



September 25, 2020

## Announcing Oracle E-Business Suite: Innovations in 2020

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Oracle is pleased to announce the availability of Oracle E-Business Suite (EBS) innovations in 2020. ([Video announcement](#)). In summary, we've delivered:

- **Oracle E-Business Suite 12.2.10:** the latest in a series of annual, suite-wide updates (*available for all 12.2 releases*)
- **Enterprise Command Centers:** two releases of new and enhanced Enterprise Command Centers (*available for 12.2.4 and higher*)
- **G-Invoicing for US Federal Program Agencies:** support for more efficient management of intragovernmental buy/sell transactions (*available for 12.2.7 and higher*)
- **EBS Mobile Release 9:** updates to smartphone apps (*available for 12.1.3 and all 12.2 releases*)
- **HRMS Release Update Pack:** annual legislative updates for Oracle Human Capital Management (*available for 12.1.3 and all 12.2 releases*)
- **EBS Person Data Removal Tool (PDRT):** updates to the tool for safely removing sensitive data associated with people in EBS systems (*available for 12.1.3 and all 12.2 releases*)
- **EBS Cloud Manager for EBS on Oracle Cloud Infrastructure:** increased automation to help enterprises run Oracle E-Business Suite on Oracle Cloud Infrastructure (OCI) (*available for 12.1.3 and all 12.2 releases*)

The 2020 innovations were made available in different release vehicles throughout the year, the biggest being the 12.2.10 release that we are announcing today.

The continuing pattern of new releases is consistent with our strategy of [Continuous Innovation on Oracle E-Business Suite 12.2](#), which delivers ongoing applications and technology updates without a major upgrade, along with Oracle Premier Support for Oracle E-Business 12.2 through at least 2031.

Many 2020 advances were requested and voted on by customers using the social media capabilities of My Oracle Support. Others reflect our continued focus on themes introduced in earlier 12.2 releases, including functional innovation, user interface modernization, and increased operational efficiency.

“Thousands of the world’s leading organizations rely on Oracle E-Business Suite to run their key business operations. We’re pleased to continue delivering new and enhanced application functionality to help you get more value from your Oracle E-Business Suite investments,” said Cliff Godwin, Senior Vice President, Oracle Applications Development. “In addition, we continue to advance the automation we provide for running Oracle E-Business Suite on Oracle Cloud Infrastructure, which helps you save money, gain productivity, and respond to changing business demands with automated, scalable cloud infrastructure.”

Cliff presents highlights of advances delivered in 2020 in his “Oracle E-Business Suite Innovations in 2020” [video](#). In the video, Cliff focuses on advances delivered in September 2020, which include Oracle E-Business Suite 12.2.10 and the Oracle Enterprise Command Centers: September 2020 Update.

For details of the Oracle Enterprise Command Centers: March 2020 Update, refer to Cliff’s [prior video](#), published in March 2020.

## **2020 Innovations: Continued Investment in Enterprise Command Centers**

Enterprise Command Centers – which we first delivered in October 2018 – have continued to be a major focus for Oracle E-Business Suite investment in 2020. Eight new command centers, 30 new dashboards, and many command center enhancements were delivered across two releases: the first in March 2020 (aka, 12.2.9++), and the second in September 2020 (aka, 12.2.10.)

As of September 2020, there are 30 command centers with more than 100 dashboards available across these Oracle E-Business Suite product areas:

- **Financials:** Receivables, iReceivables, Payables, Assets, Lease Contracts (Financials), Lease and Finance Management
- **Procurement and Projects:** iProcurement: Consumer-like Shopping, Procurement, Projects, Project Procurement, Contract Lifecycle Management for Public Sector

- **Order Management and Logistics:** Order Management, Inventory Management, Advanced Pricing, iStore: Modern Shopping Experience, Landed Cost Management, Channel Revenue Management, Incentive Compensation
- **Manufacturing:** Discrete Manufacturing, Process Manufacturing, Outsourced Manufacturing, Cost Management, Quality
- **Asset Lifecycle and Service:** Enterprise Asset Management, Asset Tracking, Service Contracts, Service (TeleService), Field Service, Depot Repair
- **Human Capital Management:** Human Resources

Increasingly, users can start their Oracle E-Business Suite sessions with Enterprise Command Center dashboards. Using “information-driven navigation,” users can browse and drill on key indicators, charts and graphs and leverage consumer-like search and filters to quickly identify, and then act on, their most important transactions.

The availability of command center functionality for most Oracle E-Business Suite product areas helps IT by reducing the need for custom reporting. It helps business users by allowing them to quickly navigate to the transactions they need to work on, without going back and forth between custom reports and the transaction system.

Importantly, Enterprise Command Centers are easy to deploy, and are available at no additional cost to licensed users of the underlying Oracle E-Business Suite products. While customers must be running Oracle E-Business Suite 12.2.4 or higher to deploy the Enterprise Command Centers, they need not fully uptake latest 12.2.x releases, such as 12.2.10, to gain the benefits of latest command center updates.

## 2020 Innovations: Advances Across Oracle E-Business Suite

Highlights of the 2020 Oracle E-Business Suite advances, organized by product area and theme, are provided below.

- **Order Management:**
  - **Oracle iStore** leverages Enterprise Command Center technology to provide a modern user experience in B2B shopping. Using consumer-like search and filters, trading partners can quickly zero in on best products and pricing.
  - The **Oracle Advanced Pricing Command Center** streamlines pricing maintenance with improved visibility to pricing setups using metrics, charts and enhanced search. The command center supports selective updating of price lists and promotions using Web ADI.
  - The **Oracle Incentive Compensation Command Center: Performance Evaluation Dashboard** improves the timeliness of the sales compensation process by allowing administrators to view sales attainment and performance across roles, plans, and periods, and to compare sales quota vs. achievement.

- **Order Management** customer-driven enhancements increase order flow productivity and control with:
  - Increased control for promotional and included items
  - Spreadsheet upload for Quotes and Orders using Web ADI
  - Extensibility and custom attribute support in frameworks and rules
  
- **Logistics:**
  - Increased Efficiency and Throughput
    - The **Oracle Inventory Command Center: Receiving Dashboard** streamlines receiving activities with features such as:
      - Track material by “Expected Date”
      - Track pending inspections
      - Manage pending putaways
      - Prioritize high value and high demand items
      - Focus on backordered items shipping today
    - The **Oracle Inventory Command Center: Reservations Dashboard** and the **Reservations HTML UI** enable flexible management of demand-driven reservations with:
      - View demand-by date, item, and customer for sales orders, ISOs, and discrete jobs
      - Highlight backordered and short demand lines
      - Act to create, update and transfer reservations
    - **Oracle Warehouse Management (WMS)** adds customer-driven enhancements, including:
      - Pickers can select related tasks from more document types (including delivery, trip, discrete job, zone, and label)
      - The system optimizes a picker’s travel path to allow completion of all picks with a single pass through the warehouse
      - Project-centric organizations can consolidate, ship, and receive materials via nested LPNs for multiple projects and tasks
  - **Oracle Inventory** allows more flexible capture and tracking of on-hand inventory with Material Classification Codes (MCCs)
  - Improved Warehouse Productivity Analysis
    - **Oracle Warehouse Management / MSCA: User-Defined Activities** allow managers to define, and warehouse workers to track hours for, activities unrelated to EBS transactions, such as trailer loading/unloading, equipment cleaning, and training.
    - The **Oracle Inventory Command Center: Activity Dashboard** improves resource utilization and productivity with capabilities to:
      - Track resource (labor and equipment) time per activity, including user-defined activities
      - Compare resource utilization with past days and the average
      - Identify top performers

- Assign training plans and assignments based on performance
  - Better Control of Item Information and Landed Cost
    - The **Oracle Inventory Command Center: Items Dashboard** supports item catalog management across organizations
      - Search and browse catalog items across organizations
      - Compare item transaction attributes setup
      - View item associations with approved suppliers, manufacturers, and related items
    - The **Oracle Landed Cost Management Command Center** increases visibility to landed costs for better procurement decisions and product profitability
      - Identify and manage landed costs beyond item purchase price
      - Compare unit landed costs by supplier and country
      - Source efficiently with a better view into charges and taxes
- **Procurement:**
  - **Oracle iProcurement** provides an enhanced consumer-like shopping experience for employees
    - Enhanced comparison flow streamlines the shopping experience
    - Auto-suggest feature steers employees to catalog items that match non-catalog requests
  - Enhanced Visibility for Procurement Professionals
    - The **Oracle Procurement Command Center: Employee Shopping Tracker** helps procurement professionals improve catalog content based on employee shopping searches
      - Identify goods and services that employees look for but cannot find in the catalog
      - Evaluate details of search terms, frequency and dates
    - The **Oracle Procurement Command Center: Sourcing Dashboard** increases sourcing productivity
      - Manage sourcing negotiations to objectives
      - Track negotiation cycle times and savings
      - Manage buyer workload
    - The **Oracle Procurement Command Center: Item Analysis Dashboard** increases procurement team insight across the procurement lifecycle
      - Manage catalog items based on procurement history and performance
      - Compare and select items based on supply source, approved supplier lists, and agreements
  - Enhanced Operational Efficiency for Project Procurement
    - The **Oracle Project Procurement: Project Buyer** and **Procurement Plan Dashboards** ensure procurement throughput for a project-centric organization

- Increase supply chain performance to meet project needs
- Align supply contract Terms & Conditions with project cash flow
- Track progress and enhance workload management for better prioritization

- **Projects:**

- More Accurate Financial Management for US Federal Trading Partners
  - **G-Invoicing support** for US Federal Program Agencies enables more efficient management of intragovernmental buy/sell transactions, including the ability to process and integrate with General Terms & Conditions and Orders
- Customer-driven Enhancements for Improved Control and Efficiency in Project Costing and Billing Agreements
  - The **Oracle Projects Command Center** includes an enhanced **Budgetary Control Dashboard**
  - **Oracle Project Costing** integrates with Oracle Payroll for supplementary payroll runs
  - **Oracle Project Billing** adds an Agreement Approval workflow

- **Manufacturing:**

- Enhanced Tracking and Traceability in Process Manufacturing
  - The **Oracle Process Manufacturing Command Center: Outside Processing Dashboard** effectively manages outside processing operations
    - Identify outside processing delays and expedite operations
    - Analyze and act on delays due to supplier deliveries
  - **Oracle Process Manufacturing: Enhanced Genealogy for Multi-Lot Batches** improves the traceability of multi-lot batches
    - Track individual ingredient lots to a specific product lot
    - Apply to long-running production batches of continuous manufacturing
    - Critical to regulated industries such as Pharmaceuticals and Food & Beverage
  - **Oracle Process Manufacturing MES: Multiple Process Parameter Readings** enhances tracking of production process parameters
    - Record equipment parameter readings at multiple different times in a production process
    - Applicable to regulated industries such as Pharmaceuticals and Food & Beverage
- Enhanced Control in Discrete Manufacturing

- **Oracle Discrete Manufacturing: Reservations Support for Component Items** provides improved control of component availability for on-time job completion
      - Auto-reserve at item org level upon job creation or release
      - Manually reserve at detail level for item, subinventory, locator, lot, and serial number
      - Supported for non-WMS organizations
    - **Oracle Quality Command Center** allows proactive management of product and asset quality to minimize business disruptions
      - Quickly find and resolve quality non-conformances
      - Identify root causes to increase yield
      - Establish better controls on quality deviations to prevent costly recalls
      - Discover under-performing products to take corrective actions
      - Gain insights into cost of quality to assess business impact
  - Streamlined Flow for Outsourced Manufacturing
    - Consolidation of components on a single subcontracting PO into one replenishment sales order to manufacturing partner
    - Available as part of **Oracle Discrete Manufacturing** and **Oracle Process Manufacturing** licenses
  - Simplified Maintenance of Product Information
    - Product Hub/Items provide enhanced maintenance and setup options
    - Update of item multi-row attributes in Web ADI
    - Enhanced UOM setup options
    - Item long description increased from 1000 to 4000 bytes
- **Asset Lifecycle Management:**
  - **Mobile Maintenance App: Supervisor and Technician Overviews** facilitate quick action on priority maintenance work
  - Customer-driven Enhancements for Increased Control of Maintenance Activities
    - **Oracle Enterprise Asset Management: Work Order and Assets** provide many new capabilities, including:
      - Mass assign work orders to employees
      - Notify employees of work order assignments
      - Enhanced Assets Search with create express work order action and view asset route details
    - **Oracle Enterprise Management Command Center** adds:
      - Descriptive flexfield support
      - Additional attributes for refinements
      - Operations data set
  - The **Oracle Asset Tracking Command Center: Capitalization Dashboard** streamlines the asset tracking capitalization flow

- Quickly act on pending asset conversion transactions to increase throughput
  - Tailor the capitalization process
    - Select asset lines by fixed asset category
    - Leverage request sets and refinements
  
- **Service:**
  - Increased Productivity in Service Delivery and Contracts
    - **Oracle Field Service Command Center: Task Summary Dashboard** improves operational performance
      - Quickly find unscheduled and delayed service tasks
      - Immediately act on tasks at risk of missing SLA dates
      - Optimize work allocation based on task priority
    - **Oracle TeleService** allows faster creation and processing of Service Requests and Charges
      - Create service requests using templates
      - Enhanced Charges HTML UI
      - Support to use multiple HTML browser tabs
    - **Oracle Advanced Scheduler: Enhanced & New Dispatch Center HTML UIs** increase productivity with configurable HTML UIs for dispatch service personnel
      - Modern HTML UIs as alternatives to Forms UIs
      - Embedded analytics for schedule quality
    - **Oracle Service Contracts** reflects customer-driven enhancements for improved productivity, including:
      - Rollback terminations
      - Contract follow-up actions in HTML UI
      - Cascade action in HTML UI
      - New metrics and actions in the **Oracle Service Contracts Command Center**
  - Increased Repair Velocity in Depot Repair
    - **Oracle Depot Repair** recommends root cause and best fix based on past service orders
    - **Oracle Depot Repair Command Center**
      - **Repair Technician Dashboard** enables efficient processing of repair backlog, increased focus on highest priority work, and quick resolution of escalations, holds and late/aging orders
      - **Manager: Closed Service Orders Dashboard** provides insight to speed, quality, and cost of past repairs and enables investigation of past issues

- **Human Capital Management:**
  - Enhanced Control and Visibility for **Mobile Timecards** Entry and Processing
    - Employees can view overtime and other details based on a Time and Labor Rules Evaluation engine
    - Employees can enter change and late audit reasons, if applicable
  - Streamlined Process to Remove EBS Personal Sensitive Data
    - The **EBS Person Data Removal Tool (PDRT)** is enhanced with API support
  
- **Financial Management:**
  - The **Oracle Payables Command Center** and the **Oracle Receivables Command Center** add **Period Close Dashboards** to optimize month-end processing and improve the accounting cycle
    - Gain insight into closing with a view into SLA accounting events
    - Identify potential bottlenecks due to accounting errors and unaccounted events
    - Correct source transactions
  - Enhanced Lease Management for IFRS 16 / ACS 842 (for Financials Customers)
    - **Oracle Lease Contracts Command Center** enables curation of lease information, forecast and management of lease costs, and improved lease negotiations
    - **Oracle Property Manager: Enhanced Lease Accounting Support** improves control and accuracy of IFRS 16 / ACS 842 compliance
  - Enhanced Lease and Finance Management (for Lessors of Equipment)
    - **Oracle Lease and Finance Management Command Center** drives revenue-generating activities, reduces investment in leases, and improves operational efficiency
    - **Oracle Lease and Finance Management** adds customer-driven enhancements to increase throughput across the end-to-end process
      - Finance after-market services
      - Simplify transfer and assumption
      - Finance previously-retired or sold assets
  
- **Applications Technology:**

#### **Expanded Configurations using EBS on Oracle Cloud Infrastructure (OCI)**

We continue to invest in automation to help enterprises run Oracle E-Business Suite on Oracle Cloud Infrastructure (OCI). The automation is focused on:

- Provisioning of EBS environments on OCI
- Lift and Shift of fully-configured, on-premises EBS environments to OCI

- Lifecycle management of EBS environments running on OCI

The **EBS Cloud Manager** provides a UI for managing automated EBS provisioning, lift and shift, and lifecycle management operations on OCI.

Earlier in 2020, we enhanced the EBS Cloud Manager to support additional EBS on Oracle Cloud Infrastructure (OCI) configurations. For example, we expanded support for configurations that include Oracle Database 19c.

Many additional EBS Cloud Manager enhancements are in progress.

### **Modern User Experience Enabled via Frameworks**

In 2020, we enhanced our applications technology frameworks to increase user interface modernization.

- The **Enterprise Command Center (ECC) Framework: Activity Audit Dashboard** lets IT Professionals monitor and fine-tune ECC dashboard usage
  - Track dashboard usage
  - Capture audit trail of user activities on dashboards
  - Tune deployment and ETL processes
  - Monitor search activity
  - Identify and analyze user intents
  - Resolve issues as they arise
- The **Oracle Application Framework** provides more modern UI interactions to enable quick action
  - My Worklist Popup in Global Header with option to take action
  - Saved Search: Display as infotile
  - Saved Search: Email Notifications
  - Enhanced Filtering in List Search
  - Query by Example in Tables
  - Export Table Data to PDF

### **Availability and Deployment**

#### **Oracle E-Business Suite 12.2.10:**

Oracle E-Business Suite 12.2.10 is currently available on My Oracle Support as [Patch 30399999](#). Release 12.2.10 is cumulative and includes new updates as well as updates made available in one-off patches on 11.5.10, 12.0, 12.1.3 and prior 12.2 releases.

The 12.2.10 patch must be applied on top of Oracle E-Business Suite Release 12.2. Instructions for downloading and applying the patch are in the “Oracle E-Business Suite Release 12.2.10 Readme”, [Doc ID 2666934.1](#).

## Oracle Enterprise Command Centers:

Instructions for installing or upgrading to the latest version of the Oracle Enterprise Command Center Framework and for enabling the available command centers are in “Installing Oracle Enterprise Command Center Framework, Release 12.2 (Latest Version)”, [Doc ID 2495053.1](#). The document lists all applicable patches for Release 12.2.4 and higher.

## HRMS Release Update Pack:

Instructions for applying the latest Oracle HRMS Legislative Data Patch are available in “Latest Oracle HRMS Legislative Data Patch Available (HR Global / hrglobal)”, [Doc ID 145837.1](#).

## EBS Cloud Manager for EBS on Oracle Cloud Infrastructure

Instructions for deploying the latest Oracle E-Business Suite Cloud Manager on Oracle Cloud Infrastructure and for preparing the tenancy for the first set of Oracle E-Business Suite environments are in “Deploying Oracle E-Business Suite Cloud Manager on Oracle Cloud Infrastructure,” [Doc ID 2434500.1](#).

## Additional Supporting Resources

- [Oracle E-Business Suite: Innovations in 2020](#) (Video) [*Cliff Godwin's announcement*]
- [Oracle E-Business Suite Release Content Documents](#) (Doc ID 1302189.1) [*EBS new and changed features*]
- [Oracle E-Business Suite Learning Center](#) [*Transfer of Information (TOI) training on EBS new and changed features*]
- [Oracle E-Business Suite on Oracle.com](#) [*EBS news and information*]
- [Oracle E-Business Suite Release 12.2 Information Center](#) (Doc ID 1581299.1) [*EBS 12.2 reference information*]
- [Oracle E-Business Suite Documentation Web Library, Release 12.2](#) [*EBS 12.2 product documentation*]
- [Oracle Enterprise Command Centers Quick Start Guide](#) (PDF) [*ECC information resources and patches*]
- [Upgrading to Oracle E-Business Suite 12.2 Resource Guide](#) (PDF) [*12.2 upgrade planning information resources*]