

# Oracle Fusion Cloud Order Management

## Global Order Promising

To deliver perfect orders while optimizing profit, you need accurate order promising. The built-in availability checking and scheduling features of Oracle Fusion Cloud Order Management help you meet customer expectations by promising deliveries based on inventory, transfers, production capacity and purchases across your supply network. They also allocate popular items and prioritize order backlogs to keep fulfilment on track when demand exceeds supply.

### Leverage all available sources of supply

From consumers to corporate purchasing departments, today’s shoppers and buyers want fast, accurate delivery dates for their requested items. To stay competitive, it’s not enough to provide standard lead times. You need to optimize order fulfilment by leveraging actual stock, production capacity, suppliers, and delivery options to find lowest cost source that meets demand on time.

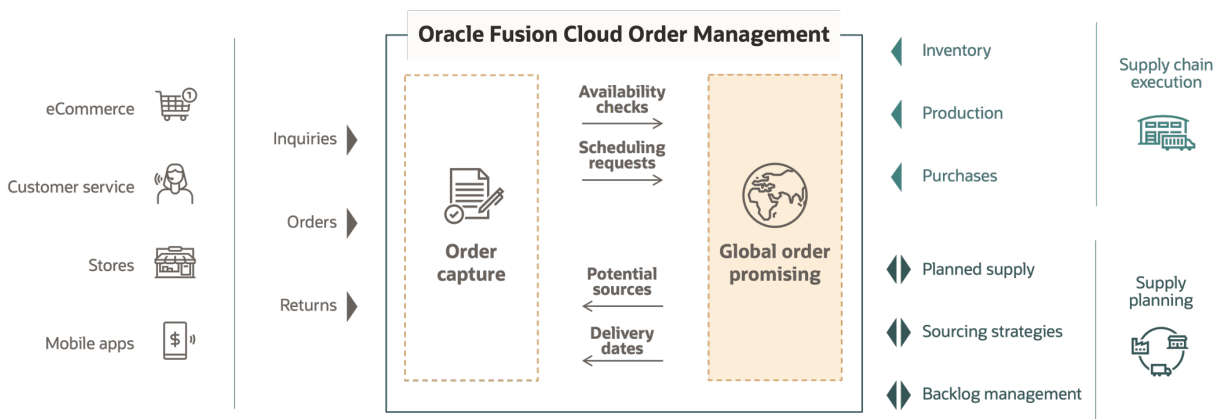


Figure 1 Global order promising finds the best source of supply for your sales orders

The global order promising capabilities of Oracle Order Management turn your supply network into a strategic customer service asset. For example, you can:

- Ship larger orders directly from plants, while fulfilling smaller orders from local distribution centers.
- Forward make-to-order requests to contract manufacturers for production and drop shipment to customers.
- Pick regularly stocked items from stores, and automatically generate back-to-back supply orders for specialty items to deliver a broader, “endless aisle” assortment of goods.

These features work with Oracle Fusion Cloud SCM solutions as well as on-premises, third-party vendors’ supply chain execution solutions, simplifying the migration process to the cloud.

### Handle complex fulfilment

Effective order promising can “save the sale” when a fixed lead time promise date would have been too conservative, or when current stock is limited but with more items to be produced, transferred, or bought to meet demand. Just as important, it can prevent unrealistic promise dates that could disappoint customers, especially in complex fulfillment scenarios.

## Capable to Promise (CTP) Sourcing and Scheduling

Global order promising uses capable to promise (CTP) to plan internal material transfers, manufacturing work orders and purchases to fill an order when existing on hand, in transit, or on-order supply is not available. For back-to-back items, it pegs the supply orders to the sales orders to respect existing material reservations.

Figure 2 Schedule complex make-to-order items

Item or Resource	Category	Pegging Type	Quantity	Unit of Measure	Requested Arrival Date	Supply Date or Start Date	Arrival Date or End Date	Ship-from Organization
▼ FIT3000	Customer order	FI	4	Ea	3/5/25 (CST)			
▼ FIT3000	Demand Fulfillment	FI	4	Ea		3/12/25 (CST)	3/12/25 (CST)	510
▼ FIT3000	Transfer supply	FI	4	Ea		3/11/25 (MST)	3/12/25 (CST)	410
▼ FIT3000	Make supply	FI	4	Ea		3/5/25 (UTC)	3/12/25 (UTC)	410
▼ ECM200010	Material requirement	BI	4	Ea		3/6/25 (MST)		410
ECM200010	ATP supply	BI	4	Ea		3/6/25 (MST)		410
▼ ESB100000	Material requirement	WI	4	Ea		3/6/25 (MST)		410
ESB100000	ATP supply	WI	4	Ea		3/6/25 (MST)		410
ATROBOT	Resource availability	As	15.384	Hours		3/5/25 (MST)	3/6/25 (MST)	410

You can use a bill of resources to limit capacity and availability checking to the subset of resources, components, and materials that are likely to be constrained. The bill of resources streamlines the user experience and reduces the risk that a non-essential component or overly strict production capacity limit would push delivery dates out unnecessarily.

Capable-to-promise calculations can include multiple levels of component sourcing, transfers, assembly, and alternative resources to expedite productions. They can also consume planned supply from Oracle Cloud Supply Planning or an external planning solution. This allows you to schedule orders for future dates beyond the horizon when manufacturing work orders, transfer orders, and purchase orders are released for execution. It maximizes the planning system’s flexibility to adjust total supply to meet demand.

## Configure to Order (CTO) Item Promising

When complex items with multiple configuration options are assembled or picked to order, global order promising considers each required option’s availability and lead time, as well as option-dependent sources. If an item is already on-hand that matches the configuration being ordered, it can fulfil the order.

## High-Volume Promising for Fast-Moving Inventory

Retailers, distributors, and wholesalers face unique order promising challenges. They need to include stock from hundreds of stores or branches in their inventory availability decisions. Frequent inbound shipments and local point-of-sale also impact supply balances throughout the day.

Oracle Order Management offers a high-volume order promising mode that accesses on hand inventory and in transit receipt quantities in real time. It also accounts for store counter sales. Finally, you can set cutoff times by shipping location, destination, and carrier so orders received late in the day will ship on the next open calendar date.

## Drop Shipment Scheduling

Global order promising can model promising scenarios that include drop shipments from a supplier directly to the customer. To derive an accurate delivery date, it considers:

- Available transit modes
- Supplier-to-customer delivery lead times and calendars
- Supplier order processing time and capacity

## Select the most effective delivery method

If there are multiple sources and delivery methods that can meet the customer’s delivery date, global order promising selects the one with the lowest total fulfillment cost. Called “profitable-to-promise,” this feature can improve margins while maintaining customer satisfaction.

Figure 3 Order promising automatically selects the most profitable option, but offers alternatives

The screenshot shows the Oracle 'Check Availability' interface. At the top, there's a search bar and a 'Schedule' button. Below, a table lists two selected fulfillment options:

Line	Order Type	Requested Item	Requested Item Description	Available Item	Availability Status	Days of...	Availability Options	Requ Quan	Revised	Action
1	Fulfillment line	AS46334	Vario 5000 Tablet	AS46334	On time	0	5			
2	Fulfillment line	FT33000	FT 3000 Cardio-Fitness Machine - 16 l	FT33000	On time	0	0			

Below this is the 'Alternate Fulfillment Options' table:

Availability Option	Availability Status	Days of...	Option Summary	Fulfillment Cost	Available Item	Available Quantity	Expected Arrival...	Expected Drop...	Expected Drop...	Expected Ship...	Configuration Item	Item Type	Actions
Alternative Option 1	On time	0	Different cost shipping method	890.00 USD	AS46334	10	3/7/25			3/6/25		Standard	Select
Alternative Option 2	On time	0	Different ship location	840.00 USD	AS46334	10	3/7/25			3/6/25		Standard	Select
Alternative Option 3	On time	0	Different ship location	910.00 USD	AS46334	10	3/7/25			3/6/25		Standard	Select
Alternative Option 4	Delayed	4	Different ship location	830.00 USD	AS46334	10	3/11/25			3/10/25		Standard	Select
Alternative Option 5	Delayed	4	Different ship location	880.00 USD	AS46334	10	3/11/25			3/10/25		Standard	Select

You can update the standard cost of the inventory as well as delivery costs to reflect updated supply prices or deplete excess stock. Real-time analytics compare before-and-after cost, margin, and delay.

## Order Line Splitting and Item Substitution

When there isn't enough supply available at any single location, global order promising can split an order line between two fulfillment centers. You can also ship a part of an order line on time, while scheduling whatever is not available to a future date. You can even substitute items for some or all of the order line quantity under certain conditions if the ordered item is not available.

## Manage the Availability of High Demand Items

Allocation rules help you honor commitments and distribute high-demand items more fairly by ensuring that a specified quantity or percentage of supply is available to meet demand. You can allocate supply by customer, organization, region, demand class, or order attribute to prevent orders from consuming all available supply.

You can arrange allocation rules in a hierarchy to balance the allocation of supply across your network. Child allocations share supply allocated to the parent node when needed. For example, you could use stock allocated for the European region if that allocated to the country of Spain runs out. You can also let higher-priority allocations consume supply from a lower-priority allocation pool. Allocation rules are shared with the backlog management component of Oracle Supply Planning, which offers further simulation capabilities.

## Related services

The following services work with Oracle Order Management:

- *Oracle Fusion Cloud Supply Planning* plans material and capacity and responds to demand, availability, and resource issues as they occur.
- *Oracle Fusion Cloud Supply Chain Execution* optimizes inventory levels and use of working capital to reduce costs and drive higher customer satisfaction. It also streamlines global, mixed mode manufacturing with an integrated manufacturing execution system (MES)
- *Oracle Transportation Management* plans and executes multi-modal transit processes to reduce freight costs, optimize service levels, and automate operations so that you can deliver more efficiently.
- *Oracle Global Trade Management* manages the legal, regulatory, and corporate complexities of cross-border transactions.

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