

ORACLE ORDER MANAGEMENT

KEY FEATURES

IMPROVE ORDER-TO-CASH PROCESSING THROUGH USABILITY, PRODUCTIVITY AND ACCURACY

- Create and view orders from multiple operating units without changing forms or windows
- Deferred invoicing and revenue rec until customer acceptance for shipment
- Mass scheduling for unscheduled or failed schedule lines
- Header attribute changes cascade to line automatically or by user choice
- Resubmit/viewing of workflow activities in error
- Workflow validation tool
- Support for credit card CVV2
- Integrated with Contact Center
- User defined business logic to calculate payment due at order
- Ordering of telecommunication services with equipment
- Scheduling of ATO items without a BOM
- Honoring of credit holds across business units
- Item Orderability
- High Volume Order Processing
- Multi-threaded Pick Release
- Shipping Documents tailorable using BI Publisher

Oracle® Order Management is an order-to-cash solution that provides the capabilities for customers, partners and employees to select the right products and services, negotiate the best prices and ensure timely fulfillment.

Improve Operational Efficiency for Your Order-to-Cash Process

The quote-to-cash process typically consists of three main tasks:

- Capturing the Perfect Order which consists of functions such as product selection, configuration, pricing, promotions and cross/up sell
- Orchestrating Flawless Fulfillment which consists of workflow logic to determine how a specific order/order line should be processed
- Execute Timely Fulfillment which requires order information to flow to back end systems such as manufacturing, inventory, procurement, and financials.

The Oracle Order Management and Shipping Execution solution allows the creation of an integrated, seamless order-to-cash process across these three steps by providing the following capabilities:

- Accurate capture of customer orders across multiple channels
- Streamlined orchestration of order details for seamless fulfillment execution
- Communication of order status information to customers throughout the order lifecycle
- Efficient shipment planning and confirmation

The integrated order-to-cash process provided by Oracle Order Management will allow companies to realize benefits that include:

- *Enhanced customer experience* through selection of the right product at the right price, accurate order promising and automatic order status updates from fulfillment systems to multiple channels
- *Reduced operational costs* through faster order entry, reduced order errors and reduced manual steps for fulfillment processing
- *Increased revenue* through targeted cross/up selling, margin maximization and faster order fulfillment

Enhance Customer Service

Select the Right Product at the Right Price at the Right Place

Order Management works seamlessly with Oracle's industry-leading configuration and pricing applications. Oracle Configurator uses a rules-based configure to order engine to guide both reps and self-service customers to optimal configurations.

Oracle Advanced Pricing extends Order Management's price capabilities with an engine that applies correct prices, terms, and discounts to every order—including orders based on Sales Agreements. Order Management lets you define item orderability rules to control "who can order what".

Reduce Errors and Delays Though Order Validation and Automatic Defaulting

Oracle Order Management provides the ability to validate an order during the capture process and ensures that the order has all the necessary and correct information to be processed for fulfillment without errors. Order Management also provides a flexible defaulting capability to automatically populate order data such as payment, carrier and shipping information to reduce the likelihood of data entry error. This validation not only supports sales orders, but also governs other orders supporting order modifications, cancellations, and returns.

Accurate Order Promise Dates

Oracle Order Management works with Oracle's Global Order Promising solution to create consistently reliable delivery promise dates. Order Management supports available to promise (ATP), and Oracle Global Order Promising adds capable to promise (CTP) and capable to deliver (CTD) support. Inventory can be immediately reserved at order entry, or automatically as the requested ship date moves within the allocation window.

Provide Timely Order Status with Drop Ship Support

Oracle Order Management can be easily configured to support fulfilling customer orders by directly shipping the goods from the supplier to the end customer.

Customer sales orders are seamlessly communicated from Oracle Order Management to Oracle Procurement and on to the supplier. Customer changes to the sales order and supplier changes to the purchase order are synchronized to enable real-time order status inquiry. Once the supplier communicates the Advance Shipping Notice electronically or through Web self-service, the customer will be invoiced.

Reduce Operational Costs

Speed Order Entry through Configurable User Interface

Order Management's Quick Sales Order interface lets users efficiently enter orders using the fewest possible keystrokes. The order entry form supports mouse-free data entry and can be easily configured to remove unnecessary fields/tabs and allows fields to be reordered/re-labeled through simple point-and-click configuration. This configurability allows for faster order entry and reduces training costs.

The screenshot displays the Oracle Order Management interface for a sales order. The main window is titled 'Sales Orders (Vision Operations) - 63768, Vision Operations'. It features a 'Main' tab and an 'Others' sub-tab. The order details include:

- Cust Name / #: Vision Operations / 4637
- Order Number: 63768
- Subtotal: 5,207.00
- Tax: 429.59
- Charges: 0.00
- Total: 5,636.59

The 'Address Information' section shows shipping and billing addresses for 90 Fifth Avenue, New York, NY, 10022-3. The 'Ordered Item' table is as follows:

Line	Ordered Item	Qty	UOM	Item Description	Request Date	Schedule Ship Date	Unit Price	Extended Price	Price L
1.1	AS54888	2	Ea	Sentinel Standard Des	16-JAN-2007 15:47:08		1,599.00	3,198.00	Corpor
2.1	AS92689	1	Ea	Envoy Standard Laptop	16-JAN-2007 15:47:08		1,999.00	1,999.00	Corpor
3.1	CM42047	1	Ea	Power Cord	16-JAN-2007 15:47:08		10.00	10.00	Corpor

A 'Multi Line ATP Results' window is open, showing a 'Substitute' table:

Order Number	Line	Set	Item	Request Qty	Request Date	Request C
63768	1.1		AS54888	2	16-JAN-2007 15:47:08	2
63768	2.1		AS92689	1	16-JAN-2007 15:47:08	1
63768	3.1		CM42047	1	16-JAN-2007 15:47:08	1

The interface also includes a 'Book Order' button and a 'Price Total' of 0.00.

Figure 1: Manage your orders from start to finish with Oracle Order Management

Increase Throughput Efficiency with Electronic Capture From Any System

Companies receive orders from multiple systems, including Web stores, third-party systems, and outsourced call centers. Oracle Order Management is architected to efficiently capture from all of these sources. Its order processing API is separate from the user interface, for easy access by other order-entering programs. The system can also batch import orders in EDI or XML formats. There is also self-service access to order information, invoices, and delivery status.

Automate Complex Order Processing with Flexible Workflow

Oracle Order Management and Oracle Shipping Execution leverage Oracle Workflow to flexibly model and execute any sales order, picking or shipping process. The application provides flows for capture, book, fulfill and invoice out of the box. In addition, Order Management integrates with the Oracle Manufacturing applications to support configure-to-order manufacturing, logistics-based fulfillment and service fulfillment. The flexible workflow framework makes it easy to add steps specific to your business or create new workflows. Daily Business Intelligence is also included and provides a pre-built set of real-time analytics to monitor/track order process performance metrics, enabling business analysts to identify orders that are in jeopardy of not meeting promise dates and process bottleneck areas that can be improved.

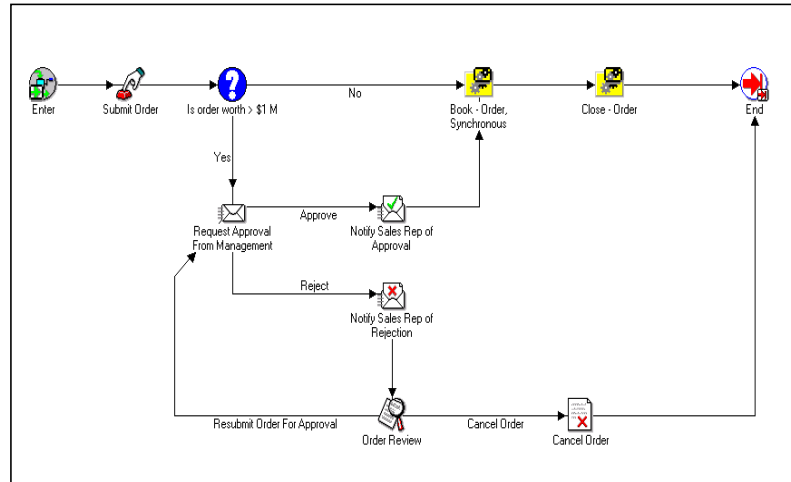


Figure 2: Automate complex order processing with flexible workflow

Increase Revenue

Increase Average Order Size Through Cross and Upsell

The Oracle Order Management data entry form includes a tab that displays cross/up sell products that are related to the selected line item. The relationship type, description, availability and price are displayed and users can easily add one or multiple cross/up sell products to the order by selecting a check box.

Margin Enforcement

Oracle Order Management provides the ability to setup margin thresholds, create margin violation order holds and view margins during order entry. This ensures that orders meet profitability goals and enables products to be allocated to highest margin orders/order lines.

Decreases Time to Revenue through Automated Fulfillment

Order Management leverages Oracle Shipping Execution to automate all shipping-related processes, including picking, packing and ship confirmation. Companies can enable Auto-Pick, Auto-Pack and Auto-Ship individually or in combination. Shipping Execution automatically groups sales order lines into consolidated deliveries to minimize shipping and handling costs. Integration with Oracle Warehouse Management adds resource and labor optimization capabilities, such as wave picking and RFID. Oracle Transportation Management adds freight rating and routing, load tender, automated carrier communication, freight payment and audit capabilities.

KEY BENEFITSWITH ORACLE ORDER
MANAGEMENT YOU CAN:

- Enhance Customer Service
- Reduce Order Processing Costs
- Increase Revenue

RELATED PRODUCTS

The following products are available from Oracle and enable companies to further enhance their Order Management Processes:

- Oracle Advanced Pricing
- Oracle Configurator
- Oracle Transportation Management
- Oracle Quoting
- Oracle iStore
- Oracle Advanced Product Catalog
- Oracle Sales Contracts
- Oracle Service Contracts

RELATED PRODUCTS

- Oracle E-Business Suite Accelerators
- Oracle Application Solution Centers
- Oracle University
- Oracle Consulting

Oracle E-Business Suite—The Complete Solution

Oracle E-Business Suite enables companies to efficiently manage customer processes, manufacture products, ship orders, collect payments, and more—all from applications that are built on unified information architecture. This information architecture provides a single definition of your customers, suppliers, employees, and products—all important aspects of your business. Whether you implement one module or the entire Suite, Oracle E-Business Suite enables you to share unified information across the enterprise so you can make smarter decisions with better information.

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