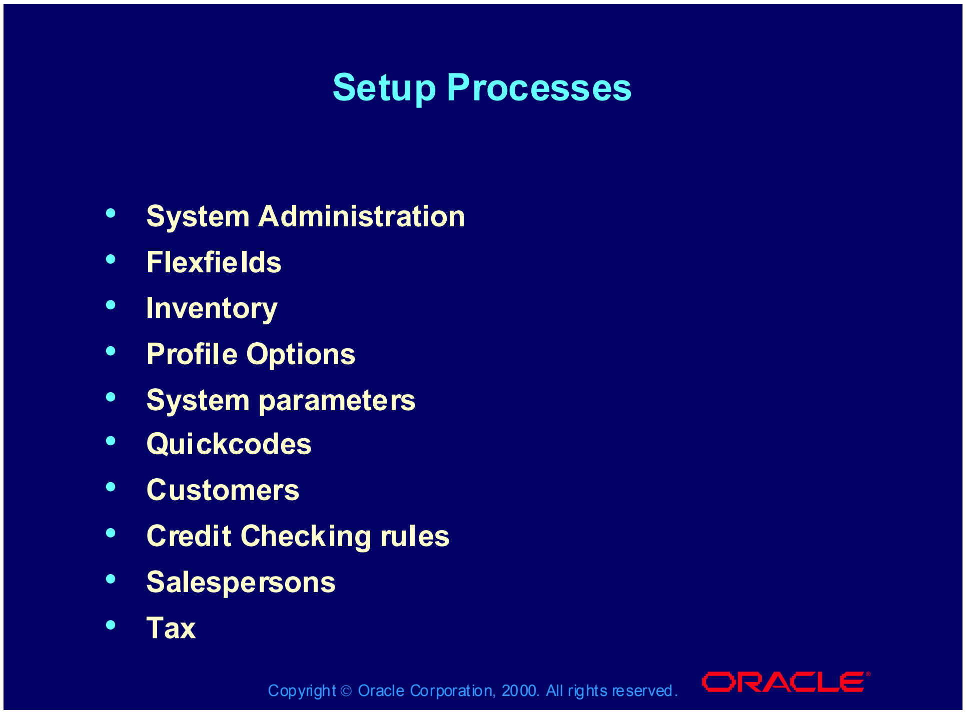


Agenda

Agenda

- Introduction
- Overview
- Installation
- <u>Setup process</u>
- Upgrade and implementation
- Summary

Setup Processes



Setup Processes

- Invoicing
- Workflow
- Order Import sources
- Processing constraints
- Units of measure
- Item information
- Items
- Cross-references
- Configurations
- Defaulting rules

Setup Processes

Setup Processes

- Document Sequences
- Transaction Types
- Cost of goods sold
- Workflow
- Holds
- Attachments
- Pricing
- Shipping

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Setup Process: System Administration

Setup Process: System Administration

- Establish security
- Define users and responsibilities
- Configure self-service applications to use with Order Management
- Set system parameters
- Define system variables
  - Printers
  - Help
  - Concurrent program scheduling

Setup Process: Flexfields

- Define key and descriptive flexfields to capture additional information about orders and transactions, for example:
  - Industry Attribute
  - Pricing Attribute
- Define many order management key flexfields in other applications, for example, Oracle General Ledger, Oracle Receivables, and Oracle Inventory.

(N) Oracle Order Management > Setup > Financials > Flexfields > Key > Segments

(N) Oracle Order Management > Setup > Financials > Flexfields > Descriptive > Segments

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 1

Attribute Examples

•Industry Attribute: Industry-specific information for items on orders

•Pricing Attribute: Modifies item price without requiring a new item number.

Setup Process: Inventory

Setup Process: Inventory

Define:

- **Inventory organizations (warehouses)**
- **Master organization**
- **Organization parameters**
- **Subinventories**
- **Picking rules**

Setup Process: Inventory

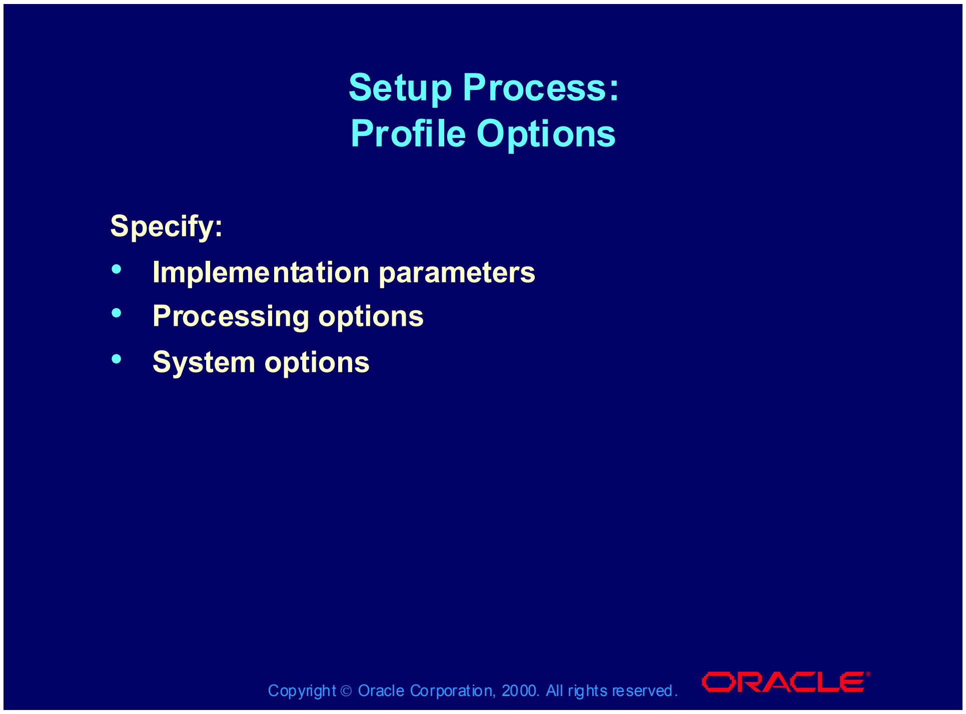
Use the Defining ATP, Pick, Item-Sourcing process to define picking defaults.

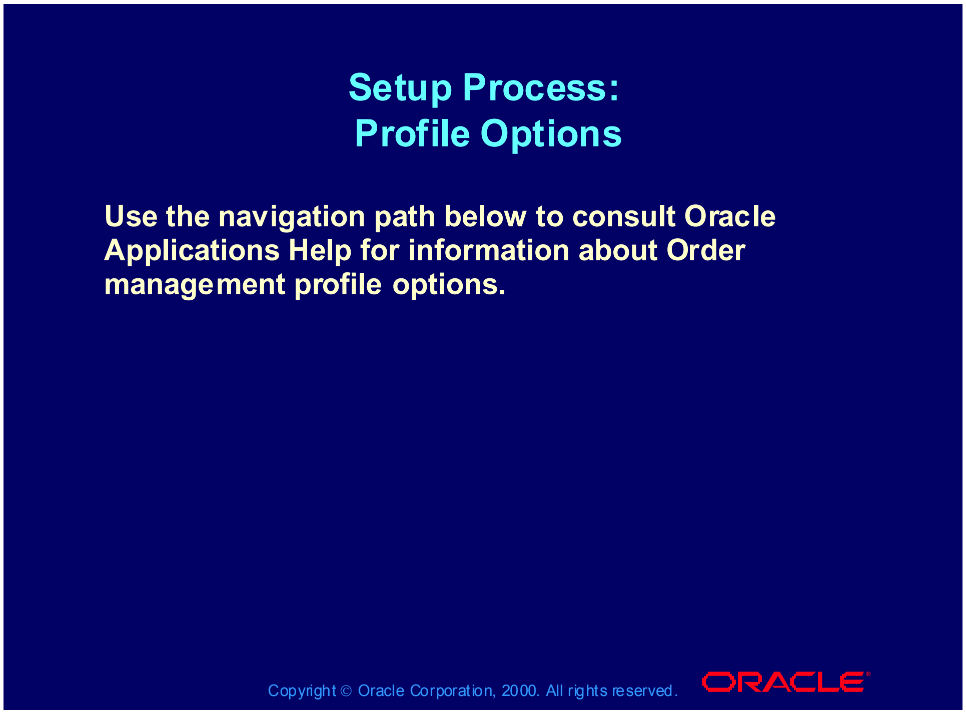
Use the navigation path below to consult Oracle Applications Help for information about performing the process.

(N) Oracle Inventory > Setup > Organizations > Organizations

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Steps 2 & 3

Setup Process: Profile Options

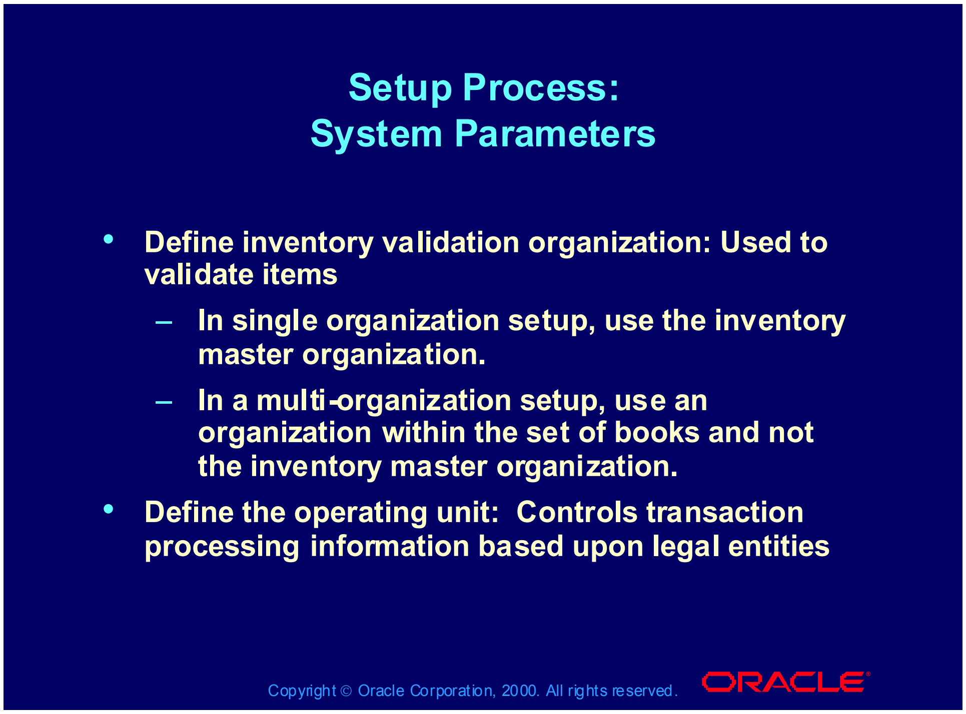




(N) Oracle Order Management > Setup > Profiles

(N) Oracle Applications Object Library > Profiles > System

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 4

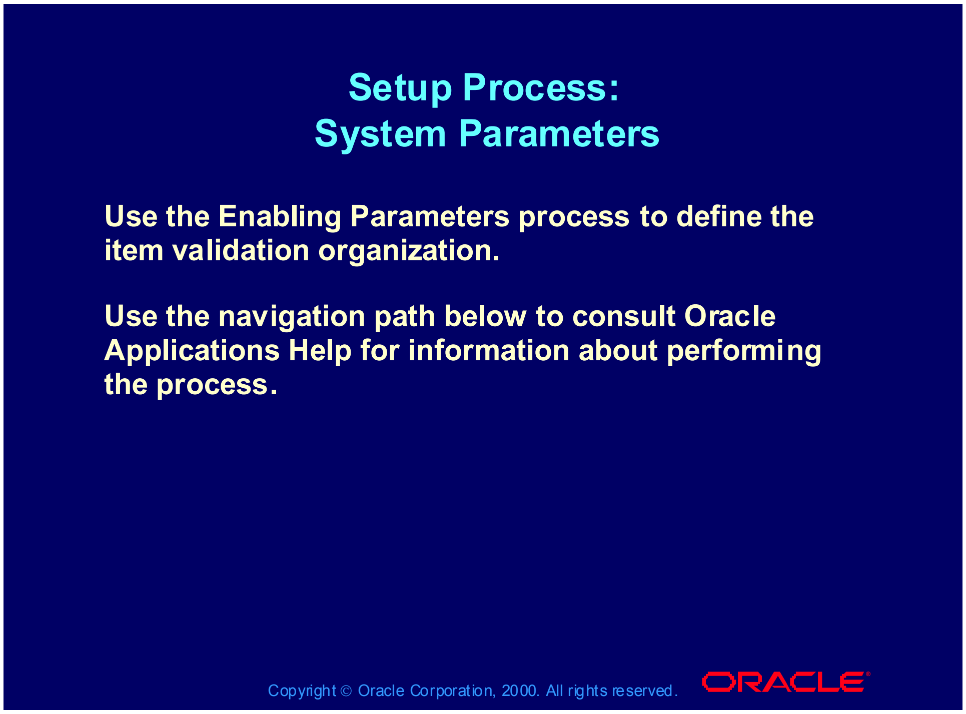


Item Validation

•The OE: Item Validation Organization profile option does not exist. Set the item validation organization in the System Parameters window. To use an item on an order or return, it must be active order management enabled in the item validation organization.

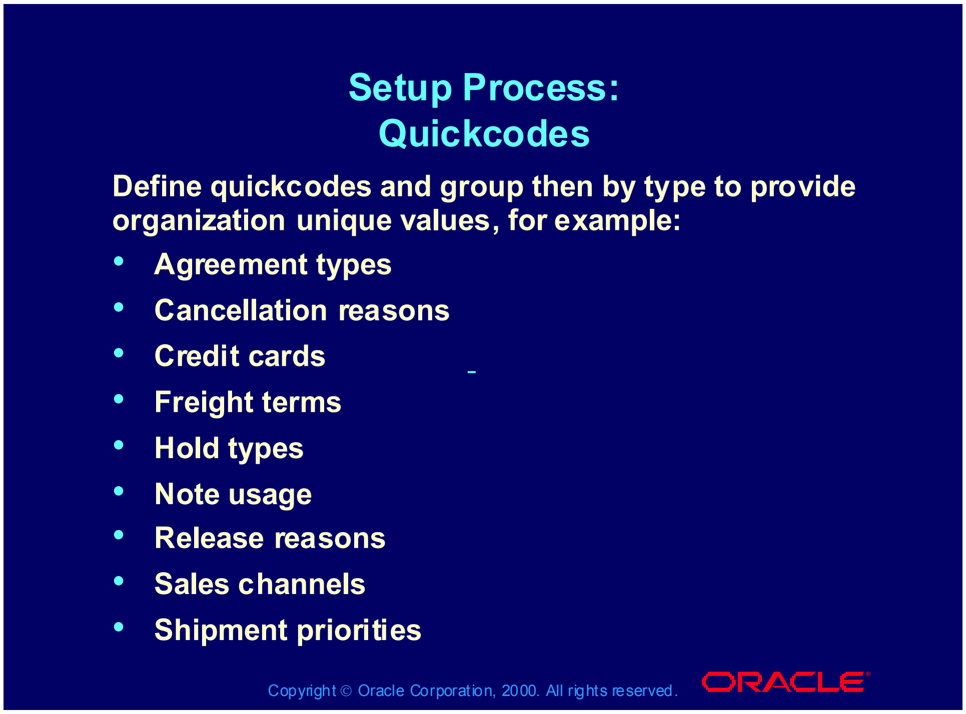
•The validation process checks some attributes against the validation organization and others against the shipping warehouse of the order line.

•The recommendation for multi-organization item validation setup relates to tax. In the Receivables system options, you can default the tax code from the item which differs from one set of books to another.



(N) Oracle Order Management > Setup > Parameters

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 5



Quickcodes

Quickcodes listed above are not unique to Order Management. For example:

•Credit Card Types is a Receivables quickcode

•Shipment Priorities is a Shipping Execution quickcode

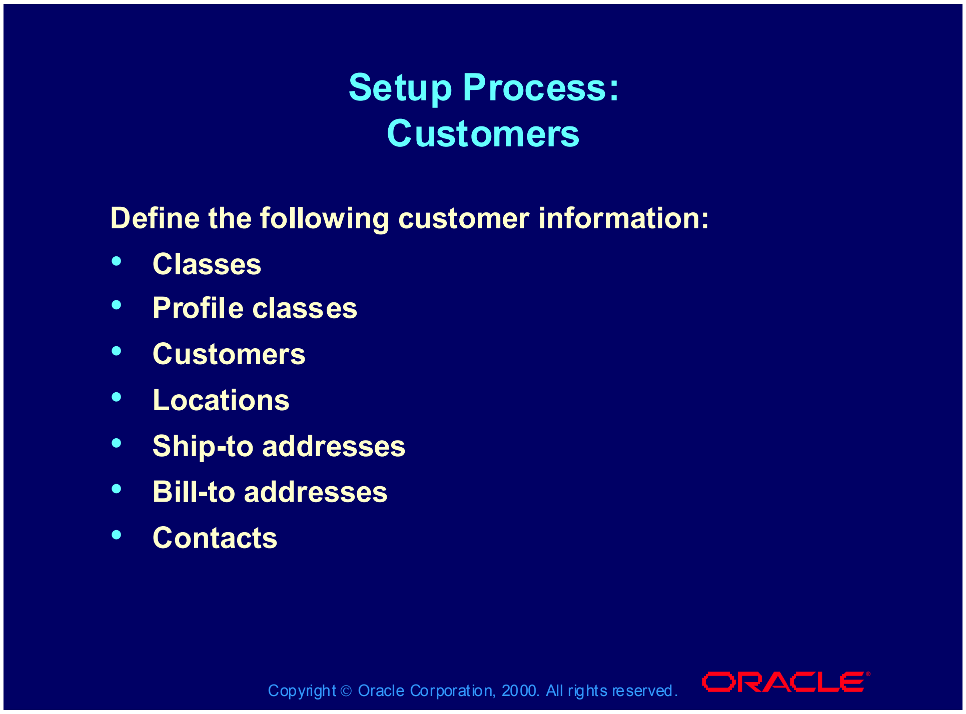
Setup Process: Quickcodes

Use the Defining Order Management QuickCodes process to create order management lookup codes.

Use the navigation path below to consult Oracle Applications Help for information about performing the process.

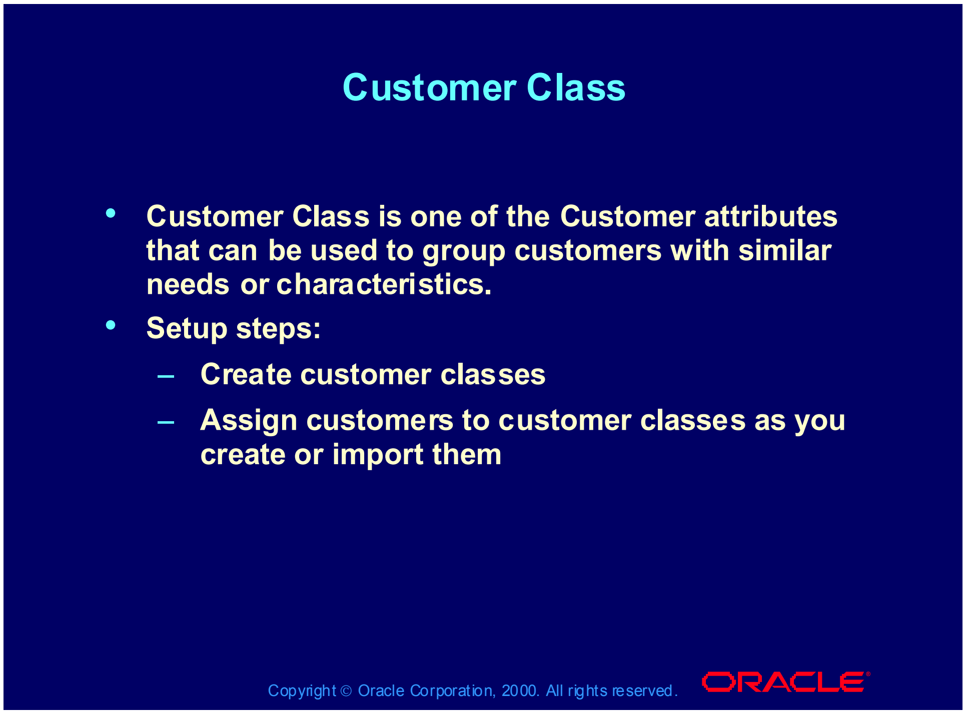
(N) Oracle Order Management> Setup > Quickcodes > Order Management

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 9



(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Steps 17 & 18

Customer Class



OM > Setup > Lookups >Receivables.

Customer class is an Oracle Receivables lookup (quickcode). You define the ones you want to use.

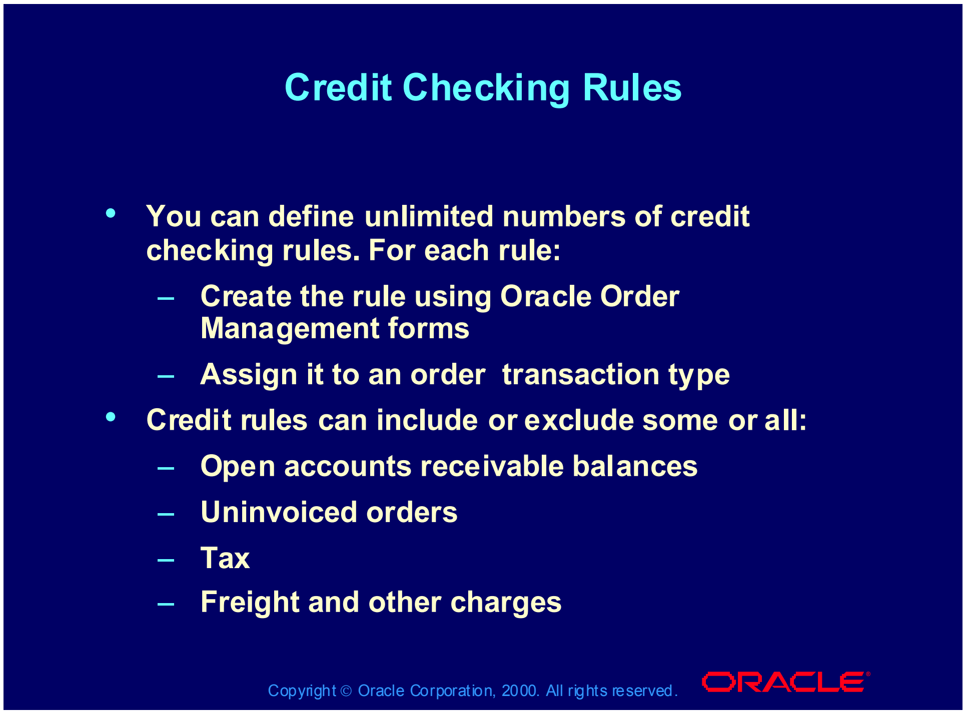
Customer class is useful in advanced pricing, where you can define price lists or pricing modifiers using customer class as a qualifier.

Setup Process: Credit Checking Rules

Setup Process: Credit Checking Rules

- Credit checking includes:
  - Validating that orders can continue processing
  - Notifying appropriate parties of credit holds
  - Releasing credit holds and approving orders
  - Reporting and querying tools to verify the hold processing

Credit Checking Rules

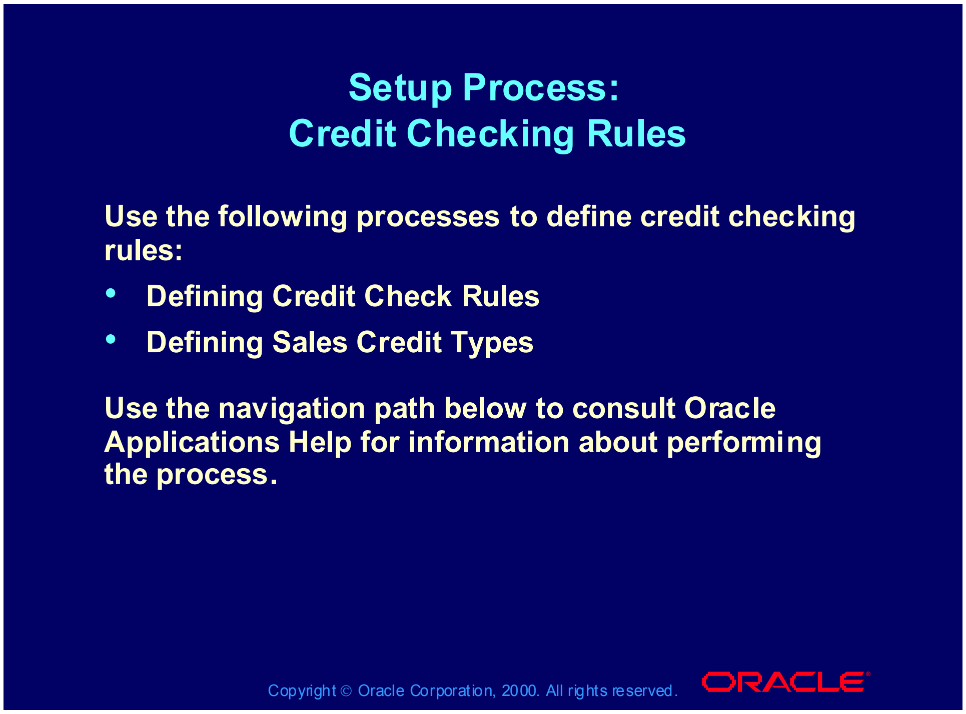


You can set up multiple credit checking rules, and then assign them to order transaction types. When you assign them to the order type, you can specify which rule to use at Booking time and which rule to use at shipping (pick release). They can be the same rule, or different ones. You might have a fairly general rule used at booking, and a more stringent one to be used at shipping.

If a rule is not specified then no other credit checking occurs at that point in the flow. Credit Checking is triggered when certain order and line attributes change. Until the order line is shipped, the booking rule is used; the shipping rule is used when the order line is pick released.

The various parameters of the credit check rule relate to how credit exposure is calculated for a customer or bill-to address.

Credit limits are set up for the customer or site using customer profile classes. Credit limits are setup for each currency that a customer may use.



(N) Oracle Order Management > Setup > Rules > Credit

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 25

Setup Process: Salespersons

Setup Process: Salespersons

- Salespersons information includes:
  - Territory
  - Account numbers
  - Sales credit type (quota and non-quota amount)
- You assign salespersons to:
  - Customers
  - Customer ship-to sites
  - Customer bill-to sites

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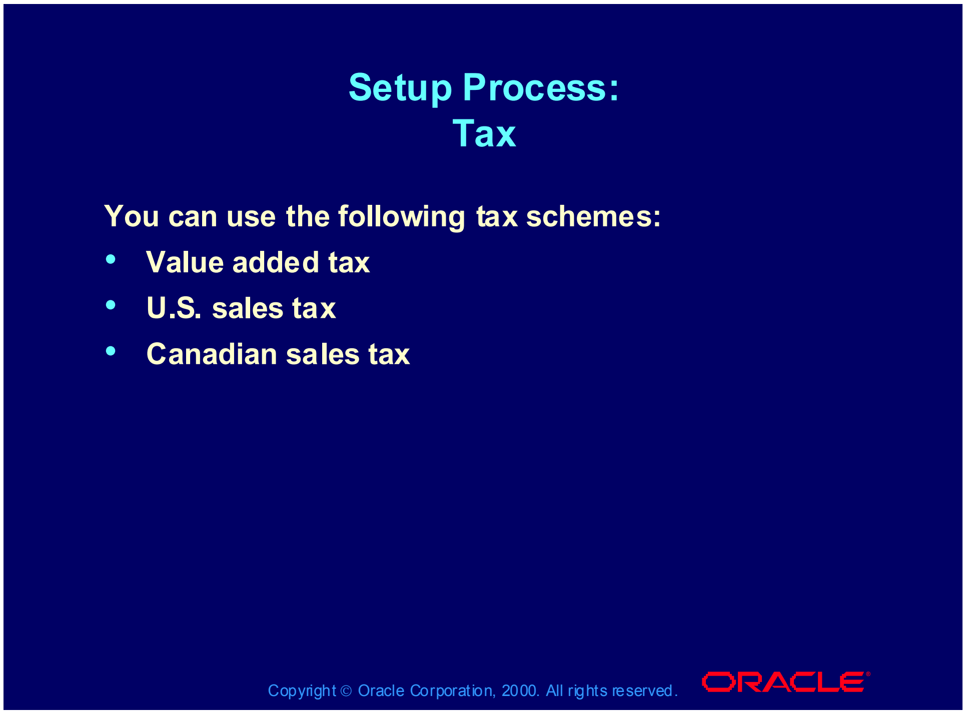
(N) Oracle Order Management > Setup > Sales > Salesperson

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 7

Setup Process: Tax



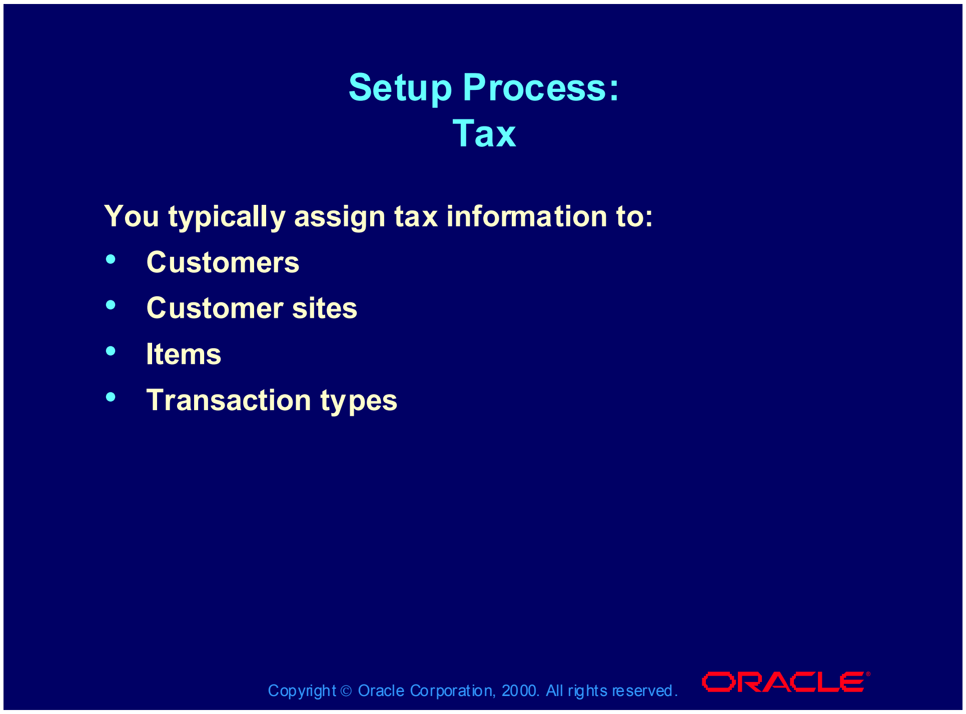
Setup Process: Tax

Setup Process: Tax

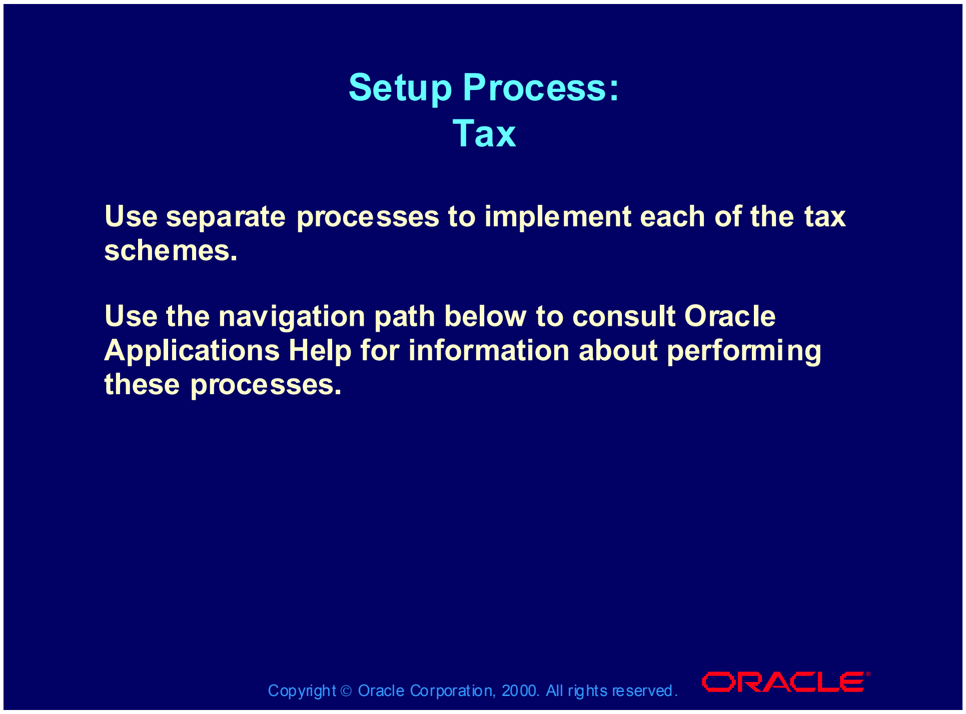
In general, you set up the following entities:

- Tax method
- Tax codes and exemptions
- Tax locations
- Tax rates and exemptions
- Tax groups
- Tax lookups
- Tax preferences
- Profile options
- System parameters

Setup Process: Tax



Setup Process: Tax



(N) Oracle Order Management > Setup > Tax > Codes

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 8

Setup Process: Invoicing

- Invoicing rules: Accounting period in which receivable amount recorded recorded
- Invoice sources: Control transaction type and numbering of invoices
- Accounting rules: Accounting period in which revenue distributions recorded
- Territories: Geographical areas assigned to customers, salespersons, invoices, and commitments
- Autoaccounting parameters: Assignment of general ledger accounts
- Payment terms

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Setup Process: Invoicing

Setup Process: Invoicing

Use separate processes to implement each of the types of invoicing information.

Use the navigation path below to consult Oracle Applications Help for information about performing these processes.

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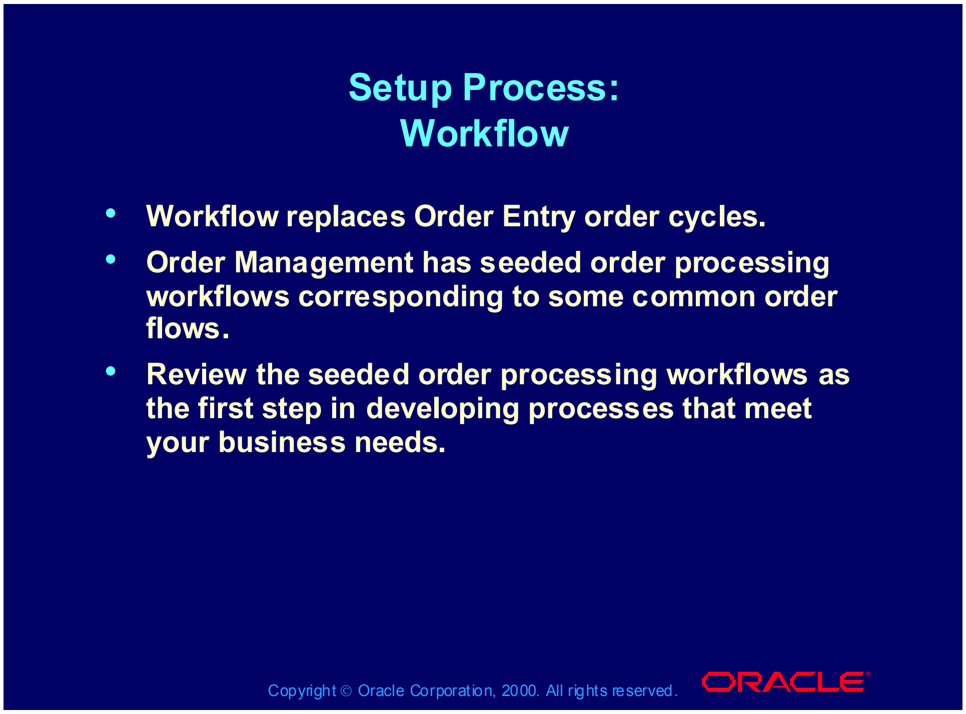
(N) Oracle Order Management > Setup > Orders > Payment Terms

(N) Oracle Receivables > Setup > Transactions > Accounting Rules

(N) Oracle Receivables > Setup > Transactions > AutoAccounting

(N) Oracle Order Management > Setup > Sales > Territories

(Help) Oracle Receivables > Setting Up > Setup Checklist


Setup Process:
Workflow
• Workflow replaces Order Entry order cycles.
• Order Management has seeded order processing workflows corresponding to some common order flows.
• Review the seeded order processing workflows as the first step in developing processes that meet your business needs.
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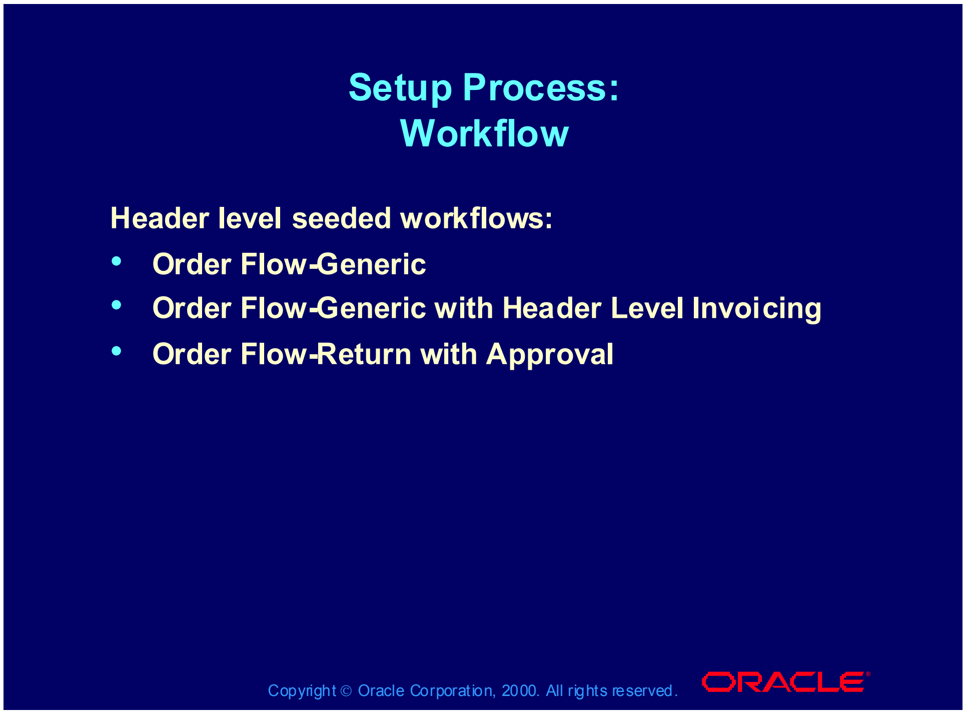
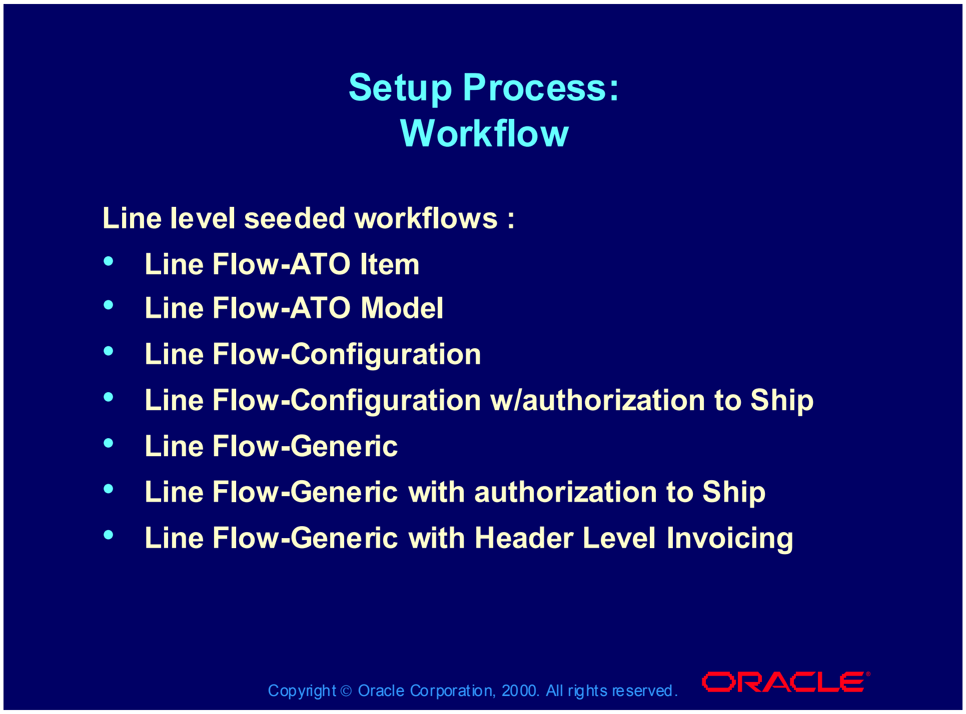


Launching Order Header Workflow Processes

When you save the order header, the process launches a workflow unique to the order header based on order type.



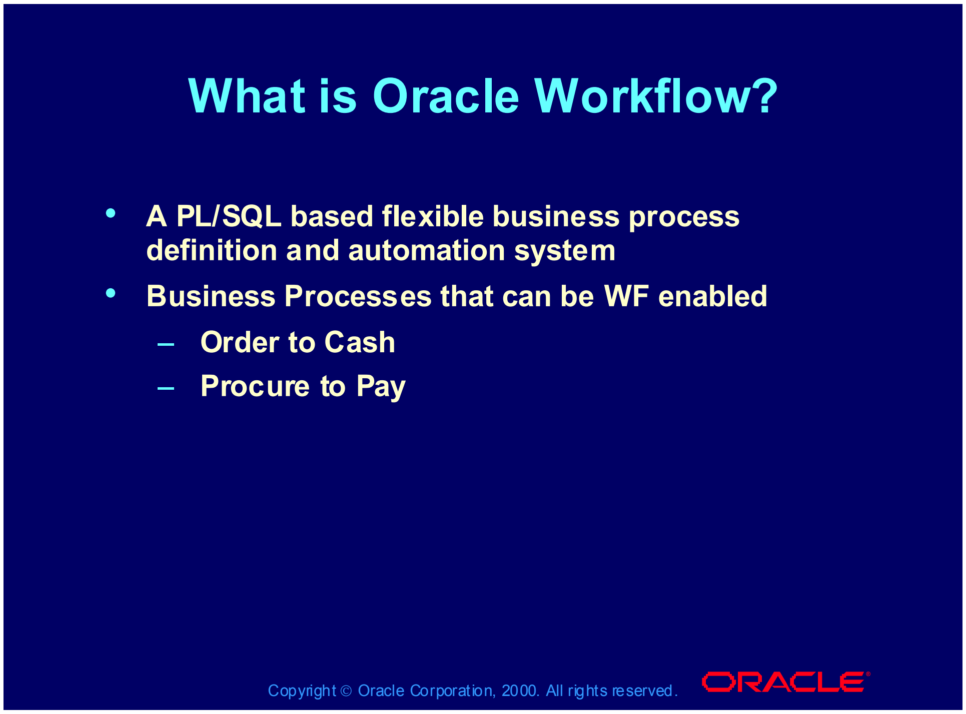
Launching Order Line Workflow Processes

When you save the order line, the process launches a workflow unique to the order line based on order type, item type, and line type.

Setup Process: Workflow

- Line Flow-Generic, Bill Only
- Line Flow-Generic, Ship Only
- Line Flow- Standard Service
- Line Flow- Return for Credit only
- Line Flow- Return for Credit with Approval
- Line Flow- Return for Credit with Receipt
- Line Flow- Return for Credit with Receipt & Approval

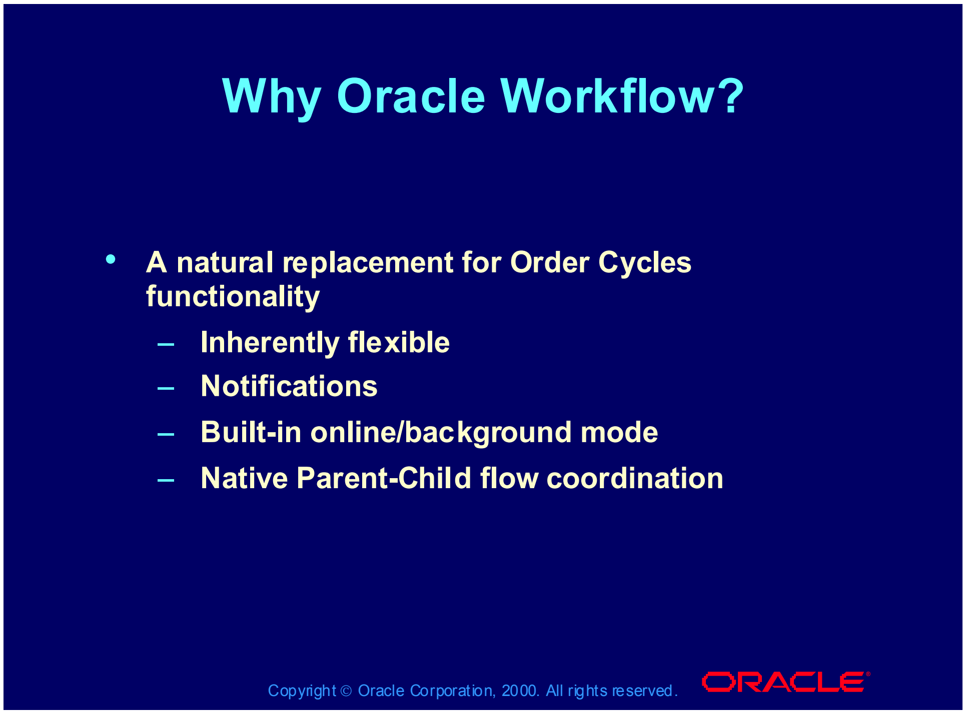
What is Oracle Workflow?



Oracle Workflow is a PL/SQL based complete workflow management system that supports business process definition and automation. Its technology enables automation and continuous improvement to business processes, routing information of any type according to user-defined business rules.

It includes the WF Engine, WF Builder, WF Definitions Loader, WF Monitor, Notification System etc..

The WF Engine manages the execution of a workflow process and tracks work in process. It maintains the state information of a workflow item and generates a complete history for the item (including an audit trail). It executes workflow rules and functions, which you define as PL/SQL procedures, automatically. It also calls the Notification System to deliver notifications to a user if an activity requires human intervention. The Workflow Engine includes a complete set of PL/SQL API's and public views that can be used to workflow-enable any Oracle-based applications.



Besides the Workflow Engine, Oracle Workflow is composed of the following modules:

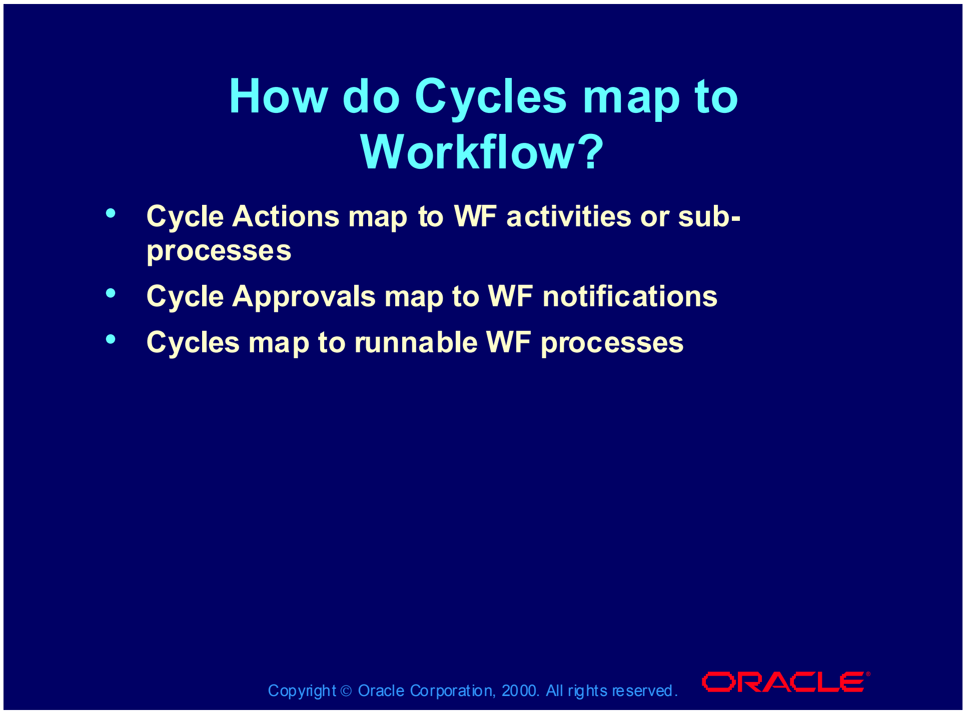
The WF Builder: A native windows program (NT or 95) that supports full GUI capability to allow design of a complete workflow process and its components (item types, process activities, function activities, notification activities, notification messages, etc.). The WF Builder that lets users graphically define flows to model their business processes. WF provides native support for coordination of Parent - Child Flows. It provides wait-for-flow, continue-flow activities to support this.

The WF Notification System: It is composed of the Notification Mailer program and a Web Agent interface that all work towards sending and processing end-user notifications. Notifications are viewable from an electronic mail application (via the Notification Mailer) or from the Notification Web page (via the Web Agent interface).

The WF Background Engine: WF has a Built-in online/background mode with a user-definable threshold. High Cost activities are automatically deferred to the WF Background Engine. The User sets up the Background Engine to run at periodic intervals and process the deferred activities.

The WF monitor: This is a Java based tool that lets you graphically monitor a flow's progress as well as view its transaction history in a tabular format.

How do Cycles map to Workflow?



WF Activity

This can be a function activity or a notification activity. Function Activities can execute PL/SQL code. WF provides certain seeded function activities (waits, blocks, defer etc). OM seeds various activities to perform functions like book Order, Schedule line, Interface Line to R receivables etc.

Notification activities are used to send out notifications. You can define them to be FYI or ones that require a response. In the case of the latter the flow stops until a response is received. You can use notification activities for Approval functionality.

WF Sub-Process

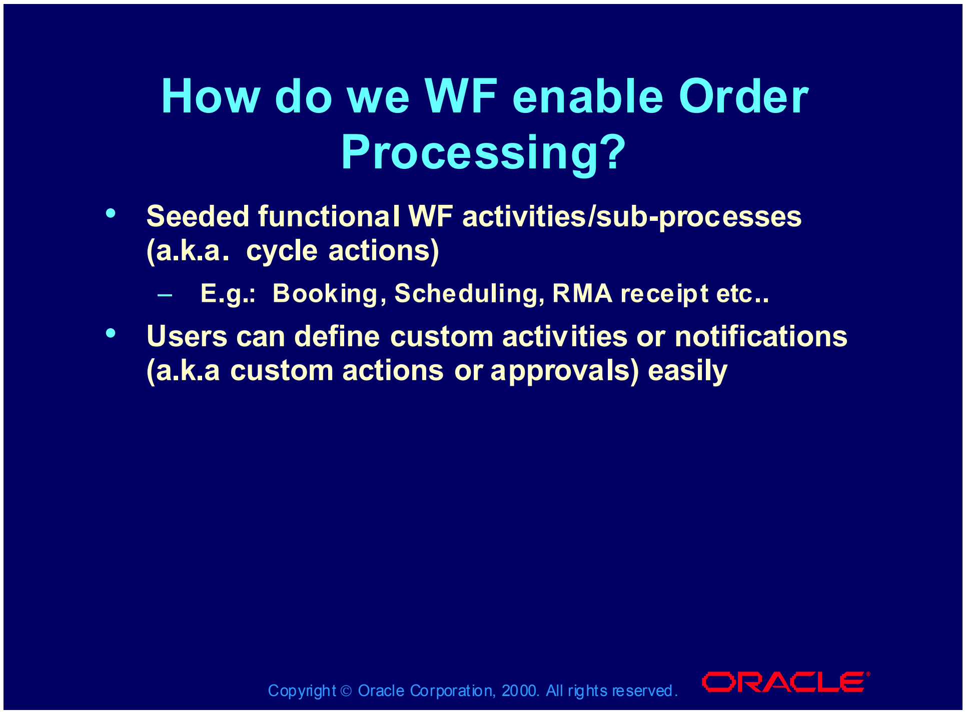
A Sub-Process is composed of one or more WF activities. A sub-process lets you modularize processing logic. OM seeds various functional sub-processes.

EG: A booking process where a User can initiate Booking, A booking process where booking is deferred.

WF Process

A Process is composed of one or more WF activities or sub-processes. An Order Header or Line can start only runnable WF processes. OM comes seeded with several Header and Line flows (runnable WF processes)

How do we WF enable Order Processing?



Order Management provides certain seeded WF activities/sub-processes.

At the Order Header level : Book Order, Close Order, RMA Approval

At the Order Line level: ATO functions (Functions to Create Configuration Item/ Create BOM/Create Work Order), Close Line, Fulfill Line, Purchase Release, Invoice Interface, Return Receipt, Return Inspection, Schedule Line, Ship Line.

Some seeded activities are function activities in that they call PL/SQL procedures (eg: Booking, Close Line, Close Order, Schedule Line, Invoice Interface, etc) . Others are block activities that wait for an external process to complete them (Ship Line, Return Receipt, Return Inspection ,etc)

Users can easily define their own custom WF activities, notifications using the WF Builder.

How do we do it?

How do we do it?

- Seeded Order and Line flows
  - Standard Header flow, Standard Line flow, Return Line Flow etc.
- Users can easily define custom flows

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Order Management provides several seeded Order Header and Line flows -

Header flows are composed of Header level activities.

Seeded Order Header Flows: Order Flow - Generic, Order Flow - Generic with Header Level Invoicing, Order Flow - Return with Approval

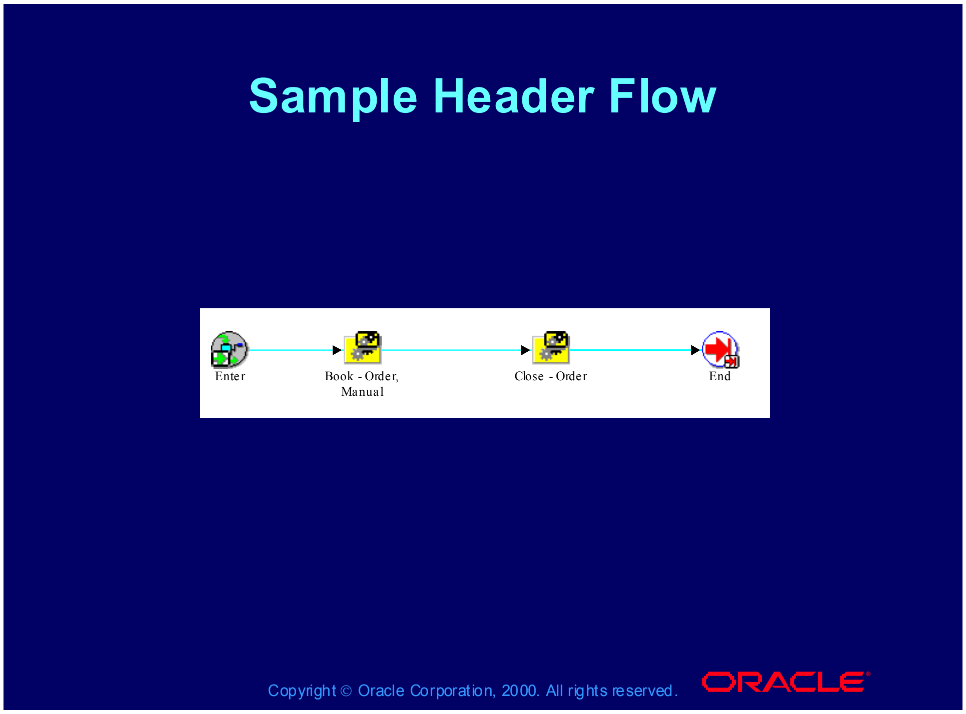
Line flows are composed of Line level activities.

Seeded Order Line Flows: Line Flow - Generic (supports all item types except the configured item), Line Flow - Generic Bill-only, Line Flow - Generic Ship -only, Line Flow - Configuration (supports configured item) etc.

Seeded Return Line Flows to support: Line Flow - Return for Credit Only, Line Flow - Return with for Credit with Receipt, Line Flow - Return for Credit with Approval, Line Flow - Return for Credit with Receipt and Approval.

Via the WF Builder, users can define new Header or Line flows using seeded or custom functions and notifications, to meet their varied Order Processing needs.

Sample Header Flow



This is the Order Flow - Generic.

It is made up of the following:

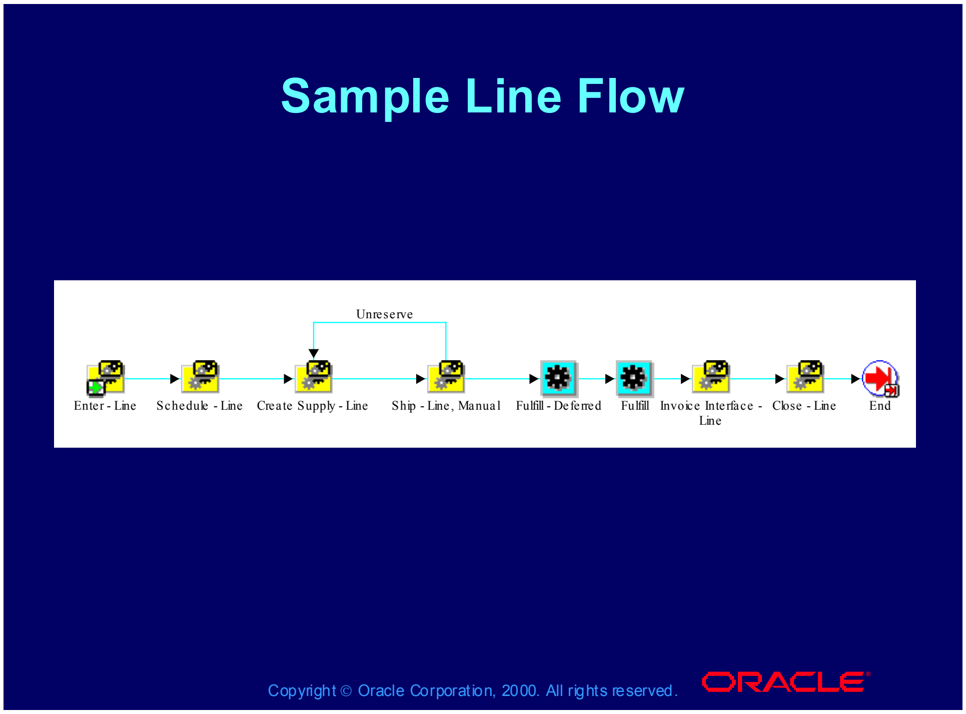
Enter Order: Seeded OM Activity that indicates the start of the Order flow.

Book Order - Manual: Seeded OM sub-process that allows you to book an Order via the Progress Order LOV from the Sales Order Form or via an Action request to the Process Order API.

Close Order: Seeded OM Process that is designed to close an Order after all the lines have closed.

End - Seeded WF End activity that indicates the end of the Order flow.

Sample Line Flow



This is the seeded Line Flow - Generic. It supports Order Lines with all kinds of items (standard, ATO item, ATO model/class/options, PTO model/class/options, included item). It does not support the configured item and a different flow supports that (Line Flow - Configuration).

It is made of the following:

Enter Line: A Seeded OM sub- process that ensures that the lines waits for the Order to book before progressing.

Schedule Line: A seeded OM sub-process that schedules the line.

Create Supply Line: A seeded OM process that internally branches to different sub-processes based on how the item is sourced, whether it needs to be built etc. For ATO models it branches to sub-processes that handle the configuration creation.

Ship Line- Manual: This seeded OM sub-process, includes a block activity that holds the flow until the line is picked and ship-confirmed.

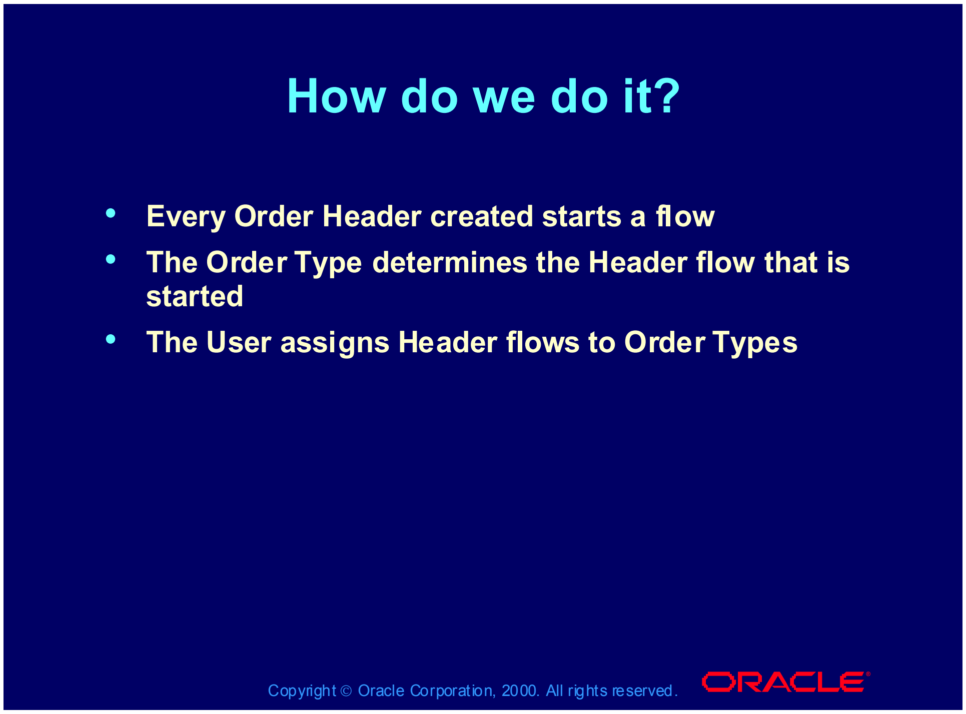
Fulfill deferred - This seeded OM activity defers the flow.

Fulfill - Line: This seeded OM activity ensures that the Line is fulfilled before it interfaces to Receivables.

Close Line: This seeded OM sub-process closes the line.

End - This seeded WF activity indicates the end of the Line flow.

How do we do it?



With Order Cycles, both the Order Header and the Line followed the same cycle. This is not so with OM.

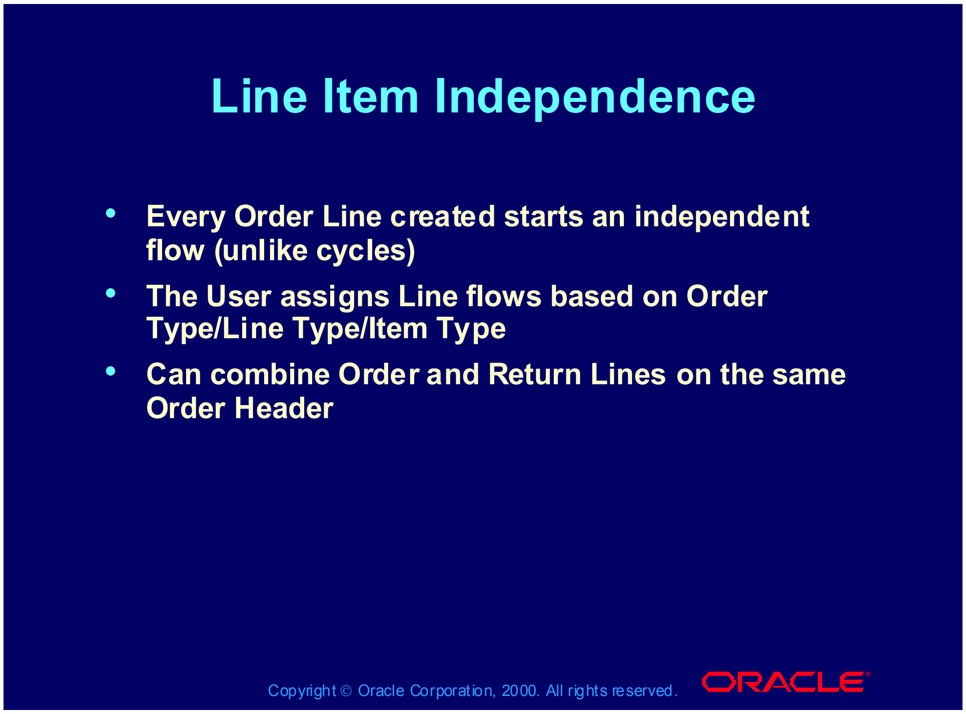
In OM the Order Header follows a Header flow. The Order Type determines the Header flow that is started.

E.g.:

Order Type	Header Flow Assignment
Domestic	Order Flow - Generic
RMA International	Order Flow - Return with Approval

The seeded workflow Item Type “OM - Order Header” (OEOH) is used to manage Header Workflows. All seeded Header level activities and processes are defined under this workflow item type.

The seeded workflow Item Type “OM - Order Line” (OEOL) is used to manage Line Workflows. All seeded Line level activities and processes are defined under this workflow item type.



With Order Cycles, the Line on an Order followed the same cycle as the Header. This is not so with OM.

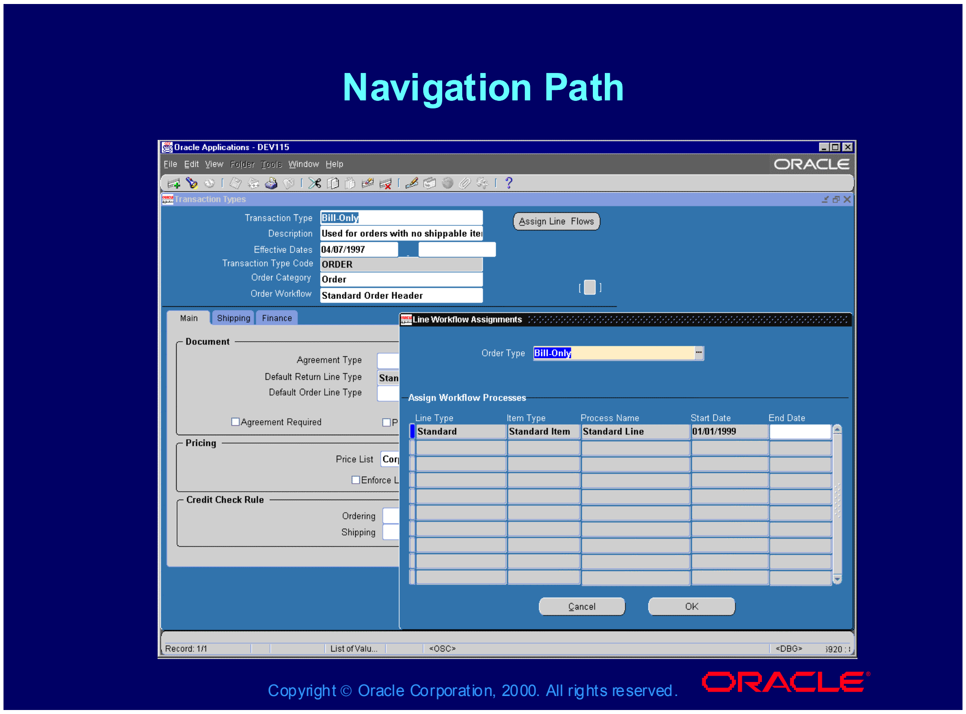
In OM each Order Line follows a Line flow. The Order Type, Line type and Item Type determines the Line flow that is started.

E.g.:

Line Type	Order Type	Item Type	Flow Assignment
Standard	Domestic		Line Flow - Generic
Standard	Domestic	Config	Line Flow - Configuration
Return	Domestic		Line Flow - Return for Credit with Receipt
Return	International		Line Flow - Return for Credit with Receipt and Approval

This means that different lines on an Order can follow different flows. Users can if desired, mix Order and Return Lines on the same Order Header.

Navigation Path



The Define Transaction Types form lets users define Order Types and Line Types. It allows users to assign seeded or user defined Header flows to Order Types.

The WF assignments window is available from the form. It lets users assign seeded or User defined flows to Line Types.

Again, the Order Type on the Order determines the Header flow that is started. An Order can have lines of different line types/categories on it. Each can follow different flows depending on its line type and item type.

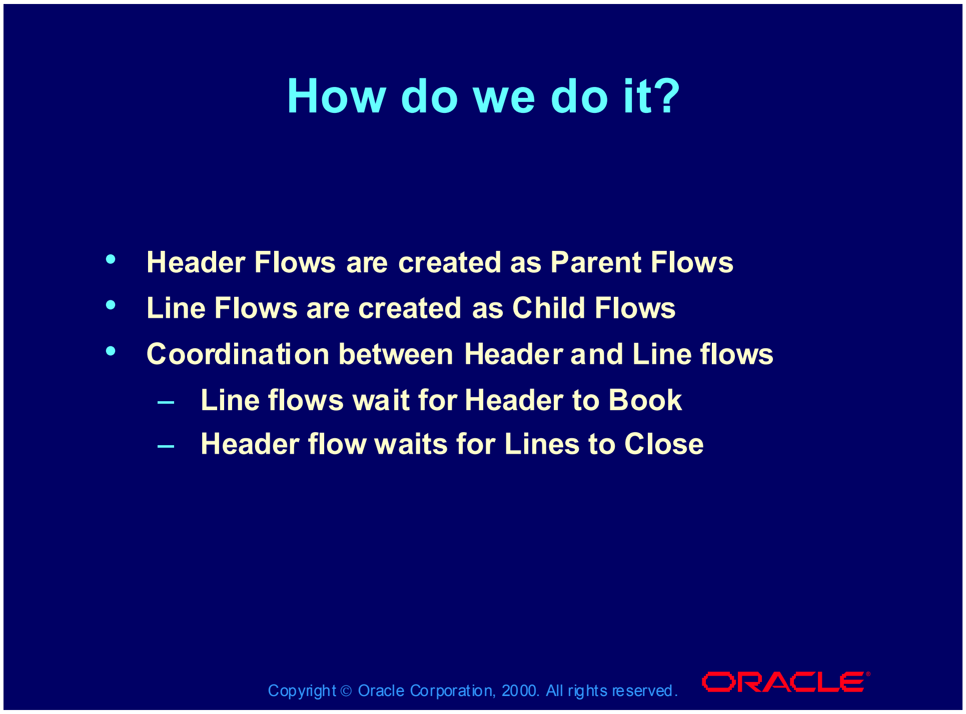
E.g.: On the same Order -

A Return Line can start the flow "Line Flow - Return for Credit with Receipt"
.

An Order Line with a standard item can start the flow "Line Flow - Generic"

An Order Line for a configured item can start the flow "Line Flow - Configuration"

How do we do it?



We can coordinate Header and Line flows using seeded WF coordination activities - Wait for flow, Continue flow.

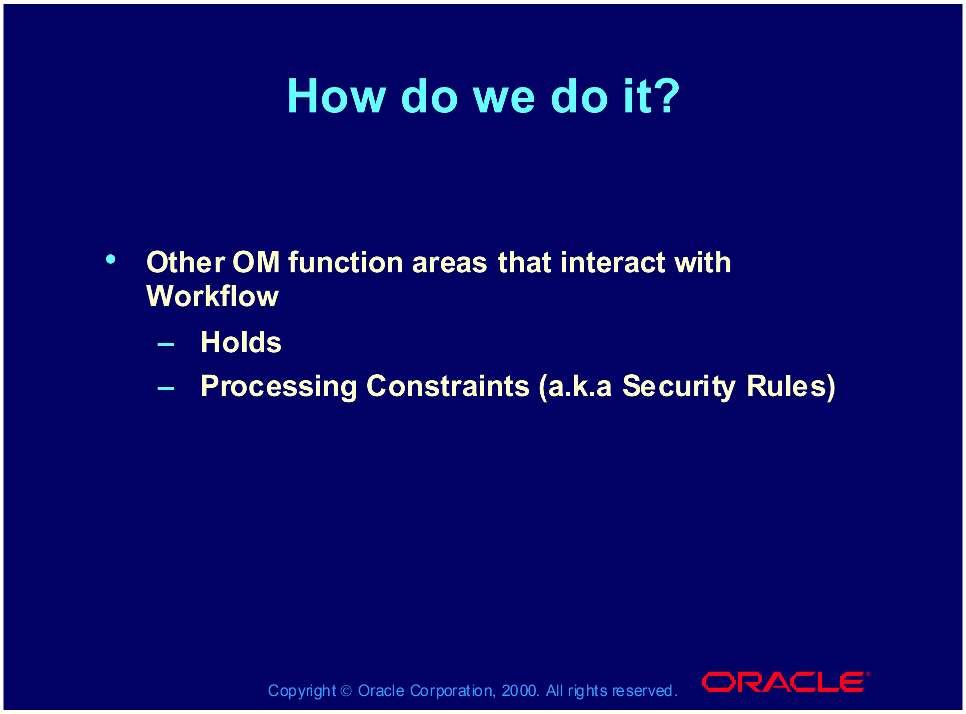
Header Flows are created as Parent Flows. Line Flows are created as Child Flows of the Header flow.

E.g.: The Line flows wait for the Header to Book, before progressing.

E.g.: The Header flows wait for the lines to close, before closing.

Users can customize the flows to do additional coordination for their custom activities or notifications.

How do we do it?



Akin to Order Cycles, the following OM components interact with Workflow:

Holds - Users can define and apply activity specific Holds based on workflow activities. Header and Line flows will honor both generic and activity specific holds. A flow that comes across a hold will not proceed unless that hold is removed.

E.g.: Cannot Book an Order that has a generic Order level hold or a Booking specific Hold.

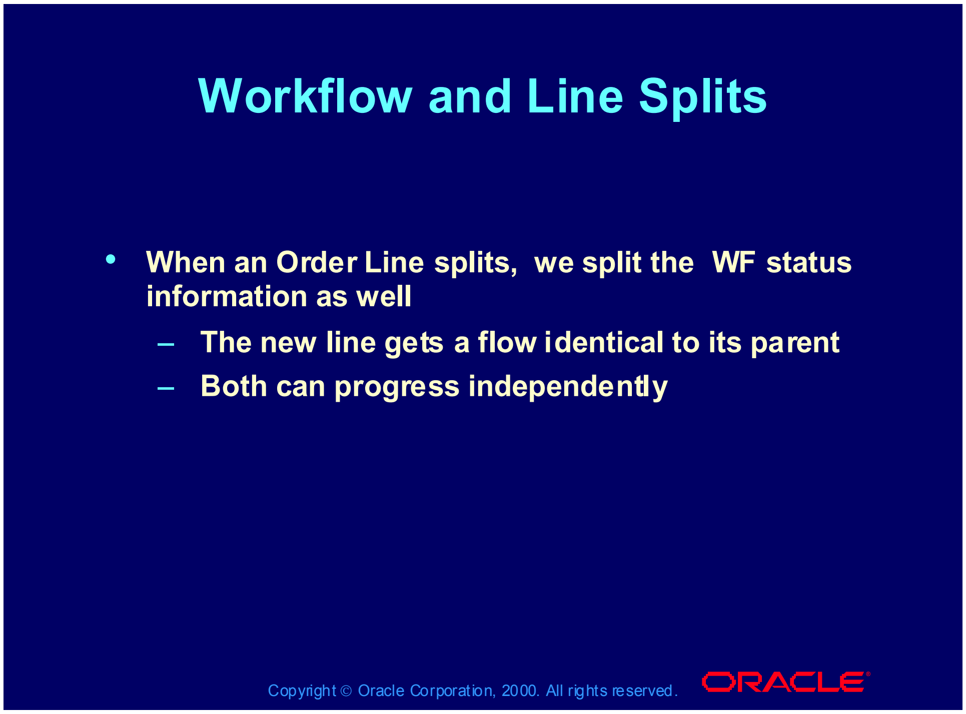
Constraints - The OM Processing Constraints Framework lets you define constraints based on flow state.

E.g.: Cannot delete an Order Line, once the Order is booked,

E.g.: Cannot change quantity, once Line is past some custom approval.

Constraints are checked before every update/delete/insert operation. Constraints Logic looks at WF status tables or status information de-normalized onto the base entities.

Workflow and Line Splits



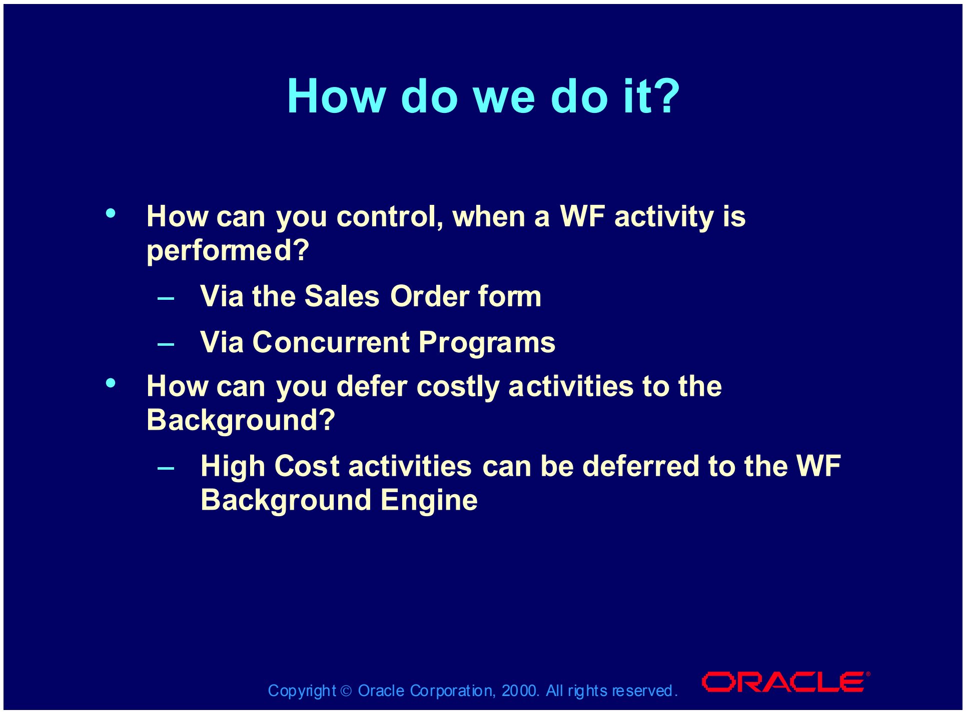
Order Line Splits can be User or System initiated. User can split a line when he wants to break a Line into multiple shipments.

System splits arise when a Line is processed partially at certain points (Ship Confirmation, Return Receipt, Purchase Release Receipt) in the Line flow.

E.g.: An Order Line is partially ship-confirmed, since the entire ordered quantity is not available.

In OM we split the line, as opposed to maintaining a partial processed state on the line. The application splits the line, so that the processed part can progress in its flow, while the unprocessed part awaits processing. The new line that is created will have the same status history as the one it split from.

E.g.: A line is awaiting ship-confirmation. The user partially ships that line. This splits the line into two. The line that is shipped can go ahead and interface to receivables. The other line continues to wait at the Ship Line activity.



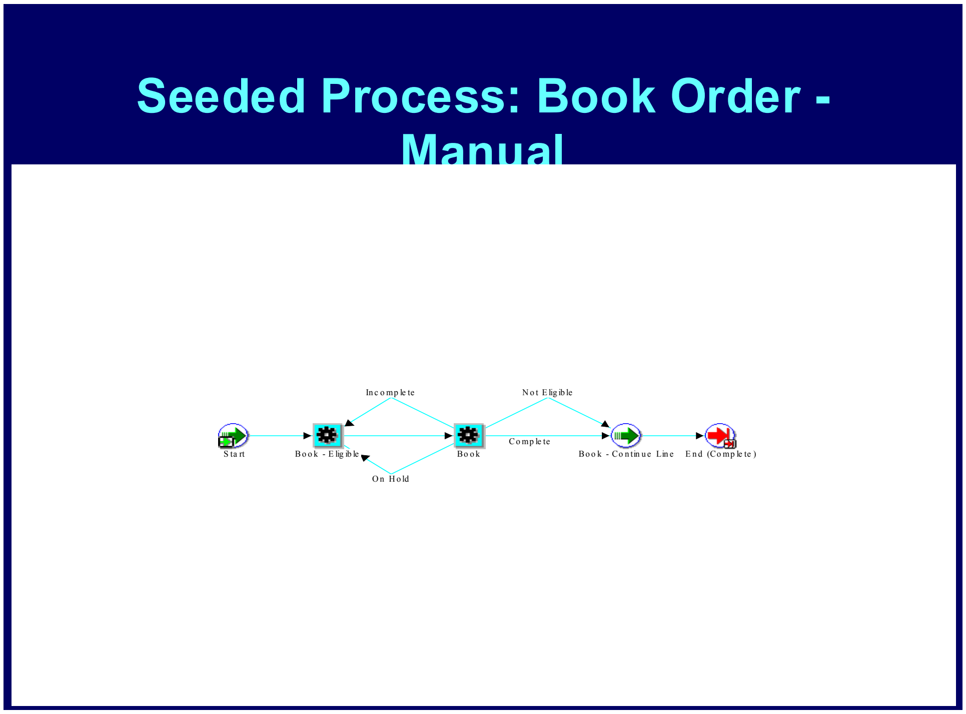
Users like to control, the execution of certain activities. E.g.: Booking, Scheduling, Configuration Creation, Work Order Creation, Purchase Release. OM facilitates this using seeded Block activities before the actual function. An Order or Line being at this Block, is interpreted as being eligible for the following function.

The Sales Order form, lets the User complete functions that an Order or Line is eligible for. This feature is available via the Progress Order LOV.

OM also provides concurrent programs to complete certain activities en-masse. E.g.: Scheduling, Config Creation, Work Order Creation, Purchase Release etc.

Deferring Costly activities to the Background: Some activities could be time-consuming and the User may not want to wait for them to complete. Eg: Interfacing to Invoicing. The cost of such an activity can set to be higher than the WF threshold. Doing so defers it to the background. When the WF Background Engine runs, it will pick it up and process it.

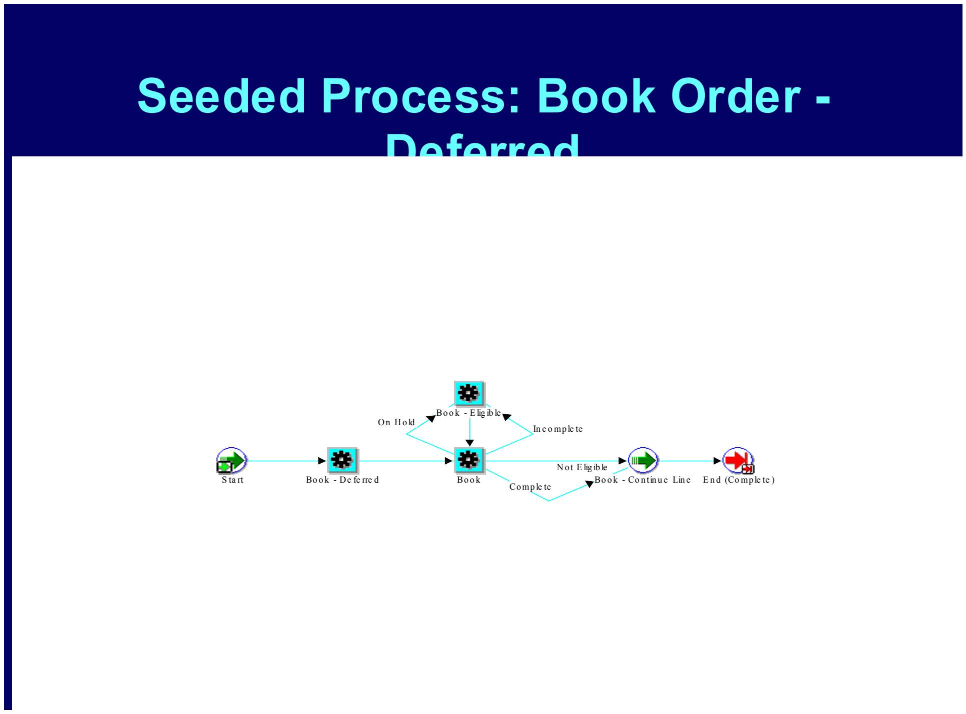
Seeded Process: Book Order - Manual



This is the seeded Book Order WF sub-process. It is composed of the 'Book Eligible' Block, the 'Book Order' Activity and the coordination activity to continue the Line flows.

If the Book Order activity finds that there is hold on the Order (generic or Booking specific) then it completes with a 'On Hold' result and transitions back to the "Book - Eligible" activity. If the Order fails booking validation (required attributes are missing etc) then it completes with an "Incomplete" result and transitions back to the "Book - Eligible" activity. If the Order is booked successfully it completes with a "Complete" result and transitions to the activity that signals the waiting Line Flows to continue. The End activity indicates the end of the sub-process.

If an Order flow is awaiting at the Book Eligible block, it will show up on the Progress Order LOV. A User can book the Order via the Progress Order LOV or the Book Button, hence the term "Manual" in the sub-process name.

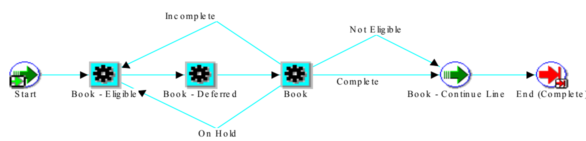


Users can also use the seeded deferred Booking Process. This is recommended for use for Orders created by batch processes (eg: Order Import).

Most of the functional sub-processes have been seeded in two flavors: Deferred and Non-Deferred. You can use the flavor that suits your business needs.

Note: Oracle Workflow does let you set the cost of an activity such that it is deferred. However the limitation there is that whenever the activity is used it will get deferred. Business processes require that an activity is synchronous in one flow but deferred in another . To meet this requirement you can use the seeded WF Defer Thread activity or create an activity that calls the WF_ENGINE.Defer API. In the above example ‘Book - Deferred’ does the latter

Another variation on Book Order



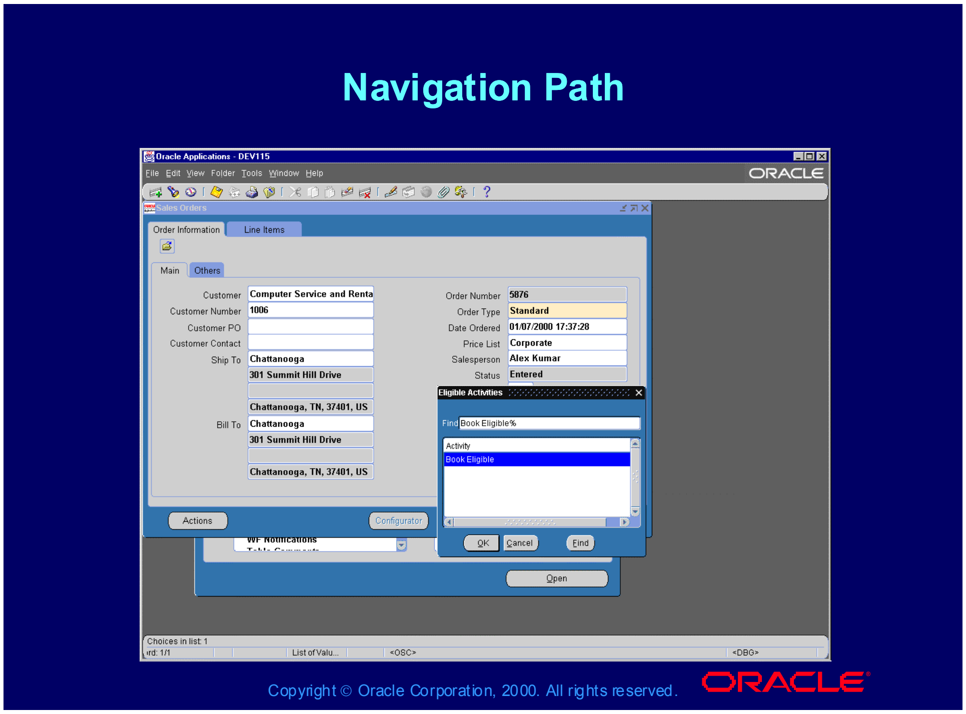
You can also create a variation as shown above. This version allows Users to control when the Order actually books but do not have to wait for Booking to complete, before they move on to other tasks.

As you can see with Oracle Workflow, you have a lot of flexibility in modeling your business processes.

This variation has not been seeded. Customers can create this variation from the Builder.

Note: All OM WF seed data is locked at an access level of 20. Customers should be using the Builder at an access level of 100.

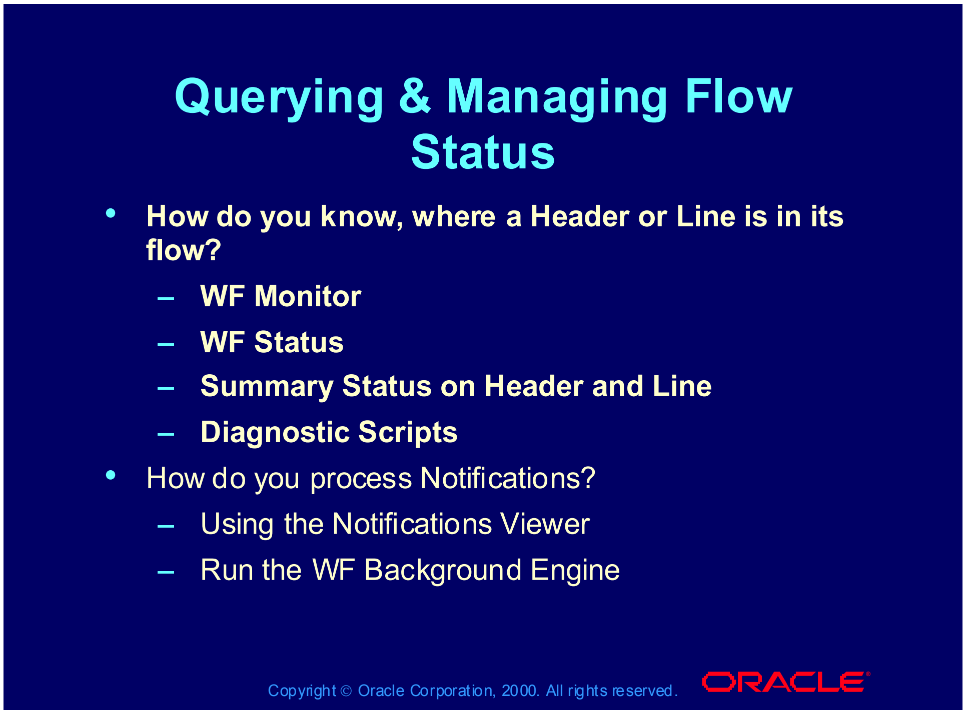
Navigation Path



The Progress Order LOV, is available from the Sales Order Form. It shows what activities an Order or Line is eligible for. Users can choose the activity they want to complete.

In the above example, the LOV is indicating that the Order is eligible for Booking.

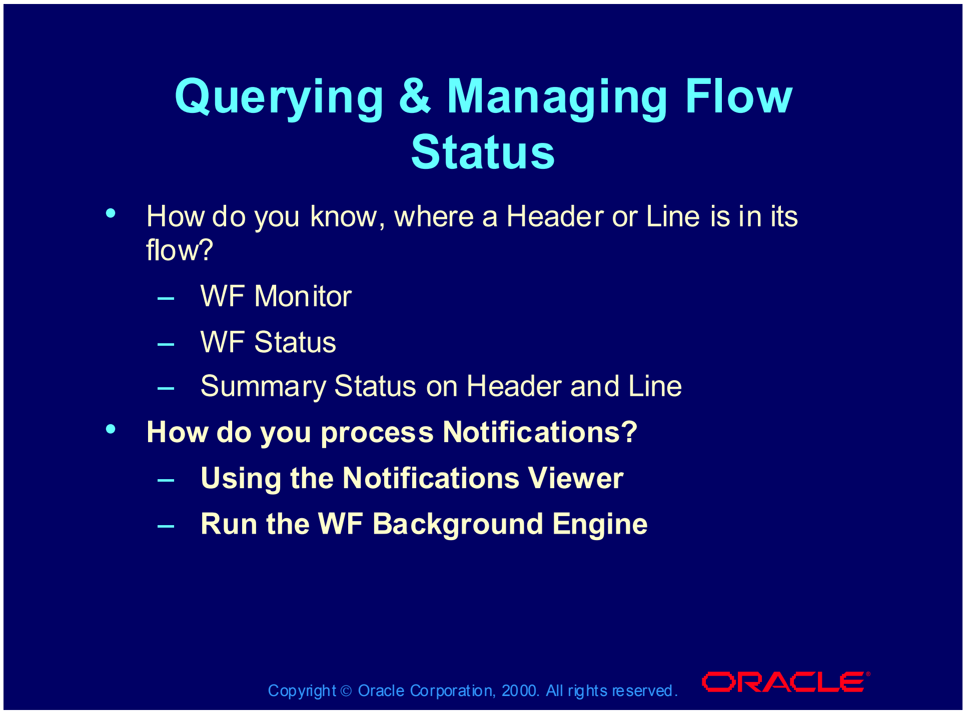
Selection OK, triggers completion of the “Book - Eligible” activity thus re-starting the Header flow.



Querying Flow Status:

There are multiple ways to find out where an Order Header or Line is in its flow:

- A Header/Line Status summary available on the Order Header/Line.
- Workflow Status - This provides a tabular representation of all the activities that have completed and the results they have completed with. This is available from the Sales Order Form - Tools menu.
- Workflow Monitor - This provides a graphical representation of the flow. This is available via a button from the Workflow Status page.
- Run the diagnostic script that WF provides - wfstat.sql
- Run the OM diagnostic script - omse11i.sql

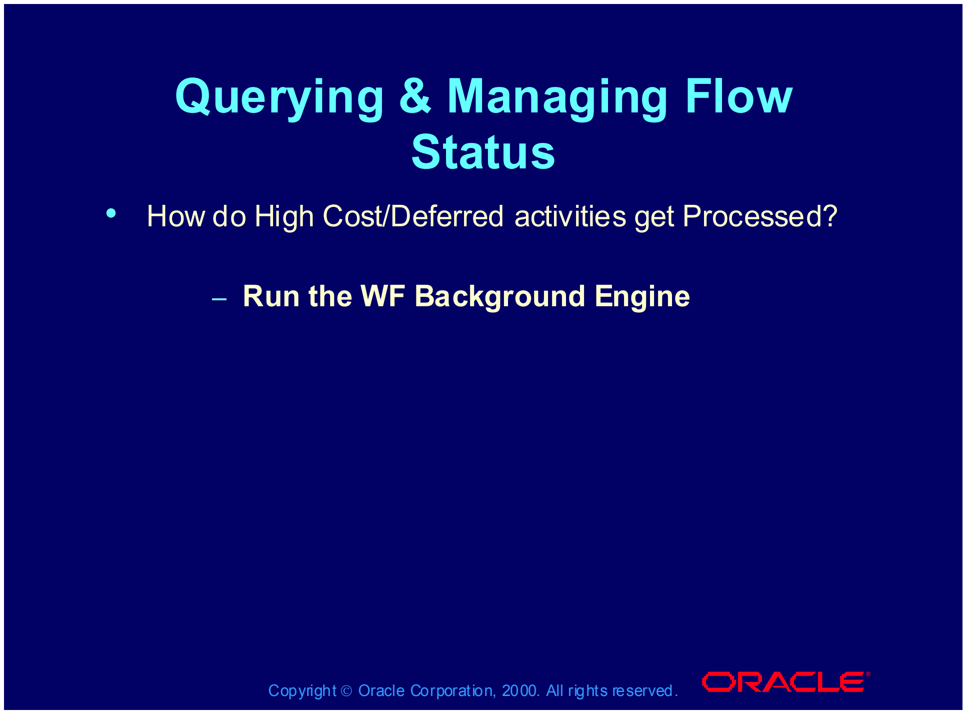


Processing Notifications

Notifications are viewable from an electronic mail application (via the Notification Mailer) or from the Notification Viewer Web page (via the Web Agent interface). The Notification System processes the user's response and relays the information back to the Workflow Engine so as to complete the notification activity. The Notifications Viewer can be attached to any Applications Menu.

Note: FYI Notifications (Notifications that have no result type attached) do not require a response. A flow will continue on after sending out a FYI notification.

Querying & Managing Flow Status

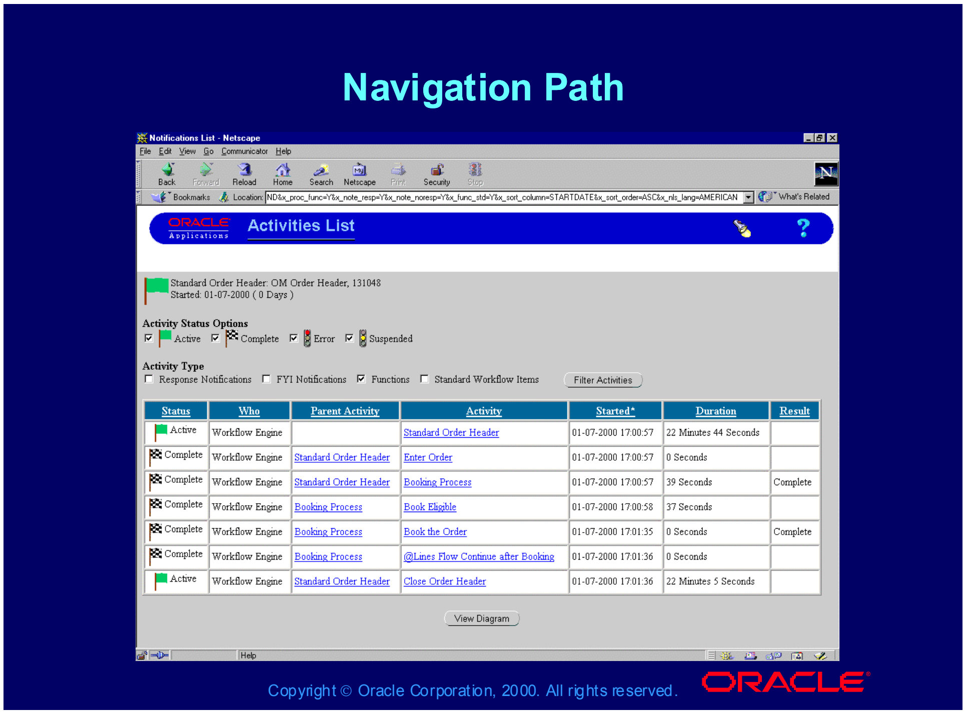


The Workflow Background Engine processes deferred (due to high cost) activities, timed out notification activities and wait activities. You should schedule the Workflow Background Process Concurrent Program to re-submit periodically. Depending on their Order Processing needs you should run as many Background Processes as often as needed to process all the deferred and timed-out OM related activities. These should be set-up such that they pick up only OM work items (OM Order Header, OM Order Line).

Most functional sub-processes have been seeded in both deferred and non-deferred versions. The seeded line flows use the deferred versions of processes. Users can define their own flows to meet their specific business needs. In some cases, Wait activities are used to deal with holds. Thus, Users must have a scheduled Background Process running to process OM related WF activities.

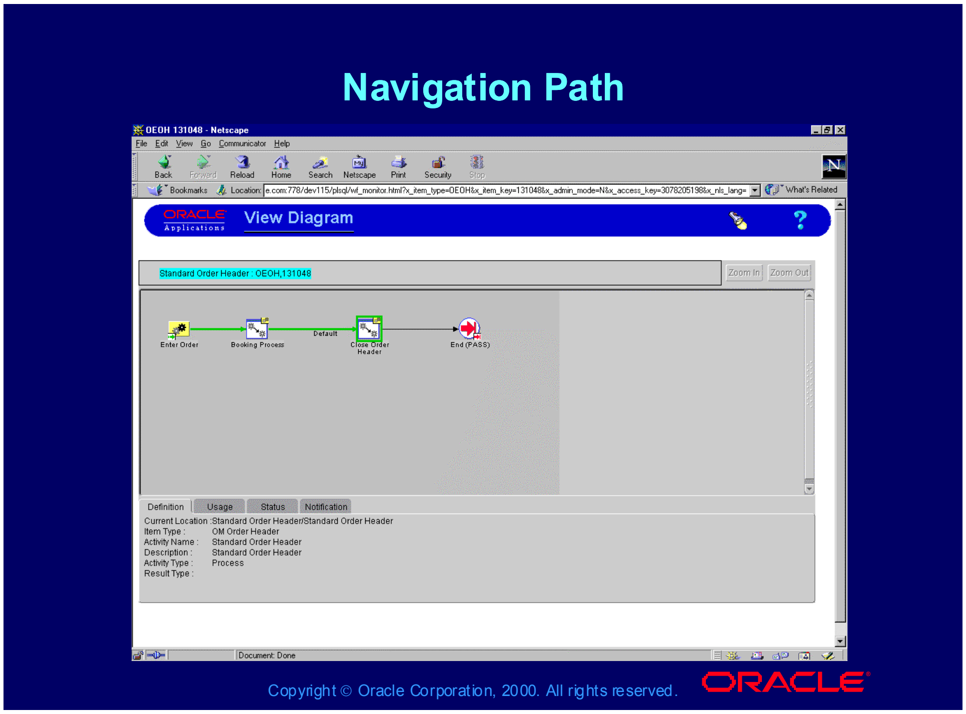
Note: Please refer to Oracle Workflow documentation for information on the Background Engine.

Navigation Path



The Workflow Status is available from the Sales Order Form- It provides a tabular representation of all the activities that have completed and the result they have completed with.

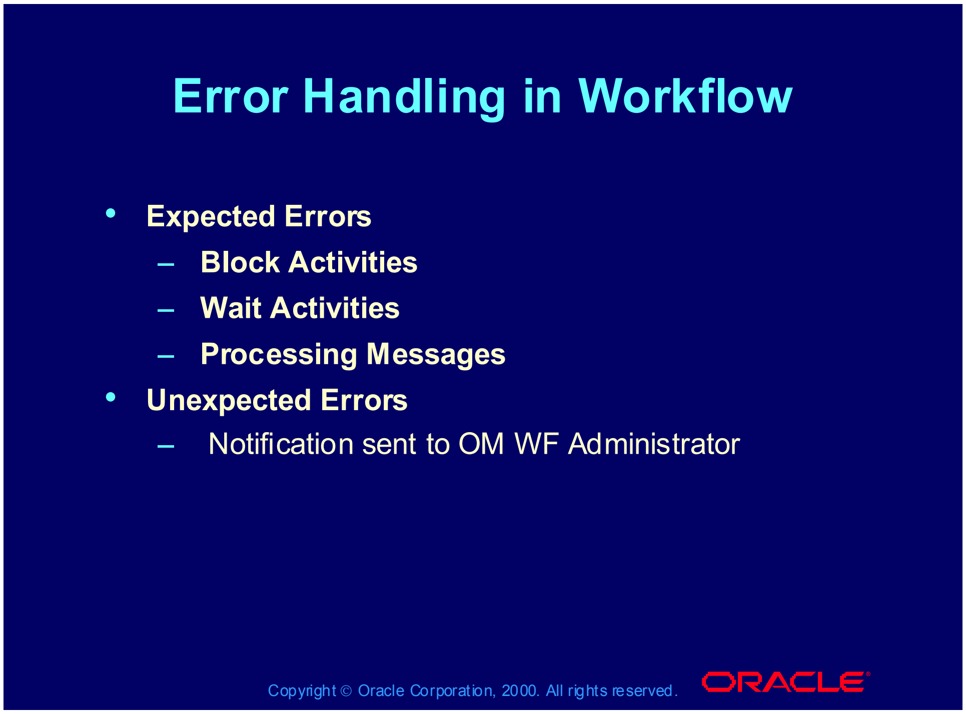
Navigation Path



The Workflow Monitor is available from the Workflow Status Page(via the ‘View Diagram’ button). It provides a graphical representation of the Order or Line flow. The progress of the flow is highlighted in Green.

The tabs on the bottom provide additional information about the process. You can zoom in to look inside a sub-process to check the exact activity that the flow is waiting at.

Error Handling in Workflow



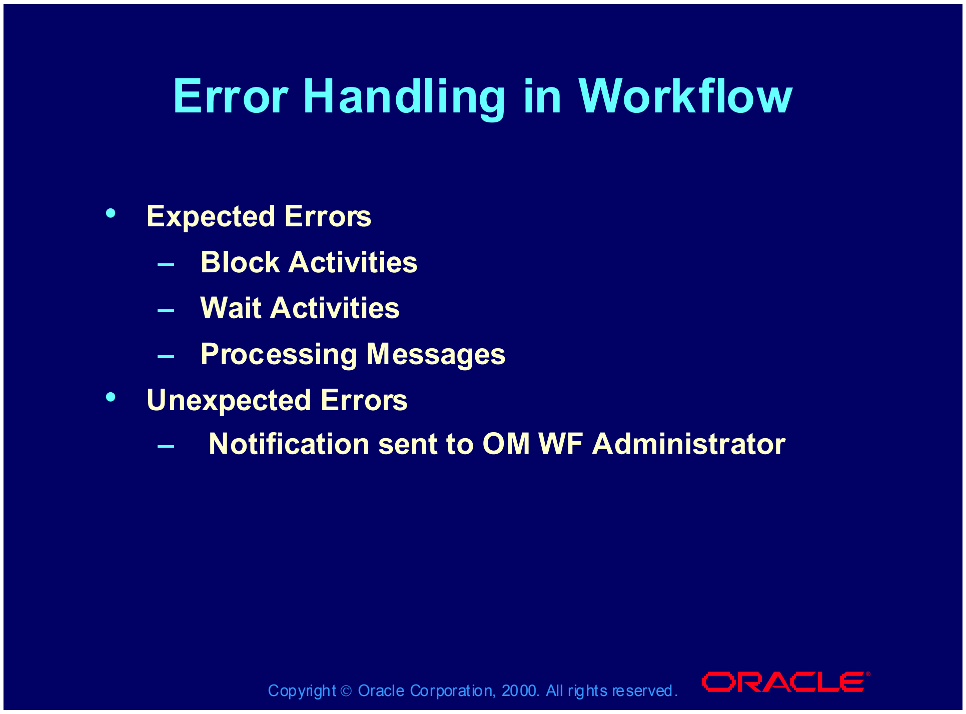
Order and Line Flows can run into two kinds of errors:

Expected Errors - These are exceptions that a Business Process expects and can handle.

Eg: Booking requires that there be a Price List on the Order. If the User attempts to Book an Order that has no Price List, the application will display appropriate messages and the Order will not book. Thus the Booking WF activity will complete with an 'Incomplete' result and transition back to the eligibility block.

Eg: Many business functions honor holds. The Invoice Interface activity honors holds. If it finds a hold on the line, it will post appropriate messages, complete with a 'On Hold' result and transition to a Wait activity. When the Wait activity is processed by the WF Background Engine, the line will attempt to interface to Invoicing again.

Note: The wait activity is set to wait for a certain fixed time. If your requirements need the wait interval to be shorter then you need to copy the sub-process (give it a different name) and change the interval as desired.



When activities are processed by the Background Engine, the messages that they post get stored in the OM processing messages table. The user can use the Processing Messages window to query and view messages that were posted by various seeded OM WF activities.

When activities are completed via the Sales Order Form, the Processing Messages Window will be launched to display any posted messages.

When activities are completed via a concurrent program, the output file will display all posted messages.

Unexpected Errors - These are errors that a Business Process does not expect under normal circumstances. Eg: Database errors such as running out of rollback segments, Data integrity errors.

In this case, the activity errors out and Workflow starts the default error process - “Retry Only”. This is seeded WF error process. T he activity that ran into the unexpected error gets marked with an ‘Error’ status (in WF_ITEM_ACTIVITY_STATUSES) and a notification listing the details is sent to the OM WF Administrator.

Error Handling in Workflow

- **Expected Errors**
  - Block Activities
  - Wait Activities
  - Processing Messages
- **Unexpected Errors**
  - **Notification sent to OM WF Administrator**

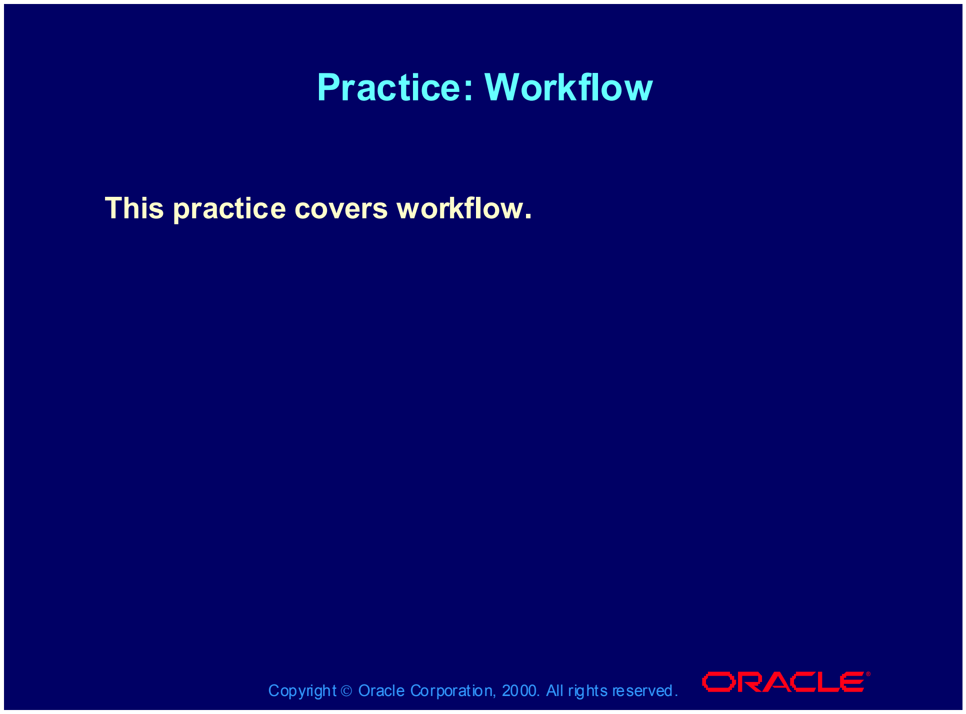
Once the problems have been corrected the administrator can choose the 'Re-try' option on the notification and complete it. This will retry the errored activity. The Administrator can also choose to retry the activity from the Workflow Monitor.

The "OM WF Administrator" is an WF item attribute defined for both the Order and Line Workflow Item type. It has a default value of "SYADMIN". You can change it to any other WF Role.

The "OM WF Administrator" is an WF item attribute defined for both the Order and Line Workflow Item type. It has a default value of "SYADMIN". You can change it to any other WF Role.

Notifications sent by the WorkFlow error process are sent to the role set in this Workflow item attribute.

Practice: Workflow



Lab 1: Understanding Workflow Activities

Scope

Before we actually begin the fun of building our own workflow process, we need to explore the entities that make up the workflow process themselves. This lab is intended to give you practice getting around in the Workflow Builder Navigator. It will also confirm that you understand how to retrieve detailed information for each of the workflow building blocks. I will ask specific questions about the Order Management Header and Line Flows that you will need to answer.

In Lab 1 you complete each of the following steps:

1. Login to the database and Load the OM Order Header and OM Order Line Item Types.

2. Save these off to disk in File format.

3. Explore each of the Workflow objects through a question and answer approach.

Prerequisites

1. Loading Workflow Builder 2.5 onto your client machine. If this has not been done go to the following URL and follow instructions.

http://www-apps.us.oracle.com/atg/wf/

Procedure – Exploring Workflow Objects

1. Open the Workflow Builder 2.5 on your client machine (Start + Programs + Oracle For Windows NT + Oracle Workflow Builder 2.5)

2. Choose the Open folder icon or choose File + Open…

3. Next choose the 'Database' radio button and enter the following connect string:

4. Choose 'OK' and you will get a list of all the 'Item Types' loaded into the database. The 2 you are concerned with currently are OM Order Header and 'OM Order Line'. Choose each of them and 'Add' them to the 'Visible' side of the window as shown.

5. Choose 'OK' and wait for them to be loaded. Notice at this time that the small 'apps@vis11i' icon is representative of a database disk.

This means that saving changes would be done to the database of the workflow definition. Since we are all logged into the same database, we would be overwriting each other's definitions. In addition, there is no reason to stay attached to the database. Instead we will each save this current definition off to the hard disk of the client machine which you are on.

6. Choose File + Save As… and enter a filename of 'OMWF' Now notice that there is no longer a 'Blue Disk' icon but rather a 'Folder' icon. This means that any changes made are going to a file on disk rather than the database. Please continue to save any changes to this file and not the database, unless otherwise instructed by the class leader.

7. Expand the folder and answer the following questions.

Questions:

1. What is the Internal Name for the 'OM Order Header' Item Type? ________ And the 'OM Order Line' Item Type______________

2. The most common workflow process used for the OM Order Header is the 'Order Flow – Generic'. Find it and give the Internal Name ______________

____

3. Is this Process Runnable? _______. Do you recall what the difference between a Runnable and Non-Runnable process is? Explain ______________

____

____

4. Double Click on the 'Order Flow – Generic' process. The process details in the form of a flow diagram should display in a separate window. Is the 'Book

Order – Manual' a Process, Function or Notification? _____________ How can you tell? ____

5. Double Click on the 'Book Order – Manual'. You will see the 'Book Order – Eligible' icon. This is a function activity. What PL/SQL function is executed when this activity is run? ____

Do you recall the purpose of the function? Explain? ___________________

____

____

6. What is the PL/SQL function executed when the 'Book' function activity is run?____ Could you find the code associated with this function if asked to? ______________________________

7. The 'Book Line – Continue' function has an associated 'Wait For' function. What is the Internal Name and Display name of the associated 'Wait For' function? ____

8. Open the 'Line Flow – Generic' process within the 'OM Order Line' Item Type. The Sub-Process called 'Ship – Line, Manual' which has a Result tied to it. What is the Result Name? _____________________________________ Find the Lookup Type in the Navigator for this Result and list all the 'Lookup Codes'. Hint: Look in 'OM Standard' Item Type if it is not found in the 'OM Order Line'. ____

____

9. Within the 'OM Order Line' Item Type, there is an attribute called 'Line Short Descriptor'. How is the default value for this attribute derived? ___________

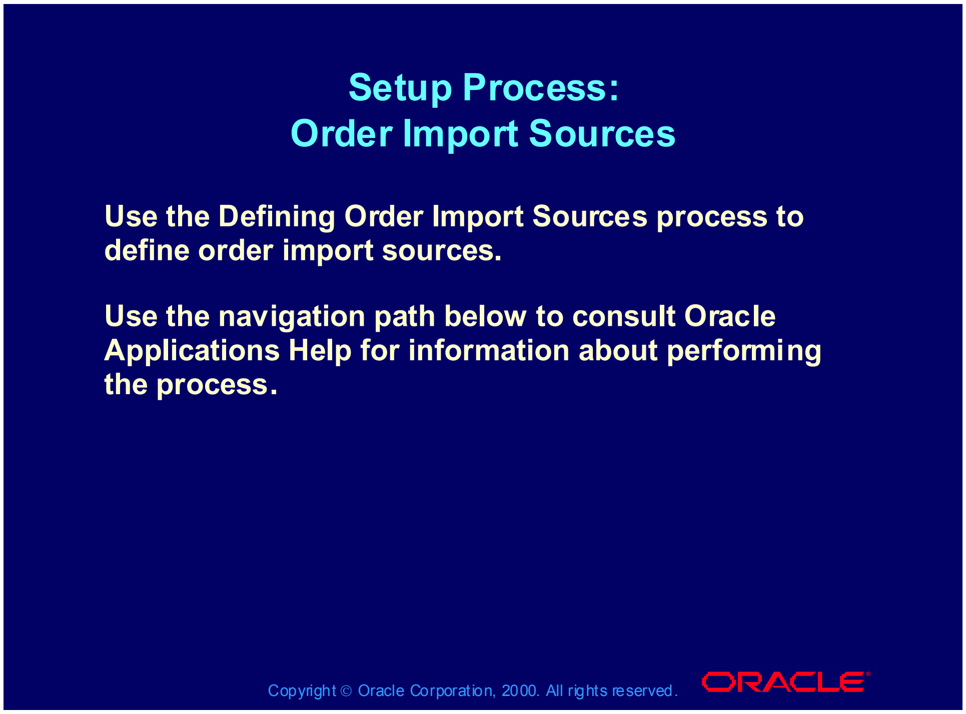
____

Setup Process: Order Import Sources

Setup Process: Order Import Sources

Define sources from which you import:

- **Historical orders**
- **Orders from other quote and sales systems**
- **Order changes**



(N) Setup > Orders > Import Sources

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 12

Setup Process: Processing Constraints

Setup Process: Processing Constraints

- Define processing constraints to:
  - Prevent users from adding, updating, and deleting order information
  - Prevent splitting lines
  - Prevent orders and return cancellations beyond certain order stages

Setup Process: Processing Constraints

Setup Process: Processing Constraints

- Rules that control order changes:
  - Who can make changes: Responsibility
  - At what point in the process: Workflow activity
  - Dependent on values, for example, Order Type
- Seeded constraints protect data integrity, for example, forbid invoice price different from order price
- You can create custom constraints.
- Can give custom message specific to business

Processing Constraints

Processing constraints give you— rather then the order management processing—the ability to state who performs certain functions of your business process.

The Process Order application program interface applies your processing constraints.

Messages

You create messages in the Processing Constraints form, Conditions Tab that display on the screen in response to a processing constraint violation. The message begins with “You are not allowed to <operation> <attribute> because”. In our example it would read: “You are not allowed to update ship to because”…..

Setup Process: Processing Constraints

Setup Process: Processing Constraints

- Rules that control order changes:
  - Who can make changes: Responsibility
  - At what point in the process: Workflow activity
  - Dependent on values, for example, Order Type
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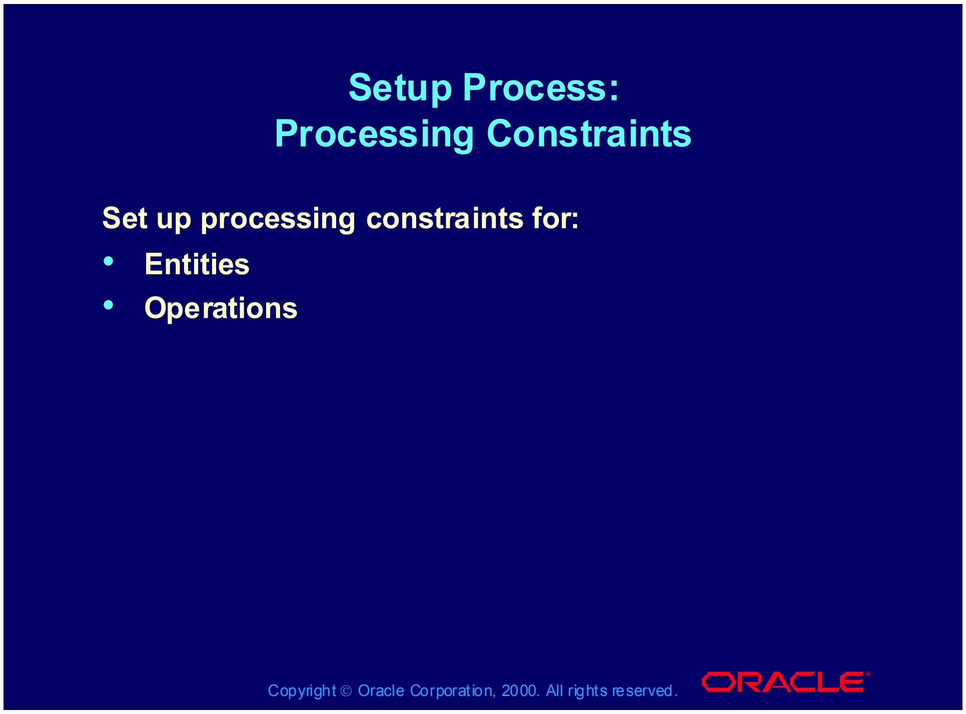
ORACLE

Setup Process: Processing Constraints



Processing Constraint Analysis

To devise processing constraints:

•Choose an entity—roughly corresponds to a table or form

•Determine:

  •The operation (action) that you want to constrain

  •The condition (situation) in which the constraint applies

  •Who (responsibility) is restricted by the constraint

The entities are:

•Order Header

•Order Line

•Order Sales Credit

•Line Sales Credit

•Order Price Adjustment

•Line Price Adjustment

•The operations are:

•Create

•Update

•Delete

•Cancel

•Split

Setup Process: Processing Constraints

Setup Process: Processing Constraints

- Create multiple conditions:
  - AND: Conditions with the same group number
  - OR: Conditions with different group numbers
- Create error message

Conditions

Following are parts of a condition:

•Scope: All or Any

•Validation entity

•Record set

•Validation template.

•For example, for the condition “If any sales order line in an arrival set has a status of ship confirmed, you may not update the ship”, set up:

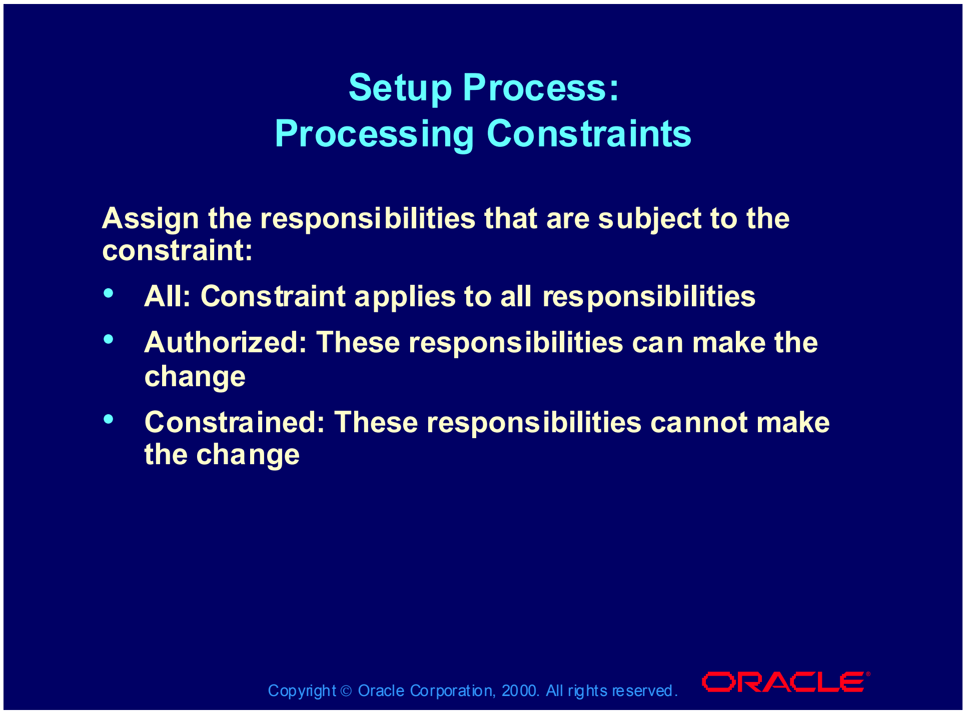
•Scope: Any

•Validation entity: Sales order line

•Record set: Arrival Set

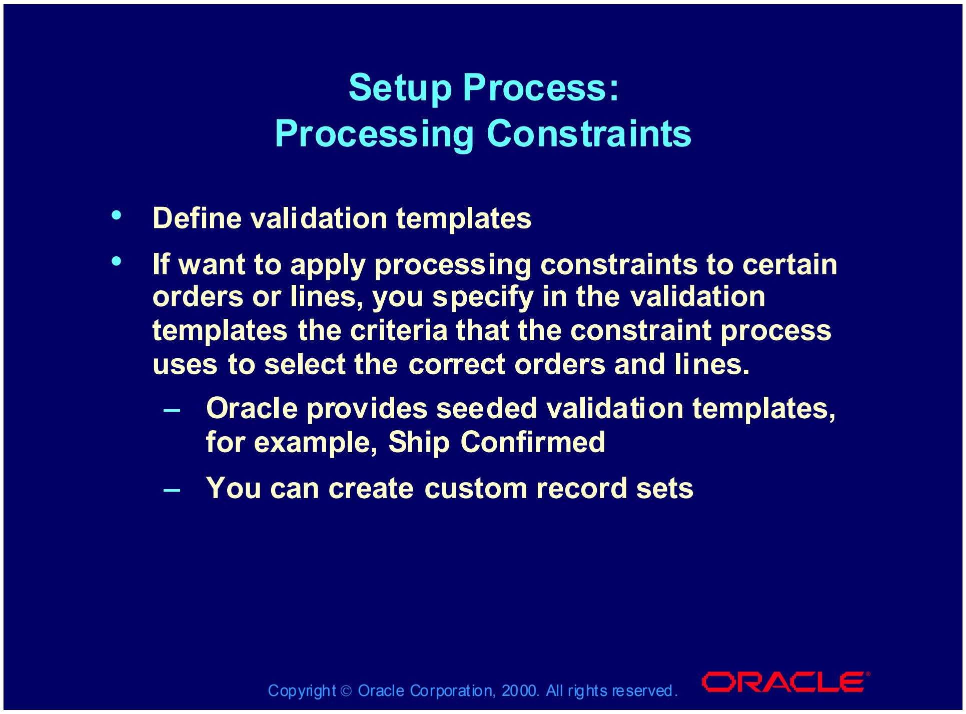
•Validation template: Ship Confirmed

•If you use scope All, the condition becomes “If all sales order lines in an arrival set have a status of ship confirmed…”.



Processing Constraint Applicability

Restrict by authorized responsibilities when you have a few users for whom this rule does not apply. For example, use authorized if you want a constraint that only a super user responsibility can change the ship to on sales order lines that are ship confirmed.



Validation Templates

You use validation templates when you set up processing constraints.

For example, in the constraint “If any sales order line in an arrival set has a status of ship confirmed, then update of the ship to is not allowed”, ship confirmed corresponds to the validation template.

You can base validation templates on:

•The status of a workflow activity

•The value of a field in a table

•An existing PL/SQL package

•A PL/SQL package that you write

Setup Process: Processing Constraints

Setup Process: Processing Constraints

- **Define record sets of definitions for processing constraints.**
- **Record sets are groups of related records:**
  - **Oracle provides seeded record sets, for example, Lines on an Order and Lines in a Set**
  - **You can custom record sets, for example, Orders For a Customer**

Record Sets

You use record sets when you set up processing constraints form. For example, in the constraint “If any sales order line in an arrival set has a status of ship confirmed, then update of the ship to is not allowed”, arrival set corresponds to the record set.

Other seeded record sets are:

•Configuration

•Line

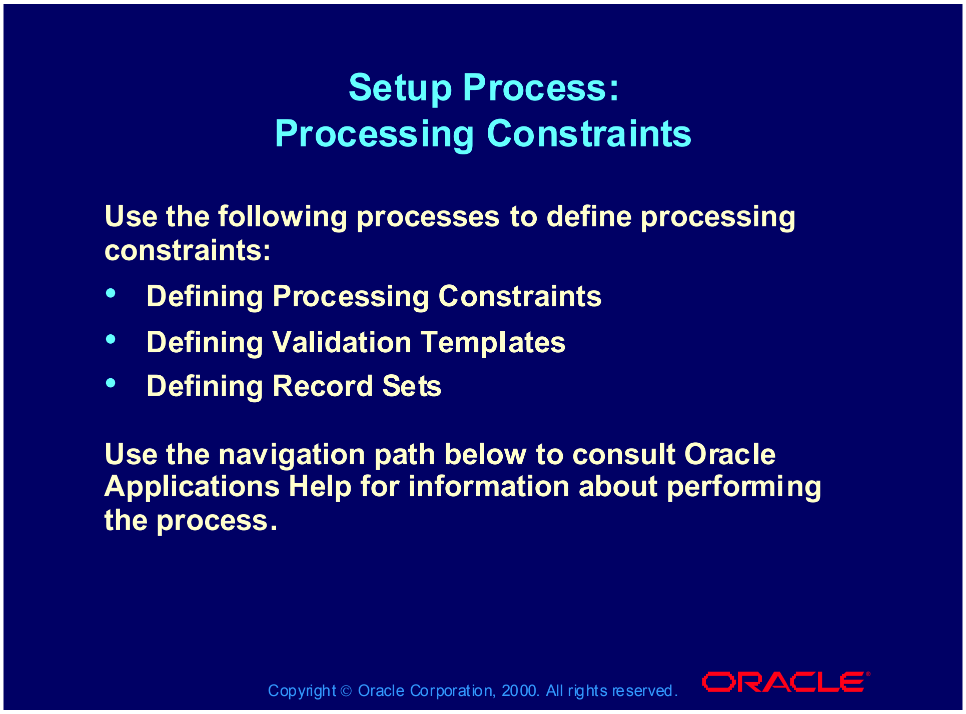
•Order

•Ship Set

•Arrival Set

•Fulfillment Set

Setup Process: Processing Constraints



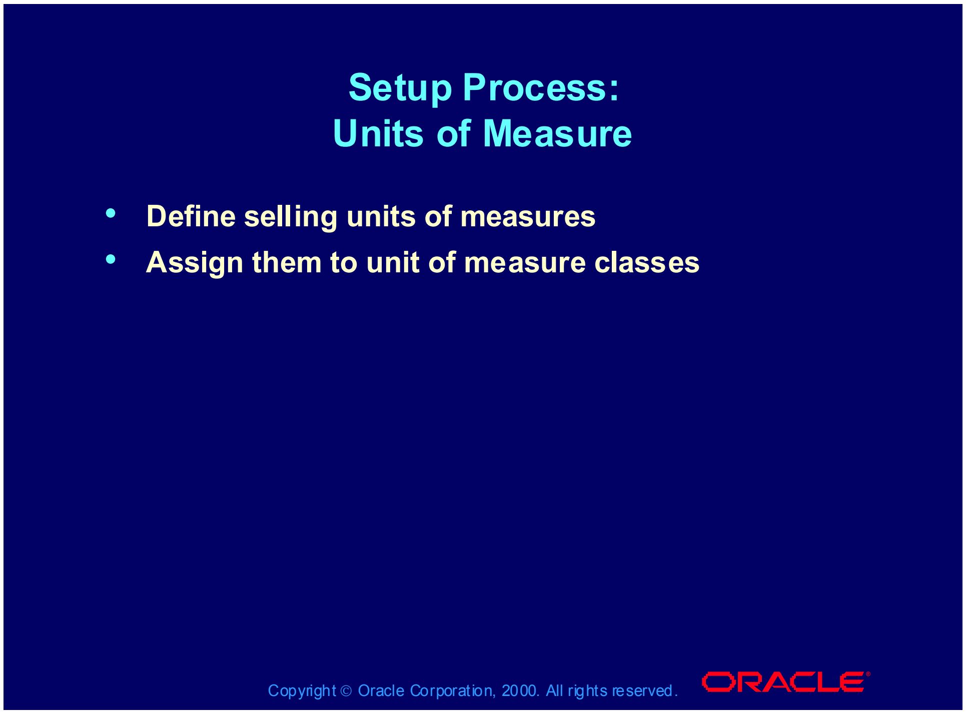
(N) Setup > Rules > Security > Processing Constraints

(N) Setup > Rules > Security > Generate Constraints Package

(N) Setup > Rules > Security > Validation Templates

(N) Setup > Rules > Records Sets

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 23



Units of Measure

If you have set up units of measure, you may not need to perform this step.

Setup Process: Units of Measure

Use the following processes to implement units of measure:

- Defining Unit of Measure Classes
- Defining Units of Measure
- Defining Unit of Measure Conversions

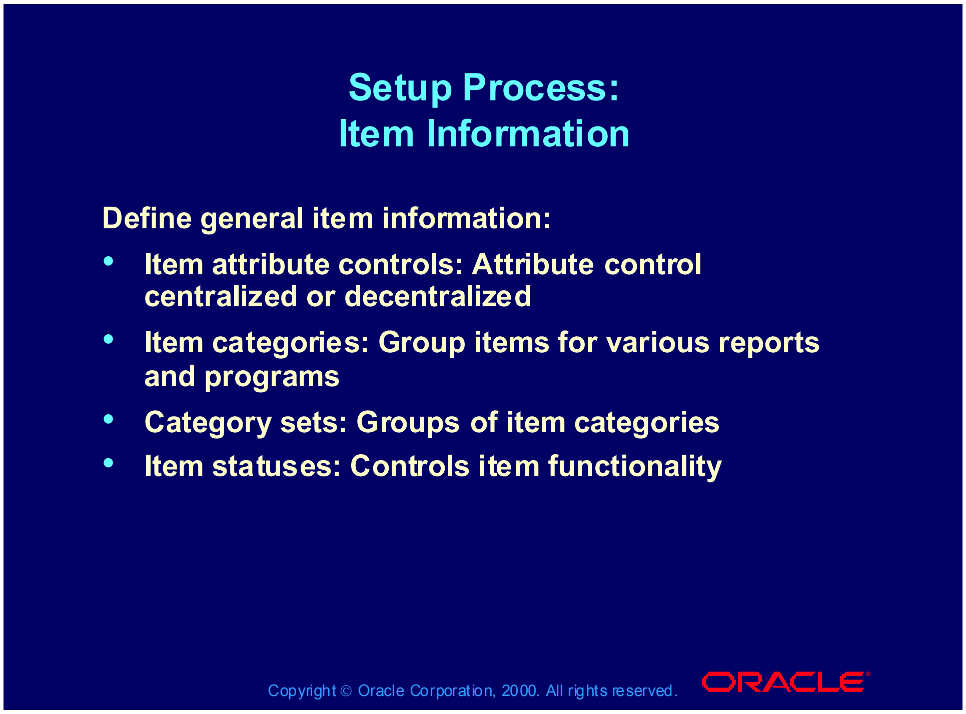
Use the navigation path below to consult Oracle Applications Help for information about performing these processes.

(N) Oracle Order Management > Setup > UOM > Units

(N) Oracle Order Management > Setup > UOM > Classes

(N) Oracle Inventory > Setup > Units of Measure > Classes

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 13



Item Information

•Item attribute controls: For example, if the item is purchasable, orderable, and transactable

•Item categories and order categories allow alternate processing within Order Management. For example, you can change price list prices by category set.

•Item statuses allow control certain item attribute updates and control functionality by status assignment to items.

Setup Process: Item Information

Use the following processes to define item information:

- Defining Item Attribute Controls
- Defining Categories
- Defining Item Status Codes

Use the navigation path below to consult Oracle Applications Help for information about performing these processes.

(N) Oracle Inventory > Setup > Items > Attribute Controls

(N) Oracle Inventory > Setup > Categories > Category Sets

(N) Oracle Inventory > Setup > Categories > Category Codes

(N) Oracle Inventory > Setup > Categories > Default Category Sets

(N) Oracle Inventory > Setup > Categories > Category Accounts

(N) Oracle Inventory > Setup > Items > Status Codes

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 14

Setup Process: Items

Setup Process: Items

Define the items that you sell, including:

- **End items**
- **Configuration items**
- **Container items**
- **Forecasting product families**

Setup Process: Items

Setup Process: Items

- Set up cost of goods sold accounts
- Assign cost of goods sold accounts to:
  - Organizations
  - Items

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Setup Process: Items

Setup Process: Items

Use various processes to define items.

Use the navigation path below to consult Oracle Applications Help for information about performing these processes.

ORACLE

(N) Oracle Order Management > Items > Master Items

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 15 & 22

Cost of Goods Sold

Cost of Goods Sold

- Cost of goods sold (COGS) accounts are set up for items and assigned to organizations and items.
- With Oracle Order Management you can generate COGS accounts based upon following criteria :
  - Inventory item ID and warehouse of the line
  - Sales rep ID on the line
  - Sales rep ID which has the maximum percentage of the revenue
  - Order type
  - Inventory item ID and selling operating unit of the line.
  - Inventory item ID and warehouse of the MODEL line for the options.

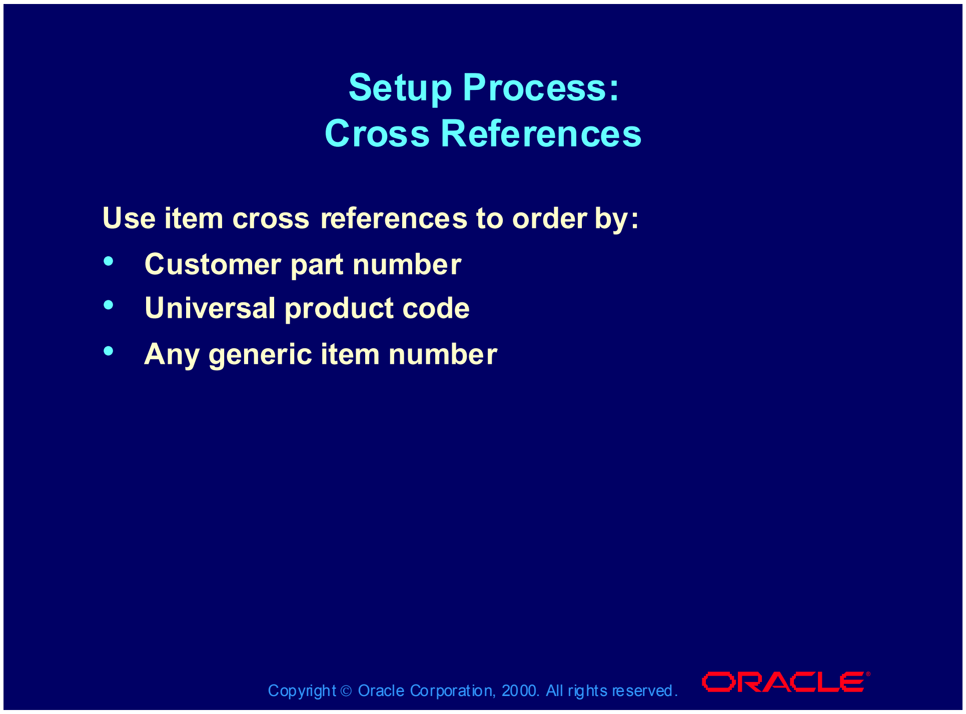
To set up Cost of Goods Sold:

(N) Oracle Order Management > Items > Master Items

(N) Oracle Order Management > Setup > Shipping > Organization Parameters

Cost of Goods Sold (COGS) account can be setup at the Item or Organization levels.

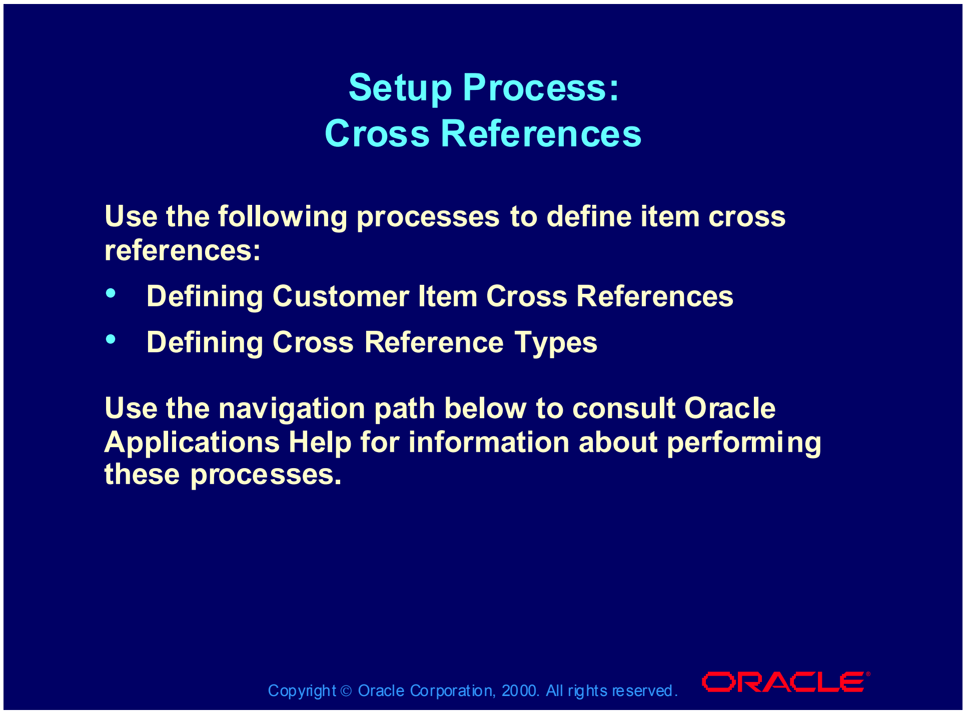
Setup Process: Cross References



Item Cross Referencing

You can use any cross reference that you set up—for example, UPC, EAN, or ISBN numbers—either when entering order lines through the forms or through the order import. Specify any of the following item identifiers:

- Generic
- Customer Item
- Site



(N) Oracle Order Management > Items > Customer Items > Customer Items

(N) Oracle Order Management > Items > Customer Items > Customer Item Cross References

(N) Oracle Order Management > Items > Cross Reference

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 19

Setup Process: Configurations

For the configurations that you sell, define:

- Model items
  - Assemble to Order (ATO)
  - Pick to Order (PTO)
- Option items
- Bills of material
- Item costs

Setup Process: Configurations

Use the Primary and Alternate Bills of Material process to define configurations.

Use the navigation path below to consult Oracle Applications Help for information about performing the process.

(N) Oracle Order Management > Bills > Bills

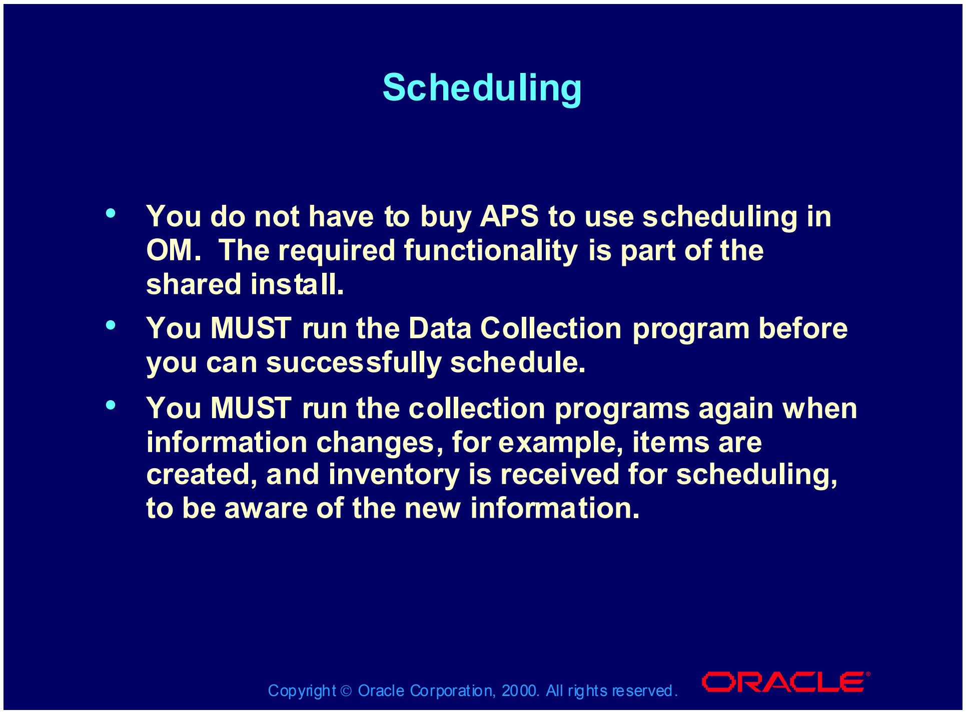
(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Steps 16

Scheduling

Scheduling

- The scheduling activity performs the following:
  - Makes the demand visible to other Oracle Applications such as the Manufacturing suite
  - Returns the scheduled ship date for the line based on when it will be available to promise
  - Can determine the warehouse for the line if it is not specified when scheduling is performed. (Determining the warehouse is called sourcing)
- Order Management does not schedule. It calls an Advanced Planning and Scheduling (APS) module to schedule through an API.

An API is an Application Programming Interface.

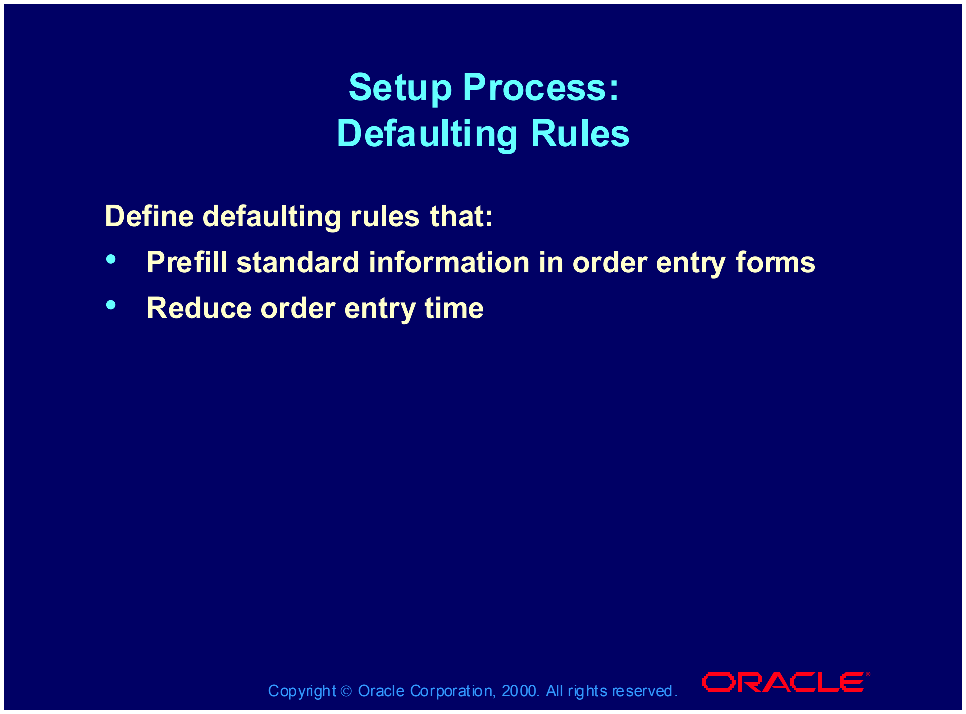


(N) Advanced Supply Chain Planner > Collection > Data Collection

The data collection programs read information from many tables and consolidate it.

The consolidated information is used by the scheduling activity.

You can run the programs in net change mode by setting the parameter Complete Refresh to No. Running in net change mode leave the original inforamtion in the tables and only add or change the information that has changed since the last time the program was run. This will take less time than running in complete refresh mode.


Setup Process:
Defaulting Rules
Define defaulting rules that:
• Prefill standard information in order entry forms
• Reduce order entry time
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Defaulting Rules

Defaulting Rules

Defaulting Rules

Create a set of rules for each attribute in the Sales Order form (entities) with default values from various sources (source types):

- Related record
- Profile
- Constant value
- PL/SQL API

Example

Order Header entity, Payment Terms attribute:

•Defaulting rule 1: Source type = Related record AGREEMENT.PAYMENT TERM Defaulting rule 2: Source type = Related record SHIP TO.PAYMENT TERM

•Defaulting rule 3: Source type = Related record PRICE LIST.PAYMENT TERM

•Defaulting rule 4: Source type = Constant value Net60

Setup Process: Defaulting Rules

Defaulting Source Rules

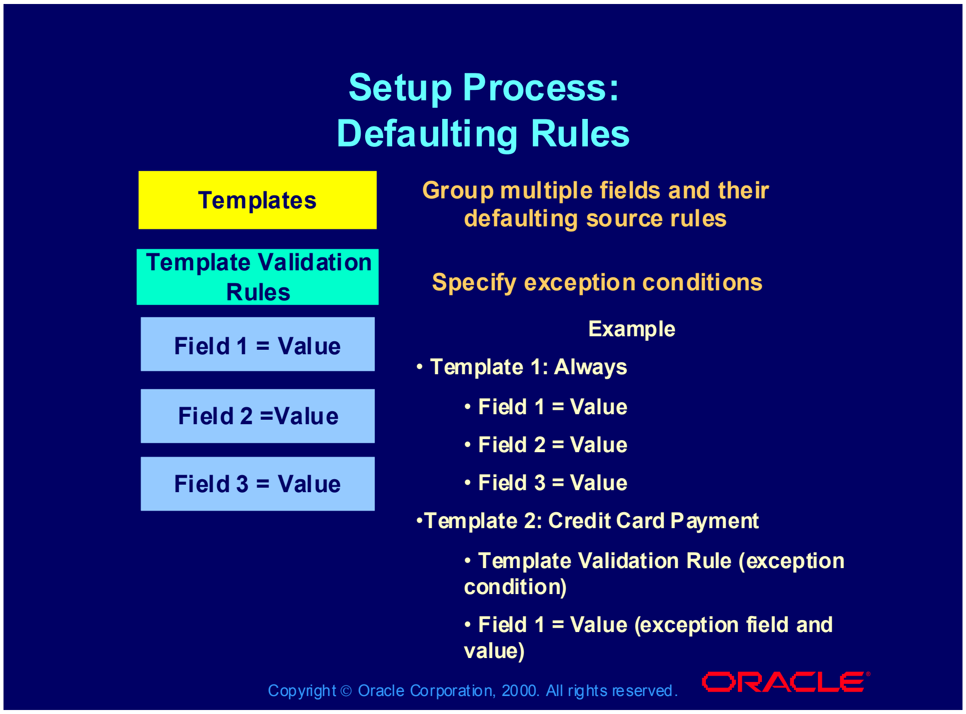
Specifies the order with which each template applies its defaulting rules

Example

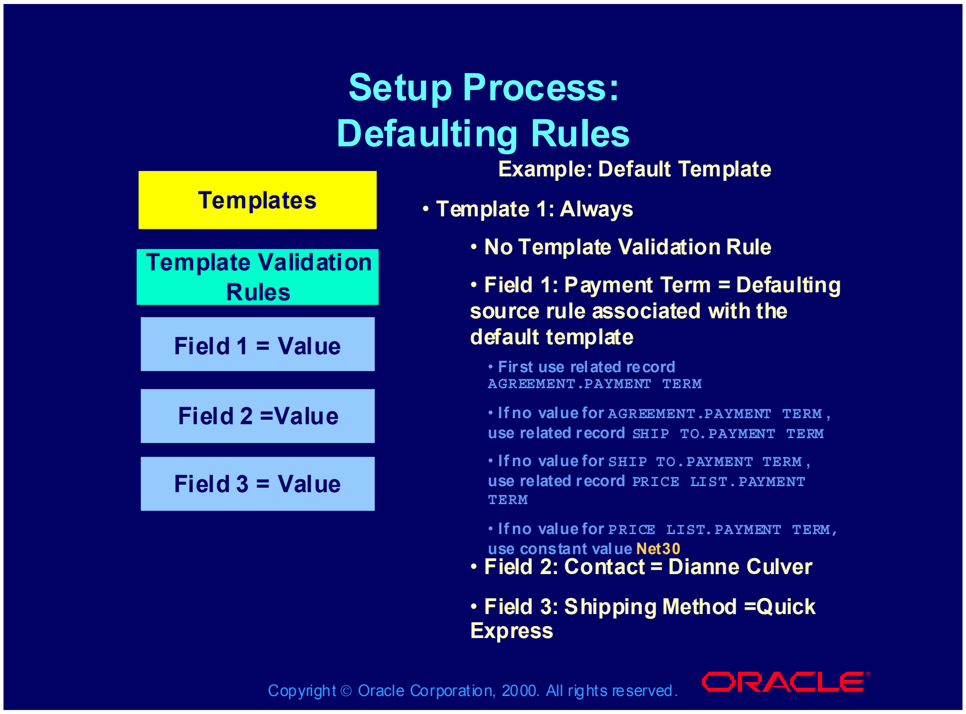
For the Order Header entity, Payment Terms attribute:

- **First use defaulting rule 1: Source type = Related record** `AGREEMENT.PAYMENT TERM`
- **If no value for** `AGREEMENT.PAYMENT TERM`**, use defaulting rule 2: Source type = Related record** `SHIP TO.PAYMENT TERM`
- **If no value for** `SHIP TO.PAYMENT TERM`**, use defaulting rule 3: Source type = Related record** `PRICE LIST.PAYMENT TERM`
- **If no value for** `PRICE LIST.PAYMENT TERM`**, use defaulting rule 4: Source type = Constant value Net30**

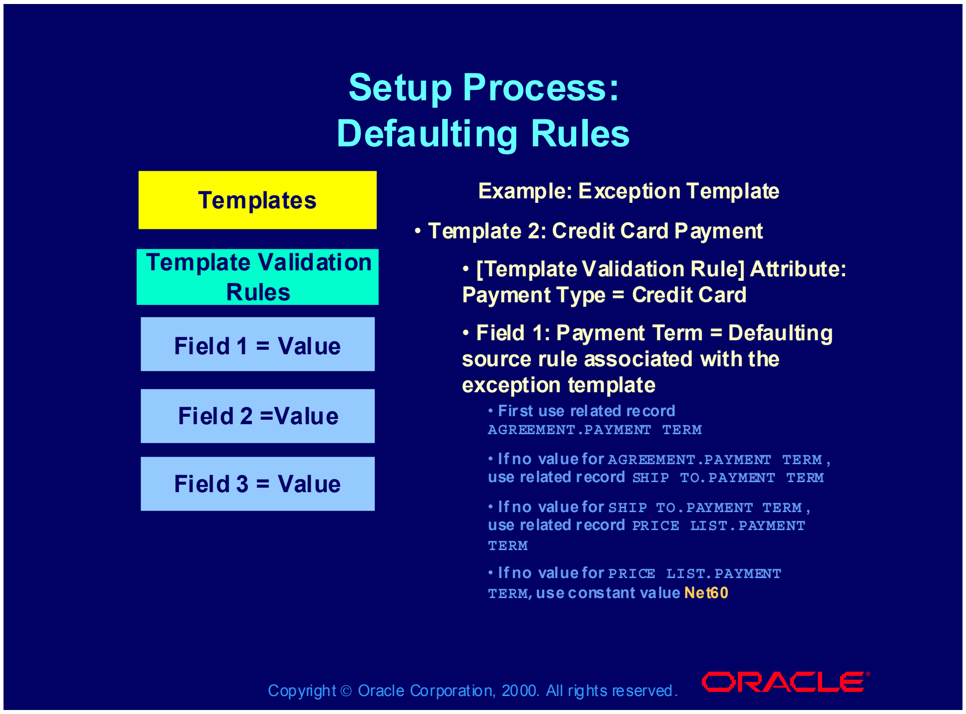
Setup Process: Defaulting Rules

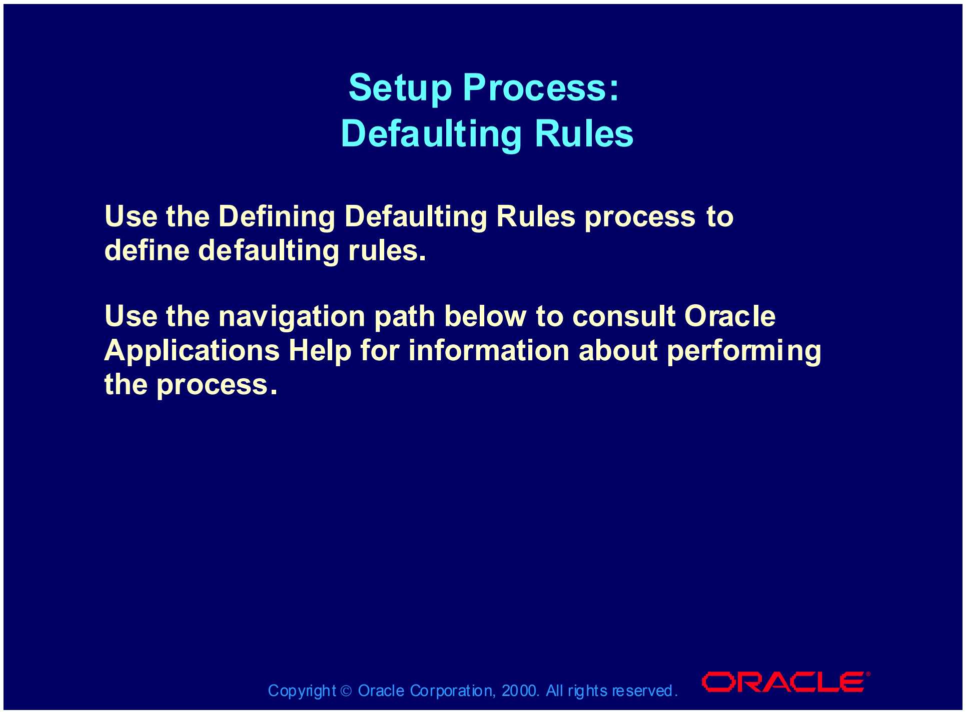


Setup Process: Defaulting Rules



Setup Process: Defaulting Rules





(N) Oracle Order Management > Setup > Rules > Defaulting

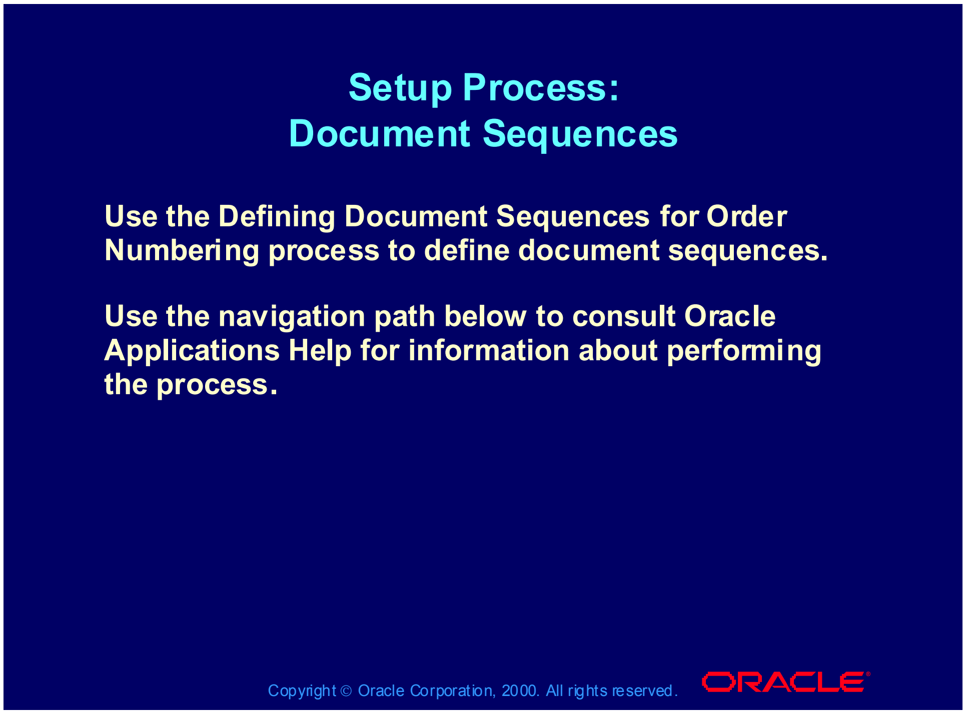
(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 24

Setup Process: Document Sequences

Define Applications Object Library document sequences for order numbering according to the following strategies:

- Gapless: You cannot delete order headers.
- Manual
- Automatic

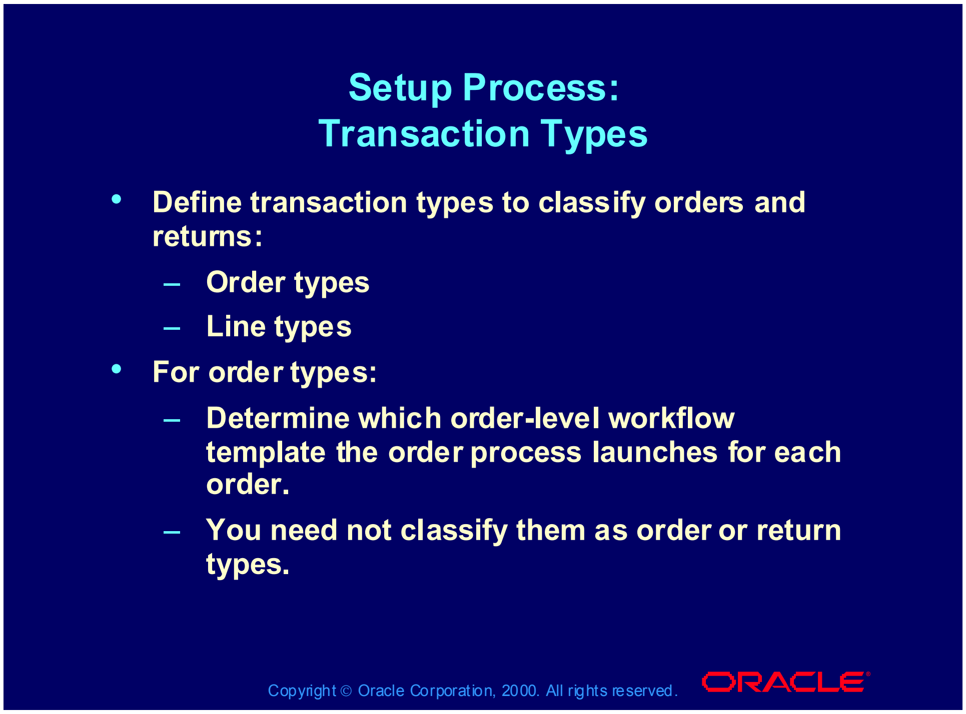
Setup Process: Document Sequences



(N) Oracle Order Management > Setup > Documents > Assign

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 11

Setup Process: Transaction Types



Transaction Types

You must define transaction types for release 11*i* as there are no predefined transaction types.

For each order type, you can assign:

•Default price list

•Defaulting rules

•Approval actions

•Payment terms

•Freight terms

•Transaction Types:

•Provide line-level independence since all order line attributes reside on the order line

•Provide great flexibility: Mix and match transactions on same order

•Manage attributes at order header or line level, as you choose

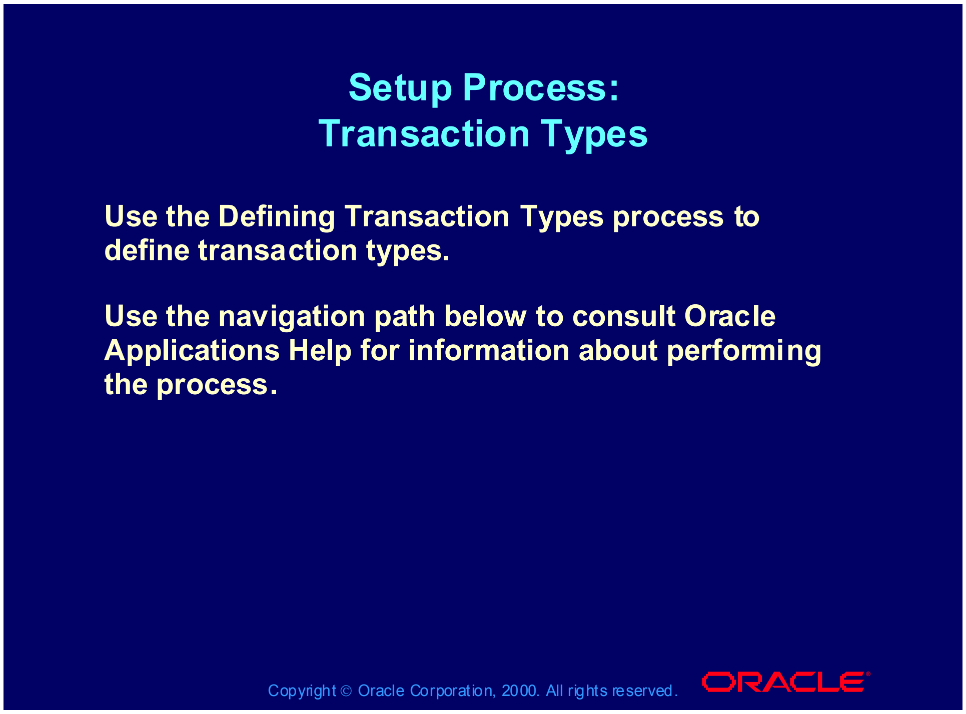
•Set up form layout and defaulting to control what is managed where

Setup Process: Transaction Types

Setup Process: Transaction Types

- For line types: Determine which line-level workflow template the order process launches for each order line.
- Order categories: Allow or prohibit order and return lines on the same sales order.
- Assign header level and line level workflow processes to transaction types.

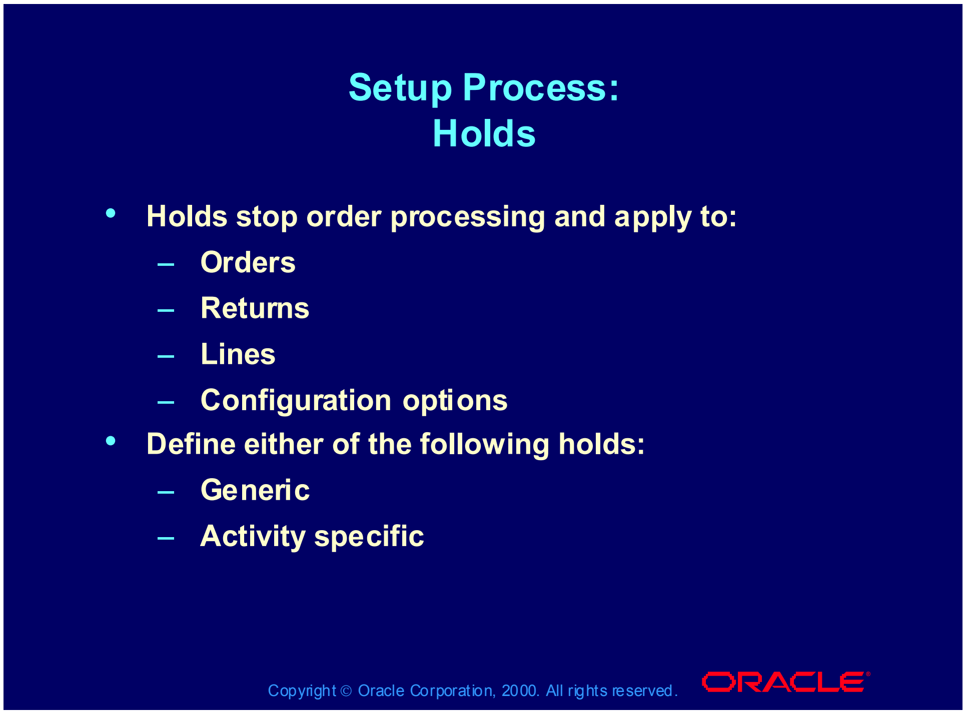
Setup Process: Transaction Types



(N) Oracle Order Management > Setup > Transaction Types > Define

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 21

Setup Process: Holds



Removing Holds

There is no concurrent program that removes credit holds of customers who pay their outstanding balance or become current.

Setup Process: Holds

Generic hold types:

- Configurator validation
- Credit card authorization failure
- Credit card high risk
- Credit check failure
- GSA violation
- Order administration: You define this type

Setup Process: Holds

- Activity-specific hold types:
  - Configurator validation
  - Credit check failure
  - GSA violation
- Assign to workflow:
  - Processes
  - Activities

Setup Process: Holds

- Use hold source to apply a holds to groups of orders, lines, and returns.
- Hold source is the combination of a hold and up to two criteria of the following types:
  - Customer
  - Customer site
  - Warehouse
  - Item
  - Order

Setup Process: Holds

- To set up activity-specific hold release:
  - For a manual decision, assign responsibilities to holds
  - Automatically, set hold expiration dates

Setup Process: Holds

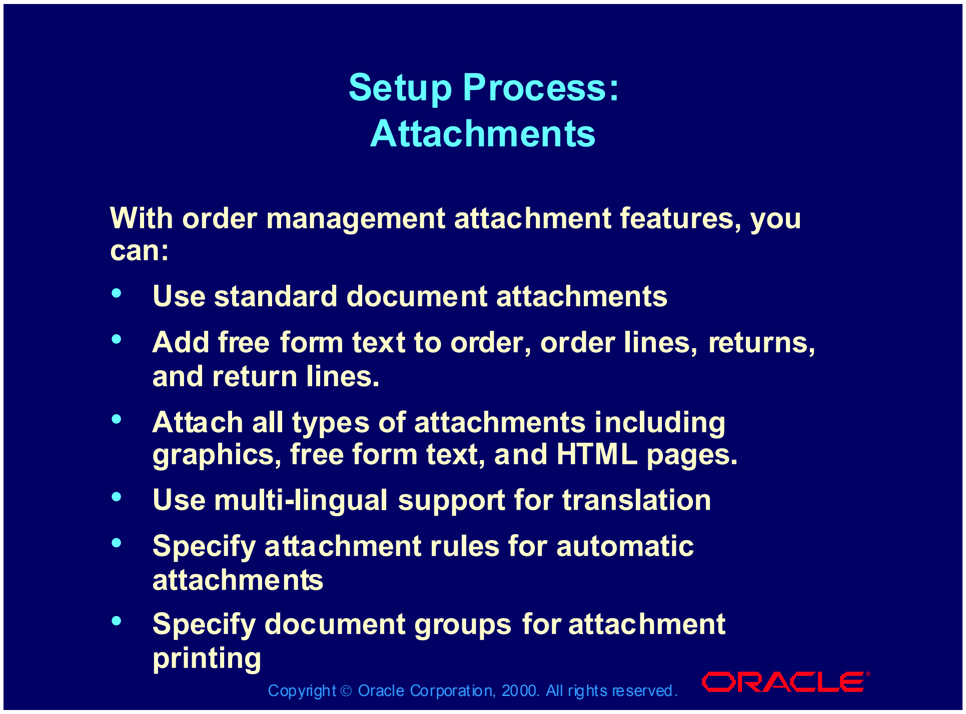
Use the Defining Holds process to define holds.

Use the navigation path below to consult Oracle Applications Help for information about performing the process.

(N) Oracle Order Management > Setup > Orders > Holds

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 26

Setup Process: Attachments



(N) Oracle Order Management > Setup > Attachments > Documents

(N) Oracle Order Management > Setup > Attachments > Document Categories

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 27

Attachments

The OM: Apply Automatic Attachments profile option controls automatic attachment addition.

To specify the documents on which an attachment should print, use the Define Attachment Rules window.

Attachments can be:

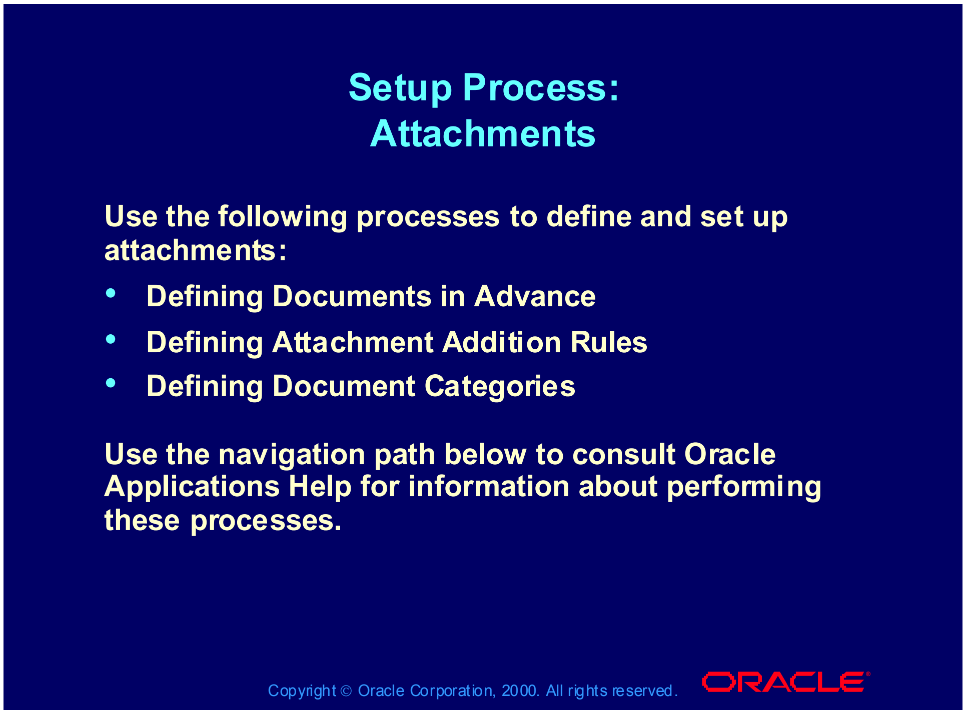
•A web page

•Text

•An OLE object

Rules work only with short and long text.

Setup Process: Attachments



(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 27

Setup Process: Pricing

Setup Process: Pricing

Define pricing information:

- Price lists
- Pricing rules and parameters
  - Qualifiers: Determine customer eligibility for prices, charges, and benefits
  - Attributes: Factors which affect item prices and benefits
  - Modifiers: Provide charges and benefits
- Customer agreements

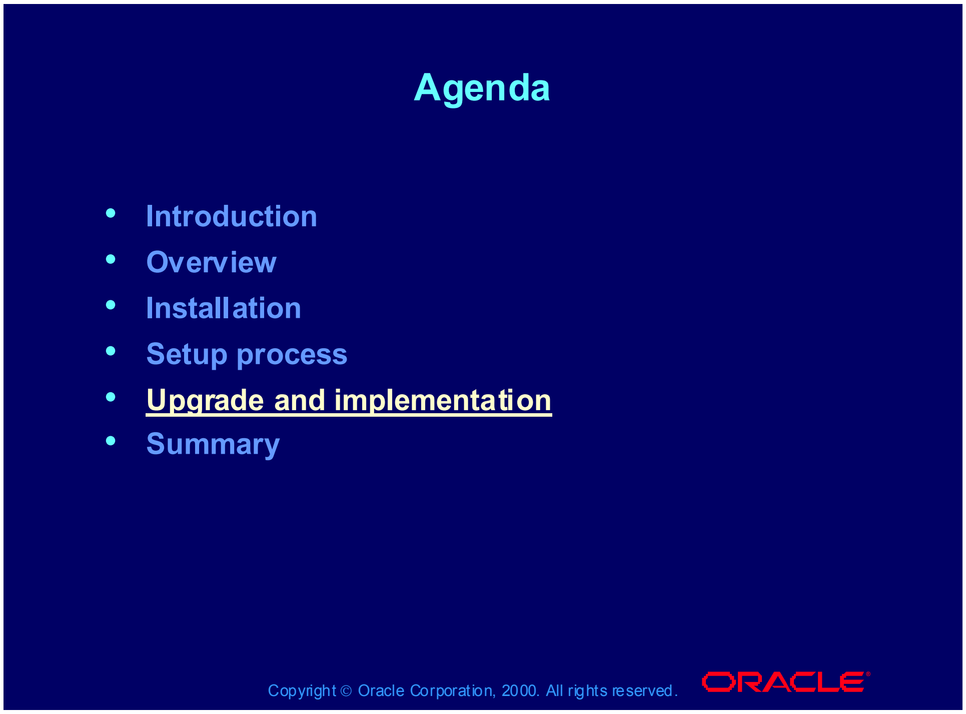
Setup Process: Shipping

Setup Process: Shipping

- Setup
  - Profile Options
  - Release Rules
  - Release Sequence Rules
  - Pick Slip grouping rules
  - Shipping Parameters
  - Organization Parameters
  - Document Sequencing
  - Ship Method
  - Freight Costs
  - Container & Vehicles

(Help) Oracle Order Management > Setting Up > Oracle Order Management Recommended Setup > Step 30

Agenda


Agenda
Introduction
Overview
Installation
Setup process
Upgrade and implementation
Summary
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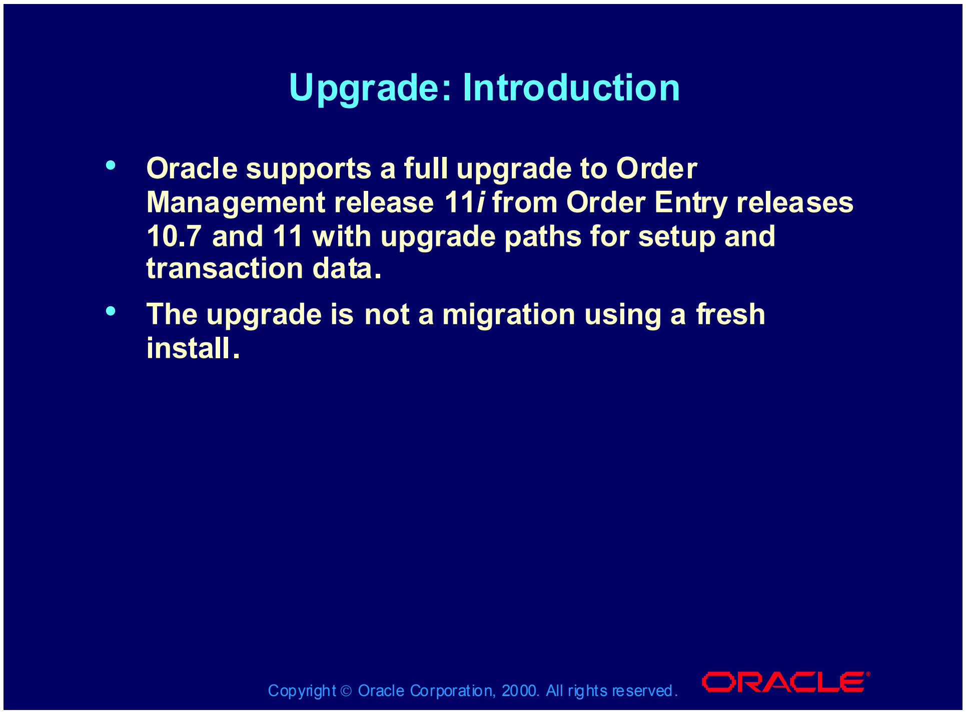
Upgrade: Introduction



Upgrades with Merge

When performing an upgrade to merge multiple Oracle Applications instances, do the merge in one of the following ways:

•Merge the instances and then upgrade

•Upgrade each instance separately and then merge them

Upgrade: Performance Patches

Upgrade: Performance Patches

- Address performance issues that occur during upgrade
- Three patches:
  - Additional pre-upgrade scripts
  - Deactivation patch: Disables release 11*i* Order Management upgrade code
  - Replacement scripts
- Apply all three patches prior to performing:
  - Pre-upgrade steps
  - AutoInstall

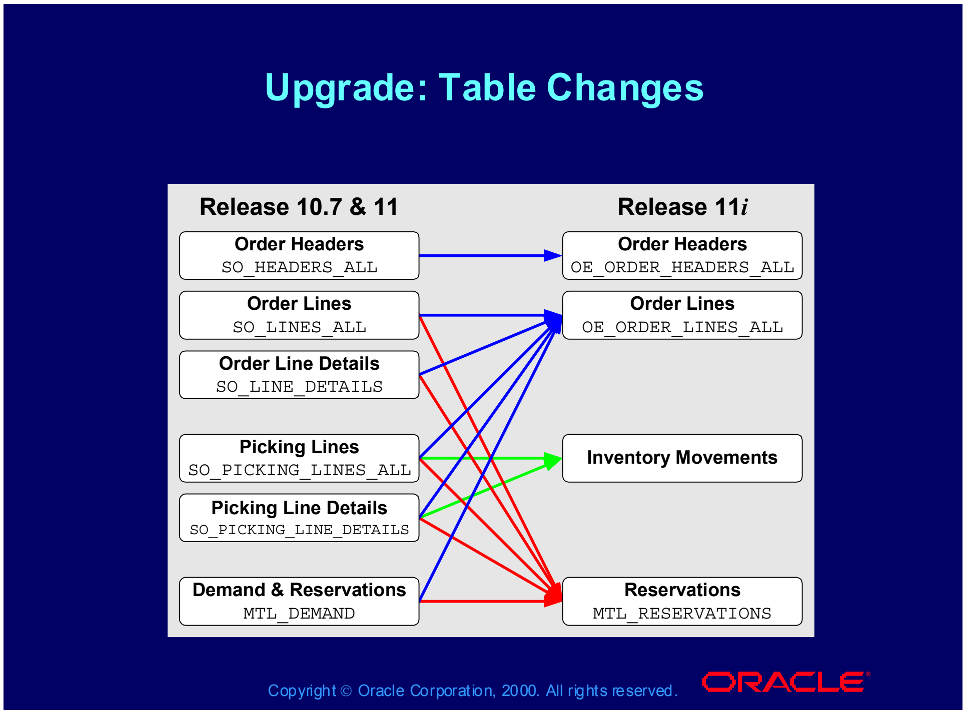
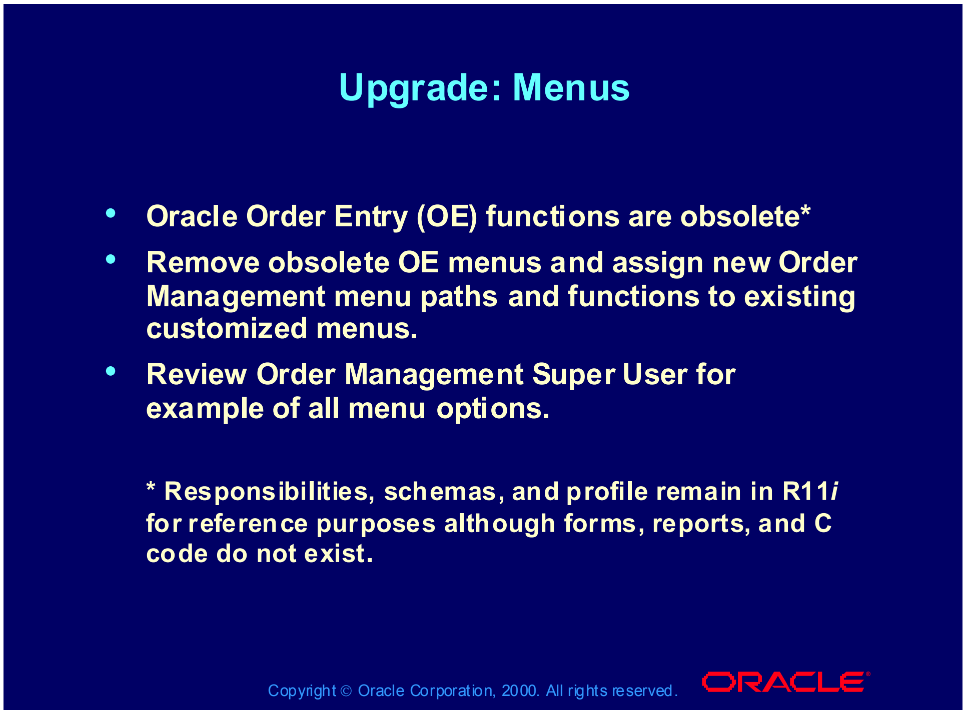


Table Changes

The tables listed in the slide are merely a subset of tables changes that occur when upgrading from Oracle Order Entry releases 10.7 & 11 to Oracle Order Management release 11*i*.

Upgrade: Menus



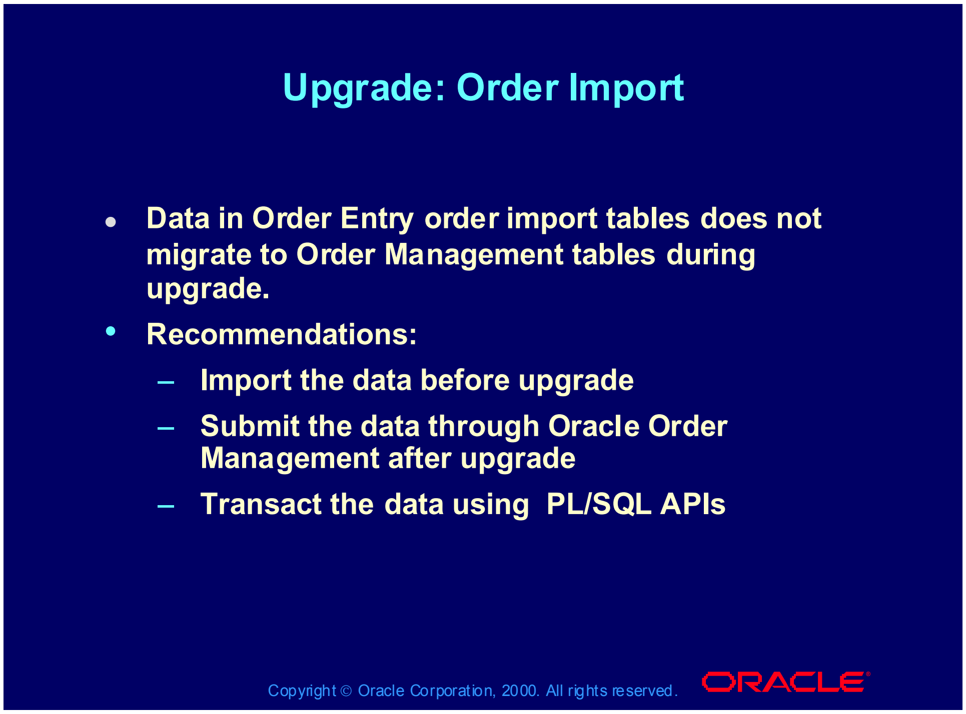
Upgrade: Responsibilities

Upgrade: Responsibilities

- Update existing users to Order Management responsibilities
- Update existing Order Entry custom responsibilities to link to Order Management functions.

Upgrade: Users

Upgrade: Order Import



Setup Data Upgrade: Profile Options

Setup Data Upgrade:
Profile Options

System parameters replace some key profile options.

For Oracle Order Management to properly function, you must set up the OM: (Oracle Order Managament) profile options. You can view the OE: (Oracle Order Entry) profile options after you upgrade to release 11*i*. Use these as a reference for setting up the OM: profile options

Oracle Order Management system parameters replace the following OE: profile options; set them at the operating unit level:

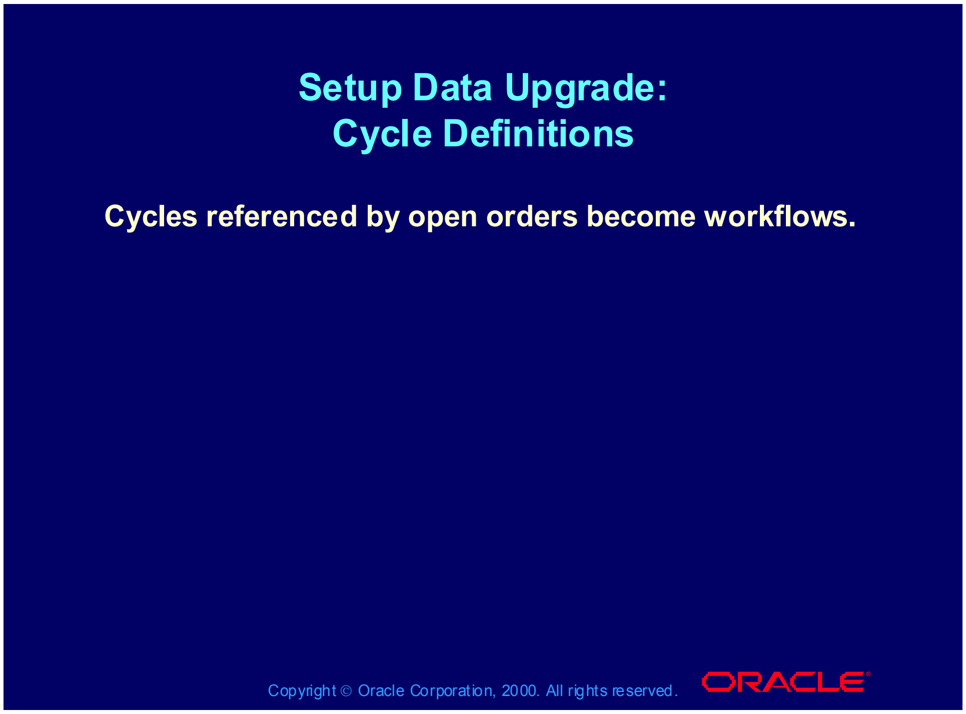
- OE: Item Validation Organization
- OE: Customer Relationships

The Oracle Receivables set of books replaces the profile option OE: Set of Books.

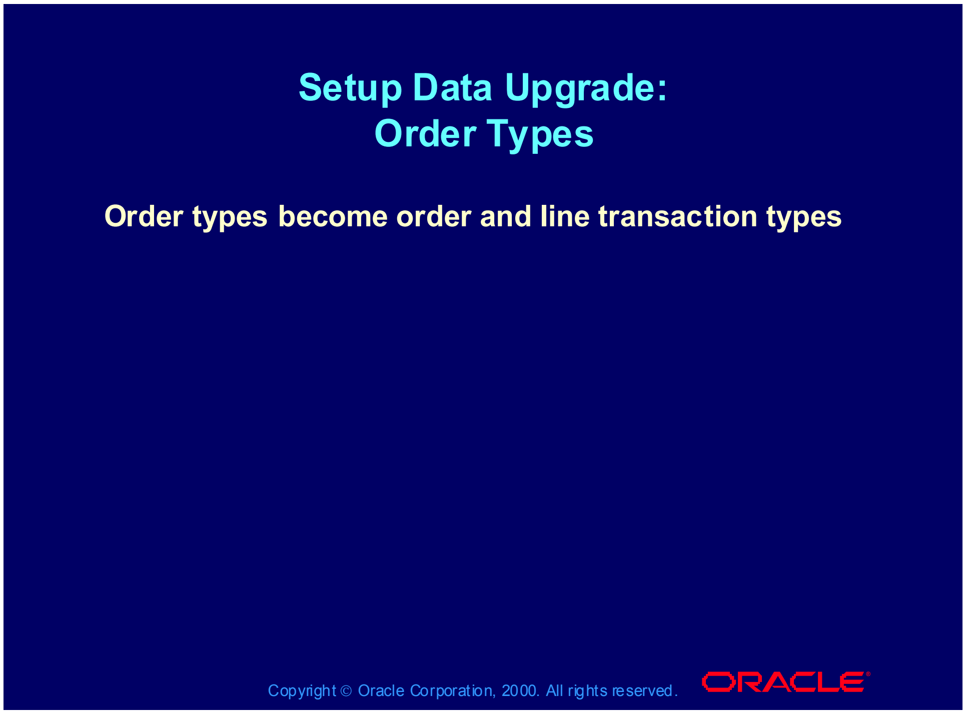
The upgrade process upgrades values for the following OM: profile options from their corresponding OE: profile options:

- OE: Item Flexfield = OM: Item Flexfield
- OE: Source Code = OM: Source Code
- Tax: Inventory Item for Freight = Tax: Inventory Item for Freight
- Tax: Invoice Freight as Revenue = Tax: Invoice Freight as Revenue

For more information, see the OE vs. OM profile options handout.



- All custom actions become workflow block activities.
- All approval actions become workflow notification activities.
- All cycles referenced in open orders become workflow processes (flows) Each order cycle becomes one header flow and one line flow for each order line, for example:
  - A cycle that supports a sales order with one standard item becomes one order header flow and one order line flow.
  - A cycle that supports a return for receipt and credit with one standard item becomes one return header flow and one return line flow.
  - A cycle that supported a sales order with one assemble to order configuration line becomes one order header flow, one order line flow, and one configured order line flow.



- Data from SO_ORDER_TYPES_ALL moves to OE_TRANSACTION_TYPES_ALL. The upgrade process automatically creates a line transaction type for each order type. You can use upgraded order transaction types and line transaction types to create new orders and lines.
- The upgrade process automatically creates the following workflow assignments in OE_WORKFLOW_ASSIGNMENTS:
  - For the upgraded order types to the upgraded header flow
  - For the upgraded line transaction types for the upgraded line flows

You can use these workflow assignments only for the upgraded orders and lines. You must set up new workflow assignments to support new orders and lines.

Setup Data Upgrade: Order Number Sources

Setup Data Upgrade: Order Number Sources

Become Applications Object Library document sequences.

ORACLE

- Applications Object Library document sequences are in FND_DOCUMENT_SEQUENCES.
- For every active, upgraded order type the upgrade process automatically creates:
  - A document sequence category in FND_DOC_SEQUENCE_CATEGORIES.
  - An assignment in FND_DOC_SEQUENCE_ASSIGNMENTS which links the category to the corresponding upgraded document sequence.

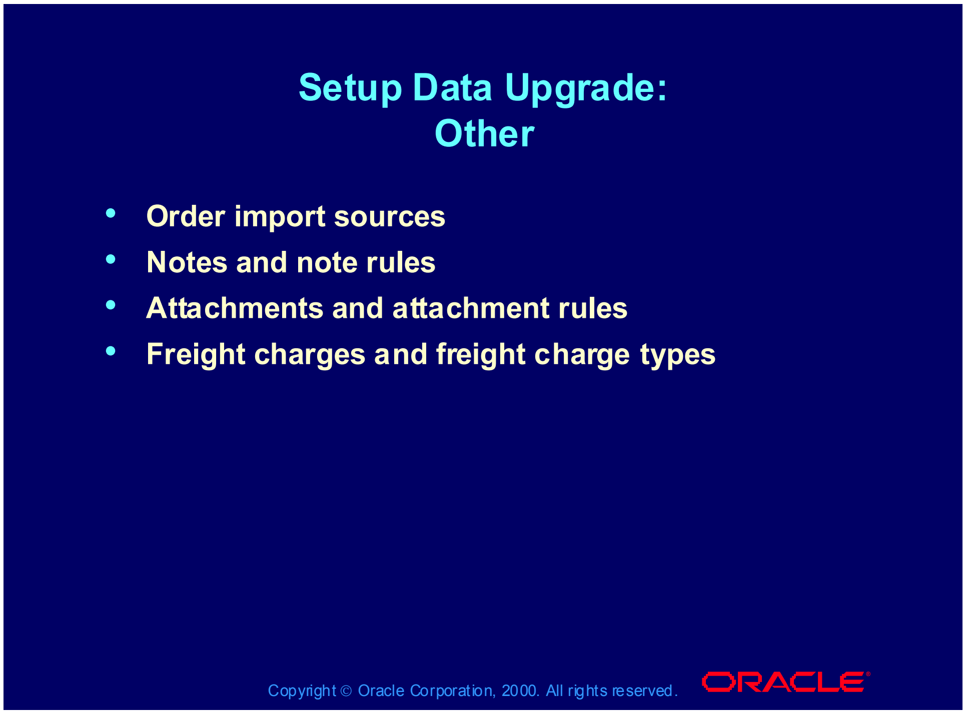
Setup Data Upgrade: Other

- Pricing flexfield definition
- Lookup codes
- Hold and hold source definitions
- Credit check rules

ORACLE

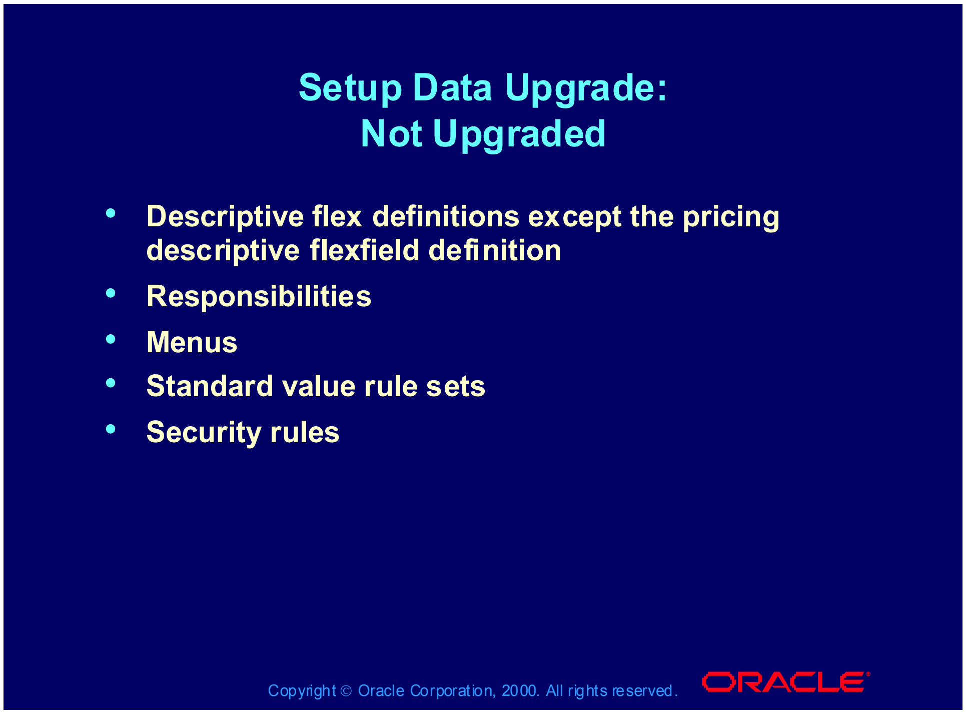
- The Order Entry pricing flexfield definition becomes the pricing context flexfield definition QP_ATTR_DEFNS_PRICING.
- The definition for the global context from the Order Entry pricing attributes descriptive flexfield becomes the upgrade context within the pricing context descriptive flexfield.
- You can set up multiple pricing contexts for lines.
- User extensible lookups move from SO_LOOKUPS to FND_LOOKUPS.
- Lookup data for FREIGHT_CHARGE_TYPE becomes FREIGHT_COST_TYPE in Oracle Shipping Execution.
- Hold definitions move from SO_HOLDS to OE_HOLD_DEFINITIONS.
- Data from SO_CREDIT_CHECK_RULES moves to OE_CREDIT_CHECK_RULES and data from SO_CREDIT_CHECK_TYPES_ALL moves to OE_CREDIT_CHECK_TYPES_ALL.
- Hold authorizations move from SO_HOLD_AUTHORIZATIONS to OE_HOLD_AUTHORIZATIONS.

Setup Data Upgrade: Other



- Order number sources move from SO_ORDER_SOURCES to OE_ORDER_SOURCES.
- In OE Notes/Attachment set-up data was duplicated in AOL as follows:
  - SO_NOTES was duplicated in FND_DOCUMENTS. Since
  - SO_NOTE_USAGES was duplicated in FND_DOCUMENT_CATEGORIES. Within Order Management, this data resides only in AOL, hence only the AOLdata is upgraded.
- Rule Definitions data is stored in OM. Data from SO_NOTE_ADDITION_RULES (rules definition data) moves to OE_ATTACHMENT_RULES and OE_ATTACHEMENT_RULE_ELEMENTS.
- Data from SO_FREIGHT_CHARGE_TYPES moves to QP_LIST_LINES and QP_LIST_HEADERS with fixed values.

Setup Data Upgrade: Not Upgraded



The upgrade process does not migrate your flexfield definitionsand their value sets that reference product tables based on specific business rules.

From a data model and process perspective, the Oracle Order Entry and Oracle Order Management architectures are different enough that an upgrade process cannot upgrade SVRS and security rules to defaulting rules and processing constraints.

Point to the document that maps Oracle Order Entry descriptive flexfield definitions to the Oracle Order Management descriptive flexfield definitions.

Transaction Data Upgrade: Sales Order Data

Orders and Lines

ORACLE

- Data from SO_HEADERS and SO_HEADER_ATTRIBUTES moves to OE_ORDER_HEADERS and preserves Header Ids.
- The upgrade process resets the new sequence OE_ORDER_HEADERS_S with the highest value in its Oracle Order Entry equivalent sequence SO_HEADERS_S
- Data from SO_LINES, SO_LINE_ATTRIBUTES, SO_LINE_DETAILS, and SO_PICKING_LINE_DETAILS moves to OE_ORDER_LINES.
- The descriptive flexfield definitions from SO_LINES_ALL table move to OE_ORDER_LINES_ALL.
- Oracle Order Entry order lines with multiple details and multiple picking line details upgrade to multiple lines in Oracle Order Management. For example,
  - In Oracle Order Entry, Line 1 has two details
  - The Oracle Order Management lines become:

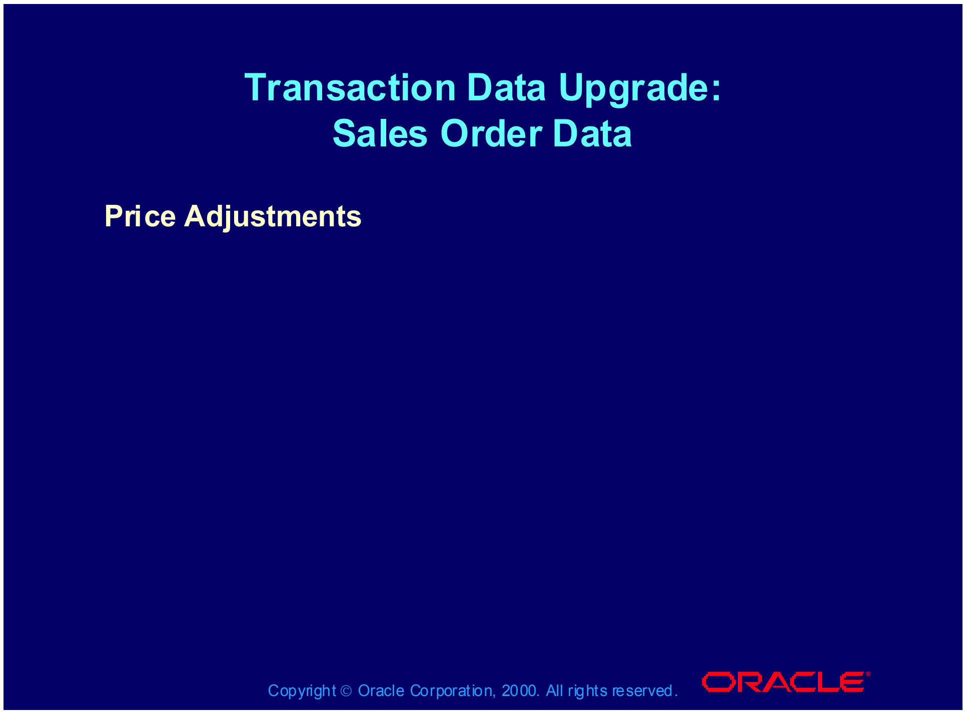
    1.1: Line 1, shipment 1

    1.2: Line 1, shipment 2

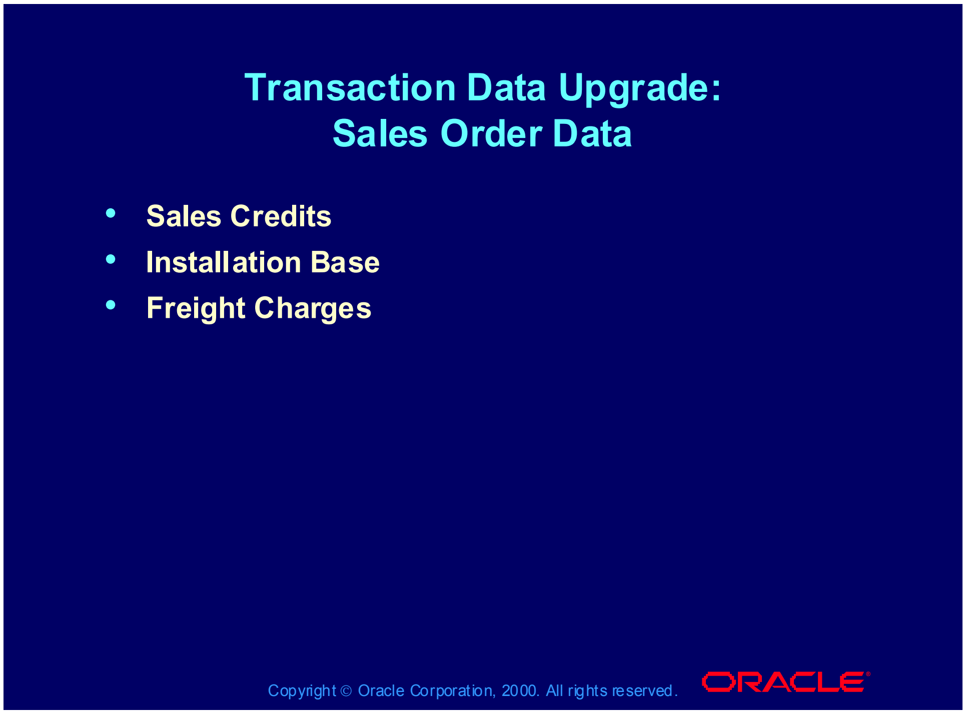
  If a top level order in Oracle Order Entry has multiple details, multiple picking details, or multiple shipments, the upgrade cerates a line set in OE_SETS. All th eline records point to the line set through the line set ID.

- If a top level order in Oracle Order Entry has multiple details, multiple picking details, or multiple shipments, the upgrade creates a line set in OE_SETS. All the line records point to the line set through the line set ID.
- The top level line is a standard item line, a kit line, or a top model line.
- Pick to order included item details and assemble to order configuration details move to lines in Oracle Order Management.
- Open order and line cycle history (S column values) moves to workflow history. You can view the cycle history for upgraded, closed orders and lines.

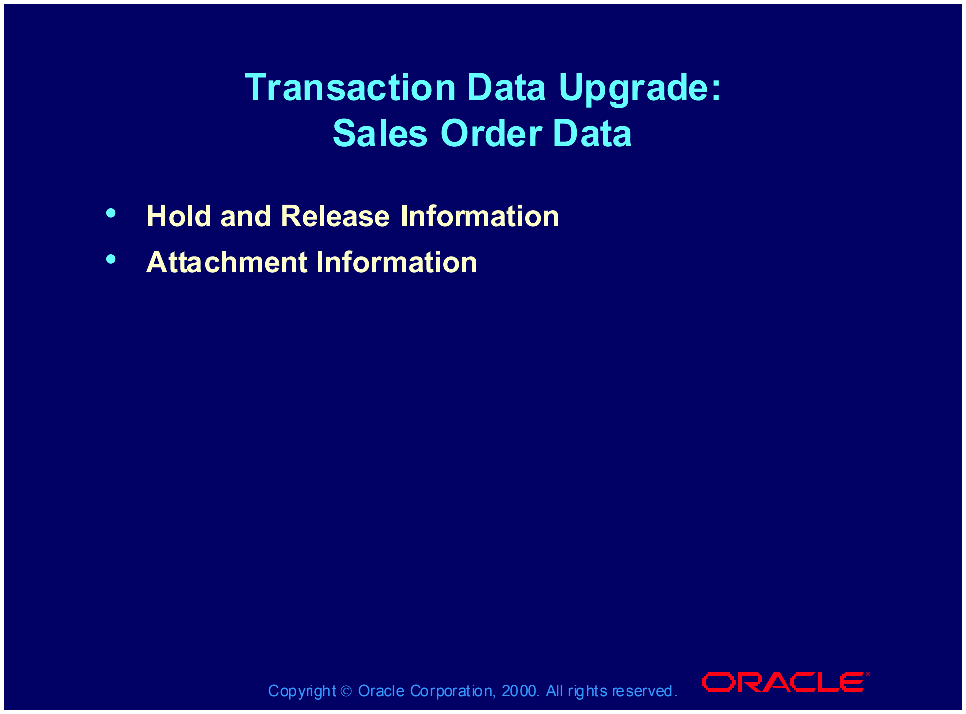
Transaction Data Upgrade: Sales Order Data



- Pricing attributes from SO_LINES_ALL move to OE_ORDER_PRICE_ATTRIBS.
- The Oracle Order Entry pricing attribute global context column has a null value in SO_LINES_ALL. After the upgrade, the context column in OE_ORDER_PRICE_ATTRIBS will has the value UPGRADE_CONTEXT.
- The data in SO_PRICE_ADJUSTMENTS moves to OE_PRICE_ADJUSTMENTS. During the upgrade, the header level price adjustments are a one-to-one record migration. The line level price adjustments may be a one-to-many record migration; if the Oracle Order Entry line has a price adjustment record, every Oracle Order Management order line has a price adjustment record in OE_PRICE_ADJUSTMENTS.

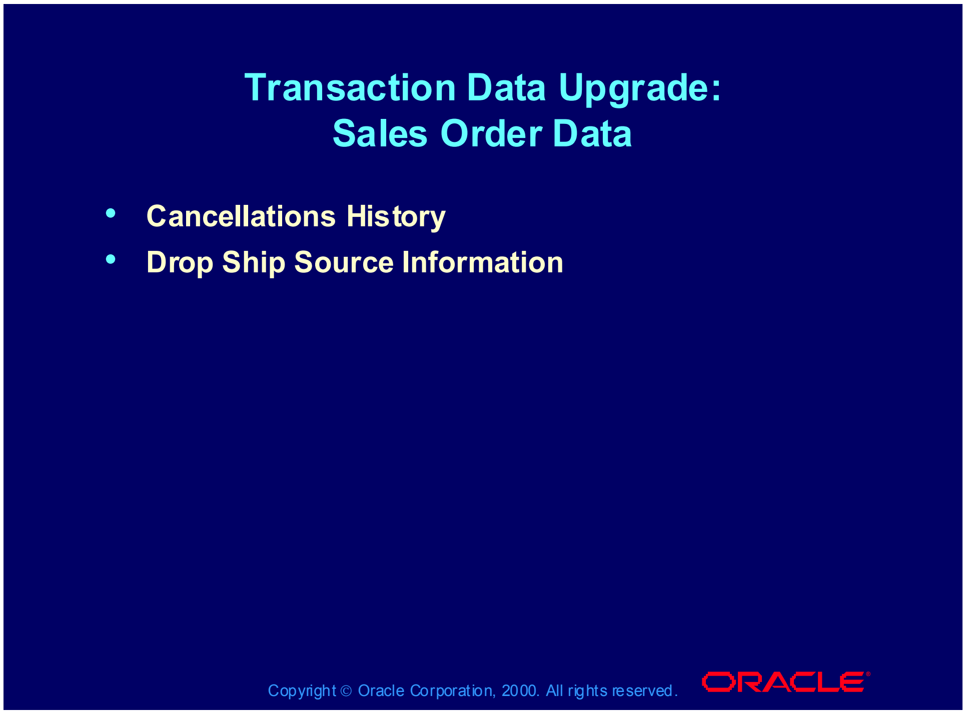


- The data in SO_SALES_CREDITS moves to OE_SALES_CREDITS. During the upgrade, the header level sales credits are a one-to-one record migration. The line level sales credits may be a one-to-many record migration; if the Oracle Order Entry line has a sales credit record, every Oracle Order Management order line has a sales credit record in OE_SALES_CREDITS.
- Installation base data from SO_LINE_SERVICE_DETAILS moves to Customer Relationship Management (CRM) through the CS application program interfaces (APIs).
- **The datatable SO_FREIGHT_CHARGES table is migrated to OE_PRICE_ADJUSTMENTS as Header level Charges.**



- The data in SO_HOLD_SOURCES_ALL table moves to OE_HOLD_SOURCES_ALL.
- The data in SO_HOLD_RELEASES moves to OE_HOLD_SOURCES.
- The data in SO_ORDER_HOLDS_ALL table to OE_ORDER_HOLDS_ALL.
- When the upgrade process processes order line records, it may insert more than one record into the new hold tables, depending on the number of Oracle Order Management order lines created from each Oracle Order Entry order line.
- Oracle Order Entry stores notes and attachment references in SO_NOTE_REFERENCES and duplicated in FND_ATTACHED_DOCUMENTS. Since Oracle Order Management only uses FND_ATTACHED_DOCUMENTS, the upgrade process only duplicates the data in it.

Transaction Data Upgrade: Sales Order Data



`OE_ORDER_LINES_HISTORY` stores a picture of the line record before a cancellation. The upgrade process populates it based on line records from `SO_ORDER_CANCELLATIONS`.

Data from `SO_DROP_SHIP_SOURCES` moves to `OE_DROP_SHIP_SOURCES` and may be in a one-to-many relationship, depending on the number of Oracle Order Management order lines created from each Oracle Order Entry order line.

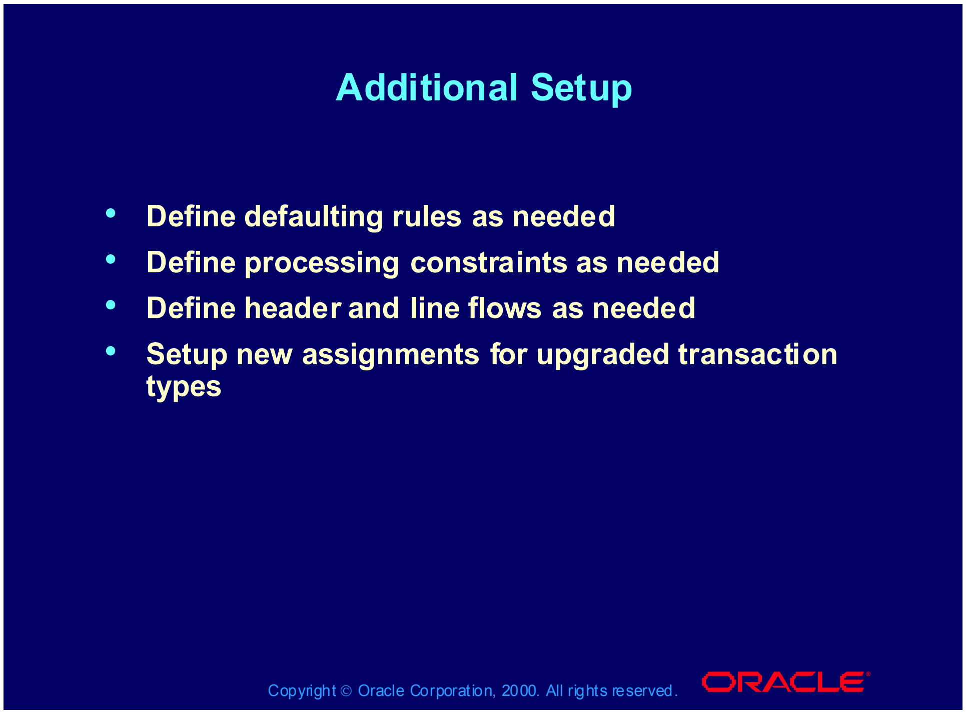
Transaction Data Upgrade: Not Upgraded

Transaction Data Upgrade: Not Upgraded

- **Shipment parent lines (line_type_code = PARENT)**
- **SO_LINE_DETAILS descriptive flexfield**
- **SO_ORDER_CANCELLATIONS descriptive flexfield**
- **Order Import interface tables**

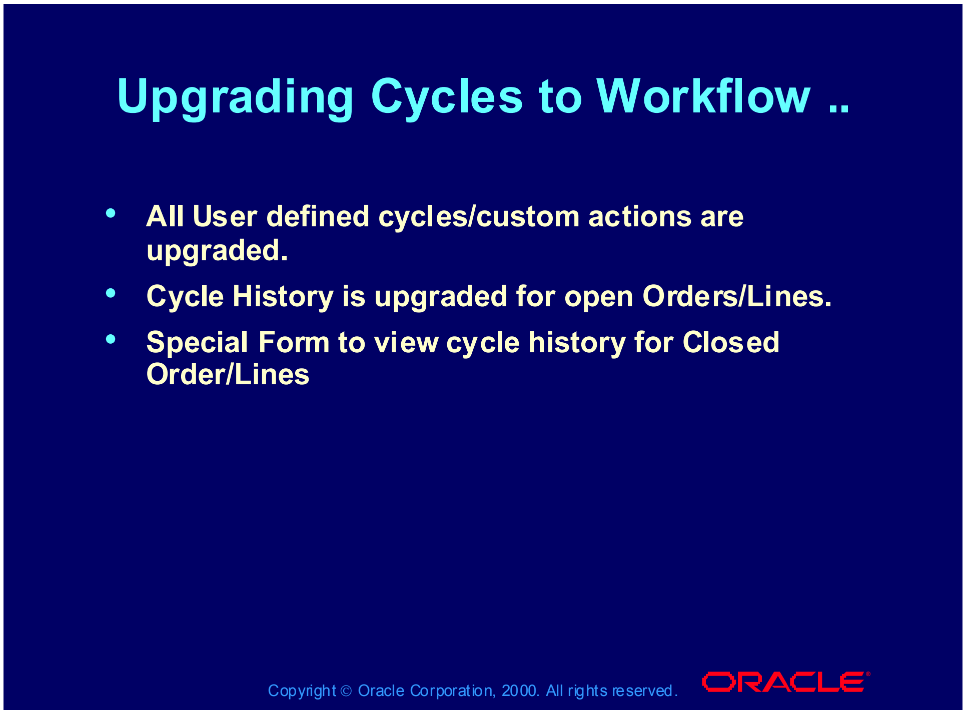
- When you create shipments from a regular line In Oracle Order Entry, the process creates a parent shipment line and a shipment line. OM does NOT have a "Shipment Parent" line entity. Oracle Order Management creates line sets only for top level lines and shipment lines relate to their original lines through the line_set_id.
- Since Oracle Order Management does not have a line detail entity, the upgrade process does not process the Oracle Order Entry line details descriptive flexfield.
- In Oracle Order Management, the lines history table stores an image of the line record before a cancellation. Therefore, the upgrade process does not upgrade the Oracle Order Entry cancellations flexfield. However, it does populate the table based on the Oracle Order Entry line records.
- The upgrade process does not process data from the Order Import interface tables. Run the Oracle Order Entry Order Import and successfully interface all your data before upgrading.

Additional Setup



- Review the seeded Oracle Order Management defaulting rules and define additional ones to meet your business needs.
- Review the seeded Oracle Order Management processing constraints and define additional ones to meet you business needs. You have more flexibility when defining Oracle Order Managament processing constraints that you do when when defining Oracle Order Entry processing constraints.
- Review the seeded Oracle Order Management workflow header and line flows using Workflow Builder rules and define additional ones to meet your business needs
- Define workflow assignments for the order and line transaction types. You can assign seeded flows or flows that you define.

Upgrading Cycles to Workflow ..

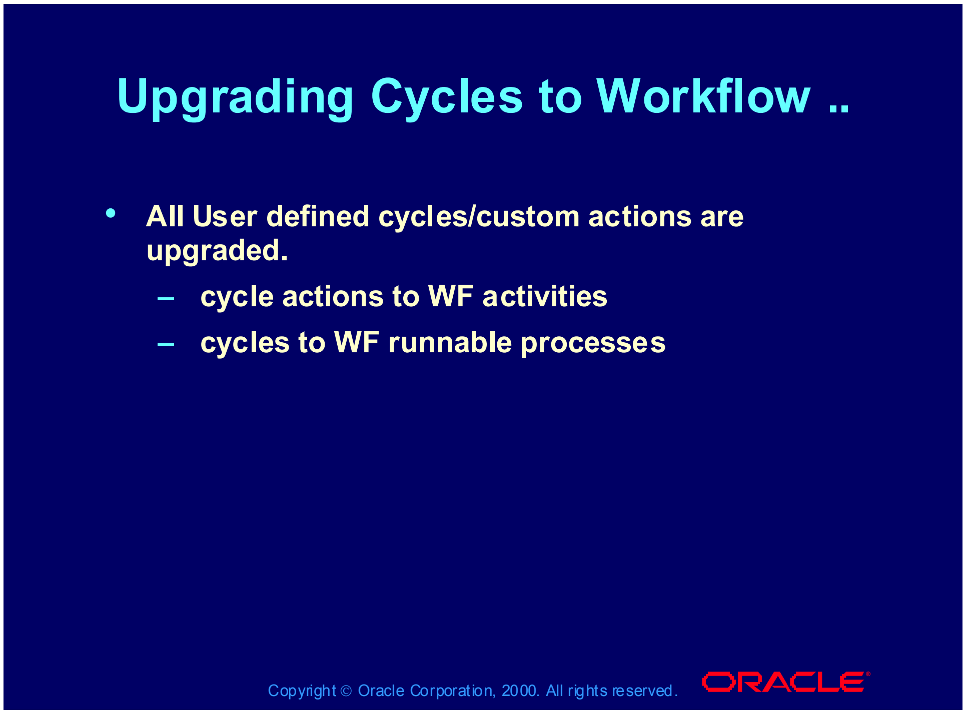


The upgrade to OM migrates the the following data for cycles and cycle history:

- All User defined custom actions are upgraded to WF activities.
- All Cycles that are being used by Open Orders/Lines are upgraded to WF processes.
- Cycle History are upgraded to WF history for all open Order Headers and

Lines in certain supported cycle states.

A special Form is provided to view cycle and approval history for Closed Orders and Lines.   (This is not available with base 11i.1.   It will be provided as a patch)



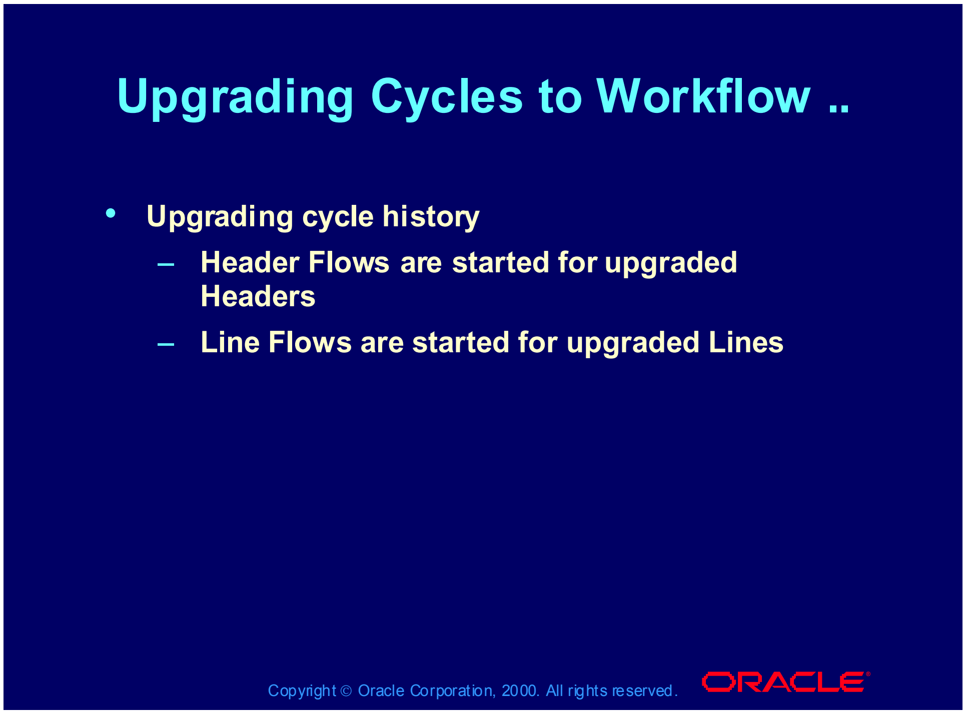
Custom Actions are upgraded to special block Activities that call a special OM function that looks at OE cycle states. This function checks whether the Order or Line was already past the Cycle action that it represents. It it wasn't then it returns 'NOTIFIED'

Approval actions are upgraded to Notification Activities. The Upgrade also uses seeded OM pre-notification activities that look at OE cycle states. This activity checks whether the Order or Line was already past the approval that the notification represents. It it wasn't then a notification gets sent. It it was then the notification is skipped.

Upgrade versions of all the function sub- processes are seeded with OM. Eg: The sub-process "Upgrade - Book Order, Manual" is the upgrade version of the seeded Booking sub-process. It has an activity in it before the booking activity to check whether the Order was already booked in OE. If it was then the booking activity is skipped, if it wasn't then it transitions to the "Book Eligible" activity.

The cycles upgrade uses these special block activities, notification activities and upgrade versions of the function sub-processes to dynamically define runnable flows based on the cycle definitions.

Upgrading Cycles to Workflow ..



The cycles upgrade uses these special block activities, notification activities and upgrade versions of the function sub-processes to dynamically define runnable WF processes based on the cycle definitions.

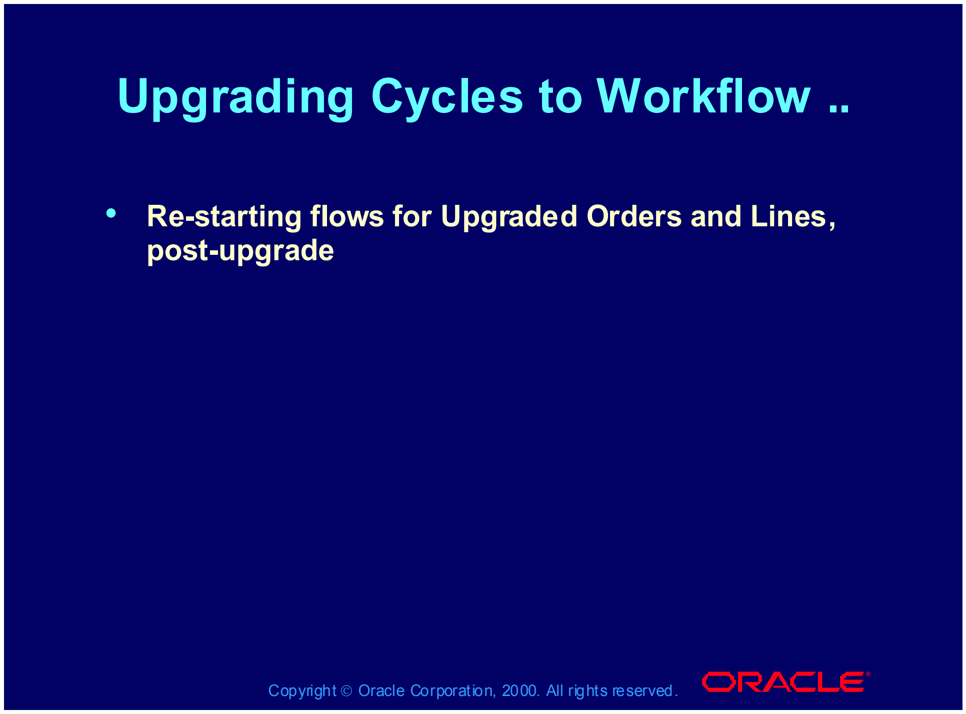
For every cycle that is upgraded, a Header flow and one or more Line flows are created. Special Line flows are created to support processing the configuration item.

As part of the post-upgrade you need to run a script that starts “flows” for every Header and Line using these runnable WF processes. Depending on the cycle state of the Order or Line the flows stop at the appropriate activity.

Eg: If you upgrade an Order that is eligible for booking, then the header flow will stop at the “Book - Eligible” activity and the Line Flows will stop in “Enter - Line” sub-process (to wait for the Order to Book).

Eg: If you upgrade an Line that is awaiting an Approval, then the Line flow will send out a Notification and stop (waiting for a response).

Upgrading Cycles to Workflow ..



To ensure that no processing happens during the cycle history upgrade, all the processes are deferred. You need to start the WF Background Engine to process the deferred activities. (eg: To receivables interface eligible upgraded lines you need to start the WF Background Engine)

Upgraded flows for Orders and Lines stop for various reasons:

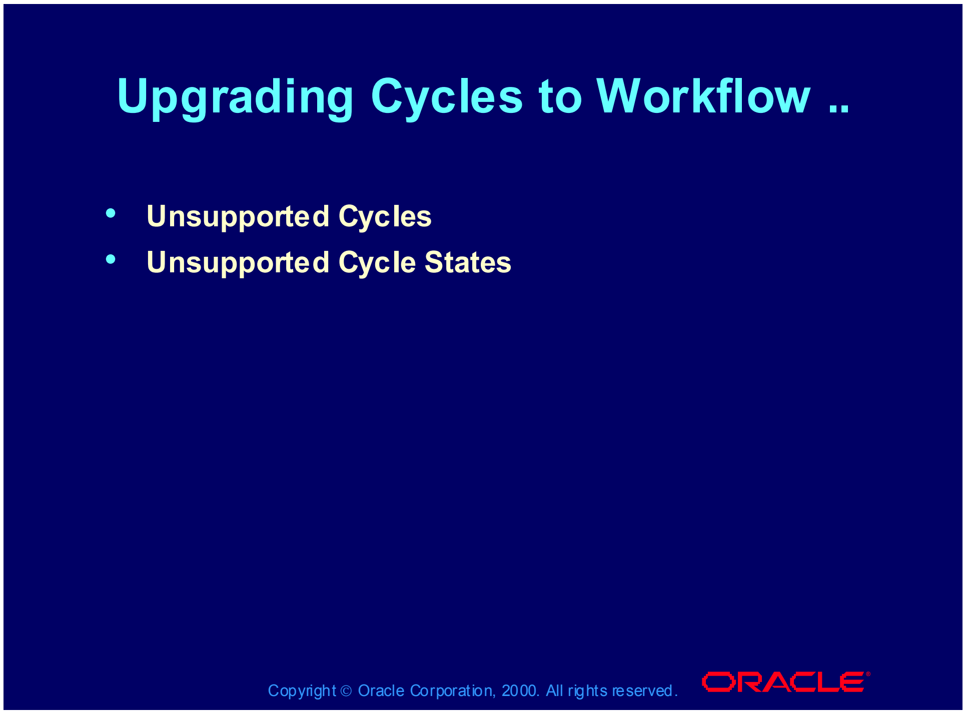
1. Awaiting custom processing - If a line was eligible for a custom cycle action in OE, after the upgrade its flow will be stopped a block activity. You need to complete such block activities using the WF APIs after you have completed the required custom business function.

2. Awaiting Approval - If a line was eligible for an Approval in OE, after the upgrade its flow will be stopped at the Notification Activity. You need to respond to the Notification to re-start the flow.

3. Awaiting Manual Intervention - If a Line was eligible for Pick Release in OE, after the upgrade it will be stopped at the 'Ship - Line' Block activity. You need to pick release and ship-confirm the line to re-start its flow.

Note: Please refer to the Cycles Upgrade HLD available of the OM TOI webpage for more detailed information.

Upgrading Cycles to Workflow ..



Certain cycle definitions cannot be upgraded because they were not supported in OE or because they are extremely complex to be automatically upgraded. A pre-upgrade script identifies such cycles. Documentation is also provided on alternatives that can be follows.

Process definitions are NOT created for the following kinds of cycles:

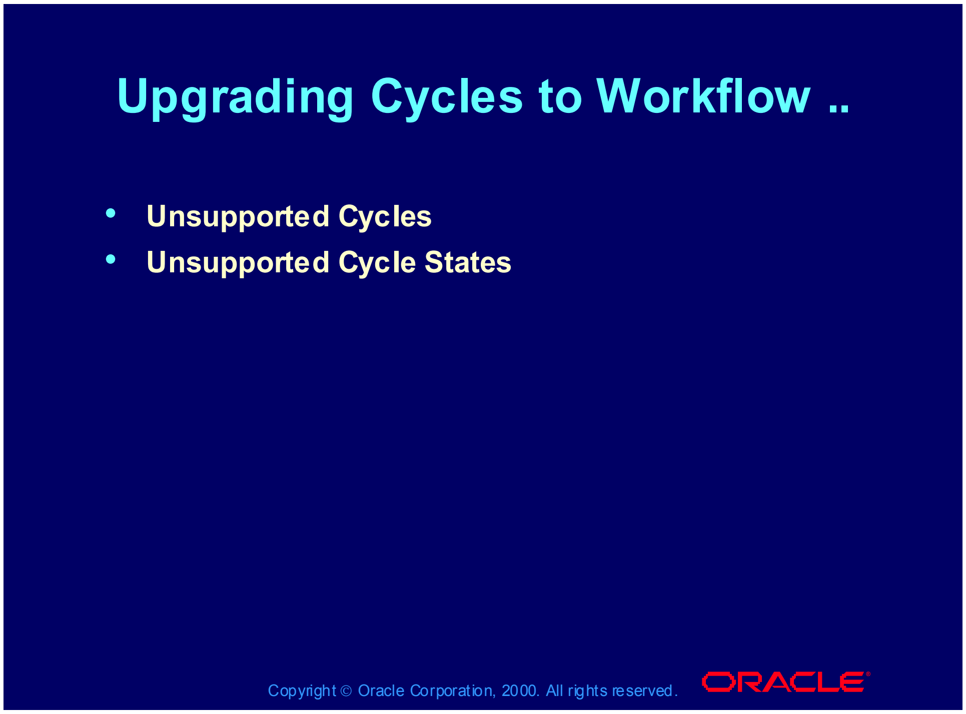
Cycles that have no Header actions - To upgrade open Orders referencing such cycles, you need to progress them to closure OR Add Header action(s) to the cycle.

Cycles that have no Line actions - To upgrade open Orders referencing such cycles, you need to progress them to closure OR Add Line action(s) to the cycle.

Cycles that have the Order or Line Cancel Action - To upgrade open Orders referencing such cycles, you need to Progress them to closure OR Take out the Cancel action from the cycle.

Note: If you were using the cancel action in a cycle to cancel back-ordered lines, you can use the OM Under-Shipment feature. By setting the under-shipment tolerances appropriately you can ship partially but fulfill completely(thus obviating the need to cancel the un-shipped portion).

Upgrading Cycles to Workflow ..

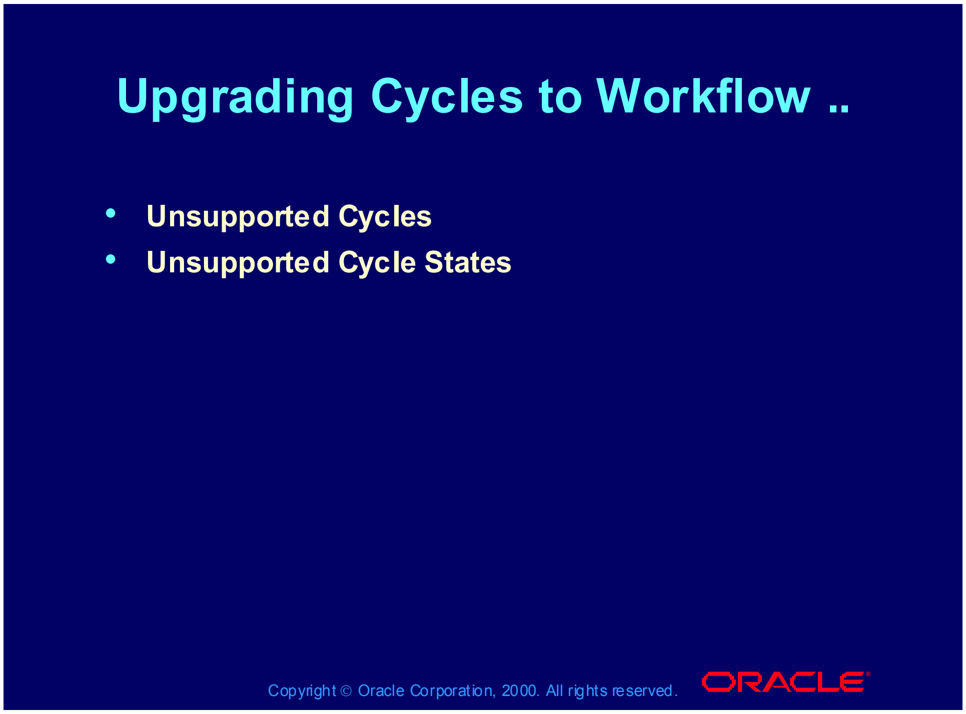


Non-Ship Cycles that have the Inventory Interface Action - To upgrade open Orders referencing such cycles, you need to progress them to closure OR Take out the Inventory interface action. The latter means that you have to manually decrement inventory for some transactions post-upgrade, unless you progress all transactions past inventory interface before you upgrade.

Cycles that have both RMA Interface and Purchase Release Actions - - To upgrade open Orders referencing such cycles, you need to progress them to closure OR Progress either all open outbound or inbound orders to closure and then take out the respective function (Purchase release or RMA interface) action from the cycle.

Cycles that have Line Actions with - 1. More than one group in its pre-requisites (OR condition) AND 2. One of the groups has more than one pre-requisite action (AND condition) AND 3. Such a group has a header action as one or more of its pre-requisite actions (involves co-ordination activities). To upgrade open Orders referencing such cycles, you need to progress them to closure OR Convert the 'AND' conditions to 'OR'. The latter may not be feasible to do while retaining the same functionality. It will also result in some actions becoming eligible post-upgrade that would not have become eligible pre-upgrade (because of a AND condition in the pre-reqs).

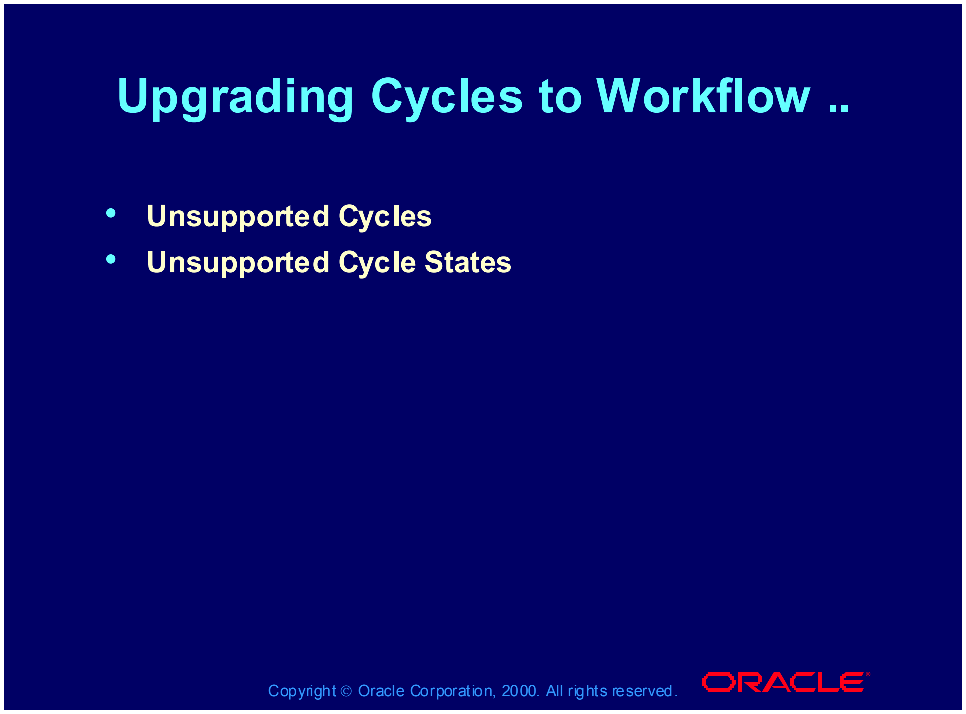
Upgrading Cycles to Workflow ..



Cycles that do not have records in so_action_results for those actions/results that serve as prerequisites for other actions. This is a case of data corruption that can happen when you define cycles without using the Application Forms.

- To upgrade open Orders referencing such cycles, you need to progress them to closure OR Create the missing records in SO_ACTION_RESULTS via the 'Define Action Results' form.

Upgrading Cycles to Workflow ..



The upgrades supports Upgrading Open Orders and Lines in the following cycle states (other than null and Not Applicable):

Supported Statuses for Order Cycle Actions:

Booking - Eligible, Partial, Entered, Booked

Cancel Order - Complete. “Not Applicable” is not supported for this action since “Cancel Order” could not be used in a cycle.

Complete Order - Eligible, Complete. Closed orders are upgraded but their cycle History is not. Customers are STRONGLY advised to run Close Orders before the upgrade to speed it up.

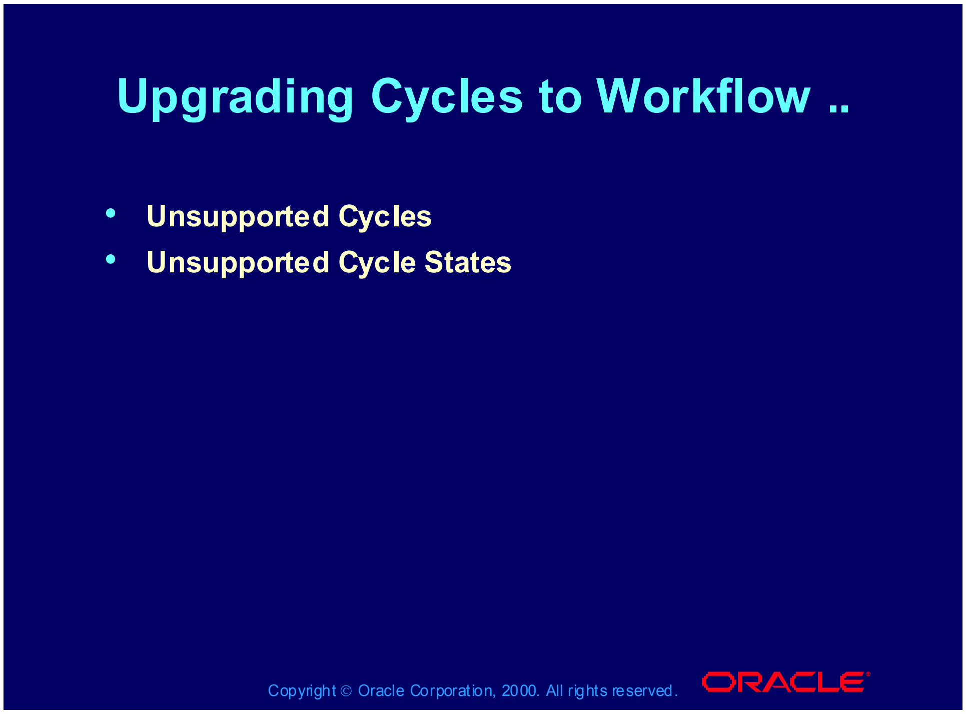
Supported Statuses for Line Cycle Actions:

BackOrder Release - Eligible, Partial, Released (No Open Pick Slips)

Cancel Line - Partial, Complete. “Not Applicable” is not supported for this action since “Cancel Line” could not be used in a cycle.

Demand Interface - Eligible, Interfaced

Upgrading Cycles to Workflow ..



Complete Line - Eligible, Complete. Closed Lines are upgraded but their cycle History is not.   Customers are STRONGLY advised to run Close Orders before the upgrade to speed it up.

Inventory Interface - Partial, Interfaced

Manufacturing Released - Eligible, Work Order Completed

Pick Release - Eligible, Partial, Released (No Open Pick Slips)

Purchase Release - Eligible, Interfaced, Partial , Confirmed

Receivables Interface - Eligible, Interfaced to AR, Partial

RMA Interface - Eligible, Interfaced, Partially Accepted, Completely Accepted

Service Interface - Interfaced.

Ship-Confirm - BackOrdered Partial, BackOrdered Complete, Partial, Complete

Upgrading Cycles to Workflow ..

Upgrading Cycles to Workflow ..

- **Unsupported Cycles**
- **Unsupported Cycle States**
  - **How to get them to a supported State**

Pre-upgrade scripts are provided to identify Orders and Lines in unsupported cycle states.   You can move the Orders and Lines further in the cycle to a supported state using the appropriate OE concurrent programs or forms.

From an ATO perspective the only supported statuses are the state at the beginning (Manufacturing Release - Eligible) or the end (Manufacturing Release - WO Complete) of the ATO process.

If you have lines that are Manufacturing Release - Released, then you can unschedule the line to get back to Manufacturing Release - Eligible.

If you have lines that are Manufacturing Release - Config Created, then you can delink the config item to get back to Manufacturing Release - Eligible status

If the customer has lines that are Manufacturing Release - WO Open then you can delink the Work Order from the Sales Order AND delink the Config item from the Sales Order to get back to Manufacturing Release - Eligible status. (this in the case when you cannot complete the Work Order).

Upgrading Cycles to Workflow ..

Upgrading Cycles to Workflow ..

- OM Profile Options that affect the Cycles Upgrade
  - OM: Context Responsibility for Upgraded Orders
  - OM: Notification Approver

In Order Management, for every Order and Line the following WF item attributes are created:

USER_ID - The user that created the Order/Line

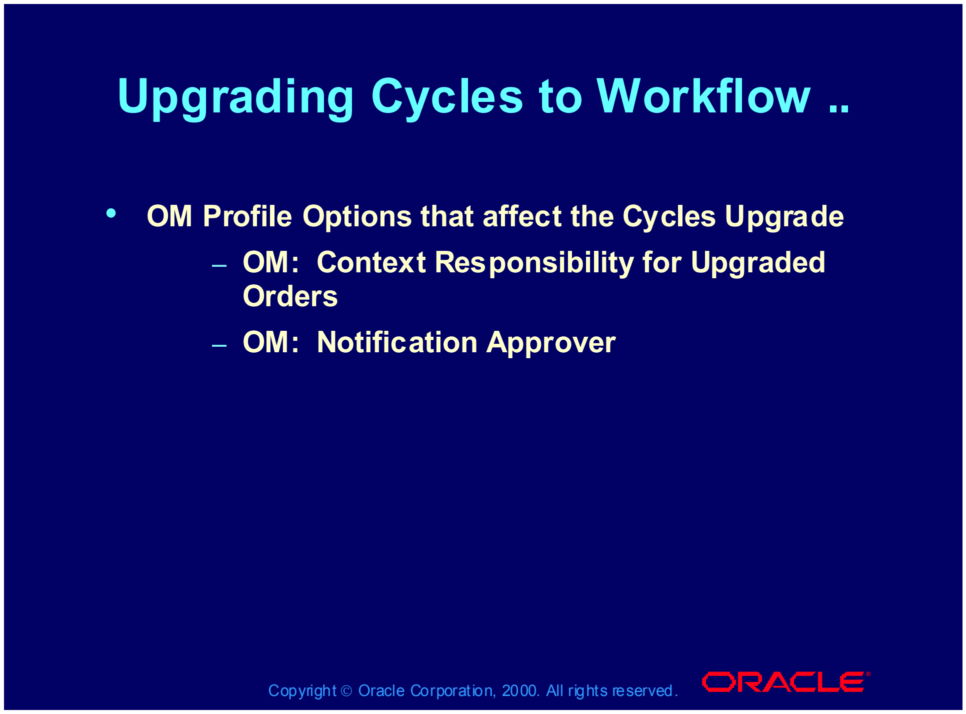
RESP_ID - The responsibility that was used to create the Order/Line

RESP_APPL_ID - The application that was in effect when the Order/Line was created.

These item attributes are used to set application context when deferred flows are picked up by the Background Engine for processing. The application context determines the Org (Operating Unit) you are pointing to and the profile options in effect. Now for upgraded Orders and Lines the first can be set based on the created_by column on the Order Entry entities. To determine the other two you need to complete certain manual post-upgrade steps. A post-upgrade script lists all the unique Users (who have created Order/Lines) for each Operating Unit. Another post-upgrade script lists such Users who have multiple responsibilities pointing to an Operating Unit or no responsibilities at all. For the former case you need to set the "OM: Context Responsibility for Upgraded Orders" on ONE of the responsibilities.

This Profile Option needs to be set in one of the post-upgrade steps BEFORE the cycle history is upgraded.

Upgrading Cycles to Workflow ..



As part of the cycle upgrade, approval actions are converted to Notification activities. Notifications that require a response need to be sent to a WF Role.

The OM: Notification Approver Profile option setting determines, to whom these notifications are sent. This profile option can be set at the Site, Application, Responsibility or User level. It can be set to any Workflow role (Application Responsibility or User).

To get functionality akin to Order Entry Approvals, the User can set it to an Application Responsibility. Setting this profile at a Responsibility level enables the user at a minimum to have a different Approver Role for a given Operating Unit.

If the profile OM: Notification Approver resolves to a null value for a given User, Responsibility and Application on an Upgraded Order or Line, then the notification will be sent to the SYSADMIN user.

This Profile Option needs to be set in one of the post-upgrade steps BEFORE the cycle history is upgraded.

Customizing Workflow Data

- Access Levels
- Defining custom activities, processes
- Modifying seeded activities, processes

OM comes seeded with WF definition data that is used for processing Orders and Lines. Before you create custom workflow processes, you should review the seed data. The application comes with certain utility activities that should make it easier to define custom flows.

OM follows certain conventions when designing and defining WF seed data. Please refer to the Order Management Workflow Standards for the conventions followed. These are documented in the OM User's Guide. Users can follow these as well for the sake of consistency.

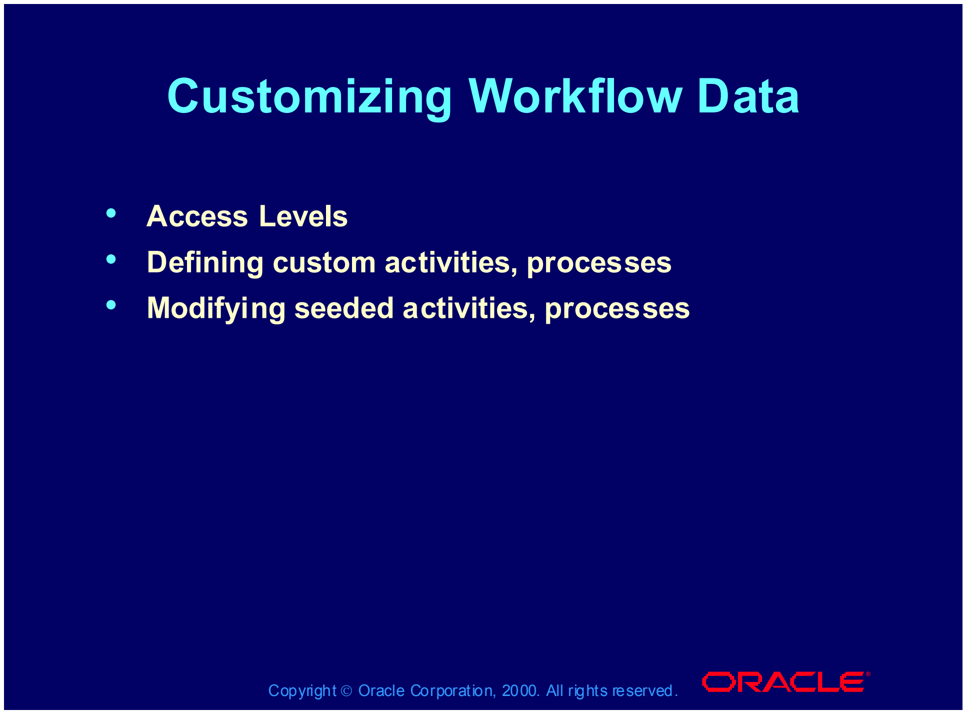
Refer to the Oracle Workflow User's Guide for more information on how to use the Workflow Builder.

Note: All Order Management Seed Data is locked at an Access Level of 20. Users should not over-ride the locks. Modifying any seed data is considered customization You should be working at an access level of 100

Exceptions to the above - The Item Attribute 'OM WF Administrator' is set to the role 'SYSADMIN'. This can be changed to point to another role.

Message Bodies on seeded messages can be changed

Customizing Workflow Data



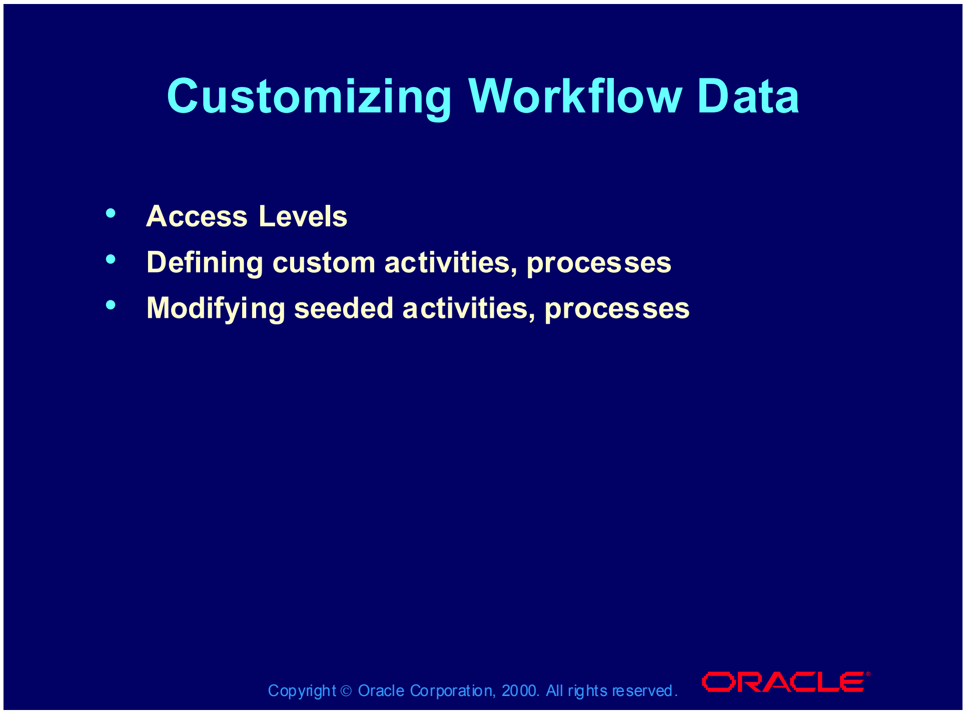
Order Management comes seeded with several Order Header and Line Flows. You can assign these or the new flows that you define to Order Types and Line Types via the Transaction Types Form.

Creating new Order Header or Line flows - If the seeded processes do not meet your specific business processing needs exactly you can create new Order or Line flows. New flows can be created one of 3 ways:

Via the Workflow Builder copy a seeded Order or Line flow, change its Internal Name, Display Name and description. Change the definition as desired. Here you are re-configuring using seeded processes. This is supported.

Via the Workflow Builder, with the seeded flows as examples, you can create new Order or Line flows using the seeded functional sub- processes. You are re-configuring using seeded activities and sub-processes. This is supported

Via the Workflow Builder, with the seeded flows as examples, you can create new Order or Line flows using the seeded functional sub- processes and/or custom activities. You are creating custom flows. The functionality of seeded sub-processes is supported but not that of the custom ones.



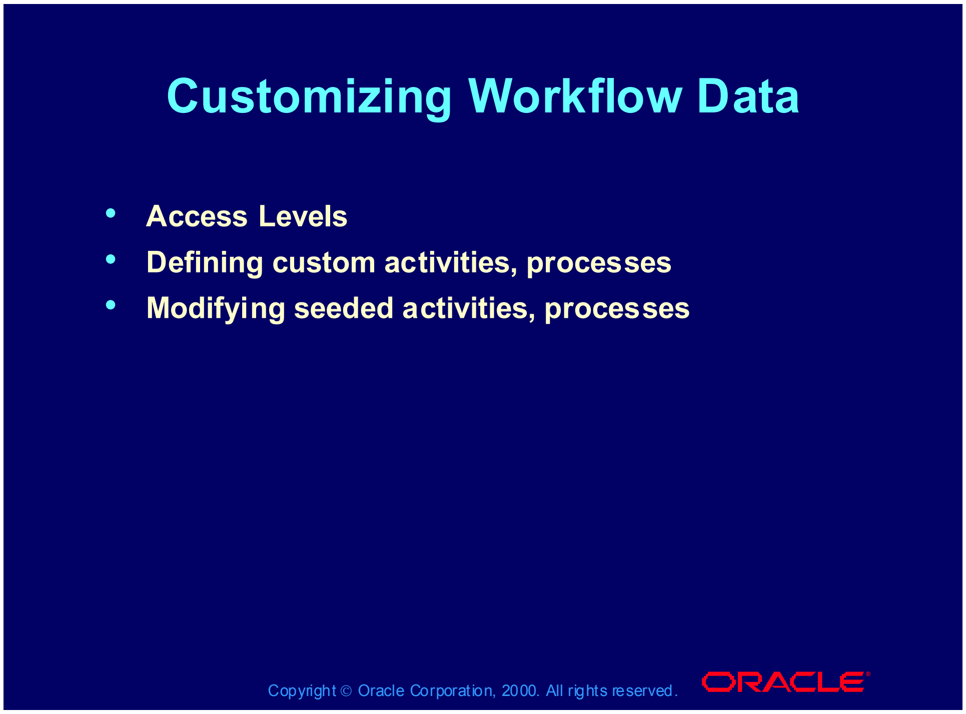
When creating custom flows we recommend that you use the seeded function sub-processes as opposed to using the individual function activities, unless the seeded flows themselves are using activities for a given function (Eg: The seeded flows use the Fulfill activity, The seeded flows use the Booking process). This will ensure that you automatically get enhancements and fixes.

Follow common sense guidelines such as: The Booking process should always be included in an Order Header flow. The Order Line flow should be created to always wait for Booking before it moves on to other functional processes. The exception here is approvals or other custom activities that need to happen before the Order is Booked, then they can priced the Enter - Line, sub-process.

Include Close-Order as the last sub-process in any Order Header Flows. If you need to have custom activities after Close, they can be placed after the Close-Order Sub-process. The same applies as far as Order Line flows and Close-Line sub-process.

If a Line flow has Shipping, it should precede Invoice Interface.

Include the functional sub-processes that represent the processing a Header or Line needs to go through. Thus if a Line needs to get interfaced to invoicing you need to include the Invoice Interface sub-process in your line flow.



Note: The default error process on any new function activities, processes or flows needs to be set to 'RETRY_ONLY'. The WF standard 'RETRY_ONLY' error process supports only re-trying of the activity that is in an error state. It does not support aborting the flow or skipping the activity that is in an error state. Order Management may not work correctly if any other error process is specified or no error process specified.

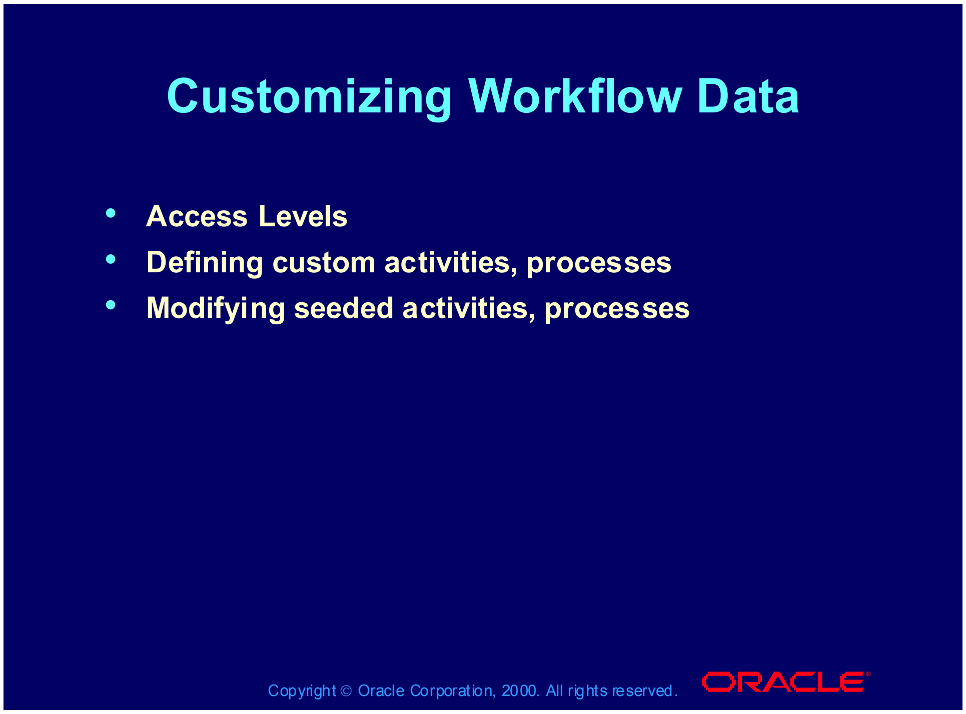
Defining Custom Approvals

Approvals or Notification Activities are an easy way of customizing OM Header or Line flows. FYI or non-FYI notification activities can be defined via the Workflow Builder.

The seeded Descriptor WF Item attributes at the Header and Line level can be used to provide context to notification message bodies.

When the responder on a notification cannot be a constant, the placeholder item attribute 'NOTIFICATION_APPROVER' can be used to dynamically set the responder. When an order Header or line is created this item attribute is set to match the Profile Option 'OM: Notification Approver' setting. If all your approvals need to go to this role, you do not need to use the 'Utility - Set Notification Approver'.

Customizing Workflow Data

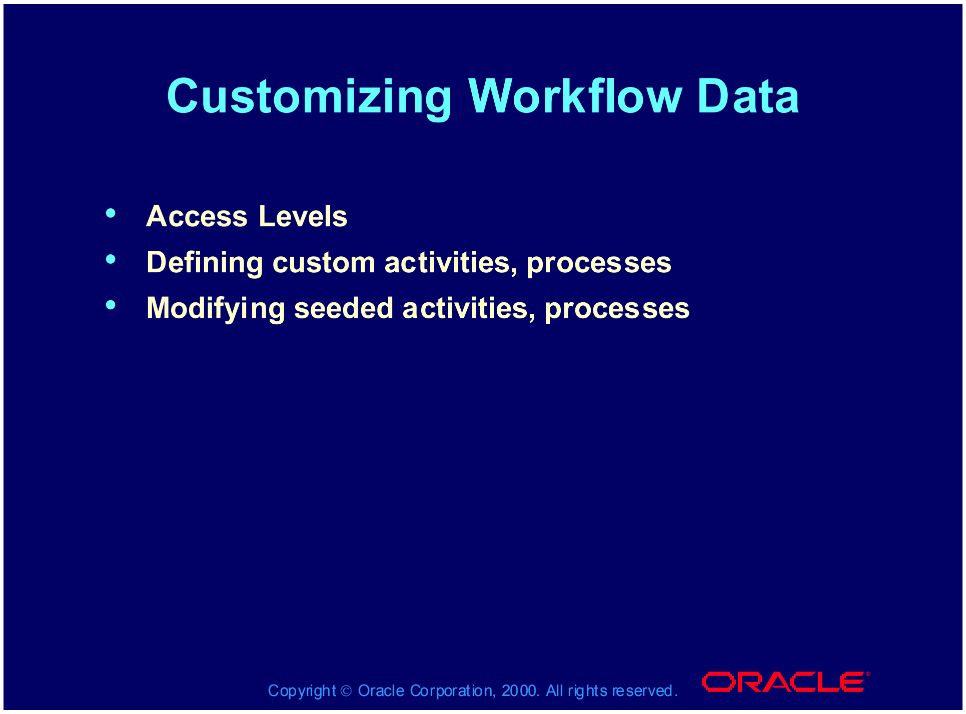


If you need to send notifications to the role who created the Order/Line etc, you can use the seeded utility 'Utility - Set Notification Approver' to set its value as desired. This utility can be placed before the notification activity, with its activity attribute set to the value you need. The utility can set the attribute to one of 3 values, dynamically. Note: This utility is not available with base R11i.1. It is available as a patch.

The seeded approval failure block can be used to handle failed approvals. Usage of this block enables the flow to remain active, giving the end-user the option to delete or cancel the header or line that failed the approval.

Defining Custom Activities

To meet their specific business needs, Users can define new function activities or sub-processes using the Workflow Builder. These custom activities and sub-processes can be used in runnable Header or Line flows. These are not supported by OM.



Coordinating Header and Line flows based on custom activities or approvals

Oracle Workflow supports Master-Detail flow coordination by providing standard workflow activities. The seeded Booking sub-process uses these. That is the seeded Line flows wait for the Order to book before progressing.

You can use these when you need to co-ordinate Line flows based on a custom Header activity or notification or vice-versa.

Note: Modifying seeded activities and processes is not supported.

Want to know more?

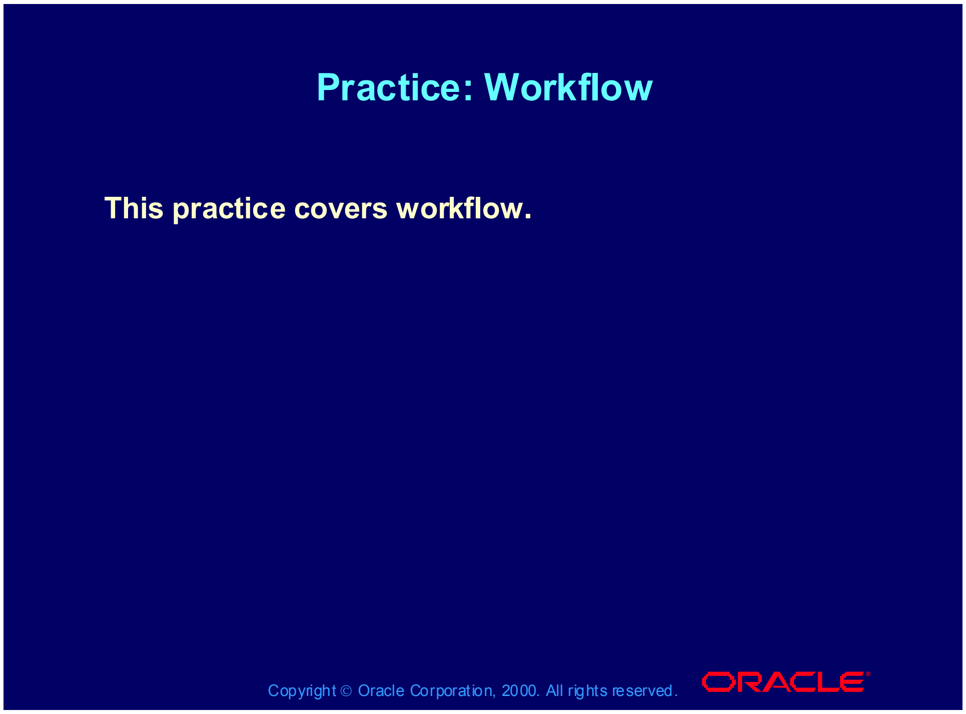
Order Management Workflow Standards and High Level Designs are available on the OM TOI webpage:

http://www-apps.us.oracle.com/~nklokke/r11iom_preview/nk_r11iom_tech.html

A White Paper on OM's Usage of WF will be available shortly at the same site.

Information on the Workflow Product can be found at:

http://www-apps.us.oracle.com/atg/wf/



Lab 1: Understanding Workflow Activities

Scope

Before we actually begin the fun of building our own workflow process, we need to explore the entities that make up the workflow process themselves. This lab is intended to give you practice getting around in the Workflow Builder Navigator. It will also confirm that you understand how to retrieve detailed information for each of the workflow building blocks. I will ask specific questions about the Order Management Header and Line Flows that you will need to answer.

In Lab 1 you complete each of the following steps:

1. Login to the database and Load the OM Order Header and OM Order Line Item Types.

2. Save these off to disk in File format.

3. Explore each of the Workflow objects through a question and answer approach.

Prerequisites

1. Loading Workflow Builder 2.5 onto your client machine. If this has not been done go to the following URL and follow instructions.

http://www-apps.us.oracle.com/atg/wf/

Procedure – Exploring Workflow Objects

1. Open the Workflow Builder 2.5 on your client machine (Start + Programs + Oracle For Windows NT + Oracle Workflow Builder 2.5)

2. Choose the Open folder icon or choose File + Open…

3. Next choose the ‘Database’ radio button and enter the following connect string:

4. Choose ‘OK’ and you will get a list of all the ‘Item Types’ loaded into the database. The 2 you are concerned with currently are OM Order Header and ‘OM Order Line’. Choose each of them and ‘Add’ them to the ‘Visible’ side of the window as shown.

5. Choose ‘OK’ and wait for them to be loaded. Notice at this time that the small ‘apps@vis11i’ icon is representative of a database disk.

This means that saving changes would be done to the database of the workflow definition. Since we are all logged into the same database, we would be overwriting each other’s definitions. In addition, there is no reason to stay attached to the database. Instead we will each save this current definition off to the hard disk of the client machine which you are on.

6. Choose File + Save As… and enter a filename of ‘OMWF’ Now notice that there is no longer a ‘Blue Disk’ icon but rather a ‘Folder’ icon. This means that any changes made are going to a file on disk rather than the database. Please continue to save any changes to this file and not the database, unless otherwise instructed by the class leader.

7. Expand the folder and answer the following questions.

Questions:

1. What is the Internal Name for the ‘OM Order Header’ Item Type? ________
And the ‘OM Order Line’ Item Type______________

2. The most common workflow process used for the OM Order Header is the ‘Order Flow – Generic’. Find it and give the Internal Name ______________
____

3. Is this Process Runnable? _______. Do you recall what the difference between a Runnable and Non-Runnable process is? Explain ______________
____
____

4. Double Click on the ‘Order Flow – Generic’ process. The process details in the form of a flow diagram should display in a separate window. Is the ‘Book

Order – Manual' a Process, Function or Notification? _____________ How can you tell? ____

5. Double Click on the 'Book Order – Manual'. You will see the 'Book Order – Eligible' icon. This is a function activity. What PL/SQL function is executed when this activity is run? ____

Do you recall the purpose of the function? Explain? ___________________

____

____

6. What is the PL/SQL function executed when the 'Book' function activity is run?____ Could you find the code associated with this function if asked to? _____________________________

7. The 'Book Line – Continue' function has an associated 'Wait For' function. What is the Internal Name and Display name of the associated 'Wait For' function? ____

8. Open the 'Line Flow – Generic' process within the 'OM Order Line' Item Type. The Sub-Process called 'Ship – Line, Manual' which has a Result tied to it. What is the Result Name? _____________________________________ Find the Lookup Type in the Navigator for this Result and list all the 'Lookup Codes'. Hint: Look in 'OM Standard' Item Type if it is not found in the 'OM Order Line'. ____

____

9. Within the 'OM Order Line' Item Type, there is an attribute called 'Line Short Descriptor'. How is the default value for this attribute derived? ___________

____

Want to know more?

Order Management Workflow Standards and High Level Designs are available on the OM TOI webpage:

http://www-apps.us.oracle.com/~nklokke/r11iom_preview/nk_r11iom_tech.html

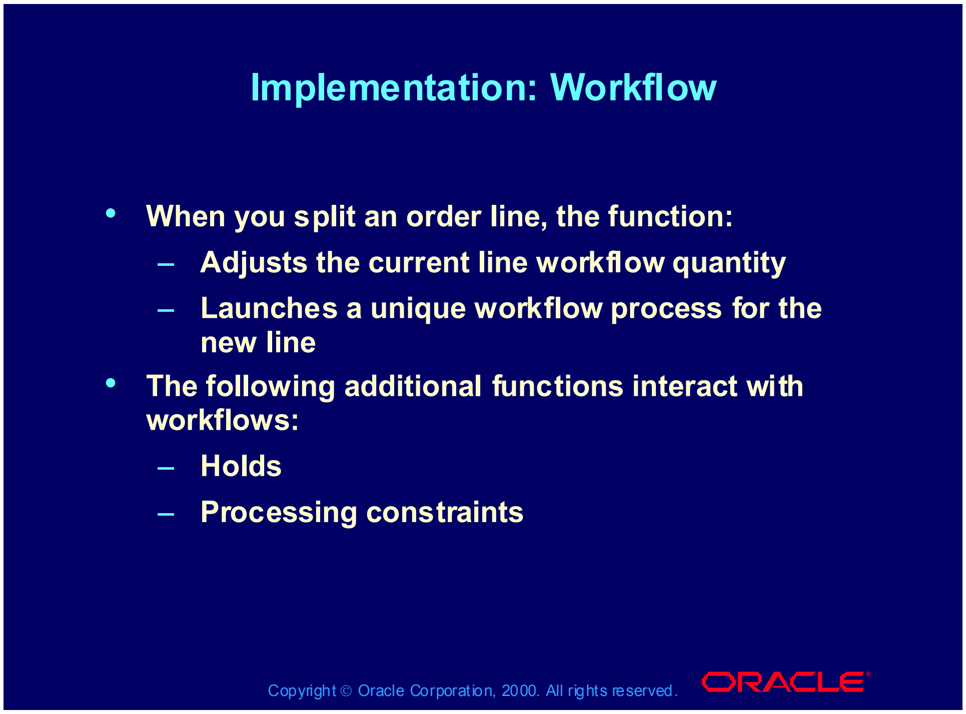
A White Paper on OM's Usage of WF will be available shortly at the same site.

Information on the Workflow Product can be found at:

http://www-apps.us.oracle.com/atg/wf/

Implementation: Workflow

- Each general workflow process contains a series of processing activities.
- Assign a general workflow process to each combination of:
  - Order type
  - Line type
  - Item type
- Every order header and every order line launches its own unique workflow process which is a copy of one of the general workflow processes.



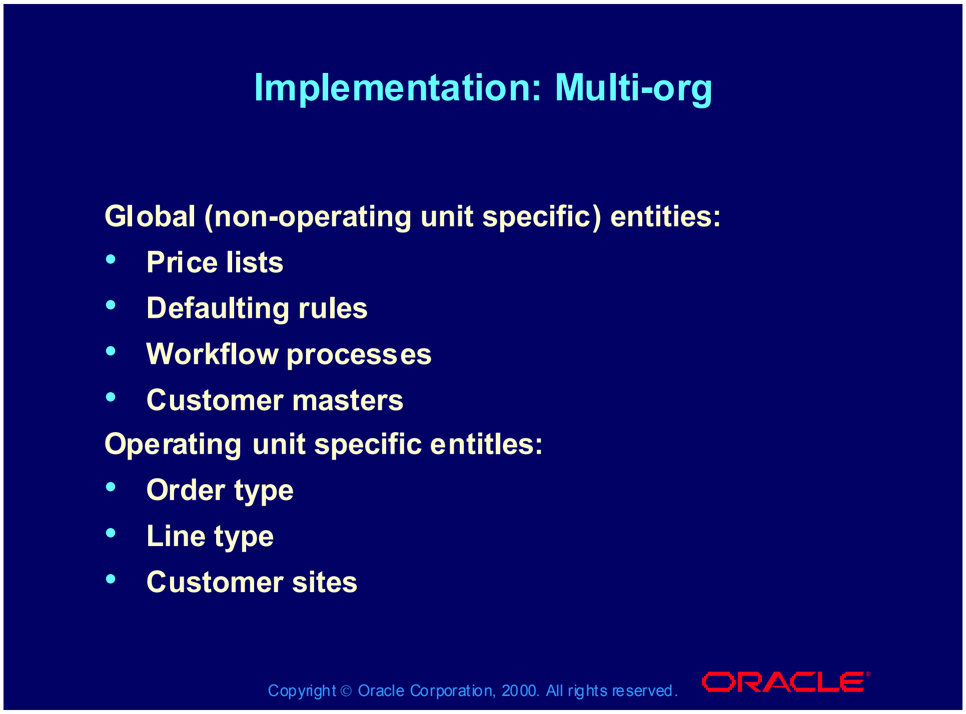
Order Management Workflow Functions

The list is not complete but provides some examples:

•Holds: You define and apply generic and activity-specific holds based on workflow approval notification activities. A flow that comes across a hold does not proceed until the hold is removed. The close order concurrent process automatically releases holds that have expired

•Constraints: You can define constraints based on flow state using the Order Management processing constraints framework.

Implementation: Multi-org



Implementation: Multi-org

Implementation: Multi-org

- **To default different values in each operating unit, use defaulting rules with organization ID as a condition.**
- **If different operating units need different information processed by their price lists, for example, currency, you may decide to set up unique price lists for each operating unit.**

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Implementation: Multi-org

- If different operating units need different information processed by their workflow processes, you may decide to set up the following entities as unique for each operating unit:
  - Order types
  - Line types
  - Item types
  - Workflow processes
- Since customer masters are global and customer sites are operating unit specific, attend to the level at which you store over/under shipment tolerances.

Agenda

Agenda

- Introduction
- Overview
- Installation
- Setup process
- Upgrade and implementation
- Summary

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Summary

In this lesson, you should have learned how to:

- Discuss installation and user security
- Describe the set up steps
- Identify upgrade and implementation considerations