Supply chain disruptions are inevitable, and when they occur, they can spoil your best-laid supply plans. You need to respond quickly and intelligently to preserve customer satisfaction and avoid incurring excessive costs. Oracle Supply Planning's Backlog Management features help you reprioritize and reschedule your open orders using the latest supply information. You can simulate fulfillment alternatives based upon your business objectives. Then when you’re satisfied with the results, you can save and release Backlog Management's scheduled date changes to reduce delivery delays, increase sales or achieve margin targets.

**REPLACE DAILY FIREFIGHTING WITH STRATEGIC ORDER FULFILLMENT**

As business continues to accelerate, supply and demand constantly change. Missed shipments, equipment breakdowns and other supply chain disruptions compound the problem. Many companies find themselves firefighting as a result: spending more to expedite transit, diverting supply from one order to fill another, or offering deals on alternative products to reduce demand on constrained items. If left unchecked, these types of *ad hoc* responses can impact margins, reduce customer satisfaction and depress employee morale.

Oracle Supply Planning’s Backlog Management features replace manual, *ad hoc* changes with intelligent, rules-based simulation and rescheduling of open orders aligned with your business strategy. They look across your entire order backlog to prioritize the most important orders in context. Backlog Management complements and extends global order promising solutions, which schedule orders on a “first come, first served” basis as orders are submitted.

**REVIEW YOUR ORDER SCHEDULING PERFORMANCE**

You need to understand the overall performance of your scheduling operations to solve order backlog problems effectively. Backlog Management graphically summarizes your current and projected on-time fulfillment, the number and value of late demands, and your potential to improve. You can easily drill
through the summary graphs and charts to isolate and reschedule orders that have the greatest impact on your business.

PRIORITIZE YOUR MOST IMPORTANT ORDERS USING FLEXIBLE BUSINESS RULES

Backlog Management ranks competing demands based upon criteria you set, such as requested date, order creation date, item category and customer, in addition to other attributes that affect your business. You can use these rule-based priorities to maximize the value of orders that you can ship within a fiscal period, fulfill orders that are reaching critical delay thresholds or deploy available supply to the highest margin orders: the criteria are up to you. You can apply alternative rules to compare the results, or adapt to changing business conditions.

Sometimes you must ship or deliver a critical order on a particular date. Backlog Management allows you to specify and lock dates on individual orders so they are preserved during rescheduling, so you can process the rest of the backlog using rule-based priorities without affecting critical orders.

SOLVE SOURCING AND FULFILLMENT PROBLEMS

Once your priorities are set, you can review problem order lines and revise their sourcing and fulfillment policies to improve your scheduling results. To help you address order scheduling issues and opportunities, Backlog Management highlights the value of orders that you can reschedule to earlier dates, as well as those that no longer have supply available to meet their current shipment or delivery plan.

You may need to update an order’s sourcing, shipment method or other fulfillment attributes to maximize availability. You can edit these attributes for groups of order lines in Backlog Management,
simulate, and review the results of your changes. You can save the edits that best meet your objectives.

You can review and update sourcing, ship methods and fulfillment policies for selected orders.

When a group of items should ship or arrive together, limited availability of a single component can delay the entire order. Backlog Management's guided resolution pinpoints the components or items that are delaying scheduling of a set, so you can decide whether to remove them, find a different source, or substitute another item to meet demand.

**SIMULATE RESCHEDULING RESULTS**

At any time during the process, you can run the plan to simulate rescheduling. The system applies your rules and edits, and calculates order sources and dates based upon the latest supply data that has been collected. Backlog Management graphically displays the results, highlighting improvements and any additional delays.

Rescheduling orders unnecessarily can reduce customer satisfaction, so by default, Backlog Management preserves existing scheduled dates for orders as it identifies opportunities to improve dates for backlogged demands. This minimizes the need to communicate and negotiate changes to delivery dates. You can clear the **Enforce Current Commit** flag if you need to delay lower priority orders in order to satisfy higher priority ones.

Large anticipated orders can have a major impact on your order backlog. To account for them, you can create a simulated demand called an "inquiry order" via a file or REST service that consumes supply just like any other order, but cannot be scheduled. This helps you project the proposed order's delivery date and predict how lower-priority orders might be delayed without affecting execution systems.

**EXECUTE THE NEW PLAN**

When you're satisfied with the results, you can release new shipment and delivery dates, sources and transmit modes for affected orders to Order Management Cloud or to export files that you can load into an on-premise order management system. You can also choose to automate the whole process of gathering the latest supply information, rescheduling and releasing updated orders for execution.

Backlog Management also works in tandem with the Global Order Promising component of Order Management Cloud. You can schedule orders as they arrive in real time using Global Order
Promising, and refine the schedule dates later in Backlog Management. Alternatively, if your company does not immediately provide customers with a promise date when they place an order, you can load unscheduled orders into Backlog Management, and schedule them in the context of the overall backlog. [Note that Order Management Cloud does not support this scenario.]

Backlog Management is tightly integrated with Oracle Order Management Cloud

COMPLEMENT SUPPLY PLANNING BY RESCHEDULING PROBLEM DEMANDS

Supply planners usually work to satisfy a given set of demands by resolving supply constraints. Yet these demands may include orders that have become infeasible, and can be scheduled out. By prioritizing and rescheduling these orders in Backlog Management based upon your latest plans and supply conditions, you may be able to take pressure off of overtaxed resources, or free up supply to reduce or eliminate other constraints. In this way, iterating between supply planning and Backlog Management can rebalance supply and demand to satisfy the greatest number of customers with a given set of resources, suppliers and materials.

Related Products

- **Oracle Demand Management Cloud** predicts and models future shipments, orders and other demand signals.
- **Oracle Sales & Operations Cloud** aligns business plans and operations across the sales, marketing, finance and supply chain organizations.
- **Oracle Supply Chain Collaboration Cloud** shares order forecasts with suppliers and collaborates on their supply commitments.
- **Oracle Order Management Cloud** centralizes and standardizes your order fulfillment across multiple sales channels.
- **Oracle Supply Chain Execution Cloud** defines and executes production, shipping, receiving, transfers and other execution activities across the global supply chain.
- **Oracle Procurement Cloud** integrates sourcing, contracts and purchasing of goods and services.

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Integrated Cloud Applications & Platform Services

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