

# Oracle Order Management



Oracle Order Management is an order-to-cash solution that provides capabilities for customers, partners and employees to select the right products and services, negotiate the best prices and ensure timely fulfillment.

## KEY BUSINESS BENEFITS

With Oracle Order Management you can:

- Enhance Customer Service
- Reduce Order Processing Costs
- Increase Revenue

## Improve Operational Efficiency for Your Order-to-Cash Process

The quote-to-cash process typically consists of three main tasks:

- Capturing the Perfect Order which consists of functions such as product selection, configuration, pricing, promotions and cross/up sell
- Orchestrating Flawless Fulfillment which consists of workflow logic to determine how a specific order/order line should be processed
- Execute Timely Fulfillment which requires order information to flow to back end systems such as manufacturing, inventory, procurement, and financials

The Oracle Order Management and Shipping Execution solution allows the creation of an integrated, seamless order-to-cash process across these three steps by providing the following capabilities:

- Accurate capture of customer orders across multiple channels
- Streamlined orchestration of order details for seamless fulfillment execution
- Communication of order status information to customers throughout the order lifecycle
- Efficient shipment planning and confirmation

The integrated order-to-cash process provided by Oracle Order Management will allow companies to realize benefits that include:

- Enhanced customer experience through selection of the right product at the right price, accurate order promising and automatic order status updates from fulfillment systems to multiple channels
- Reduced operational costs through faster order entry, reduced order errors and reduced manual steps for fulfillment processing
- Increased revenue through targeted cross/up selling, margin maximization and faster order fulfillment

## Enhance Customer Service

### Select the Right Product at the Right Price at the Right Place

Order Management works seamlessly with Oracle's industry-leading configuration and pricing applications. Oracle Configurator uses a rules-based configure to order engine to guide both reps and self-service customers to optimal configurations.

**KEY FEATURES**

Improve Order-to-Cash processing through Usability, Productivity and Accuracy

- Enter, edit and view orders via HTML or Classic Forms User Interface
- Create and view orders from multiple operating units without changing forms or windows
- Deferred invoicing and revenue recognition until customer acceptance for shipment
- Mass scheduling for unscheduled or failed schedule lines
- Header attribute changes cascade to line automatically or by user choice
- Resubmit/viewing of workflow activities in error
- Workflow validation tool
- Support for credit card CVV2
- Integrated with Contact Center
- User defined business logic to calculate payment due at order
- Ordering of tangible and intangible subscription contracts
- Scheduling of ATO items without a BOM
- Honoring of credit holds across business units
- Item Orderability
- High Volume Order Processing
- Multi-threaded Pick Release
- Shipping Documents tailorable using BI Publisher
- Mobile Sales Orders

Oracle Advanced Pricing extends Order Management's price capabilities with an engine that applies correct prices, terms, and discounts to every order—including orders based on Sales Agreements. Order Management lets you define item orderability rules to control "who can order what".

**Reduce Errors and Delays Through Order Validation and Automatic Defaulting**

Oracle Order Management provides the ability to validate an order during the capture process and ensures that the order has all the necessary and correct information to be processed for fulfillment without errors. Order Management also provides a flexible defaulting capability to automatically populate order data such as payment, carrier and shipping information to reduce the likelihood of data entry error. This validation not only supports sales orders, but also governs other orders supporting order modifications, cancellations, and returns.

**Promise Accurate Order Dates**

Oracle Order Management works with Oracle's Global Order Promising solution to create consistently reliable delivery promise dates. Order Management supports available to promise (ATP), and Oracle Global Order Promising adds capable to promise (CTP) and capable to deliver (CTD) support. Inventory can be immediately reserved at order entry, or automatically as the requested ship date moves within the allocation window.

**Provide Timely Order Status with Drop Ship Support**

Oracle Order Management can be easily configured to support fulfilling customer orders by directly shipping the goods from the supplier to the end customer. Customer sales orders are seamlessly communicated from Oracle Order Management to Oracle Procurement and on to the supplier. Customer changes to the sales order and supplier changes to the purchase order are synchronized to enable real-time order status inquiry. Once the supplier communicates the Advance Shipping Notice electronically or through Web self-service, the customer will be invoiced.

**Make Better Decisions Faster**

Oracle Order Management Information Discovery is a separate product that enables Oracle Order Management users the ability to make better decisions faster. When licensed, users can rapidly search for open orders that are at risk of being delayed and other critical issues that may prohibit timely delivery. With in-line integration with Oracle Order Management, users can directly open up the sales order and make necessary changes. Users also have access to all closed order and return order details enabling them to research and make informed decisions.

**Boost Business Execution by Providing Timely Alerts and Shipping Status On the Go**

Oracle Mobile Sales Orders for Oracle E-Business Suite is a Smartphone application that enables sales staff to get up-to-the-minute information on customer sales orders, including order and line status, pricing, adjustments, holds, back orders, and shipping. This is available at no additional cost to users of Oracle Order Management licensed product. With device integration, users can take action on the go by collaborating with customers via email, call, or text from within the application.

## Reduce Operational Costs

### Optimize Order Entry through Configurable HTML or Classic Forms User Interface

Order Management provides both HTML and Classic Forms User Interfaces for businesses to search, view, enter and edit order details. Both User Interfaces have functional parity so all sales order information, as well as infrastructures such as workflow, defaulting rules, item orderability and processing constraints are available no matter which User Interface is being utilized. The HTML User Interface provides a tablet friendly layout enabling users to access sales orders via these devices. The HTML User Interface also provides a landing page providing order information configured specifically to a users view. Both interfaces allow users to quickly search for orders or order lines and take actions on multiple selected lines at once. The HTML and Classic Forms User Interfaces support inline entry, drag and drop and hide / show of information enabling users to personalize the access and display of sales order information that meets their needs.

The screenshot displays the HTML Sales Order interface for Order Number 60598. It includes fields for Customer (AT&T Universal Card), Date Ordered (27-Jan-2016 00:00:00), Customer Number (1905), and various shipping and billing details. A summary box on the right shows financial totals: Total List (994.00), Discount (535.48), Extended Price (358.52), Tax (0.00), and Total (3,060.48). Below the details is a table of products and services.

| Select                   | Line | Ordered Item | Item Description | Qty | UOM | Unit List Price | Discount | Discount % | Unit Selling Price | Extended Price |
|--------------------------|------|--------------|------------------|-----|-----|-----------------|----------|------------|--------------------|----------------|
| <input type="checkbox"/> | 1.1  | CW13129      | Hard Drive - 80B | 1   | Ea  | 359             | -119.62  | -44.46     | 358.62             | 358.62         |
| <input type="checkbox"/> | 2.1  | CW13129      | Hard Drive - 80B | 1   | Ea  | 359             | -119.62  | -44.46     | 358.62             | 358.62         |
| <input type="checkbox"/> | 3.1  | AS54888      | AS54888          | -1  | Ea  | 1790            | -91      | -5.352     | 1791               | -1791          |

Figure 1. HTML Sales Order

### Increase Throughput Efficiency with Electronic Capture From Any System

Companies receive orders from multiple systems, including Web stores, third-party systems, and outsourced call centers. Oracle Order Management is architected to efficiently capture from all of these sources. Its order processing API is separate from the user interface, for easy access by other order-entering programs. The system can also batch import orders in EDI or XML formats. There is also self-service access to order information, invoices, and delivery status.

### Automate Complex Order Processing with Flexible Workflow

Oracle Order Management and Oracle Shipping Execution leverage Oracle Workflow to flexibly model and execute any sales order, picking or shipping process. The application provides flows for capture, book, fulfill and invoice out of the box.

In addition, Order Management integrates with the Oracle Manufacturing applications to support configure-to-order manufacturing, logistics-based fulfillment and service fulfillment.

The flexible workflow framework makes it easy to add steps specific to your business or create new workflows. Daily Business Intelligence is also included and provides a pre-built set of real-time analytics to monitor/track order process performance metrics, enabling business analysts to identify orders that are in jeopardy of not meeting promise dates and process bottleneck areas that can be improved.

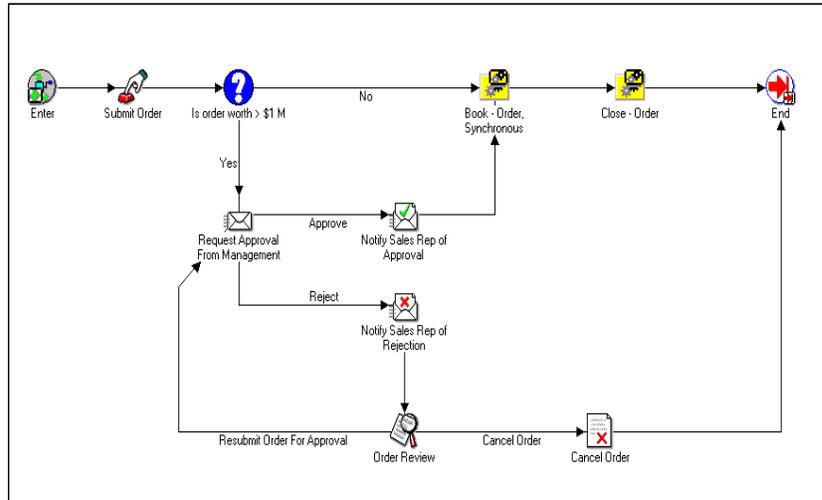


Figure 2. Automate complex order processing with flexible workflow

## Increase Revenue

### Increase Average Order Size Through Cross and Upsell

The Oracle Order Management data entry form includes a tab that displays cross/up sell products that are related to the selected line item. The relationship type, description, availability and price are displayed and users can easily add one or multiple cross/up sell products to the order by selecting a check box.

### Margin Enforcement

Oracle Order Management provides the ability to setup margin thresholds, create margin violation order holds and view margins during order entry. This ensures that orders meet profitability goals and enables products to be allocated to highest margin orders/order lines.

### Decreases Time to Revenue through Automated Fulfillment

Oracle Order Management leverages Oracle Shipping Execution to automate all shipping-related processes, including picking, packing and ship confirmation. Companies can enable Auto-Pick, Auto-Pack and Auto-Ship individually or in combination. Shipping Execution automatically groups sales order lines into consolidated deliveries to minimize shipping and handling costs. Integration with Oracle Warehouse Management adds resource and labor optimization capabilities, such as wave picking and RFID. Oracle Transportation Management adds freight rating and routing, load tender, automated carrier communication, freight payment and audit capabilities.

**ORDER MANAGEMENT**

The following products and services are available from Oracle and enable companies to further enhance their Order Management Processes:

**RELATED PRODUCTS**

- Oracle Order Management Information Discovery
- Oracle Advanced Pricing
- Oracle Configurator
- Oracle Transportation Management
- Oracle Quoting
- Oracle iStore
- Oracle Advanced Product Catalog
- Oracle Sales Contracts
- Oracle Service Contracts
- Oracle Channel Revenue Management
- Oracle Supply Chain Event Management

**RELATED SERVICES**

The following services support Oracle Order Management:

- Product Support Services
- Professional Services

**Oracle E-Business Suite - The Complete Solution**

Oracle E-Business Suite enables companies to efficiently manage customer processes, manufacture products, ship orders, collect payments, and more—all from applications that are built on unified information architecture. This information architecture provides a single definition of your customers, suppliers, employees, and products—all important aspects of your business. Whether you implement one module or the entire Suite, Oracle E-Business Suite enables you to share unified information across the enterprise so you can make smarter decisions with better information.

**CONTACT US**

For more information about Oracle Order Management, visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

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