

Business Processes for Oracle Business Accelerators for JD Edwards EnterpriseOne

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JD EDWARDS ENTERPRISEONE

PURPOSE STATEMENT

THIS DOCUMENT PROVIDES AN OVERVIEW OF FEATURES AND ENHANCEMENTS INCLUDED IN JD EDWARDS JD EDWARDS ENTERPRISEONE. IT IS INTENDED SOLELY TO HELP YOU ASSESS THE BUSINESS BENEFITS OF UPGRADING AND TO PLAN YOUR IT PROJECTS.

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Business Processes for Oracle Business Accelerators for JD Edwards EnterpriseOne

“As an Oracle Accelerate partner, the Oracle Business Accelerators are a critical component to fulfilling customer demand for fast and reliable implementations.”

—Warren Bach
President, Terrilium

ORACLE BUSINESS ACCELERATORS—SPEEDING TIME TO VALUE

Oracle Business Accelerators (OBA) for JD Edwards EnterpriseOne are powerful, easy-to-use rapid implementation solutions delivered through Oracle's approved partner channel or Oracle Consulting. Oracle Business Accelerators bring proven, best-in-class business flows to reduce the time and costs of implementing enterprise-wide solutions. Using intellectual property from both Oracle and our partners, business accelerators reduce implementation discovery, setup, and testing project phases. The result is predictable and expedited access to proven solutions that minimize the risk of new technology adoption. And, most importantly, you get up and running fast to realize the anticipated business benefits on the value side of the equation. Oracle Business Accelerators are a key component of Oracle Accelerate solutions—fixed-price, fixed-scope implementations reviewed by Oracle and delivered by Oracle approved partners.

- **FAST — Up and running in days – not months** – With pre-defined processes and templates you are able to start your enterprise applications implementation from a working system, which means less validation and re-work. Experience partners or Oracle consultants help provide razor focus the key business processes, user roles, and best practices for your industry and situation.
- **STRUCTURED — Leverage expertise** – You need your implementation to be on time, on budget, and to deliver the expected business benefits. Oracle Business Accelerators employ a highly structured methodology that project risks featuring a foundation of operational best practices based on based on real customer experiences from thousands of implementations. We've done this before—many, many times.
- **ENDURING — Establish a long-term information infrastructure** – Big, small, or in between, Oracle's customers run the same JD Edwards applications at an appropriate total cost of ownership. Oracle Business Accelerators get you up and running quickly without limiting your access to all JD Edwards capabilities when you are ready.

Oracle Accelerate Solutions – Unlimited Possibilities, Limited Budgets

Oracle Accelerate solutions are fixed-price, fixed-scope implementations of Oracle applications. These Complete, Industry-focused, and Easy-to-Own solutions are reviewed by Oracle and delivered by certified partners.

“Oracle Business Accelerators are a valuable resource to help us maximize the speed and reduce the cost of our implementations. These latest enhancements will enable us to benefit from greater flexibility and account for varying implementation requirements so that we can meet the budget and timeframe constraints of our customers.”

—Gary Shaffran
Senior Vice President, Syntax

Oracle and its partners recognize that companies and government entities with limited budgets demand comprehensive business solutions. Our customers want applications that are low-cost, low-risk, and provide industry-specific functionality while speeding time-to-value. Oracle Accelerate delivers a comprehensive set of applications, rapid implementation tools, and an extensive partner system, so that companies and government entities can maximize their budgets and achieve real business value quickly.

- **COMPLETE — Comprehensive. Integrated. Scalable** – Oracle Accelerate solutions provide a full range of capabilities—from the simplest to the most complex. Built-in integration presents a holistic view of your business, improves efficiency, and allows you to manage your IT capabilities through a single standardized system. And, Oracle Accelerate solutions feature the same applications run by multi-billion dollar companies. Your investment is protected as your business grows and changes.
- **INDUSTRY FOCUSED — Solutions for unique requirements** – Oracle Accelerate solutions are affordable bundles of Oracle's world-class business applications delivered through our Business Accelerator rapid implementation technology. Each solution is tailored to an industry segment with preconfigured industry process flows so most customers don't need to add customizations. Experienced Certified Oracle partners or Oracle Consulting get you up and running quickly.
- **EASY TO OWN — Easy to buy, implement, maintain, and adapt** – The enterprise software experience can be intimidating for companies with small IT staff and budgets. Oracle constantly strives to make that experience easier. Solutions are packaged and priced for midsize organizations. Oracle Business Accelerators walk you through industry-specific business requirements and system preferences, and then set up the Oracle Applications for you. Once you are up and running, the intuitive applications speed adoption of the capabilities by end users, even for those with responsibilities spanning multiple business processes. Applications, technology, and hardware can be packaged, scaled to your company's immediate needs with room to grow. Business users—not just developers—are able to configure the applications as your business changes.

JD EDWARDS ENTERPRISEONE BUSINESS PROCESSES

Financial Management – Complete, Integrated, and Flexible

As external pressures mount, companies are seeking better ways to respond to these challenges. What they need is an automated system that accurately maintains accounting information and produces timely reports—yet remains adaptable and flexible enough to support enterprise-wide change.

Oracle’s JD Edwards EnterpriseOne Financial Management gives you the flexibility and adaptability required to gain control over your business, boost productivity, and support sustainable growth. With it, you can meet today’s challenging business requirements while establishing a solid financial foundation for your organization’s future.

Many core financial management business processes are similar across the majority of companies using JD Edwards EnterpriseOne within an industry/region combination. Recognizing the commonality, Oracle Business Accelerators for JD Edwards EnterpriseOne – Financials was configured to provide a baseline of leading practice methods and processes. This baseline, combined with the wizard, saves you time and money, is flexible to meet your requirements, and provides you with a foundation for building an environment that meets your specific needs.

Oracle Business Accelerators for JD Edwards EnterpriseOne – Financials configures three core business processes spanning four application modules from the Financial Management product as shown in the following table. The following tables provide a more detailed overview of functionality within the JD Edwards EnterpriseOne Business Accelerator for Financial Management

Table 1 - Business Processes for Financial Management

Business Processes	JD Edwards EnterpriseOne Modules			
	Accounts Payable	Accounts Receivable	General Accounting	Fixed Assets
Order-to-Cash		■	■	
Procure-to-Pay	■		■	
Account-to-Report			■	■

Table 2 – Accounts Payable

Business Process	Oracle Functionality
Create, Match and Process Vouchers	<ul style="list-style-type: none"> ▪ Enter standard and recurring vouchers ▪ Enter speed vouchers ▪ Enter multiple vouchers for a single supplier ▪ Enter multiple vouchers for multiple suppliers ▪ Enter prepayment vouchers ▪ Enter logged vouchers ▪ Process recurring vouchers ▪ Redistribute logged vouchers ▪ Review vouchers online and post selected batches ▪ Print voucher journal ▪ Post all voucher batches ▪ Review, delete and voice vouchers ▪ Review vouchers online and post selected batches
Process Manual Payments	<ul style="list-style-type: none"> ▪ Enter manual payment for existing voucher ▪ Close prepayment vouchers ▪ Review manual payment online and post selected batches ▪ Print a manual payment journal ▪ Post all manual payment batches ▪ Enter a manual payment and stand voucher simultaneously ▪ Enter manual payment and speed voucher simultaneously ▪ Review manual payment and voucher batch online and post selected batches ▪ Post all manual payment and voucher batches ▪ Review and post the revised or voided manual payment
Process Automatic Payments	<ul style="list-style-type: none"> ▪ Determine cash requirements ▪ Update vouchers for payments ▪ Create payment groups ▪ Review vouchers selected for payment online ▪ Print the vouchers selected for payment ▪ Generate and print supplier payments ▪ Update and post supplier payment records ▪ Reprint payment register, if necessary ▪ Void automatic payments ▪ Review void payment baches online and select batches to post ▪ Post all void payment batches

Table 2 – Accounts Payable

Business Process	Oracle Functionality
Analyze Accounts Payable	<ul style="list-style-type: none"> ▪ Print payment details ▪ Print suspected duplicate payments ▪ Print open accounts payable balances by supplier ▪ Print open voucher pay items by supplier ▪ Print open voucher pay items with aging by supplier ▪ Analyze supplier payment trends ▪ Generate tables for <i>as of</i> reporting ▪ Print open accounts payable balances as of a specific date ▪ Print open accounts payable details as of a specific date ▪ Print open accounts payable details with aging as of a specific date
Process Accounts Payable Period End	<ul style="list-style-type: none"> ▪ Verify the integrity between transactions and batch headers ▪ Verify the integrity between batch headers and transactions ▪ Print unposted batches ▪ Print posted balances that are out of balance ▪ Verify that batch amounts balance between the F0411 and F0911 tables ▪ Verify that batch amounts balance between the F0414 and F0911 tables ▪ Verify that open amounts in the F0411 table balance to the AP trade account in the F0911 table ▪ Close the period ▪ Close accounts payable for the year

Table 3 – Accounts Receivable

Business Process	Oracle Functionality
Process Customer Invoices	<ul style="list-style-type: none"> ▪ Enter miscellaneous and recurring invoices ▪ Enter miscellaneous speed invoices ▪ Review recurring invoices online ▪ Process recurring invoices ▪ Review invoices online and post selected invoice batches ▪ Print invoice journal ▪ Post all invoice batches ▪ Globally update invoices ▪ Print invoices ▪ Revise, delete and void invoices ▪ Review and post invoice revisions
Process Manual Receipts	<ul style="list-style-type: none"> ▪ Enter unapplied, non-customer and applied receipts ▪ Enter unapplied, non-customer and applied receipts using manager limits ▪ Enter unapplied, logged, balance forward and non-customer receipts ▪ Applied unapplied receipts ▪ Assign customer to logged receipt and apply receipt to invoice ▪ Review receipts online and post selected batches ▪ Print receipt journal ▪ Print the receipts deposited for the day ▪ Post all receipt batches ▪ Revise, void and designate receipts as insufficient funds ▪ Review receipt revisions online and post selected batches
Process Customer Deductions	<ul style="list-style-type: none"> ▪ Generate a deduction without a receipt ▪ Generate a deduction with a receipt ▪ Review and post the deduction batch ▪ Resolve the deduction ▪ Review and post the deduction resolution
(1) Process Statements	<ul style="list-style-type: none"> ▪ Update invoices from address book
(2) Manage Collections	<ul style="list-style-type: none"> ▪ Generate customer statements ▪ Review customer statements ▪ Update customer balances ▪ Review customer balances online ▪ Print customer balances

Table 3 – Accounts Receivable

Business Process	Oracle Functionality
	<ul style="list-style-type: none"> ▪ Review customer balances by parent/child ▪ Review customer activities online ▪ Print customer activities ▪ Review customer credit ▪ Generate statistical information ▪ Review statistical information online ▪ Print statistical information ▪ Print outstanding items for customers with past-due accounts ▪ Print open accounts receivable balances ▪ Print open invoices ▪ Print open invoices with aging ▪ Print A/R statistical information ▪ Print A/R statistical information with aging ▪ Print customer invoice trends ▪ Print customer payment trends
<p>Process Accounts Receivable Period End</p>	<ul style="list-style-type: none"> ▪ Verify the integrity between batch headers and transactions ▪ Verify the integrity between transactions and batch headers ▪ Print unposted batches ▪ Print posted batches that are out of balance ▪ Verify that batch amounts balance between the F03B11 and F0911 tables ▪ Verify that batch amounts balance between the F03B14 and F0911 tables ▪ Verify that open amounts in the F03B11 table balance to offsetting trade amounts in the F0902 table ▪ Close the period ▪ Update A/R statistics for year end
<p>Manage Accounting Structure</p>	<ul style="list-style-type: none"> ▪ Add a company address book record ▪ Add a fiscal date pattern ▪ Add a company ▪ Add a business unit ▪ Print business unit master report ▪ Copy accounts ▪ Add accounts ▪ Print account master report ▪ Update account word search

Table 3 – Accounts Receivable

Business Process	Oracle Functionality
	<ul style="list-style-type: none"> ▪ Update online chart of accounts ▪ Review online chart of accounts
(1) Enter, Review and Approve Journal Entries	<ul style="list-style-type: none"> ▪ Enter journal entries in standard format ▪ Enter journal entries in debit/credit format
(2) Post Journal Entries	<ul style="list-style-type: none"> ▪ Review journal entries online and post selected batches ▪ Print journal entries by batch ▪ Post all journal entries batches ▪ Print journal entries by account ▪ Review, delete or void journal entries ▪ Post revisions to journal entries
(1) Enter Annual Budgets	<ul style="list-style-type: none"> ▪ Create budget pattern code
(2) Enter Detail Budgets	<ul style="list-style-type: none"> ▪ Enter annual budget by business unit
(3) Enter Journalized Budgets	<ul style="list-style-type: none"> ▪ Enter annual budget by account ▪ Spread annual budgets to periods
(4) Review Budgets	<ul style="list-style-type: none"> ▪ Enter period budget ▪ Enter budget using journal entries ▪ Review and post budget journal entries by batch ▪ Review budget online ▪ Review budget online by period ▪ Print and compare annual budgets to actual amounts
Manual Account Reconciliation	<ul style="list-style-type: none"> ▪ Reconcile voided payments ▪ Reconcile voided receipts ▪ Generate the reconciliation workfile ▪ Reconcile accounts ▪ Print reconciliation report
Review Financial Reports and Inquiries	<ul style="list-style-type: none"> ▪ Review financial reporting period names ▪ Review transactions online ▪ Review trial balance by object account ▪ Review trial balance by subledger ▪ Review trial balance by company ▪ Review trial balance ▪ Print trial balance by business unit ▪ Print trial balance by object account ▪ Print debit/credit trial balance by object ▪ Print transactions by object account within a business unit ▪ Print transactions by account

Table 3 – Accounts Receivable

Business Process	Oracle Functionality
	<ul style="list-style-type: none"> ▪ Print transaction totals by subledger ▪ Print debit and credit amounts ▪ Print transactions by object accounts and subsidiary for a selected period ▪ Print an income statement ▪ Print a balance sheet ▪ Print a variance analysis report ▪ Print a variance analysis report for five months ▪ Print a monthly spreadsheet
Close Ledger	<ul style="list-style-type: none"> ▪ Verify the integrity between batch headers and transactions ▪ Verify the integrity between transactions and batch headers ▪ Print unposted batches ▪ Verify that the batches balance ▪ Verify that the company is in balance ▪ Print company and business unit discrepancies ▪ Print account balance and account master discrepancies ▪ Print account ledger and account master discrepancies ▪ Print imbalances on a period by period basis ▪ Close period ▪ Close the fiscal year ▪ Change the beginning date of the fiscal year for Accounts Payable, Accounts Receivable, General Accounting and Financial Reporting

Distribution – Real–Time Financial and Inventory Visibility

You need to add value for your customers in order to differentiate yourself from the competition but also have to cut costs to maintain your margins. At the same time, you must be able to turn over inventory quickly in order to optimize cash flow.

JD Edwards EnterpriseOne Distribution lets distributors track costs more effectively, eliminate repetitive data entry, and stay focused on producing the highest-quality products at the lowest cost with the least amount of working capital.

Oracle Business Accelerators for JD Edwards EnterpriseOne – Distribution provides you with control of your inventory from the time you order to the time products arrive at your customer’s site. You are able to establish strategic, collaborative relationships with key suppliers and aggregate your buying power to benefit from the lowest sourcing costs. In addition, you get complete, real-time visibility into inventory across your organization, allowing you to better synchronize supply with demand to increase inventory turnover and lower costs.

Oracle Business Accelerators for JD Edwards EnterpriseOne – Distribution configures two core business processes spanning three application modules from the Distribution product as shown in the following table. The following tables provide a more detailed overview of functionality within the JD Edwards EnterpriseOne Business Accelerator for Distribution

Table 4 - Business Processes for Distribution			
Business Processes	JD Edwards EnterpriseOne Modules		
	Inventory	Procurement	Sales Order Management
Cash-to-Order	■	■	
Procure-to-Pay	■		■

Table 5 – Inventory

Business Process	Oracle Functionality
Put Inventory Items Away	<ul style="list-style-type: none"> ▪ Identify item availability ▪ Transfer item ▪ Post inventory transactions
Manage Inventory Count	<ul style="list-style-type: none"> ▪ Select items for inventory count ▪ Print count sheets ▪ Review items selected for count ▪ Enter the correct quantities for the counted items and locations ▪ Approve cycle count ▪ Update the counts to inventory ▪ Post inventory transactions

Table 6 – Procurement

Business Process	Oracle Functionality
Create Subcontract Orders	<ul style="list-style-type: none"> ▪ Enter subcontract order ▪ Print subcontract order ▪ Process progress payments ▪ Post vouchers for subcontract orders
Purchase an Inventory Item	<ul style="list-style-type: none"> ▪ Enter blanket orders ▪ Plan requirements for an inventory item ▪ Enter direct purchase order ▪ Review and release purchase order ▪ Print purchase order ▪ Change purchase order ▪ Receive purchase order ▪ Post purchase order receipts ▪ Match purchase order to voucher ▪ Post vouchers
Return an item to a supplier	<ul style="list-style-type: none"> ▪ Enter purchase order ▪ Print purchase order ▪ Confirm shipment ▪ Post purchase orders ▪ Match credit memo to open purchase order receipts ▪ Post vouchers
Purchase a Non-Inventory Item with 3-Way Match	<ul style="list-style-type: none"> ▪ Enter blanket order ▪ Enter direct purchase order ▪ Receive purchase orders ▪ Post purchase order receipts ▪ Match purchase order to voucher ▪ Post vouchers
Purchase a Non-Inventory Item with 2-Way Match	<ul style="list-style-type: none"> ▪ Enter blanket orders ▪ Enter direct purchase order ▪ Print purchase order ▪ Change direct purchase order ▪ Match purchase order to voucher ▪ Post vouchers
Manage Requisitions	<ul style="list-style-type: none"> ▪ Enter a requisition ▪ Create a purchase order from a requisition ▪ Receive the requisition

Table 7 – Sales Order Management

Business Process	Oracle Functionality
Process Customer Credit without Return	<ul style="list-style-type: none"> ▪ Enter credit order from history ▪ Print credit memo ▪ Generate invoice for credit orders ▪ Post invoices
Process Customer Credit with Return	<ul style="list-style-type: none"> ▪ Enter credit order from history ▪ Print return authorization ▪ Confirm shipment ▪ Transfer inventory ▪ Issue inventory ▪ Transfer inventory ▪ Print credit memo ▪ Generate invoices for credit orders ▪ Post invoices
Sell from Inventory	<ul style="list-style-type: none"> ▪ Enter sales quote ▪ Print sales quote ▪ Release sales quote ▪ Enter blanket order ▪ Enter, change and cancel direct sales order ▪ Release order hold ▪ Print sales order acknowledgement ▪ Release backorders online ▪ Print standard pick slip ▪ Confirm shipment ▪ Print invoice automatically from ship confirm ▪ Print invoice automatically from ship confirm ▪ Print invoices if not printed from ship confirm ▪ Generate invoices from sales orders ▪ Post invoices
Sell a Direct-Ship Item	<ul style="list-style-type: none"> ▪ Enter sales quote ▪ Print quote order ▪ Release sales quote ▪ Enter blanket order ▪ Enter direct sales order ▪ Release order hold ▪ Print sales order acknowledgement ▪ Print purchase order

Table 7 – Sales Order Management

Business Process	Oracle Functionality
	<ul style="list-style-type: none"> ▪ Receive purchase order ▪ Post purchase order receipts ▪ Match purchase order receipts ▪ Post vouchers ▪ Print invoice ▪ Generate invoices from sales orders ▪ Post invoices
Sell a Make-To-Order Item	<ul style="list-style-type: none"> ▪ Enter sales quote ▪ Release sales quote ▪ Enter blanket order ▪ Enter, change and cancel direct sales orders ▪ Release order hold ▪ Print sales order acknowledgement ▪ Review work order created from sales order ▪ Attach parts list and routing by batch ▪ Review work orders to print ▪ Print work orders ▪ Issue components and scrap a component manually ▪ Record actual manufacturing hours and quantities ▪ Complete work orders ▪ Print standard pick slip ▪ Confirm shipment online ▪ Print invoice automatically from ship confirm ▪ Generate invoices from sales orders ▪ Post invoices
Process Transfer Orders with Receipt Routing	<ul style="list-style-type: none"> ▪ Enter transfer order ▪ Confirm shipment ▪ Move and disposition transfer order ▪ Match purchase order to receipts ▪ Print invoice ▪ Generate invoices from transfer orders ▪ Post vouchers ▪ Post invoices

Manufacturing – More Profit with Inventory Based on Demand

Manufacturers face many challenges including increasing customer demands, mounting global competition, shorter product lifecycles, and increasing manufacturing complexity. Customers are demanding greater levels of customization, which means that manufacturers must be able to produce sophisticated configurations quickly and efficiently.

Since Oracle Business Accelerators for JD Edwards EnterpriseOne – Manufacturing includes many best practices' configured components, your implementation time is faster, even when environment and technical setups specific to your hardware and database choice are considered. Oracle Business Accelerators for JD Edwards EnterpriseOne – Manufacturing configures one core business process spanning three application modules from the Manufacturing product as shown in the following table. The following tables provide a more detailed overview of functionality within the JD Edwards EnterpriseOne Business Accelerator for Manufacturing

Table 8 - Business Processes for Manufacturing			
Business Processes	JD Edwards EnterpriseOne Modules		
	Requirements Planning	Product Data Management	Shop Floor Control
Design-to-Deliver	■	■	■

Table 9 – Requirements Planning

Business Process	Oracle Functionality
(1) Prepare Detailed Forecast	<ul style="list-style-type: none"> ▪ Extract actual sales history ▪ Create detailed forecast
(2) Prepage a Fulfillment Master Schedule	<ul style="list-style-type: none"> ▪ Review and change the detailed forecast ▪ Create a master production schedule
(3) Prepare Materials Requirement Plan	<ul style="list-style-type: none"> ▪ Review MPS messages and prioritize ▪ Create a detailed schedule (MRP) with or without MPS

Table 10 – Product Data Management

Business Process	Oracle Functionality
Maintain Discrete Item Data	<ul style="list-style-type: none"> ▪ Create new items in the item and modify existing items ▪ Add or modify bills of material ▪ Add or modify work center data ▪ Add or modify routing instructions ▪ Maintain approval routing for engineering change orders ▪ Create an engineering change order ▪ Notify approvers that engineering changes orders need approval ▪ Approve engineering change orders ▪ Update bills of material with approved engineering change orders
Develop New Product Costs and Perform Periodic Cost Rollups	<ul style="list-style-type: none"> ▪ Report on costing exceptions ▪ Add, modify or review cost components on new items ▪ Create simulated cost rollups on new items ▪ Review simulated standard costs for items ▪ Generate a report of items to validate costs prior to freezing them in the item ledger ▪ Freeze costs for items in the item ledger ▪ Review frozen costs

Table 11 – Shop Floor Control

Business Process	Oracle Functionality
(1) Release Manufacturing Orders	<ul style="list-style-type: none"> ▪ Review work orders created by sales orders ▪ Change work order status to attach parts list and routing
(2) Issue Materials	<ul style="list-style-type: none"> ▪ Review work orders created from MRP messages
(3) Report Order Completions	<ul style="list-style-type: none"> ▪ Manually create work orders ▪ Attach parts list and routing to work orders
(4) Report Time	<ul style="list-style-type: none"> ▪ Update work order status and print it ▪ Issue material to the work order ▪ Enter the hours worked on the work order ▪ Partially complete a work order ▪ Fully complete a work order
Close Orders and Record Manufacturing Journal Entries	<ul style="list-style-type: none"> ▪ Create proof report for manufacturing variance journal entries ▪ Create journal entries for manufacturing variances ▪ Close work order ▪ Update hours and quantities ▪ Create journal entries for completed manufacturing work orders ▪ Create journal entries for work-in-progress manufacturing work orders

CRM – Reduce Customer Interaction Costs and Grow Customer Value

With customer interactions becoming the differentiator between a successful, profitable company and one that is just getting by, why would you rely on a system that has to be pieced together with the rest of your business-critical applications? JD Edwards EnterpriseOne CRM software provides a feature-rich solution that is embedded with other mission-critical processes such as consensus-based forecasting, real-time order promising, case and service management, and lead and opportunity management.

A large percentage of core customer relationship management business processes are similar across all business. Based on this commonality, Oracle Business Accelerator for JD Edwards EnterpriseOne – CRM was configured to provide standard processes, methods, master file records, end-user task views, roles and security profiles. This baseline lets you save time and money with a foundation upon which you can build your system.

Oracle Business Accelerators for JD Edwards EnterpriseOne – CRM configures three core business processes spanning five application modules from the CRM product as shown in the following table. The following tables provide a more detailed overview of functionality within the JD Edwards EnterpriseOne Business Accelerator for CRM

Table 12 - Business Processes for CRM					
Business Processes	JD Edwards EnterpriseOne Modules				
	CRM Foundation	Sales Force Automation	Case Mgt	Service Mgt Foundation	Service Mgt
Lead-to-Order	■	■			
Request-to-Resolve	■		■		
Install-to-Maintain	■			■	■

Table 13 – Sales Force Automation

Business Process	Oracle Functionality
Capture Leads	<ul style="list-style-type: none"> ▪ Manually Enter Leads ▪ Import Leads from Spreadsheet
Qualify and Convert Sales Leads	<ul style="list-style-type: none"> ▪ Answer Qualification Questions ▪ Convert the lead to an opportunity ▪ Review Customer information and convert Prospect to Customer ▪ Review and update contract information ▪ Assign sales team to Customer ▪ Enter Credit Information
Qualify and Manage Opportunities Create Sales Quotes Create Orders	<ul style="list-style-type: none"> ▪ Qualify Opportunity by answering quotation questions ▪ Enter cost for opportunity ▪ Perform credit check ▪ Generate sales quote for opportunity ▪ Generate proposal from sales quote ▪ Generate sales order from sales quote
Update forecast and pipelines	<ul style="list-style-type: none"> ▪ Generate forecast of opportunities based on probability present ▪ Review and assign opportunities to forecast ▪ Freeze forecast ▪ Reivew pipeline of opportunities
Print On-demand reports	<ul style="list-style-type: none"> ▪ Print Contact Address Information ▪ Print Summary of Customer and Contact Information ▪ Print Customer Summary ▪ Print Customer Contact Information ▪ Print Employee Phone List ▪ Print Leads by Lead Source ▪ Print Lead Address Information ▪ Print Opportunity Probabilities by Sales Representative ▪ Print Periodic Planner ▪ Print Frozen Forecast Status Report

Table 14 – Case Management

Business Process	Oracle Functionality
Create and Manage cases	<ul style="list-style-type: none"> ▪ Enter a case ▪ Review, revise, and manage cases

Table 15 – Service Management

Business Process	Oracle Functionality
Create Equipment Master from Sales Order	<ul style="list-style-type: none"> ▪ Create a sales order using inventory item. ▪ Confirm the shipping on the sales order. ▪ Create the equipment master record from the sales order. Review equipment master record
Create Service/Contract Warranty	<ul style="list-style-type: none"> ▪ Add a service contract. ▪ Review and manage service contracts.
Create Service Orders	<ul style="list-style-type: none"> ▪ Create a service work order. ▪ Add parts to the service work order. ▪ Add labor to the service work order.

Human Capital Management – Manage People with Integrated HCM

All businesses face the same challenges – escalating market volatility, the pressure to perform, and increasingly complex government regulations. Businesses need human capital management solutions that are robust yet flexible to meet the needs to growth in a cost effective and easy to maintain environment that can scale up with company expansion and diversification.

Oracle Business Accelerator for JD Edwards EnterpriseOne: HCM incorporates key components of JD Edwards EnterpriseOne Human Capital Management modules into a solution that helps businesses streamline core operations. The reality is that there are many aspects of human resources, time entry, and payroll that are similar across companies. Since Oracle Business Accelerators for JD Edwards EnterpriseOne – HCM includes many leading practice, configured components our implementation time is faster, even when environment and technical setup specific to your hardware and database choice is considered..

HCM supports three core business processes using five application modules that work with other Oracle Business Accelerators for JD Edwards EnterpriseOne solutions as shown in the following table. The following tables provide a more detailed overview of functionality within the JD Edwards EnterpriseOne Business Accelerator for HCM.

Table 16 - Business Processes for Human Capital Management			
Business Processes	JD Edwards EnterpriseOne Modules		
	HR Foundation	e Recruit	Payroll
Recruit-to-Hire	■	■	
Hire-to-Recruit	■	■	
People-to-Paycheck	■		■

Table 17 – e Recruit (Recruitment)

Business Process	Oracle Functionality
Create HR Requisitions	<ul style="list-style-type: none"> ▪ Add Human Resources requisitions ▪ Add supplemental data for the requisition ▪ Approve the requisition
Process Job Applicants	<ul style="list-style-type: none"> ▪ Enter applicant information ▪ Add supplemental data for the requisition ▪ Identify qualified applicants for a requisition
Attach Candidates to Requisition	<ul style="list-style-type: none"> ▪ Associate applicants to a requisition ▪ Hire an applicant ▪ Add dependent or beneficiary information
Complete Employee Hire	<ul style="list-style-type: none"> ▪ Hire an applicant from applicant information ▪ Hire an employee via Employee Quick Hire ▪ Hire an employee via Employee Management ▪ Add dependent or beneficiary information
Enroll Employee in Benefits Plan	<ul style="list-style-type: none"> ▪ Print benefit enrollment form by employee ▪ Print benefit enrollment form by group ▪ Enroll employee in benefit plan ▪ Enter enrollment overrides ▪ Perform bulk enrollment for multiple employees

Table 18 – Payroll

Business Process	Oracle Functionality
Process Employee Timecards	<ul style="list-style-type: none"> ▪ Select employees for time entry who have common employee master details ▪ Select employees for time entry who have current unprocessed timecard transactions entered ▪ Select employees for time entry who have historical timecard transactions posted ▪ Enter similar timecards for a group of employees ▪ Enter timecards for multiple employees per pay period ▪ Enter timecards for an individual employee ▪ Enter individual timecards per pay period for employees by line detail ▪ Enter daily timecards for employees by entering hours for each day on an individual row ▪ Define employee groups for timecard automation ▪ Create model timecards ▪ Create overtime rules ▪ Create retro pay rules
(1) Process Pre-Payroll	<ul style="list-style-type: none"> ▪ Create payroll ID
(2) Review Pre-Payroll Reports	<ul style="list-style-type: none"> ▪ Setup print options for the payroll ID ▪ Setup report options for the payroll ID
(3) Print Payments	<ul style="list-style-type: none"> ▪ Submit prepayroll
(4) Process Pro Forma Journal Entries	<ul style="list-style-type: none"> ▪ Print payments for the payroll ID ▪ Process journal entries for the payroll ID
(5) Create Payroll Reports	<ul style="list-style-type: none"> ▪ Process payroll reports
(6) Process Final Updates	<ul style="list-style-type: none"> ▪ Submit final update for the payroll ID



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