

# Oracle Retail Order Management & Order Broker Cloud Functional Training

Are you ready to get a hands-on, interactive experience with your new Order Management System? Would you like to learn proven techniques in maximizing Order Broker logic to reduce order processing time, lower shipping costs and save every sale with automatic fulfillment logic that provides visibility of items across your entire omnichannel? Do you desire to learn best practices from expert trainers with real-world experience in the retail industry? Oracle Retail Order Management & Order Broker Cloud Functional Training allows you to **quickly and easily become an expert in all facets of order processing and fulfillment to rapidly service your customers and ensure the highest level of customer satisfaction.**

## WHAT IS FUNCTIONAL TRAINING?

Oracle's Retail Implementation Consultants create and deliver custom classroom training sessions that target each functional area of the Oracle Retail Order Management and Order Broker Cloud application systems. Through hands on exercises and activities, your users will gain confidence and comfortability in performing their tasks methodically and accurately. These sessions will cover all tasks performed by your order entry and customer service representatives, team leaders, managers and operation staff, in detail, to ensure that strict business processes are adhered to.

## WHAT IS THE VALUE OF FUNCTIONAL TRAINING?

Targeted functional training gives your team and team leaders the hands-on experience necessary to be prepared to hit the ground running at the time of live system launch. By gaining a level of comfort in navigating the Order Management and Order Broker system screens early in the process, you'll be able to create quality Standard Operating Procedures, System Integration Testing Use Cases, internal training documents for future users and more. You'll learn best practices and processes from our expert consultants that bring years of retail implementation experience to your classroom sessions. In the end, your users will swiftly perform all tasks involving order creation, order maintenance, warehouse fulfillment, payment capture and processing, automated job scheduling and report generation.

## KEY FEATURES

- Custom agendas that allow for flexibility of sessions that fit your business day
- Preparation of users to perform their tasks easily and error free
- Real-world exercises and scenarios that apply to how you conduct business
- Preparation to design internal procedures, test plans and training documents

Key functional training topics include:

- System configuration setup review to allow your users to add and maintain new options within their allowed secured permission rights
- Order entry, maintenance and inquiry techniques to quickly service your customers
- Merchandising and pricing maintenance for in-house and vendor products
- Payment capture and processing through integrated authorization and deposit services
- Fulfillment picking and packing confirmation and inventory maintenance
- Generating financial data and reports
- Order brokering across your entire omnichannel to ensure that you always save the sale
- Operational job configuration, user maintenance, security, API and web service integration

## HOW IS FUNCTIONAL TRAINING CONDUCTED?

Our process is comprised of the following steps, designed to get meaningful, actionable results:

### PREPARATION & INTERACTIVE SESSIONS

- Identify the right resources to participate in the functional training sessions. Include your in-house training staff so that they can confidently deliver future training to new hires and refresher sessions to existing users.
- Work with your Oracle Implementation Consultant to arrange a custom agenda that works best for you.
- Up to 12 participants will be scheduled to attend targeted sessions throughout the duration of up to 4 business days.
- Sessions can take place at your on-site location in a classroom environment and/or through web-based seminar sessions.
- Each participant is guided by our expert trainers through interactive individual and group exercises.

### TRAINING MATERIALS

- Receive a Training Overview Document containing the topics that were covered in the training, including sample screen shots and classroom exercises.

## GETTING STARTED

Leverage Oracle's methods, tools, and extensive experience across diverse retail sectors and geographies. Working with Oracle's Retail Consulting provides you with a unified conduit to retail experts in Development, Support, and Global Delivery, having the entire Oracle team behind your success. To learn more, contact your local Oracle Sales or Consulting representative.

## ENGAGE THE EXPERTS

Our Implementation Consulting Team is seasoned and specialized in the online retail sector. We keep our finger on the pulse of how consumer expectations are changing to make sure we can make the best recommendations of how to get guarantee customer satisfaction.

- Specialists that understand the challenges of the online retailer and what consumers are expecting from online experiences
- Omnichannel experts who understand retailing end-to-end and can help you achieve your omnichannel goals
- Experienced across Business to Business (B2B) and Business to Consumer (B2C) verticals

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## CONNECT WITH US

Email us at [retail-central-consulting\\_ww@oracle.com](mailto:retail-central-consulting_ww@oracle.com), or visit [oracle.com/goto/retail](http://oracle.com/goto/retail)

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## Integrated Cloud Applications & Platform Services

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