

# Oracle Fusion Cloud Order Management

Oracle Fusion Cloud Order Management is designed to improve order capture and fulfillment execution across the quote to cash process by providing a central order hub for multi-channel environments. The application provides the ability to capture, price and configure orders through direct order entry. Orders can also be received from external sources, modified and then processed for fulfillment. It also provides pre-built integrations with other Oracle Cloud services, centrally managed orchestration policies, global availability, and fulfillment monitoring.

## Centrally Manage Multi-Channel Orders

Order Management is an application that enables organizations to accurately and efficiently manage customer orders across multiple order capture and fulfillment systems. The capture features allow orders to be entered directly, imported from external capture systems or imported from external capture systems and then edited. Order information is validated for data completeness and business rule compliance including trade compliance checks, if needed. Fulfillment capability then orchestrates the orders across multiple fulfillment systems, receives fulfillment status updates, and coordinates status updates back to the capture systems. The capture and fulfillment systems can be a mixture of cloud or on-premises. As the collection point between capture and fulfillment systems, Order Management serves as an order hub across the order-to-cash process to centrally manage capture and fulfillment orchestration policies, view order status and manage exceptions.

### Key Business Benefits

- Decrease Average Order Cycle Times
- Reduce Revenue Impact of Fulfillment Issues
- Decrease Inventory Cost
- Decrease Order Handling Costs
- Improve Exception Management
- Adapt Quickly to New Business Needs
- Promise Orders More Accurately
- Increase Revenue and Customer Satisfaction
- Reduce Order Fulfillment Errors
- Increase Profitability Per Order
- Reduce Time to Value



Figure 1. A hub for multi-channel order data and processes

## Capture & Price Simple, Configured and Service Products

Order Management lets you capture and revise orders with simple SKUs, configured items and services. The application provides user configurable business rules that default order values such as customer bill/ship to information, execute pricing policies, and provide real-time product availability information and validate the order prior to submission for fulfillment. Pricing execution includes discounting rules, targeted pricing through segmentation, tiered pricing, integration with tax calculation services and recurrent pricing for services and manual price adjustments. Oracle Configurator is integrated with pricing and provides an environment to create, test and deploy configuration models including rules/constraint definitions and runtime UIs.

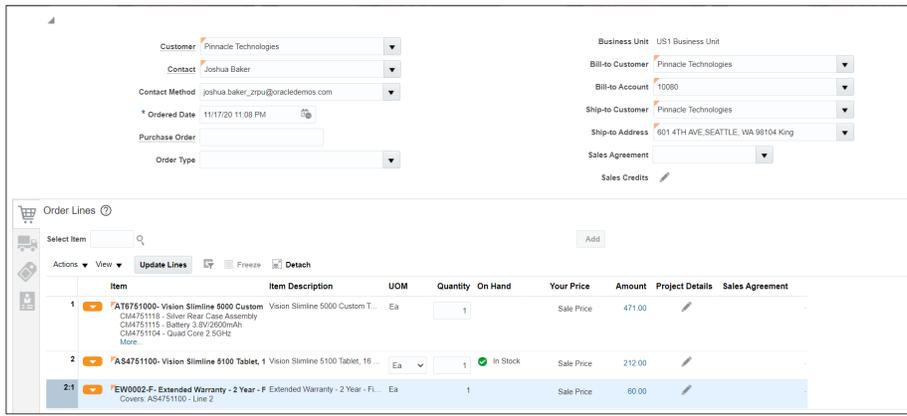


Figure 2 – Create, view and modify orders

## Monitor and Manage Exceptions

Order Management order hub allows users to search for orders, view statuses, see a summary of exceptions by customer, product, or supplier, and to drill into the data to view additional details.

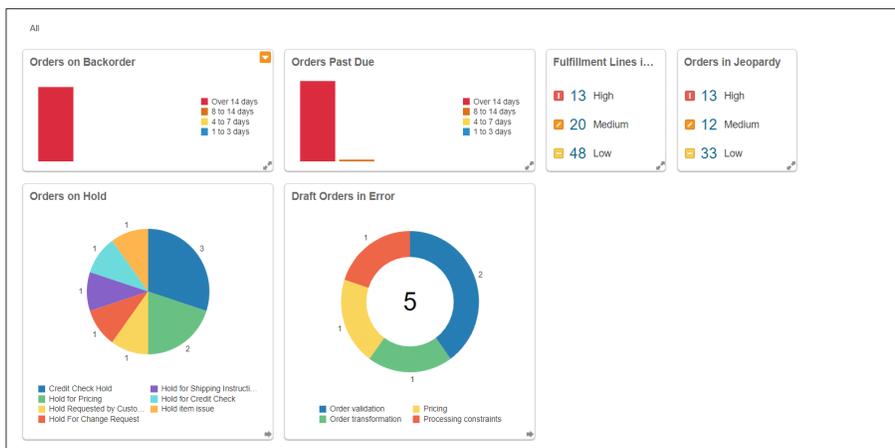


Figure 3 – Order Management Cloud – Interactive dashboard

### Key features

- Multiple order entry modes – direct, import and import/edit
- Order hub for multiple order and fulfillment sources
- User configurable pricing policies
- Manual price adjustments
- Support for simple, configured and service items
- Support a wide variety of payment methods including credit cards
- Credit checks can be configured at multiple points in the order process
- Centralized & standardized order fulfillment processes and procedures
- Fulfillment process visibility
- Centralized monitoring of order status
- Visibility of trade compliance and transportation status with the order
- Gantt Chart view of fulfillment process progress
- Jeopardy calculation to allow pro-active notification of potential problem orders
- Predefined actions to fix problem orders
- Approval workflows for exceptions
- Predictable fulfillment processes
- Selection of optimal fulfillment source based on delivery time or cost
- Lead-time, ATP, CTP, and PTP promising
- Allocation of scarce supply
- Suggestions for alternate sources and substitute items
- What-if analysis of alternate scenarios with cost and delivery-time metrics

Jeopardy alerts proactively identify orders that may not meet promise dates, helping organizations identify issues in time and to take high-quality corrective actions. This is supported by embedded analytics and what-if analysis to provide the user with the right insights to make the best possible decision.

- Mass update operations to manage backlog and rescheduling
- High performance in-memory order promising engine
- Constraint logic to manage allowable user actions
- Pre-integrated quote-to-cash with Oracle Commerce, CPQ, Inventory, and Financial Cloud Services

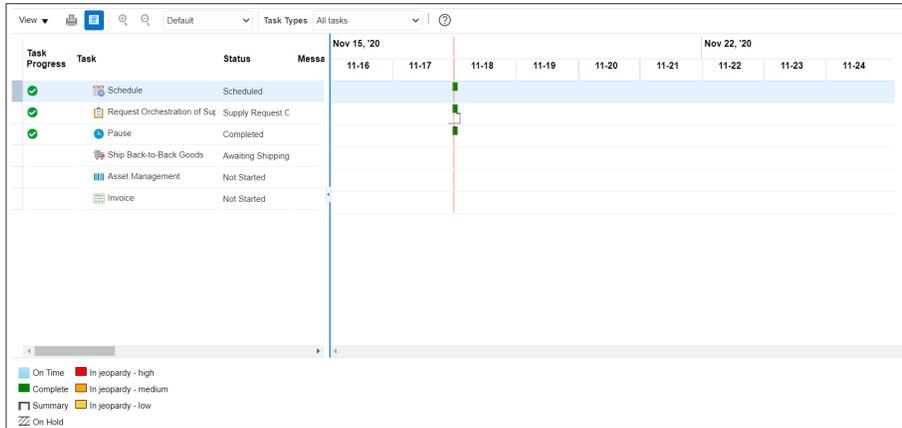


Figure 4 – Order Management Cloud Service – Order line process plan and exceptions

### Execute Against Predictable Order Orchestration Policies

The unique architecture of the application unifies the processes across multiple order sources as well as diverse fulfillment modes. Using a robust set of pre-built application capabilities, business users can define, implement and maintain their own fulfillment orchestration policies without the need to resort to technical programming tools. During the process definition phase, the order change logic is defined within the process itself as opposed to writing/testing separate processes for each specific order change scenario. For example, if the fulfillment process includes schedule/ship/bill steps and is on the ship step when a customer changes the quantity, the change order logic will cancel the original request to shipping and roll back the process to begin at the 'schedule' step. In addition, as an order is processed, users can define how long each step in the process should take so proactive alerts are created when a specific promise to a customer may be behind schedule. Approval workflows ensure that order creation and changes meet policies. This flexible architecture enables organizations to construct, implement and adjust policies as needed. This results in faster deployments and lower overall costs.

Process Details

Step Definition Status Conditions

Actions View Format Freeze Detach Wrap

Steps Dependencies Planning Change Management Additional Information

Step	Step Name	Step Type	Step Type Indicator	Parent Step	Subprocess Name	Task Type	Task Type Indicator	Task
100	Schedule	Service	%			Schedule		Schedule
200	Create Reservation	Service	%	100		Reservation		Reserve
300	Create Shipment Request	Service	%	200		Shipment		Ship
400	Wait for Shipment Advice	Service	%	300		Shipment		Ship
500	Create Invoice	Service	%	400		Invoice		Invoice
600	Wait for Invoice	Service	%	500		Invoice		Invoice

Figure 5 – Order Management Cloud – Process Definition Administration

## Integrate for Complete Order-to-Cash Process

Order Management is pre-integrated with other Oracle Cloud services including Product Hub, Logistics, Manufacturing, Procurement, Finance and CPQ to enable a set of advanced fulfillment processes for configure-to-order, drop-ship fulfillment by suppliers and partners, back-to-back fulfillment orchestration, internal transfers and quote-to-cash. It also provides a set of services to integrate with other Oracle and 3rd cloud and on-premises applications that are needed for a complete the order-to-cash process.

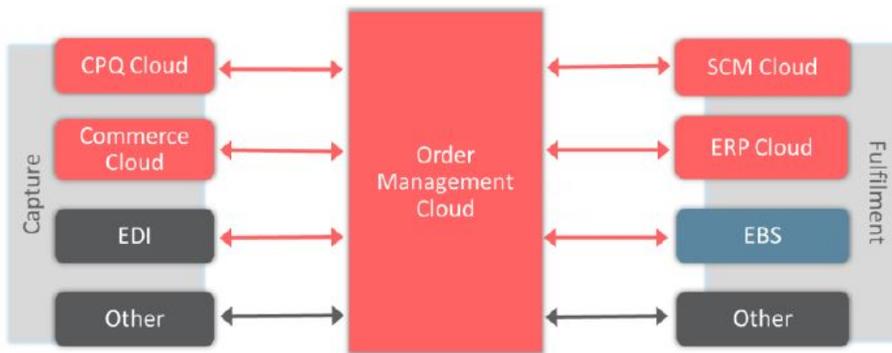


Figure 6 – Order Management Cloud supports hybrids of on-premise and cloud solutions

## Optimize Order Promising

With Global Order Promising capability, users can make optimal product availability commitments, taking advantage of all available supply, to increase revenues and customer satisfaction while reducing fulfillment costs. Global Order Promising collects key supply information and applies user-definable sourcing and promising rules to select the best availability options for the customer and for the enterprise. Promising options include: Lead-time based, Available to Promise, Capable to Promise, and Profitable to Promise. Allocation by demand class ensures that scarce supply is reserved for the most important customers.

Order promising capabilities also help to manage supply and demand jeopardy conditions during order processing. Users can view exceptions, drill into the details, view alternate availability options, and perform what-if simulation using embedded analytics to make tradeoffs between service levels and costs, or between competing customer orders. Global Order Promising feature with its advanced memory-resident architecture ensures that the order promising capability is highly responsive as well as available 24x7, even as its transaction and reference data are being refreshed.

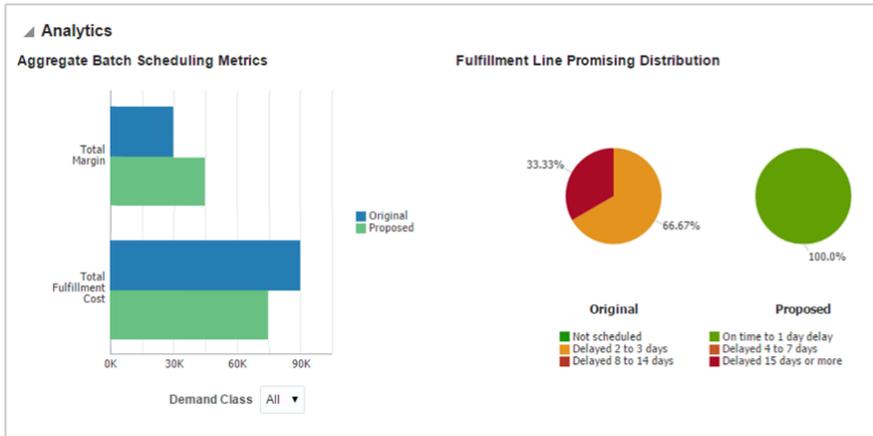


Figure 7 – Global Order Promising – Analytics

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