Oracle® Order Management

User's Guide, Release 11i

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Oracle® Order Management User's Guide, Release 11i

Part No. A77028-01

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  Redwood Shores, CA 94065
  USA

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If you have problems with the software, please contact your local Oracle Support Services.

Preface

Audience for This Guide

Welcome to Release 11i of the Oracle® Order Management User's Guide.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Oracle® Order Management

  If you have never used Oracle® Order Management, we suggest you attend one or more of the Oracle® Order Management training classes available through Oracle University.
- The Oracle Applications graphical user interface.

  To learn more about the Oracle Applications graphical user interface, read the *Oracle Applications User Guide.*

See Other Information Sources for more information about Oracle Applications product information.

How To Use This Guide

This guide contains the information you need to understand and use Oracle® Order Management.

This preface explains how this user guide is organized and introduces other sources of information that can help you. This guide contains the following chapters:

- Chapter 1 describes how to set up Order Management.

Note: Implementation information and procedures are included in this chapter.

- Chapter 2 explains how to use Order Management to enter and process orders and returns.
- Chapter 3 describes how to use the pricing tools and features in Order Management to create and maintain any number of price lists and discounts.
- Chapter 4 explains the variety of flexible and user-friendly reports and listings that Order Management provides to help you to track, maintain, and record customer sales order information.
- Chapter 5 provides you with an explanation of Order Management processes.
- The appendices provide you with complete navigation paths to all windows in Order Management, information on item attributes, flexfields, default value rules and the Account Generator.

Finding Out What's New

From the HTML help window for Oracle® Order Management, choose the section that describes new features or what's new from the expandable menu. This section describes:

- New features in 11*i*. This information is updated for each new release of Oracle® Order Management.
- Information about any features that were not yet available when this user guide was printed. For example, if your system administrator has installed software from a mini pack as an upgrade, this document describes the new features.

Other Information Sources

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of Oracle® Order Management.

If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those guides unless we specify otherwise.

Online Documentation

All Oracle Applications documentation is available online (HTML and PDF). The technical reference guides are available in paper format only. Note that the HTML documentation is translated into over twenty languages.

The HTML version of this guide is optimized for onscreen reading, and you can use it to follow hypertext links for easy access to other HTML guides in the library. When you have an HTML window open, you can use the features on the left side of the window to navigate freely throughout all Oracle Applications documentation.

- You can use the Search feature to search by words or phrases.
- You can use the expandable menu to search for topics in the menu structure we provide. The Library option on the menu expands to show all Oracle Applications HTML documentation.

You can view HTML help in the following ways:

- From an application window, use the help icon or the help menu to open a new Web browser and display help about that window.
- Use the documentation CD.
- Use a URL provided by your system administrator.

Your HTML help may contain information that was not available when this guide was printed.

Related User Guides

Oracle® Order Management shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other user guides when you set up and use Oracle® Order Management.

You can read the guides online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD included in your media pack, or by using a Web browser with a URL that your system administrator provides.

If you require printed guides, you can purchase them from the Oracle store at http://oraclestore.oracle.com.

User Guides Related to All Products

Oracle Applications User Guide

This guide explains how to navigate the system, enter data, and query information, and introduces other basic features of the GUI available with this release of Oracle® Order Management (and any other Oracle Applications product).

You can also access this user guide online by choosing *Getting Started and Using Oracle Applications* from the Oracle Applications help system.

Oracle Alert User Guide

Use this guide to define periodic and event alerts that monitor the status of your Oracle Applications data.

Oracle Applications Implementation Wizard User Guide

If you are implementing more than one Oracle product, you can use the Oracle Applications Implementation Wizard to coordinate your setup activities. This guide describes how to use the wizard.

Oracle Applications Developer's Guide

This guide contains the coding standards followed by the Oracle Applications development staff. It describes the Oracle Application Object Library components needed to implement the Oracle Applications user interface described in the *Oracle Applications User Interface Standards*. It also provides information to help you build your custom Oracle Developer forms so that they integrate with Oracle Applications.

Oracle Applications User Interface Standards

This guide contains the user interface (UI) standards followed by the Oracle Applications development staff. It describes the UI for the Oracle Applications products and how to apply this UI to the design of an application built by using Oracle Forms.

User Guides Related to This Product

Oracle Applications Demonstration User's Guide

This guide documents the functional storyline and product flows for Vision Enterprises, a fictional manufacturer of personal computers products and services. As well as including product overviews, the book contains detailed discussions and

examples across each of the major product flows. Tables, illustrations, and charts summarize key flows and data elements.

Oracle Assets User's Guide

If you install Oracle Assets, you can use this manual to add assets and cost adjustments directly into Oracle Assets from invoice information in Payables.

Oracle Bills of Material User's Guide

This guide describes how to create various bills of materials to maximize efficiency, improve quality and lower cost for the most sophisticated manufacturing environments. By detailing integrated product structures and processes, flexible product and process definition, and configuration management, this guide enables you to manage product details within and across multiple manufacturing sites.

Oracle Business Intelligence System Implementation Guide

This guide provides information about implementing Oracle Business Intelligence (BIS) in your environment.

BIS 11i *User Guide Online Help*

This guide is provided as online help only from the BIS application and includes information about intelligence reports, Discoverer workbooks, and the Performance Management Framework.

Oracle Capacity User's Guide

This guide describes how to validate a material plan by verifying that there are resources sufficient to perform the planned work for repetitive and discrete jobs. Using finite capacity planning techniques, you learn how to use rough-cut capacity planning to validate a master schedule and capacity planning to validate the material plan.

Oracle Cash Management User's Guide

This manual explains how you can reconcile your payments with your bank statements.

Oracle Configurator User's Guide

This guide describes how to improve order taking and fulfillment productivity by eliminating errors in new sales orders and bills of materials. You can use Oracle Configurator to verify product configurations, automatically select configuration

options, and generate manufacturing bills of materials according to configuration constraints.

Oracle Cost Management User's Guide

This guide describes how to use Oracle Cost Management in either a standard costing or average costing organization. Cost Management can be used to cost inventory, receiving, order entry, and work in process transactions. It can also be used to collect transaction costs for transfer to Oracle Projects. Cost Management supports multiple cost elements and multiple subelements. It also provides comprehensive valuation and variance reporting.

Oracle e-Commerce Gateway User's Guide

This guide describes how Oracle e-Commerce Gateway provides a means to conduct business with trading partners via Electronic Data Interchange (EDI). Data files are exchanged in a standard format to minimize manual effort, speed data processing and ensure accuracy.

Oracle Engineering User's Guide

This guide enables your engineers to utilize the features of Oracle Engineering to quickly introduce and manage new designs into production. Specifically, this guide details how to quickly and accurately define the resources, materials and processes necessary to implement changes in product design.

Oracle General Ledger User's Guide

This guide explains how to plan and define your chart of accounts, accounting period types and accounting calendar, functional currency, and set of books. It also describes how to define journal entry sources and categories so you can create journal entries for your general ledger. If you use multiple currencies, use this manual when you define additional rate types, and enter daily rates. This manual also includes complete information on implementing Budgetary Control.

Oracle HRMS Documentation Set

- *Using Oracle HRMS - The Fundamentals* explains how to set up organizations and site locations.
- *Managing People Using Oracle HRMS* explains how to enter and track employee data.
- *Running Your Payroll Using Oracle HRMS* explains how to set up payroll, do withholding, run statutory reports, and pay employees.

- *Managing Compensation and Benefits Using Oracle HRMS* explains how to set up Total Compensation, including 401(k), health, and insurance plans.
- *Customizing, Reporting, and System Administration in Oracle HRMS* explains how customize to the system and design reports.

Oracle Inventory User's Guide

This guide describes how to define items and item information, perform receiving and inventory transactions, maintain cost control, plan items, perform cycle counting and physical inventories, and set up Oracle Inventory.

Oracle Manufacturing Scheduling User's Guide

This guide describes how to use Oracle Manufacturing Scheduling to view and reschedule single discrete jobs or the entire shop floor. Specifically, this guide details how to easily use the drag and drop functionality to view and reschedule jobs, operations, and resources.

Oracle Master Scheduling/MRP and Oracle Advanced Supply Chain Planning User's Guide

This guide describes how to anticipate and manage both supply and demand for your items. Using a variety of tools and techniques, you can create forecasts, load these forecasts into master production schedules, and plan your end-items and their component requirements. You can also execute the plan, releasing and rescheduling planning suggestions for discrete jobs and repetitive schedules.

Oracle Order Management User's Guide

This guide describes how to enter sales orders and returns, copy existing sales orders, schedule orders, release orders, create price lists and discounts for orders, and create reports.

Oracle Payables User's Guide

This guide describes how accounts payable transactions are created and entered in Oracle Payables. This guide also contains detailed setup information for Oracle Payables.

Oracle Pricing User's Guide

This guide describes how to setup modifiers, price lists, formulas, pricing agreements, pricing rules, and pricing of special orders in Oracle Pricing.

Oracle Project Manufacturing User's Guide

This guide describes the unique set of features Oracle Project Manufacturing provides for a project-based manufacturing environment. Oracle Project Manufacturing can be tightly integrated with Oracle Projects. However, in addition to Oracle Projects functionality, Oracle Project Manufacturing provides a comprehensive set of new features to support project sales management, project manufacturing costing, project manufacturing planning, project manufacturing execution and project quality management.

Oracle Projects User's Guide

This guide explains how to set up projects for use in project manufacturing and project accounting.

Oracle Purchasing User's Guide

This guide describes how to create and approve purchasing documents, including requisitions, different types of purchase orders, quotations, RFQs, and receipts. This guide also describes how to manage your supply base through agreements, sourcing rules and approved supplier lists. In addition, this guide explains how you can automatically create purchasing documents based on business rules through integration with Oracle Workflow technology, which automates many of the key procurement processes.

Oracle Quality User's Guide

This guide describes how Oracle Quality can be used to meet your quality data collection and analysis needs. This guide also explains how Oracle Quality interfaces with other Oracle Manufacturing applications to provide a closed loop quality control system.

Oracle Receivables User's Guide

Use this manual to learn how to implement flexible address formats for different countries. You can use flexible address formats in the suppliers, banks, invoices, and payments windows.

Oracle Release Management User's Guide

This manual describes how to manage high volume electronic demand by continually incorporating your customers demand into your order and planning processes. By explaining how to validate, archive, manage and reconcile incoming planning, shipping and production sequence schedules with updates to sales orders and forecasts, it enables you to electronically collaborate with your customers to

more accurately manage demand. It also describes how to plan, create and manage trading partner layers for trading partner specific customizations.

Oracle Sales and Marketing Connected Client User's Guide

This guide describes how to set up your connected client, manage your account information, manage your database of contacts, and how to record, review and add information about an account, contact, or opportunity. This guide also describes how to view pending, current, and past customer orders, to create and track responses to promotional campaigns, track the effectiveness of a promotional program, and how to project your progress towards sales goals.

Oracle Sales Compensation User's Guide

This guide describes how to categorize your sales revenue, how to define the data you need to Oracle Sales Compensation, and where to collect the data from. Each sales organization has different ways of paying compensation; thus each organization needs different types of data to calculate a compensation payment. This guide also explains how to setup and calculate compensation for a salesperson, adjust for sales credits, and view a salesperson's performance against their quota. In addition, this guide also explains how to run a variety of reports for individuals or groups of salespeople.

Oracle Shipping Execution User's Guide

This guide describes how to set up Oracle Shipping Exection to process and plan your trips, stops and deliveries, ship confirmation, query shipments, determine freight cost and charges to meet your business needs.

Oracle Supplier Scheduling User's Guide

This guide describes how you can use Oracle Supplier Scheduling to calculate and maintain planning and shipping schedules and communicate them to your suppliers.

Oracle Work in Process User's Guide

This guide describes how Oracle Work in Process provides a complete production management system. Specifically this guide describes how discrete, repetitive, assemble-to-order, project, flow, and mixed manufacturing environments are supported.

Oracle Workflow User's Guide

This guide explains how to define new workflow business processes as well as customize existing Oracle Applications-embedded workflow processes. You also use this guide to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes.

Reference Manuals

Oracle Technical Reference Manuals

Each technical reference manual contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications, integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products.

You can order a technical reference manual for any Oracle Applications product you have licensed.

Oracle Release Management Implementation Manual

This manual describes the setup and implementation of the Oracle Applications used for the Oracle Automotive solution, including Oracle Release Management and Oracle Automotive.

Oracle Manufacturing and Distribution Open Interfaces Manual

This manual contains up-to-date information about integrating with other Oracle Manufacturing applications and with your other systems. This documentation includes open interfaces found in Oracle Manufacturing.

Oracle Applications Message Reference Manual

This manual describes all Oracle Applications messages. This manual is available in HTML format on the documentation CD-ROM for Release 11*i*.

Oracle Project Manufacturing Implementation Manual

This manual describes the setup steps and implementation for Oracle Project Manufacturing.

Oracle Receivables Tax Manual

This manual provides everything you need to know about calculating tax within Oracle Receivables, Oracle Order Management, Oracle sales, and Oracle Web

Customers. It includes information about implementation procedures, setup forms and windows, the Oracle Receivables Tax calculation process, tax reports and listings, and open interfaces.

Oracle Self-Service Expenses Implementation Guide

This guide explains in detail how to configure Oracle Self-Service Expenses and describes its integration with Oracle Payable and Oracle Projects.

Oracle Self-Service Web Applications Implementation Manual

This manual describes the setup steps for Oracle Self-Service Web Applications and the Web Applications dictionary.

Oracle Applications Flexfields Guide

This guide provides flexfields planning, setup, and reference information for the Oracle® HRMS implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This guide also provides information on creating custom reports on flexfields data.

Installation and System Administration Guides

Oracle Applications Concepts

This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11*i*. It provides a useful first book to read before an installation of Oracle Applications. This guide also introduces the concepts behind, and major issues, for Applications-wide features such as Business Intelligence (BIS), languages and character sets, and self-service applications.

Installing Oracle Applications

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle One-Hour Install, which minimizes the time it takes to install Oracle Applications and the Oracle 8*i* Server technology stack by automating many of the required steps. This guide contains instructions for using Oracle One-Hour Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user guides and implementation guides.

Upgrading Oracle Applications

Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11*i*. This guide describes the upgrade process in general and lists database upgrade and product-specific upgrade tasks. You must be at either Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0 to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 10.7.

Using the AD Utilities

Use this guide to help you run the various AD utilities, such as AutoInstall, AutoPatch, AD Administration, AD Controller, Relink, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities.

Oracle Applications Product Update Notes

Use this guide as a reference if you are responsible for upgrading an installation of Oracle Applications. It provides a history of the changes to individual Oracle Applications products between Release 11.0 and Release 11*i*. It includes new features and enhancements and changes made to database objects, profile options, and seed data for this interval.

Oracle Applications System Administrator's Guide

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage processing.

Oracle Self-Service Purchasing Implementation Manual

This manual describes how to set up Oracle Self-Service Purchasing. Self-Service Purchasing enables employees to requisition items through a self-service, Web interface.

Oracle Workflow Guide

This guide explains how to define new workflow business processes as well as customize existing Oracle Applications-embedded workflow processes. You also use this guide to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes.

Training and Support

Training

We offer a complete set of training courses to help you and your staff master Oracle Applications. We can help you develop a training plan that provides thorough training for both your project team and your end users. We will work with you to organize courses appropriate to your job or area of responsibility.

Training professionals can show you how to plan your training throughout the implementation process so that the right amount of information is delivered to key people when they need it the most. You can attend courses at any one of our many Educational Centers, or you can arrange for our trainers to teach at your facility. We also offer Net classes, where training is delivered over the Internet, and many multimedia-based courses on CD. In addition, we can tailor standard courses or develop custom courses to meet your needs.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Oracle® HRMS working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle server, and your hardware and software environment.

Do Not Use Database Tools to Modify Oracle Applications Data

We STRONGLY RECOMMEND that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications tables, unless we tell you to do so in our guides.

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using an Oracle Applications form can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications forms, you might change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications forms to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. But, if you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

About Oracle

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support and office automation, as well as Oracle Applications. Oracle Applications provides the E-business Suite, a fully integrated suite of more than 70 software modules for financial management, Internet procurement, business intelligence, supply chain management, manufacturing, project systems, human resources and sales and service management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers, and personal digital assistants, enabling organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and application products, along with related consulting, education and support services, in over 145 countries around the world.

Your Feedback

Thank you for using Oracle® HRMS and this user guide.

We value your comments and feedback. This guide contains a Reader's Comment Form you can use to explain what you like or dislike about Oracle® HRMS or this user guide. Mail your comments to the following address or call us directly at (650) 506-7000.

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Or, send electronic mail to **appsdoc@us.oracle.com**.

1

Setting Up

Overview

This chapter tells you everything you need to know about setting up Oracle Order Management.

Order Management provides several features that enable you to set up your system and begin processing order information. You must define business policies, such as how you classify your orders, as well as various control features.

- set up your profile options. See: Order Management Profile Options on page 1-12.
- set up your tax information. See: Taxation on page 1-24 and Overview of Tax, Oracle Receivables User's Guide.
- set up your QuickCodes. See: Defining Order Management QuickCodes on page 1-28.
- set up your workflows to meet your business needs. See: Overview of Workflows on page 1-36.
- define your document sequences for order numbering. See: Defining Document Sequences for Order Numbering on page 1-68.
- set up your security rules to prevent updates past certain steps in your order flows. See: Overview of Processing Constraints on page 1-89.
- set up your pricing information for sales orders. See: Overview of Price Lists on page 1-110
- set up your defaulting rules. See: Overview of Defaulting Rules on page 1-99
- setup your credit check processes. See: Overview of Credit Checking on page 1-151

- define your transaction types (order and line types).
- define your hold information. See: Defining Holds on page 1-171
- setup your attachments to apply to sales orders. See: Overview of Attachments on page 1-175
- setup your shipping tolerances for over and under shipments. See: Overview of Shipping Tolerances on page 1-184

Oracle Order Management Recommended Setup

Setup involves several phases, including setting up other integrated applications, which include Oracle General Ledger, Oracle Receivables, and Oracle Inventory. Some setup steps are optional, depending on whether you have the integrating applications installed and whether you use the associated feature. For example, if your business supports drop shipments, you should also setup Oracle Purchasing. If you sell models and kits, setup Oracle Bills of Material and Oracle SellingPoint Configurator.

If you are using a multiple organization structure, your system administrator must change the *OM: Item Validation Organization* parameter to be visible and updatable at the responsibility level. This change allows Order Management to default code and revenue account information accurately. See: Setting Up, *Multiple Organizations in Oracle Applications*.

Oracle Applications Implementation Wizard

If you are implementing more than one Oracle Applications product, you may want to use the Oracle Applications Implementation Wizard to coordinate your setup activities. The Implementation Wizard guides you through the setup steps for the applications you have installed, suggesting a logical sequence that satisfies cross-product implementation dependencies and reduces redundant setup steps. The Wizard also identifies steps that can be completed independently by several teams working in parallel to help you manage your implementation process most efficiently.

You can use the Implementation Wizard as a resource center to see a graphical overview of setup steps, read outline help for a setup activity, and open the appropriate setup window. You can also document your implementation, for further reference and review, by using the Wizard to record comments for each step.

Set Up Oracle Applications Technology

The setup steps in this chapter tell you how to implement the parts of Oracle Applications specific to Oracle Order Management.

The Implementation Wizard guides you through the entire Oracle Applications setup, including system administration. However, if you do not use the Wizard, you need to complete several other setup steps, including:

- Performing system-wide setup tasks, such as configuring concurrent managers and printers

- Managing data security, which includes setting up responsibilities to allow access to a specific set of business data and transactions, and assigning individual users to one or more of these responsibilities

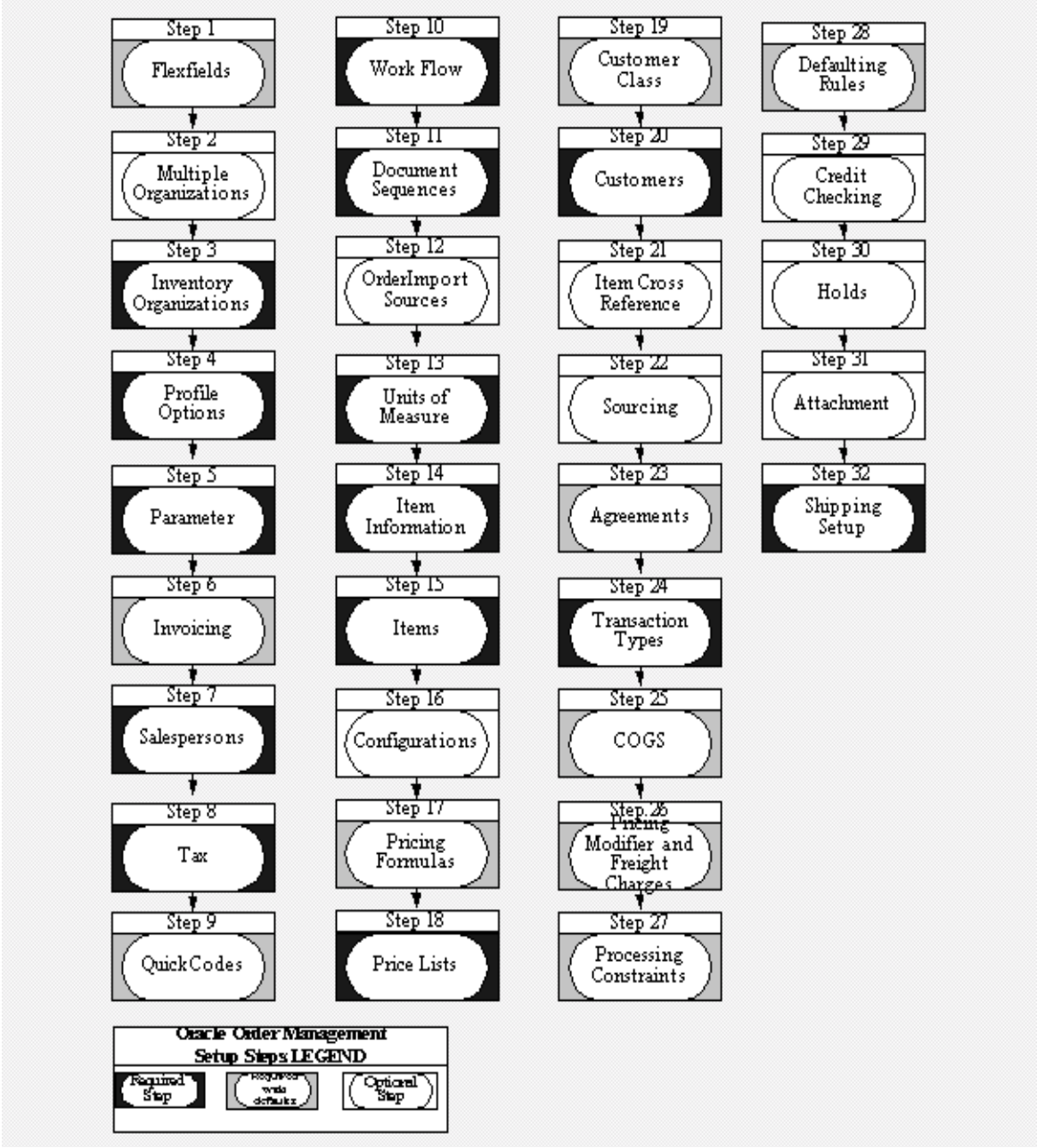
Also, if your product uses Oracle Workflow, for example, to manage the approval of business documents or derive Accounting flexfield values via the Account Generator, you need to set up Oracle Workflow.

See Also

Implementation Wizard, *Oracle Applications Implementation Wizard User's Guide*

Oracle System Administration, *Oracle Applications System Administrator's Guide*

Overview of Workflow, *Oracle Workflow Guide*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Step 1

Flexfields

Define key and descriptive flexfields to capture additional information about orders and transactions. See: Flexfields on page C-2.

Step 2

Multiple Organizations

Define multiple organizations in Oracle Inventory. See: Overview of Inventory, *Oracle Inventory User's Guide*.

Step 3

Inventory Organizations

Define inventory organizations (warehouses), organization parameters, subinventories, and picking rules in Oracle Inventory. See: Overview of Inventory Structure and Defining Picking Rules, *Oracle Inventory User's Guide*.

You must define at least one item validation organization and at least one organization that acts as an inventory source for orders fulfilled internally. If you plan to drop ship some orders, you must also define at least one logical organization for receiving purposes. Your item validation organization can be the same as your inventory source or your logical receiving organization, but you cannot use one organization for all three purposes.

Step 4

Profile Options

Define profile options to specify certain implementation parameters, processing options, and system options. See: Order Management Profile Options on page 1-12.

Step 5

Parameter

Set up the *OM: Item Validation Organization* parameter. See: Enabling Parameters on page 1-23.

Step 6

Invoicing

Define invoicing information, including payment terms, invoicing and accounting rules, Autoaccounting parameters, territories, and invoice sources. See the following topics in the Oracle Receivables User's Guide for more information: Payment terms, Invoice with Rules, Transaction Types, AutoAccounting, Territories, and Invoice Batch Sources.

Step 7

Salespersons

Define information on your sales representatives. See: Salespersons, *Oracle Receivables User's Guide.*

Step 8

Tax

Define tax features, such as codes, rates, exceptions, and exemptions. See: Overview of Tax, *Oracle Receivables User's Guide.*

Step 9

QuickCodes

Define QuickCodes that provide custom values for many lists of values throughout Order Management. See: Defining Order Management QuickCodes on page 1-28.

Step 10

Workflow

Define order and line processing flows to meet different order and line type requirements. See: Overview of Workflow on page 1-36.

Step 11

Document Sequences (Order Numbering)

Define Document Sequences for automatic or manual numbering of orders. See: Defining Document Sequences for Order Numbering on page 1-68.

Step 12

Order Import Sources

Define sources for importing orders into Order Management. See: Defining Order Import Sources on page 1-87.

Step 13

Units of Measure

Define the units of measure in which you supply items. See: Defining Unit of Measure, *Oracle Inventory User's Guide*.

Step 14

Item Information

Define item information, including item attribute controls, categories, and statuses. See these topics in the Oracle Inventory User's Guide for more information: Defining Item Attribute Controls, Defining Categories, and Defining Item Status Codes.

Step 15

Items

Define the items that you sell, as well as container items. See: Overview of Item Setup and Control: page Overview of Item Setup and Control, *Oracle Inventory User's Guide.*

Step 16

Configurations

Define the configurations that you sell. See: Creating a Bill of Material, Oracle Bills of Material User's Guide.

Step 17

Customer Classes

Define customer profile classes. See: Defining Customer Profile Classes: page, *Oracle Receivables User's Guide.*

Step 18

Customers

Define information on your customers. See: Entering Customers, *Oracle Receivables User's Guide*.

Step 19

Item Cross References

Define item cross references for ordering by customer part number, UPC, or any generic item number. See: *Oracle Inventory's User's Guide.*

Step 20

Sourcing

Define your sourcing rules for scheduling supply chain ATP functions. See: *Oracle Advanced Supply Chain Planning User's Guide*.

Step 21

Transaction Types (Order and Line Types)

Define transaction types to classify orders and returns. For each order type, you can assign a default price list, defaulting rules, order lines, return lines, line types, workflow assignments, payment terms, and freight terms. See: Defining Transaction Types on page 1-71.

Step 22

Cost of Goods Sold (COGS)

Set up your Cost of Goods Sold Accounting Flexfield combination (COGS Account) in Oracle Inventory. See: *Oracle Inventory User's Guide*.

Step 23

Processing Constraints

Define processing constraints to prevent users from adding updating, deleting, splitting lines, and cancelling order or return information beyond certain points in your order cycles. Use the constraints Order Management provides, which prevent data integrity violations, or create your own. See: Defining Processing Constraints on page 1-90, Defining Validation Templates on page 1-94, and Defining Record Sets on page 1-97.

Step 24

Defaulting Rules

Define defaulting rules to determine the source and prioritization for defaulting order information to reduce the amount of information you must enter manually in the Sales Orders window. See: Defining Defaulting Rules on page 1-103.

Step 25

Credit Checking

Define your credit checking rules. See: Automatic Credit Checking of Orders on page 1-155, Defining Credit Check Rules on page 1-165, and Defining Sales Credit Types on page 1-170.

Step 26

Holds

Define automatic holds to apply to orders and returns. See: Defining Holds on page 1-171.

Step 27

Attachments

Define standard documents to attach automatically to orders and returns.

Step 28

Freight Charges and Carriers

Define freight charges and freight carriers to specify on orders. See: Defining Freight Costs and Defining Freight Carriers, *Oracle Shipping Execution User's Guide.*

Step 29

Pricing

Define price lists for each combination of item and unit of measure that you sell. Optionally, you can define pricing rules and parameters to add flexibility.

Step 30

Shipping

Define shipping preferences in Oracle Shipping Execution. See: *Oracle Shipping Execution User's Guide*.

Order Management Profile Options

During your implementation, you set a value for each profile option in Order Management to specify how the application controls access and processes data.

Generally, your system administrator sets up and updates profile option values. The *Oracle Applications System Administration User's Guide* contains more information on profile options, including the internal names of each Order Management profile option.

Profile Option Settings

You can set or view these profile options in Oracle Order Management. This table also includes some profile options from other applications that are used by Order Management.

Profile Option	User	System Administrator				Requirements	
	User	User	Resp	App	Site	Required ?	Default Value
AR: Use Invoice Accounting for Credit Memos	-	X	X	X	X	Required	No
BOM: Check for Duplicate Configuration	-	0	0	0	X	Optional	No
BOM: Component Item Sequence Increment	X	X	X	X	X	Optional	10
BOM: Configurator URL of UI Manager	X	X	X	X	X	Required	No Default
BOM: Default Bill of Material Levels	X	X	X	X	X	Optional	1
Journals: Display Inverse Rate	X	X	X	X	X	Optional	No
OM: Administer Public Queries	0	X	X	X	X	Required	
Key	X - 0	You can update the profile option. You can view the profile option value but you cannot change it. You cannot view or change the profile option value.					

Profile Option	User	System Administrator				Requirements	
	User	User	Resp	App	Site	Required ?	Default Value
OM: Allow Negative Pricing	-	0	X	X	X	Optional	
OM: Apply Automatic Attachments	-	0	X	X	X	Optional	Yes
OM: Autoschedule	-	0	X	0	X	Optional	Null
OM: Auto Push Group Date	-	0	X	0	X	Optional	Null
OM: Charging Privilege	X	X	X	X	X		
OM: Context Responsibility for Upgraded Orders	-	-	-	-	-	Required	No Default
OM: Credit Card Privileges	-	-	X	X	X	Optional	None
OM: Credit Memo Transaction Type	-	0	0	0	X	Required	
OM: Cust Item Shows Matches	X	X	X		X	Required	No
OM: Customer Relationships	0	0	0	0	X	Optional	Yes
OM: Debug Level	X	X	X	X	X	Optional	3
OM: Discounting Privilege	0	X	X	X	0	Optional	Full
OM: Estimated Authorization Validity Period	-	X	X	X	X	Required	21 Days
OM: GSA Discount Violation Action	0	0	0	0	X	Optional	Warning
Key	X - 0	You can update the profile option. You can view the profile option value but you cannot change it. You cannot view or change the profile option value.					

Profile Option	User	System Administrator				Requirements	
	User	User	Resp	App	Site	Required ?	Default Value
OM: Included Item Freeze Method	0	0	0	0	X	Required	Booking
OM: Inventory Stock Location	0	0	0	X	0	Required	No Default
OM: Invoice Numbering Method	X	X			X	Required	Automatic
OM: Invoice Source	-	0	0	0	X	Required	
OM: Invoice Transaction Type	-	0	0	0	X	Required	
OM: Item Flexfield	0	0	0	0	X	Required	No Default
OM: Non-Delivery Invoice Source	-	0	0	0	X	Required	
OM: Orders Purge Per Commit	-	0	0	0	X		100
OM: Over Return Tolerance	0	0	0	0	X	Required	0
OM: Over Shipment Tolerance	-	0	0	0	X	Required	0
OM: Over Shipment Invoice Basis	-	0	X	X	X	Required	Shipped
OM: Payment Method for Credit Card Transactions	X	X	X	X	X	Optional	No Default
OM: Reservation Time Fence	-	0	X	0	X	Optional	Null
OM: Return Item Mismatch Action	X	X	X	X	X	Required	Allow
OM: Return Unfulfilled Referenced Line Action	-	0	X	0	X	Required	Allow
Key	X - 0	You can update the profile option. You can view the profile option value but you cannot change it. You cannot view or change the profile option value.					

Profile Option	User	System Administrator				Requirements	
	User	User	Resp	App	Site	Required ?	Default Value
OM: Risk Factor Threshold for Electronic Payments	-	0	X	0	X	Optional	50
OM: Schedule Lines on Hold	-	0	X	0	X	Optional	Null
OM: Show Discount Details on Invoice	-	0	X	X	X	Required	No
OM: Show Line Details	X	X	X	X	X	Optional	No
OM: Source Code	0	0	0	0	X	Required	ORDER ENTRY
OM: Under Return Tolerance	-	0	0	0	X	Required	0
OM: Under Shipment Tolerance	-	0	0	0	X	Required	0
QP: Accrual UOM Class	-	0	0	X	X	Optional	No Default
QP: Blind Discount Option	-	0	0	X	X	Required	Yes
QP: Bypass the Pricing Engine	0	0	X	X	X	Required	No
QP: Item Validation Organization	-	0	X	0	n	Required	No Default
QP: Line Volume UOM Code	-	0	0	X	X	Optional	No Default
QP: Line Weight UOM Code	-	0	0	X	X	Optional	No
QP: Negative Pricing	-	0	0	X	X	Required	No Default
QP: Source System Code	0	0	0	X	X	Required	No Default
QP: Unit Price Precision Type	0	0	0	X	X	Required	Standard
Key	X - 0	You can update the profile option. You can view the profile option value but you cannot change it. You cannot view or change the profile option value.					

Profile Option	User	System Administrator				Requirements	
	User	User	Resp	App	Site	Required ?	Default Value
QP: Verify GSA	0	0	0	0	X	Required	No
Sequential Numbering	-	0	X	X	X	Required	
Tax: Allow Ad Hoc Tax Changes	-	X	X	X	X	Required	Yes
Tax: Allow Manual Tax Lines	-	X	X	X	X	Required	Yes
Tax: Allow Override of Customer Exemptions	-	X	X	X	X	Required	Yes
Tax: Allow Override of Tax Code	-	X	X	X	X	Required	Yes
Tax: Calculate Tax on Credit Memos	-	0	X	X	X	Optional	No
Tax: Inventory Item for Freight	-	X	X	X	X	Optional	No Default
Tax: Invoice Freight as Revenue	-	X	X	X	X	Optional	No
Tax: Use Tax Vendor	-	0	X	X	X	Required	No
Key	X - 0	You can update the profile option. You can view the profile option value but you cannot change it. You cannot view or change the profile option value.					

See Also

Overview of Configurator, *Oracle Configurator User's Guide*

OM: Administer Public Queries

This profile option determines which responsibility is able to create and update public queries.

OM: Allow Negative Pricing

This profile option determines whether or not a negative list price or selling price can be entered. Choose from Yes or No.

OM: Apply Automatic Attachments

This profile option determines whether rule-based attachments are applied without user intervention.

OM: Auto Push Group Date

This profile option controls scheduling when a new line is inserted into an existing set. If the new line cannot be scheduled on the same date as the rest of the set, this profile is used. If the profile is set to Yes, the entire set will be automatically rescheduled. If the profile is set to No, an error will occur. You can change the dates or quantities to make scheduling succeed. This profile option can be overridden for a parameter specific to customers or customer sites by setting a value in the Customer window. The default is Null which is equivalent to No.

OM: Autoschedule

This profile option determines the default setting of the use of autoscheduling.

Yes--Order lines are scheduled automatically at the time of entry.

No--Order lines are not scheduled automatically at the time of entry.

OM: Charging Privilege

This profile option controls your ability to manually apply freight and special charges on an order or order line. Choices from:

Full Access--You can modify and apply charges, but you cannot modify non-overridable charges.

View Only Access--You can only view charges.

Unlimited Access--You can modify and apply all charges including the non-overridable charges.

OM: Context Responsibility for Upgraded Orders

This profile option is used to set applications context for deferred activities on upgraded orders and order lines.

OM: Credit Card Privileges

This profile option limits the amount of credit card information displayed in the Sales Orders window and limits who can perform manual or on-line authorizations. The authorization code and credit card number fields displays only the last four digits if the profile option is set to None or Limited. On-line and manual

authorizations are allowed if this profile option is set to All or Limited. Choose from All, Limited, or None.

OM: Credit Memo Transaction Type

This profile option value is transferred to Receivables if no value is defined for the credit memo transaction type.

OM: Cust Item Shows Matches

This profile option determines whether Order Management defaults the Item with the highest ranking item or shows the list of all the matched Internal item numbers when a customer item number is used and that customer item is cross-referenced to more than one internal item.

OM: Customer Relationships

This profile option determines whether Order Management honors customer relationships when entering bill-to and ship-to locations for a customer on an order. (This profile option is currently used only in Order Management, and is not valid for any other Oracle Applications.) Order Management honors customer relationships for agreements and commitments regardless of this profile option's setting.

OM: Debug Level

This profile option determines the level of debug messages printed in a log file.

Yes Level 3 prints all debug messages.

No Level 4 only prints a limited amount of debug messages.

OM: Discounting Privilege

This profile option provides the choice of controlling users' ability to apply discounts on an order or order line.

Full--Ability to apply any valid discount against an order or order line, as long as the order type of the order does not enforce list prices. (Default value).

Non-Overridable Only--Ability to apply only non-overridable discounts against an order or order line.

Unlimited--Ability to apply any valid discount against any order or order line, regardless of whether the order type of the order enforces list prices.

OM: Estimated Authorization Validity Period

This profile option determines the estimated number of days a credit card authorization is assumed to be valid. The default value is 21 days.

OM: GSA Discount Violation Action

This profile option determines how you want the user notified when you define a discount that results in an item price less than the price on a GSA discount for the same price list.

OM: Included Item Freeze Method

This profile option determines the point in the order's status at which the included items from a configuration's bill of material are added as lines on the order.

OM: Inventory Stock Location

This profile option determines the structure of the Oracle Inventory Stock Locator Flexfield used by Order Management in the Release Sales Orders For Picking and Shipping Transactions windows. This structure should be the same as the structure defined in Oracle Inventory. This profile option must be set for the Shipping Transactions window, and the Update Shipping Information program, to function properly.

OM: Invoice Numbering Method

This profile option determines whether or not the Invoicing activity generates invoice numbers based on the delivery name.

OM: Invoice Source

This profile option value is transferred to Receivables if the value is null for your transaction type.

OM: Invoice Transaction Type

This profile option value is transferred to Receivables if no value is defined for the transaction type.

OM: Item Flexfield

This profile option determines the structure of the Item Flexfield (System Items) used by Order Management. This structure should be the same across all applications in the same database.

OM: Non-Delivery Invoice Source

This profile option value is transferred to Receivables if the *OM: Invoice Numbering Method* profile option is set to Delivery and the line is non-shippable.

OM: Orders Purge Per Commit

This profile option determines how many orders the purge process should purge before performing a commit.

OM: Over Return Tolerance

This profile option indicates the percentage by which a return line can be over-received. Any value greater than or equal to zero (0) is a valid value. This profile option is set at the site level. Default value is zero (0).

OM: Over Shipment Invoice Basis

This profile option determines whether to invoice the ordered quantity or the shipped quantity for an over shipment. This profile option can be overridden for the parameter specific to customers or customer sites by setting a value in the Customer window. Default value is Shipped.

OM: Over Shipment Tolerance

This profile option indicates the percentage by which an order line can be over-shipped. Any value greater than or equal to zero (0) is a valid value. This profile option is set at the site level. Default value is zero (0).

OM: Payment Method for Credit Card Transactions

This profile option is used by the credit card authorization process as a default for the primary payment method if a specific customer does not have one.

OM: Reservation Time Fence

This profile option controls automatic reservations during scheduling. The profile option represents the number of days into the future that scheduling will reserve. The default value is Null which means that scheduling will not automatically reserve. This profile option is used during autoscheduling and also by the scheduling workflow activity and concurrent program to perform reservations.

OM: Return Unfulfilled Referenced Line Action

This profile option is used for returns to control return of unfulfilled lines. Default value is Allow. Choices from:

Reject--Do not create return line if the reference line is non-fulfilled.

Warning--Create return line with Warning if the referenced line is non-fulfilled.

Allow--Create return line without Warning if the referenced line is non-fulfilled.

OM: Return Item Mismatch Action

This profile option controls what should occur if you try to change the item ID of a referenced return line. Choose from:

Reject--Line processing is halted with an error message.

Warning--Line processing is continued with a warning.

Allow--Line processing continues with no warning or error.

Default value is Allow.

OM: Risk Factor Threshold for Electronic Payments

This profile option sets a threshold for determining whether a credit card authorization qualifies as a high risk. Scores can range from 1 to 100, referring to a risk free authorization and 100 referring to a high risk authorization. If the score for a transaction exceeds this threshold, Order Management will put the order on a High Risk Hold. The default value is a score of 50.

OM: Schedule Line on Hold

This profile option controls whether scheduling will attempt to schedule lines that are on hold. The default value is Null, which is the equivalent to Yes.

OM: Show Discount Details on Invoice

This profile option determines whether the discount details are passed to Oracle Receivables for printing on an invoice. Default value is No.

OM: Show Line Details

This profile option determines whether the line details of a model are displayed in the Sales Orders window. You can also toggle the display of line details using the Tools menu from the Sales Orders window.

OM: Source Code

This profile option identifies the source code that Order Management passes to Oracle Inventory during scheduling. The source code should be defined as the third segment of the Sales Order Flexfield to guarantee that each transaction is unique.

OM: Under Return Tolerance

This profile option indicates the percentage by which a return line can be under-received for it to be considered fulfilled. Any value between zero (0) and 100 (both inclusive) is a valid value. This profile option is set at the site level. Default value is zero (0).

OM: Under Shipment Tolerance

This profile option indicates the percentage by which an order line can be under-shipped for it to be considered fulfilled. Any value between zero (0) and 100 (both inclusive) is a valid value. This profile option can be set only at the site level. Default value is zero (0).

Enabling Parameters

In Order Management, the Item Validation Organization parameter indicates the Oracle Manufacturing organization against which items are validated. You must define all transactable items in this organization.

Note: Organization is synonymous with warehouse in Order Management.

You can setup the Item Validation Organization parameter in the Parameters window. You only can setup this parameter for the operating unit associated with your current responsibility. For setting up additional operating units, contact your system administrator.

Note: If you are upgrading from Oracle Order Entry Release 11 to Oracle Order Management Release 11i, the upgrading process automatically sets up the Item Validation Organization system parameter based on the profile option values setup for different operating units.

To enable parameters:

1. Navigate to the Parameters window.

   The Parameters window displays.

   Note: The Parameters window displays the setup, if already set, for the current operating unit. Order Management performs a query for the current operating unit and displays the Item Validation Organization.

2. Select the Item Validation Organization for your operating unit.

   Warning: You cannot have any open orders when performing updates to parameters. If open orders are found, a warning message displays. Choose OK to ignore the warning or choose Cancel.

Taxation

Order Management allows you to quote an estimated tax for orders at the time of order entry. The tax estimate can be based on the tax status; address information, and VAT (Value Added Tax) codes assigned to items, sites, and customers. The actual tax value that appears on the customer's invoice in Oracle Receivables may vary. See: Overview of Tax and Setup Steps for Value Added Tax, *Oracle Receivables User's Guide*.

Credit Check

Tax amount for each line will be stored on the order line. You can control whether the tax amount is included in credit checking.

Multiple Tax Amounts on an Order Line

You can specify a tax group for an order line. You can view multiple taxes applied to an order line at the time of entry and query, or on the acknowledgment and notification of shipment. Oracle Receivables allows each invoice line to be taxed automatically with one or more taxes.

Tax Points and Fixed Amounts

You can set a point in the order line workflow at which tax payable by the customer is recorded in your financial system. For example:

- Entry of the Order Line
- Ship Confirm
- Invoicing
- Payment

This is in order to fix the sum payable by the customer to that communicated to them in an Acknowledgment or Advanced Shipment Notification (ASN).

If the factors affecting tax change between this point and invoicing, Oracle Receivables creates accounting entries necessary so that vendor bears the gain or loss and the tax authority is paid the correct amount due.

Tax Points and Codes

You can set your tax point codes according to the workflow that the order line is using. For example, if an order line is using a non-shippable workflow, Order Management does not allow you to ship confirm. Also, you cannot select ship

confirm as a tax point for a return line. Tax amounts are recalculated and based on the tax rate on the frozen date if the quantity, price, tax code, item, Ship-To, Ship-From, or customer change. This recalculation is based on the tax rates on the date when the tax point is reached. Tax Point Code defaults from order type, item type, and line type.

Note: Order Management supports the invoice tax point and the tax point code will be defaulted to the invoice.

Tax Calculation

You can calculate tax for display by picking a date to base tax rates on, including the entry, planned ship, schedule, requested, and promise dates.

You can prevent updates to this date after an order line reaches the point where the tax amount payable by the customer is calculated and fixed. For example, if the tax point code is set to Invoicing, you can update the tax date and recalculate the tax for the line before invoicing. When the line is invoiced, the tax date is set to the invoice date and becomes non-updatable. Taxes are recalculated based on the tax rate of the invoice date.

Tax Inclusive Values

You can review the tax inclusive value of an order when the order is queried or entered. Order Management displays the estimated tax amount based on the tax date of the order. You can perform a credit check on the tax inclusive or tax exclusive values.

Default Dates

Order Management defaults the tax date based on the following dates in the following order:

- planned ship date (schedule date)
- promise date
- requested date
- entry date
- system date

The tax point code associated with the order line is read in the defaulting procedure for the tax date.

Tax Method Options

Order Management allows you to specify the tax method for your company or installation as a system option. The tax method determines how taxes are calculated. Tax methods include the following:

- Sales Tax

  For sales tax, taxes are based on different components of the customer's shipping address. Order Management provides you with a default sales tax location flexfield structure composed of the State, County, and City.

- Value Added Tax (VAT)

  For value added tax, taxes are based on tax rates assigned to user- defined codes. These codes are assigned to specific items, customers, and customers business locations.

> **Note:** Tax codes are used for value added taxes or a location-based taxes (sales tax).

Tax Security

Order Management allows you to update the tax security information on an order or return by setting the *Tax: Allow Override of Customer Exemption* profile option. This profile option controls the modification of the Tax Handling Status, Reason & Certificate fields at the order header and order line levels. Standard tax calculations can be overridden by setting the profile option to Yes. The *Tax: Allow Override of Tax Code* profile option determines whether the defaulted tax code on an order line can be updated.

Non-Taxable Transaction Types

Order Management allows you to define whether Oracle Receivables can automatically calculate taxes for a given order type. This will also determine if tax is required on an order. This option is set in Oracle Receivables. You can specify whether a transaction type is taxable in the Receivables Transaction Types window. See: Transaction Types, *Oracle Receivables User's Guide*.

Identification of Tax Treatments

You can identify the schedule of applicable taxes, tax codes and exemptions on an order line. For a tax point of payment, you can use the schedule of applicable taxes and tax codes that were recorded on the order line to calculate tax liability when

receiving prepaid cash associated to the order. An order line will store information about tax codes, rates, exemptions, tax point codes and tax amounts.

See Also

Overview of Tax, *Oracle Receivables User's Guide.*

Setup Steps for Value Added Tax, *Oracle Receivables User's Guide.*

Tax Codes and Rates, *Oracle Receivables User's Guide.*

Tax Groups, *Oracle Receivables User's Guide.*

Tax Exemptions, *Oracle Receivables User's Guide.*

Defining Order Management QuickCodes

You can create lookup codes for Order Management. QuickCode types that you can define include:

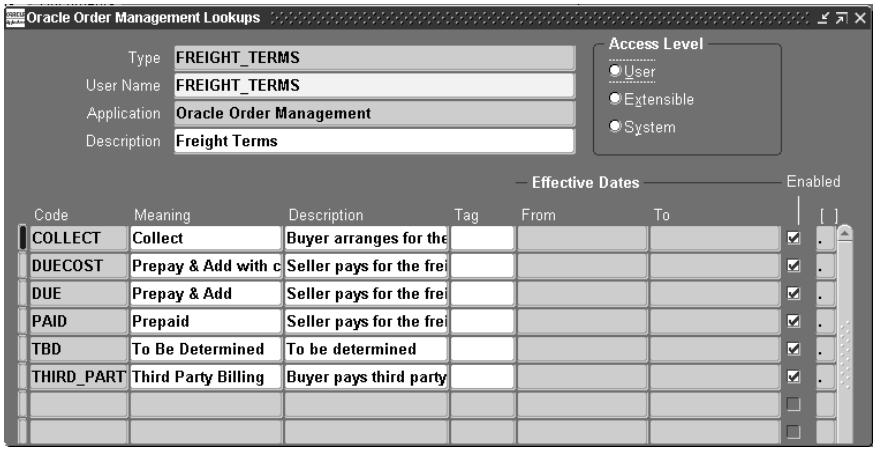
- Cancellation Codes
- Credit Cards
- Freight Terms
- Hold Types
- Note Usage Formats
- Release Reasons
- Sales Channels
- Shipment Priorities

You can create as many quickcodes as you require. You can also inactivate quickcodes.

To define quickcodes:

1. Navigate to the Oracle Order Management Lookups window.

   The Oracle Order Management Lookups window displays.



2. Query the Type for which you want to enter Lookup Codes.

3. Enter your User Name.
4. Select the Application you would like to use to define QuickCodes.

> **Note:** The Access Level toggles display whether you can define new Lookup Codes. You can modify User and Extensible Lookup Codes, however, system code cannot be modified. Contact your system administrator.

5. Optionally, enter the effective dates for the Lookup Code.
6. Check Enabled to activate the Lookup Code.
7. Toggle Enabled off to inactivate the Lookup Code.
8. Save your work.

See Also

Lookups - Defining Receivables Lookups, *Oracle Receivables User's Guide.*

Defining Freight and Special Charge Types

Order Management allows you to charge for freight and special charges to meet your business needs. The full charge to your customer is visible at the time of order entry and can be communicated to the customer. The freight and special charge costs can be estimated or final. The actual costs incurred are captured at Ship Confirmation and can be converted to charges based on freight terms and other rules you define. See: Overview of Modifiers on page 1-133.

Order Management captures the freight and special charges information and Shipping Execution captures all costs incurred on the shipment of goods. Once ship confirmation complete, the costs are transferred to Order Management for converting the costs into charges. You can set up your different freight costs in Shipping Execution. See: *Oracle Shipping Execution User's Guide.*

Order Management's freight and special charge feature allows you to:

- capture the charges at the time of order entry.
- change the freight and special charges until invoicing.
- capture the freight and special charge information at any point in the order cycle.
- create various freight and special charge types.
- support charges at various levels (order and line).
- specify the controls for refunds.

Freight and Special Charge Types

Order Management provides you with the ability to setup and capture different charge types including (but not limited to):

- Duty
- Handling
- Insurance
- Export
- Freight
- Administration
- Miscellaneous

Grouping of Freight and Special Charges

You can setup different sub-types under a give charge type, such as, if the freight or special charge type is Miscellaneous, you can group the following different charges:

- Late penalty charges
- Restocking charges
- Negotiations and legal fees
- Foreign agent commissions

However, you cannot define sub-types for the following different freight and special charge types which are defined in Shipping Execution:

- Insurance
- Handling
- Export
- Duty
- Administration
- Freight

Definition Data Elements

You can define different attributes for setting your charges including the following elements:

- Allocation flag--Percent or fixed amount
- Amount--Fixed amount and currency for the amount
- Calculation method--You can set the method which can be a user-defined formula or a function returning a value
- Charge Type
- Name and Description--Only for the Non-Shipping charges
- Start and End Dates--Active date range
- Appears on invoice
- Level code--Applicable only to order or order line level
- Per pricing unit or lump sum

Estimate or Actual

The estimated or actual is displayed. You can set the amount as Estimated or Fixed.

Note: \You can set this at the time of set up or order entry.

Calculation Method

Various common methods of calculating charges are supported. Examples of calculation methods include:

- Fixed amount
- Percentage of line or order total
- Fixed rate, per unit of measure--unit, weight, or volume
- Simple pass of a cost
- Percentage markup or markdown of a cost
- User-defined formula for a given charge type. The formula can be constructed using the pricing attributes, constant values, or function returning a value.

Application of Charges

You can have freight and special charges applied to an order in the following ways:

- Manually Applied
- Open Interface
- Automatically based on the qualifier setup

Order or Order Line Charges

You can enter charges for order or order line levels.

Multiple Unlimited Charges

You can enter an unlimited number of charges at each level with a restriction of one per charge type and sub-type combination.

Timing of Charges Entry

You can enter freight and special charges at any event point or activity, up to the point where the order and line is invoiced. At the point of invoicing the charge will be made fixed and no more charges can be added after the line is invoiced.

Changing and Deleting of Charges

Based on your processing constraints, you have the ability to manually change the amount, delete or cancel charges applied to an order or order line until invoicing. You can enter a reason code if the charge is being changed, however, the history will not be maintained. In addition, you can add processing constraints to prevent charges from deletion or cancellation after a user-definable point in the order's process.

Sales Orders window

You can setup the charges to apply automatically when a new order or order line is entered. The charges are displayed in the Sales Orders window whether the charges are estimated or fixed.

Freight Terms

You can choose the freight terms for an order line depending on the customer contract, customer, Ship-To, and Ship-From locations. Freight terms can include the following:

- Prepaid

  You take responsibility for the freight costs. The costs are recorded in Shipping Execution and transferred to Order Management. You then have the option of converting the cost to charges depending upon the freight terms.

- Prepay and add with fixed charges

  You can prepay the freight costs and charge your customer the fixed amount. The costs are recorded in Shipping Execution and transferred to Order Management. You have the option of converting the cost to charges depending upon the freight terms.

- Prepay and add with cost converted to charge

  You can prepay the freight costs and pass it on to your customer as a charge. The costs are recorded in Shipping Execution and transferred to Order Management. You then have the option of converting the cost to charges depending upon the freight terms.

- Collection

  You can pay the freight costs without billing your customer. The costs are not recorded in Shipping Execution or Order Management.

- Third Party Billing

The freight carrier bills a third party, not the seller or buyer. The costs are not recorded in Shipping Execution or Order Management.

Invoicing

A line level charge is invoiced with the order line. All order and order line level charges are invoiced. If any new charges are added at the order header level, then the charges are invoiced with the next invoiced order line.

Returns

- The User will be allowed to set Freight Charges for return lines using the Line Category / Line Type as the Qualifier Attributes.
- These Freight charges can be a charge or credit to the customer.
- These charges can be setup using Freight Terms defined on the return line.
- The Freight Term will be either defaulted or copied from the referenced line.
- User may change the (Defaulted / Referenced) Freight Term, depending upon the contract he has with the Customer, for the Freight on return.
- If the Return Line is referenced from any existing Order Line, the refundable freight charges associated with the referenced order, will be available as a credit to the user.
- If the user creates a new Return line without a reference to any existing line, then the user will have to manually apply any Refundable Freight Charges on it.

Copying Charges

The copy order functionality in Oracle Order Management supports the following pricing options for standard copying of orders and returns:

Copy for Orders

Retain Original Pricing--retains manual, automatic price adjustments, and charges. The CALCULATE_PRICE_FLAG is set to No.

Re-price based on user-defined date--manual adjustments and charges will be lost. The CALCULATE_PRICE_FLAG is set to Yes.

Copy for Returns

Retain original pricing--retains the refundable manual and automatic charges. The CALCULATE_PRICE_FLAG will be set to Partial. The CALCULATE_PRICE_FLAG is set to Partial in order for any manual charges, such as the return and restocking fees can be added to the order.

Re-price based on user-defined date--retains the refundable manual and automatic charges. The price is marked as Fixed so that the price cannot be overridden by subsequent re-pricing requests. The CALCULATE_PRICE_FLAG is set to Yes.

See Also

Overview of Sales Orders on page 2-18

Invoicing Activity on page 4-32

Copying Orders on page 2-98

Overview of Returns on page 2-108

Order Import on page 4-2

Overview of Workflows

Order Management utilizes Oracle Workflow to provide you control over the sequence of events that occur in processing of orders, returns, order lines, and return lines. Order Management provides you the maximum flexibility to handle mainline revenue cycle and exeception-based business processes.

The Oracle Workflow manages the state of all activities for an order, automatically executes functions and sends notifications, maintains a history of completed activities, and detects error conditions and starts error processes. The Workflow Engine is implemented in server PL/SQL and activated when a call to an engine API is made. See: *Oracle Workflow User's Guide*.

Order Management allows you to model your organization's processes in terms of generic order processes. When defining a new workflow, you can start with the basic activities of order processing. You can model your business processes by copying and editing seeded processes or model your business processes by using seeded and custom activities as components.

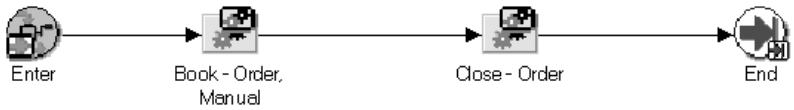
You may want to add an approval step in the order process that your product executes, you should model your process in Oracle Workflow.

Order Management allows you to track the history of your process by utilizing Oracle Workflow to control the execution of the order process. When Order Management begins an order process step or sends a notification, the system records the event. The event is also recorded when the system has completed processing or the notification is answered.

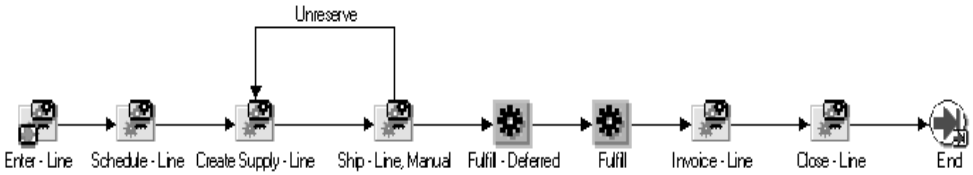
Types of Order Processes

You can use workflow processes to control the order processing for different types of orders. You can create workflow assignments from the Define Transaction Types window. Each order type can use a different order workflow. Line flows can be assigned based on an order type, line type, and item type combinations. These workflows can share the same seeded workflow activities. The order and order line processes can differ in which workflow activities are performed and in which order. Orders and lines operate on separate workflow processes. Different types of lines can belong to the same order. For example, return lines can be entered on the same sales order. Order Management allows you to prevent unauthorized returns or credits. You can control which items customers can return, as well as, which items require inspection. Below are examples of header and line workflow processes:

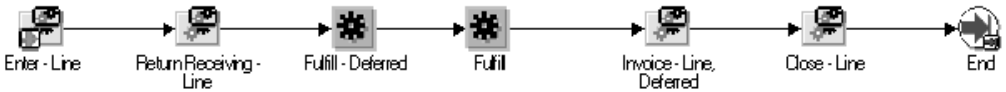
Sample header workflow:



Sample order line workflow:



Sample return line workflow:



See: Defining Transaction Types on page 1-71.

Approval Notifications

You can regulate order activity by defining as many manual approvals as you need and position the activities anywhere in your order process. You can add an approval step anywhere in your process by creating a notification in Oracle Workflow. By indicating the authorized user responsibility to perform the approval, Oracle Workflow can be configured to send out a notification. You can specify the conditions under which an approval is necessary by creating a preceding function activity. From this function activity, control can flow either to the approval or directly to the step after the approval.

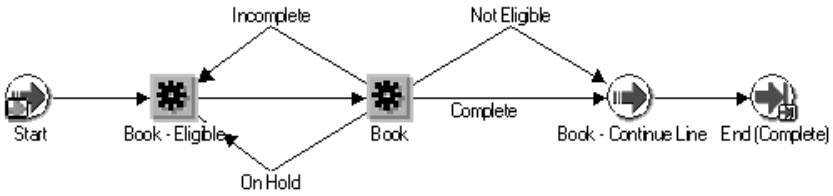
Multiple Results

Oracle Workflow allows you to accurately represent your business activities and results. You can define your process or process steps such that there is more than

one way to succeed (multiple passing results). Similarly, your process or process steps can fail for more than one reason (multiple failing results).

> **Note:** Oracle Worflow Builder allows you to have multiple passing and failing results in your workflow process.

Example: Order Booking Process. The Book activity can complete with four different results. Not Eligible & Complete are passing results while Incomplete and On Hold are failure results.



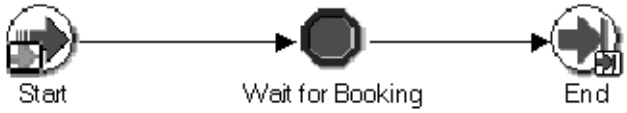
Process Dependencies

With Order Management, you can control the sequence and timing of all order worklfow activity. You can prevent business activities from being performed when their prerequisites have not been met. Conversely, you can perform all activities with no prerequisites or with prerequisites that have been met.

> **Note:** Process dependencies can be built into the workflow process with the use of Oracle Workflow Builder. Oracle Workflow allows you to model transitions based on different results.

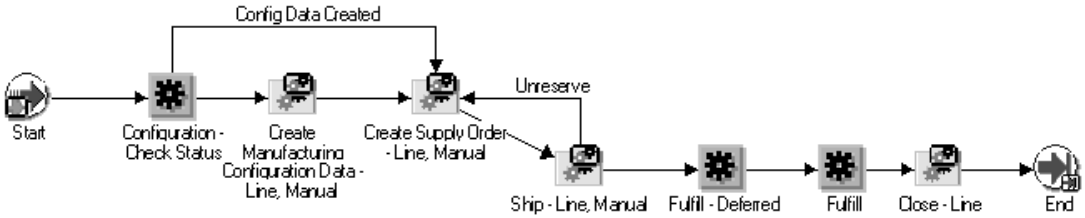
Sub-process Enter - Line:

The example below is the first sub-process in a line flow. The flow ensures that a line waits for the order to book before progressing.



Line Flow - Configuration:

The flow shown below is only for Configuration Item Lines that are automatically created when ATO configurations are processed. A flow can transition differently based on results with which an activity completes.



Order Header and Line Coordination

You can specify dependencies between header and line level actions. Order processing will take place on both a header and line process. For each order, there is only one instance of the header process. However, a separate line process will be run for each line in the order.

Parent-child flows can be coordinated through the standard Oracle Workflow coordination activities. These are:

- Continue-activity
- Wait-for-activity

For example, the line workflows wait for booking on the header level to complete. The booking sub-process has a Continue-activity which triggers the line flows to progress once the order is booked.

Note: Oracle Workflow provides the ability to easily update process definitions is automatically.

Line Sets

You can coordinate dependencies between order lines. You can ensure that all lines of a line set reach a certain state before further processing can continue. You need to include fulfill line activity in the line workflow process. This feature can be used to support fulfillment sets.

Split Lines

Order Management allows you to split a line into two order lines for independent processing. The header process acknowledges the existence of the new line process. The new order line has the workflow history identical to that of the original line. The new line has a flow identical to that of the line it split from.

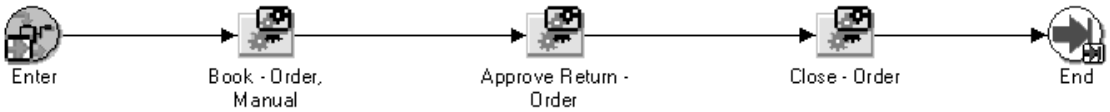
See Also

Split Order Lines on page 2-44

Defining Workflow Exceptions

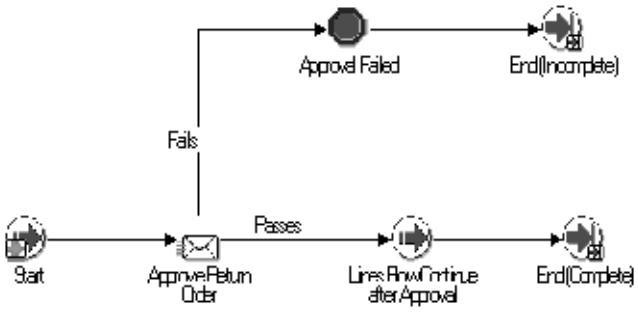
You can build your own workflow activity to handle any exceptions within your order process. For example, you can prevent the processing of an order that may shop to customers that are not authorized to received a specific product. Your process can contain a legal review workflow step that requires an approval for certain customers or items. Defining a workflow exception in an order process consists of defining the rules that generate exceptions based on your business policies and defining how these workflow exceptions are handled.

Return approval workflow example:



Return approval process example:

The ‘Approval Failed’ block is used to keep the flow active when an approval fails. This enables you to cancel the line, which closes the line and ends the flow as shown below:



Note: The line flow that is used with this header flow should have the appropriate coordination Wait-for-Flow activity.

Process Automation for Workflows

Process Improvement

You can change process definitions as you introduce new products or further streamline your operations. You can easily change an order activity flow to include new steps or remove obsolete steps.

Process Execution

You can process orders using online forms procedures or using batch processing. In the latter, these batch processes may be executed immediately or in the background. Order Management allows you to start the completion of a function activity from the Sales Orders window. For example, the booking sub-process enables an order to become eligible for booking. You can then complete booking through the Sales Orders window or an action request to the Process Order API.

Expedited Order Processing

You can expedite the processing of orders through automated actions. Assuming that no exceptions are raised, you can link several automated actions to be performed sequentially without user intervention. For example, one of the seeded booking processes supports synchronous booking that is as soon as the order header is created, Order Management books the order.

Viewing Notifications

Single Notification Viewer

You can use a single mechanism for receiving all of your notifications, as opposed to different review facilities for different types of messages. This viewer is provided with Oracle Workflow.

Customizable Notification Viewer

You can review notifications and take the appropriate action to resolve each one quickly and easily. You can define selection and sorting criteria that let you manage your notification list so you see the most critical notifications first or can view different types of notifications on demand.

Notification Context

Given this universal Inbox of exceptions, you can see the context of each notification. For notifications where you need no additional information, you can choose a button to take the suitable action.

If you require additional information, you can open the appropriate Order Management window. For example, if you must approve or reject an order, you can view the order header and lines easily. The notification can either be in the form of a URL message or attachment.

Setting Up Workflow

Setting Up Workflow Processes

Order Management comes seeded with workflow definition data that is used for processing orders and lines. Before you create custom workflow processes, you must review the seed data.

Warning: All Order Management seed data is locked at an access level of 20. Please do not override the locks. Modifying any seed data is considered customization.

Customization Exceptions

- The Item Attribute 'OM WF Administrator' is set to the role 'SYSADMIN'. This can be changed to point to another responsibility.
- Message bodies on seeded messages can be changed to meet your business needs.

Order Management comes seeded with several order header and line flows. The seeded and new flows that you define can be assigned to order and line types in the Transaction Types window.

If the seeded processes do not meet your business processing needs exactly and you need to create your own flows, you can change the flows by using one of the following three methods:

- Copy a seeded Order or Line flow, change its Internal Name, Display Name and description in the Workflow Builder. Change the definition as desired. You are re-configuring using seeded activities and processes.
- Utilize the seeded flows as examples to create new order or line flows using the seeded functional activities in the Workflow Builder. You are re-configuring using seeded activities and processes.
- Utilize the seeded flows as examples to create new order or line flows using the seeded functional activities and processes and/or your custom activities in the Workflow Builder.

Note: When creating custome flows, we recommend that you use the seeded function sub-processes as opposed to using the individual function activities, unless the seeded flows are using activities for a given function such as the Fulfill activity.

Set the default error process of 'RETRY_ONLY' on any new functions, processes or flows you define. For more information, refer to the Order Management Workflow Standards for Naming Standards. See: Creating Process Definitions in Oracle Workflow Builder, *Oracle Workflow Builder User's Guide*.

Note: The workflow standard 'RETRY_ONLY' error process supports only re-trying of the activity that is in an error state. It does not support aborting the flow or skipping the activity that is in an error state. Order Management may not work correctly if you specify any other error process or specify no error process at all.

Seeded Workflow Item Types

OM Order Header-OEOH: Order header flows are created using this item type. The header ID will be used for the item key.

OM Order Line-OEOL: Order line flows are created using this item type. The line ID is used for the item key.

OM Standard-OESTD: This is a repository for common functions and lookups. The application does NOT use this item type to create any flows.

OM Change Order-OECHG: This item type is used to manage change orders. Change order notification flows are created using this item type.

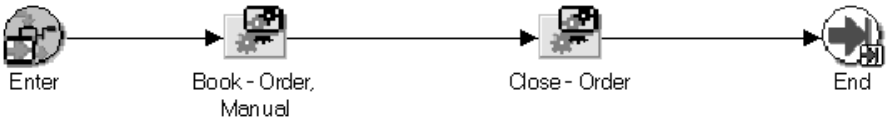
Note: You can use the Oracle Workflow Builder to view the seeded lookups, functions, processes for the above item types.

The following workflow activity and process definitions are seeded in Order Management:

Seeded order flows:

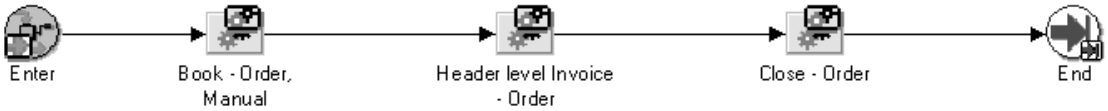
- Generic order flow

This order flow has booking and close order sub-processes. This flow can be used for both orders and returns.



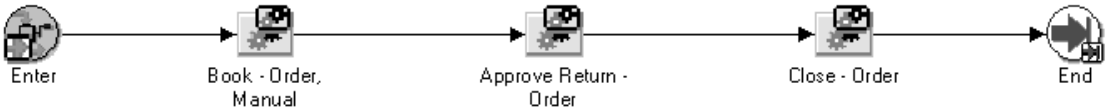
- Generic order flow with generic header level invoicing

  This flow has Booking, header level invoicing and close order sub-processes.



- Order Flow - Return with Approval

  This flow has Booking, a notification, and close order sub-processes.

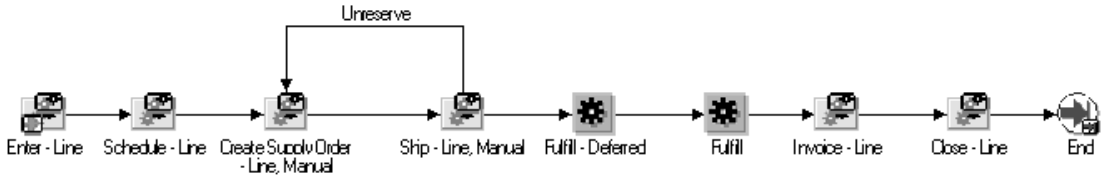


Seeded line flows:

> **Note:** Unless explicitly specified, all transitions are using the 'Default' result.

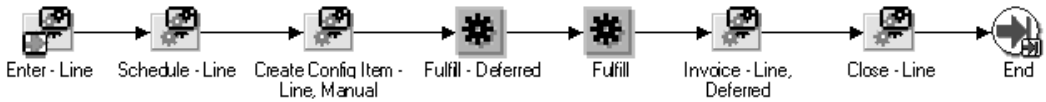
- Line Flow - ATO Item

  This flow supports ATO item lines only. It has enter line (wait for booking), scheduling, creation of work orders/flow schedules, ship line, fulfill line, invoice line and close line sub-processes in it.



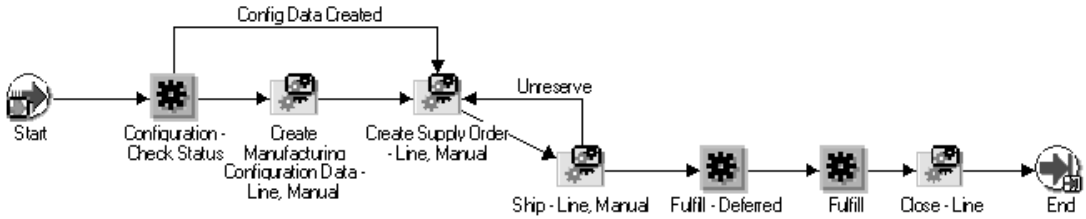
- Line Flow - ATO Model

  This flow supports ATO model lines only. It has Enter Line (wait for booking), scheduling, creation of configuration item, fulfill line, invoice line and close line sub-processes.



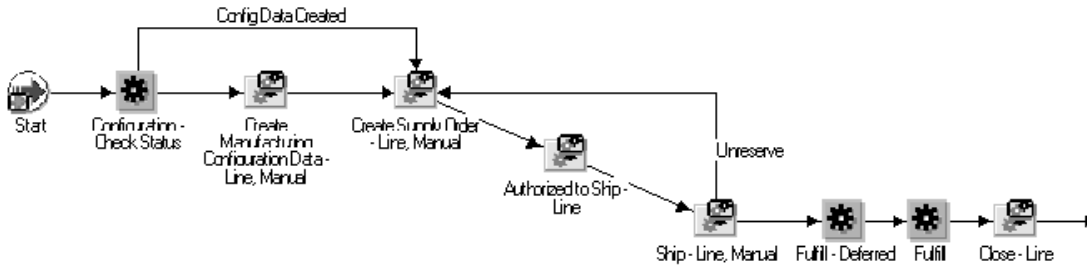
- Line Flow - Configuration

  This flow is only for Configuration Item Lines that are automatically created when ATO configurations are processed. The flow has sub-processes to create the BOM/Routings, work orders, flow schedules. In addition, it has ship line, fulfill line, and close line sub-processes.



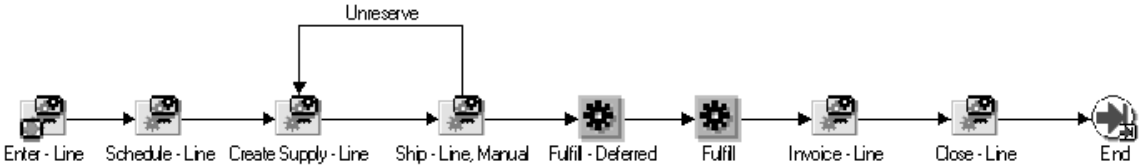
- Line Flow - Configuration with Authorize to Ship

  This flow below is identical to the Line Flow-Configuration except that it also has an additional authorization process before shipping. This is for Release Management users.



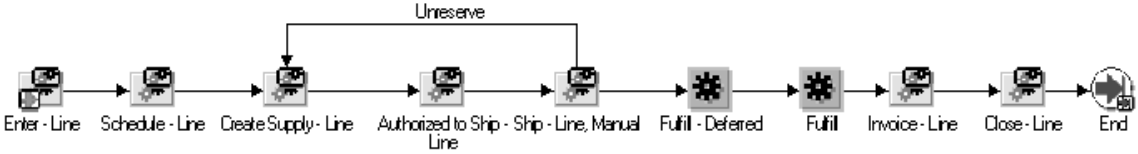
- Line Flow - Generic

  The flow below is an outbound flow which handles all item types except the Configured Item. It has Enter Line (wait for Booking), scheduling, create supply, ship line, fulfill line, invoice line and close line sub-processes.



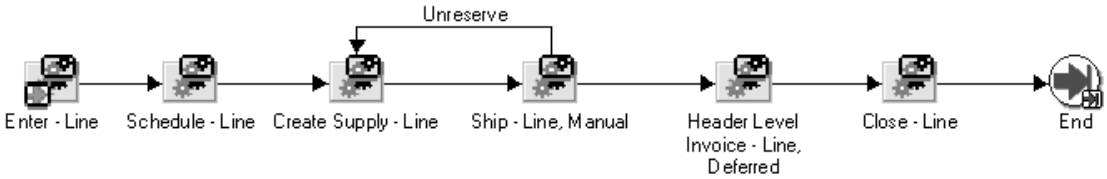
- Line Flow - Generic with Authorize to Ship

  This is identical to the *Line Flow - Generic* except that it also has an additional authorization process before Shipping. This is for Release Management users.



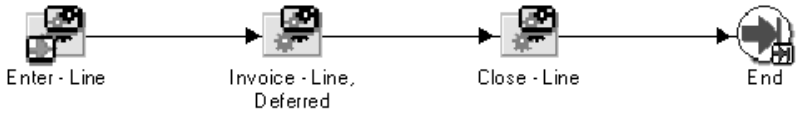
- Line Flow - Generic with Header Level Invoicing

  An example of the 'Line Flow - Generic' that works with the seeded header flow to support header level invoicing.



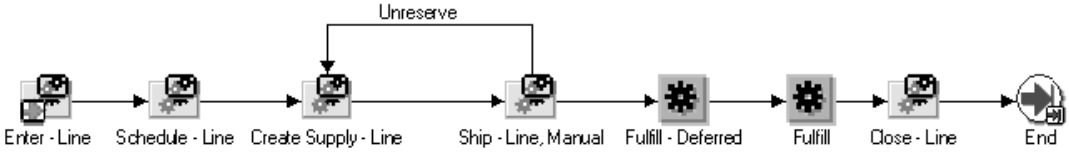
- Line Flow - Generic, Bill Only

  This only has Enter Line (wait for Booking), invoice interface and close line sub-processes.



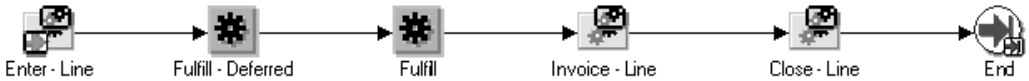
- Line Flow - Generic, Ship Only

  A version of the 'Line Flow - Generic' without Invoicing. This can be used for Internal Orders.



- Line Flow - Standard Service

  This has Enter Line (wait for Booking), fulfill line, invoice line and close line sub-processes in it. This can be used for service lines.

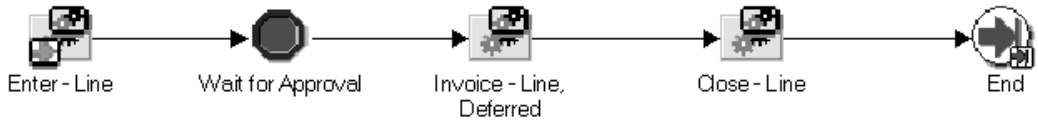


- Line Flow - Return for Credit Only

This has Enter Line (wait for Booking), invoice line and close line sub-processes.

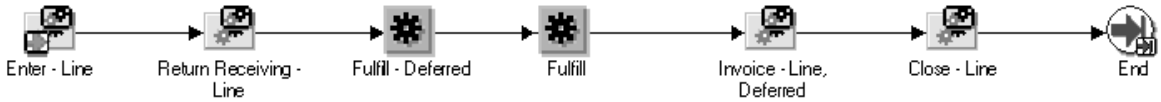
- Line Flow - Return for Credit only with Approval

  This is identical to the *Line Flow - Return for Credit Only* with a wait for a header approval after Enter Line.



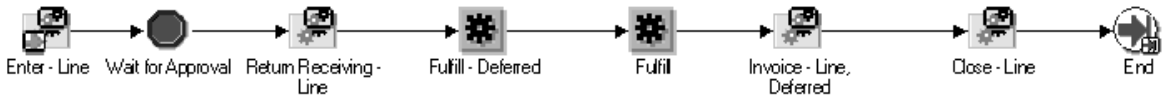
- Line Flow - Return for Credit with Receipt

  This has Enter Line (wait for Booking), RMA Receiving, Invoice Line and Close Line sub-processes.



- Line Flow - Return for Credit with Receipt and Approval

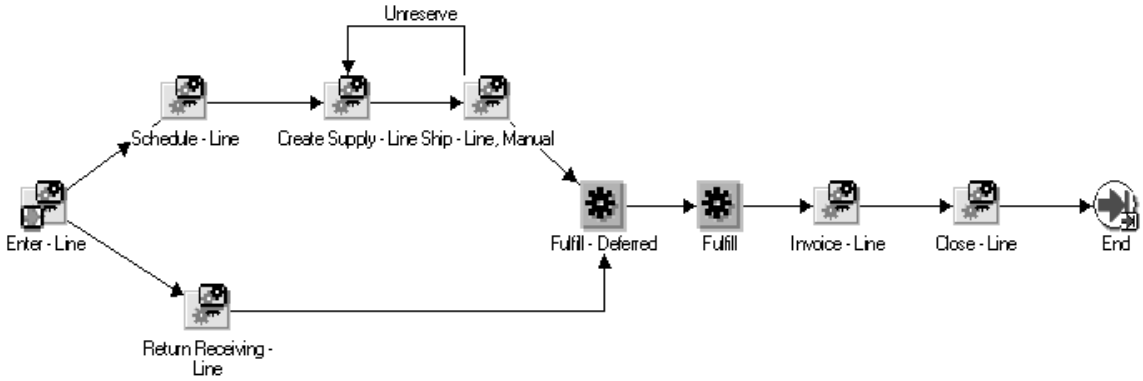
  This is identical to the 'Line Flow - Return for Credit with Receipt' with a Wait for Header Approval after 'Enter Line'.



Flows that support both order and return lines which are *Not* seeded:

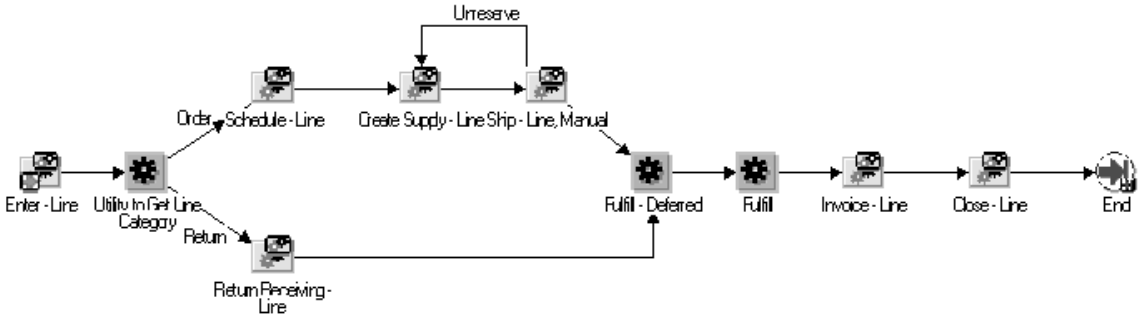
> **Attention:** Order Management does not include seeded data with any line flows that can support both order and return lines. You can create customized flows to support order and return lines. However, this should be performed with caution.

Example: The following flow that seems to support both order and return lines will NOT WORK.



The above flow will not work correctly, since once a line is booked, Workflow randomly picks which transition to process first. It then processes it all the way until it can go no further. So for an outbound Line using this flow, if the transition to 'Returns receiving' is first processed, it will get marked as not applicable and hit 'Invoice Interface' which if synchronous would incorrectly interface the line and then move to close, which would close the line and end the flow. Even if invoicing is deferred the problem still exists, since the background engine could process it before you perform a ship confirmation.

The sample line flow below can support both order and return lines:



The above flow branches on the result returned by the activity that determines the Line category. This ensures that run time, only one of the transitions are executed (order or return).

Seeded WF Function Activities/Sub-processes under the Order Header Item type (OEOH)

- Booking Functions and Sub-processes. Booking related Coordination activities
- Close Order Functions and Sub-processes. Close related Coordination activities
- RMA Approval - Header level approval for Returns

Seeded Function Activities/Sub-processes under the Order Line Item type (OEOL)

Where appropriate, functional activities / sub-processes are seeded in a deferred and non-deferred version.

- ATO functions - Functions to Create Configuration Item, Create BOM, Create Work Order.
- Close Line Functions and Sub-Processes. Close related Coordination activities.
- Create Supply - This is a sub-process that handles the branching needed for internally / externally sourced items, standard items, and ATOs. The process handles configuration creation for ATO models and purchase release for externally sourced items.

- Fulfillment - Function to determine whether an order line is fulfilled. Seeded to work with ship line and return receipt. This function is seeded in a deferred and non-deferred version.
- Purchase Release - Interface to purchasing for externally sourced lines. This is seeded in a deferred and a non-deferred version.
- Invoice Interface to invoicing for creating invoices/credit memos. This process is seeded in a deferred and non-deferred version.
- Return Receipt/Inspection - Interface to purchasing for return receipts/inspection.
- Schedule Line - Activity that schedules the line, if isn't already scheduled This activity is seeded in a deferred and non-deferred version.
- Ship Line - Interface to inventory for picking and shipping for confirmation, and handles purchase release receipts.
- Utility that returns the line category (Order/Return).
- Utility that returns the line supply type (Internal/External).

Seeded WF Utility Activities Under the OM Standard Item Type (OESTD)

Common utilities:

Activity to handle Failed Approvals: This can be used to transition failure results from approvals. It calls the WF Standard block function. By using this activity, the flow remains active so that the order and order line can be manually cancelled, thus closed by the user.

Order Management Workflow Administrator Responsibility

The Order Management Workflow Administrator WF item attribute is seeded for the WF items OEOH (OM Order Header), OEOL (OM Order Line) and OECHORD (OM Change Order). It is set to a constant value of 'SYSADMIN'. You can change this to a different user responsibility.

When an Order Management flow error occurs, a notification listing the errors is sent to this Responsibility. Once the problems are corrected, the errored activity can be re-executed by responding to the notification.

Assign Flows to Order and Line Transaction Types

You can use the Transaction Types window to assign header flows to order types. In the same window, you can use the Workflow Assignments window to assign line flows to an order type, line type, and item type combination. See: Defining Transaction Types on page 1-71.

Setting up the Workflow Background Engine

The Workflow Background Engine processes deferred (due to high cost) activities, timed out notification activities and wait activities. You should schedule the Workflow Background Process Concurrent Program to re-submit periodically. Depending on their order processing needs, you should run as many background processes as often as needed to process all the deferred and timed-out Order Management-related activities. These should be set-up such that they pick up only OM work items (OM Order Header, OM Order Line).

Most functional sub-processes have been seeded in both deferred and non-deferred versions. The seeded line flows use the deferred versions of processes. You can change this to meet their needs. In many cases, the wait activities are used to handle holds. Thus, you must have a scheduled background process running to process Order Management-related workflow activities. See: To Schedule Background Engines, *Oracle Workflow User's Guide.*

Creating and Managing Order and Line Flows

Once all the set-up is in place, users can start creating Orders. The application will start an order header flow for every order header that is created. It will start a line flow for every order line that is created. The flow that is used is determined by the flow assignment that you have setup in the Transaction Types window. A flow may halt at various points, once it begins.

For example:

- The Header Flow will await at the 'Book Eligible' block.
- The Line flow will await at the 'Ship Line' block.

In some cases, you may need to take action to re-start the flow.

For example:

- When you book the order through the Progress Order list of values, you can restart the header and line flows.
- The ship confirmation event restarts the line flow.

- You can run the 'Auto Create Final Assembly Orders' to create work orders to process configured items. This restarts the configured item line flow.

In others cases the flow stops because it gets deferred to the Background Engine. In that case, the flow restarts when WF Background Engine picks it up for processing.

The Sales Orders window displays the flow summary status on the order header and line. You can access the Workflow Status page from the Tools menu. This gives a tabular representation of all the activities an order header or line has completed and the results completed. From the Status page, choose the View Diagram button launches the Workflow Monitor. A graphical representation of where the header or line is in its flow displays.

Managing Exceptions

There are two types of exceptions that a header or line flow can run into:

- Expected Exceptions - These are exceptions that a business process expects and can handle.
  - Booking requires that there be a Price List on the Order. If you attempt to book an order that has no price list, the application displays appropriate messages and the order will not book. Thus the booking workflow activity completes with an *Incomplete* result and transitions back to the eligibility block.
  - Many business functions honor holds. The Invoice Interface activity honors holds. If it finds a hold on the line, it will post appropriate messages, complete with a *On Hold* result and transition to a Wait activity. When the Wait-for-activity is processed by the Workflow Background Engine, the line will attempt to interface to invoicing again.

When activities are processed by the Background Engine, the messages that they post are stored in the Order Management processing messages table. You can use the Processing Messages window to query and view messages that were posted by various workflow activities.

When activities are completed via the Sales Orders window, the Processing Messages window is launched to display any posted messages.

When activities are completed in a concurrent program, the output file displays all posted messages.

- Unexpected Exceptions - These are exceptions that a business process does not expect under normal circumstances.
  - Database errors such as running out of rollback segments.

- Data integrity errors.

In this case, the activity errors out and Workflow starts the default error process. The activity gets marked with an *Error* status and a notification listing the details is sent to the Order Management Workflow Administrator.

Once the problems have been corrected, the system administrator can choose the *Re-try* option on the notification and complete it. The System Administrator can also choose to re-try the activity from the Workflow Monitor.

Please refer to the Order Management Workflow Standards section for more information on how Order Management activities handle expected and unexpected exceptions.

See Also

Overview of Workflows, *Oracle Workflow User's Guide*

Order Management Workflow Standards

Order Management uses the following standards when defining workflow objects. You can follow them when creating your custom workflow objects.

Naming Functions/Notifications/Messages

Internal Names

The internal names of all functions, notifications and messages should be preceded with a short name for the feature that it is emulating. The message names should be related to the internal name of the notification activity and should be unique within the item type.

Example:

Activity Type	Name
Sub-Process	GSA_CHECK
Functions	GSA_VIOL_CK
Notification	GSA_HOLDS_APPROVAL
Message	GSA_HOLDS_APPROVAL

Use the following naming convention when creating special function activities:

Name	Example	Description
*FuncName*_CONT_L	BOOK_CONT_L	Continue-Flow after header is booked.
*FuncName*_WAIT_FOR_H	BOOK_WAIT_FOR_H	Line *Wait-for-Flow* waiting for Header Booking.
*FuncName*_ELIGIBLE	BOOK_ELIGIBLE	Booking Eligibility Activity that can be completed from the Progress Order list of values.
*FuncName*_DEFER	BOOK_DEFER	Activity to defer the booking function.

Display Names

The following conventions are followed-

Function Activity Examples

Name	Description
Book	The Booking function.
Book - Eligible	Booking Eligibility block.
Book - Deferred	Activity to defer thread, so that Booking is deferred.
Book - Continue Line	Booking co-ordination activity.
Close - Wait for Line	Close co-ordination activity.
Wait for Inspection	Block activity used for Return Inspection.
Wait for Receiving	Block activity used for Return Receiving.
Utility to Get Line Category	Utility function that returns Line Category.
Utility - Is Line Receivable?	Utility function that determines whether a Return Line is receivable.
(Upgrade) Ship Confirmed?	Function used for Upgraded Lines, determines whether Line is ship-confirmed.

Naming Sub-processes

Internal Names

Name	Description
BOOK_PROCESS_SYNCH	Synchronous booking process.
BOOK_PROCESS_ASYNCH	Manually completed booking process.
BOOK_PROCESS_DEFER	Process where booking is deferred.

Display Names: Order Level Processes

Name	Description
Book Order, Deferred	Process, where Booking is deferred
Book Order, Manual	Process that uses the Booking Eligibility Block
Book Order	Process where Booking is neither deferred nor manual
(Upgrade) Book Order, Manual	Booking Process that is used only for Upgraded Orders
Close Order	Close Order Process that is neither deferred nor manual

Line Level Processes

Name	Description
Purchase Release - Line, Deferred	Process where purchase release is deferred.
Purchase Release - Line, Manual	Process that uses the purchase release eligibility block.
Invoice Line	Invoice process that is neither deferred nor manual.
(Upgrade) Fulfill - Line	Fulfill line process that is only used for upgraded lines.

Naming Runnable Processes

Internal Names

The internal names of runnable processes should precede with a 'R_'. This will make it easier to distinguish between runnable processes and function sub-processes in the builder.

Examples:

Name	Description
R_STANDARD	Header Flow
R_ FOR_ORDER_LVL_INVOICING	Line Flow

Display Names

The following conventions are followed:

Order Flow Examples:

Name	Description
Order Flow - Generic	Generic order header flow.
Order Flow - Generic, with Header level Invoicing	Generic flow that supports header level invoicing.
Order Flow - Return with Approval	Flow for return orders that has a header level approval.

Line Flow examples:

Name	Description
Line Flow - Generic	Generic outbound line flow that supports all item types except configuration.
Line Flow - Generic, Ship Only	Generic outbound flow that is ship only (no invoicing).
Line Flow - Configuration	Outbound line flow for configurations.
Line Flow - ATO Model	Outbound line flow for ATO models.
Line Flow - ATO Item	Outbound line flow for ATO items.
Line Flow - Return for Credit Only	Inbound Line flow for credit only (no receipt).
Line Flow - Return for Credit with Receipt and Approval	Inbound line flow for credit with receipt and approval.

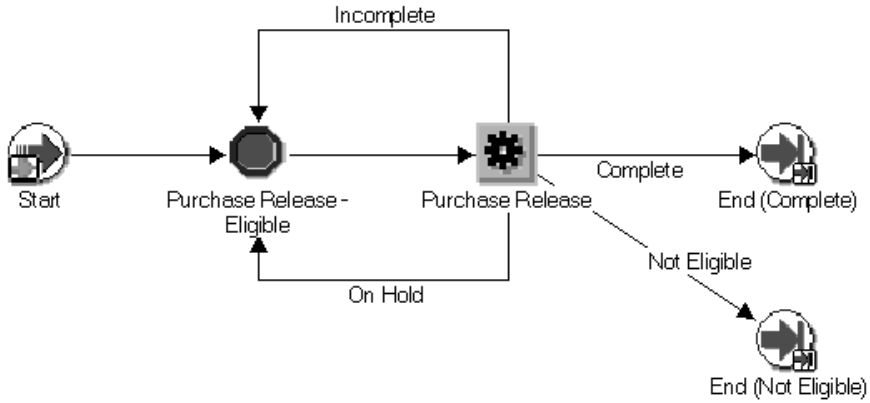
Lookup Types

Commonly used lookups for Order Header and Line processes

In Order Management all lookup types have been defined under OM Standard (OESTD) so that they can be shared by other seeded workflow items:

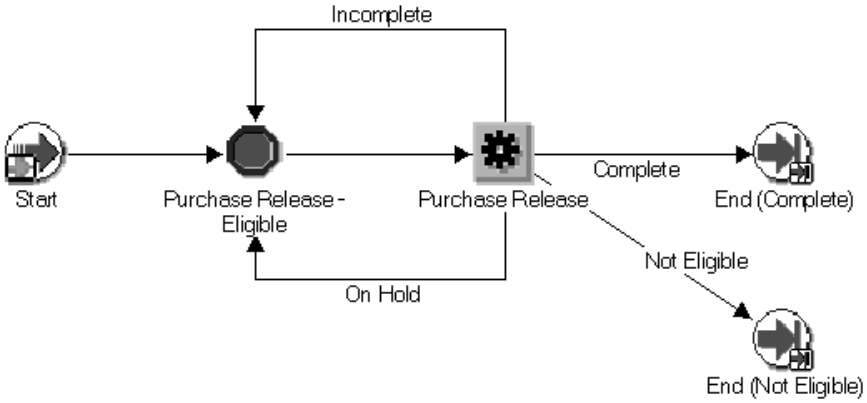
Commonly used lookups: OE_SUBPROCESS_RESULTS (OM Sub-Process results, handles holds) This includes the results Complete, Incomplete, On Hold and Not Eligible. This result type can be used by function activities. Thus, if an activity processes a line it will mark it as ‘Complete’. If does not process the line because of validation errors, holds etc. it will mark it as ‘Incomplete’/’On Hold’ and it will re-process it at a later stage. If it finds that the line is not eligible to be processed it marks it as ‘Not Eligible’.

For example, seeded process Purchase Release Line - Manual. The Purchase Release function can complete with a result of Complete Incomplete, On Hold or Not Eligible.



OE_SUBPROCESS_SUCCESS (OM Sub-Process Success Results): This includes the results COMPLETE and NOT_ELIGIBLE. This result type should be used by functional top level activities and sub-processes that are directly used in the runnable Header or Line flows.

For example, the Purchase Release Line - Manual process completes with a result of Complete of Not Eligible.



Internal Names

Precede name with ‘OE’ so that they are easily found in the list of values which displays all the lookups across various Products. For example, OE_PASS_FAIL.

Display Names

Precede names with ‘OM’.

> **Attention:** Please do not modify the existing lookups since adding or deleting lookup codes can affect other processes that may be using this lookup.

For example, the lookup codes for the Notification Result lookup type are Approved, Rejected. and Wait. If a process needed another lookup code such as, ‘Maybe’, then you should create a new lookup type instead of adding a new lookup code for the existing one.

> **Note:** Please do not abbreviate the Internal and Display names for lookup codes.

The Lookup Codes for Pass_Fail lookup type should be Pass and Fail. Please do not set them as P and F.

Defining Sub-Processes

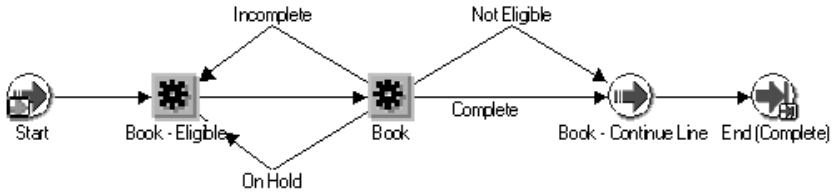
> **Note:** Remember to disable the runnable flag while defining functional sub-processes.

Assigning a result type to the top-level functional activity or sub-process

Specify a result type such as, OE Sub-Process Success Results, at the topmost sub-process or activity. This provides flexibility to the user to transition conditionally if needed. When configuring the runnable flows, if this activity / sub-process transitions unconditionally to the next one, then use the ‘Default’ transition. De-lineate the different ‘end’ activities for clarity. For example, the Purchase Release Line - Manual process completes with a result of Complete of Not Eligible. Refer to the above Purchase Release Line - Manual process workflow example.

To Implementing a function such that it can be completed from the Progress Order list of values

Book Order - Manual (BOOK_PROCESS_ASYNCH) sample:



In the above example, booking has been implemented such that it can be completed from the Progress Order list of values. The function BOOK_ELIGIBLE calls the OE Standard Block function. This block can be completed from the Sales Orders window, transitioning the flow to the BOOK_ORDER activity which can complete itself with one of the results of Incomplete, On Hold, Complete, or Not Eligible.

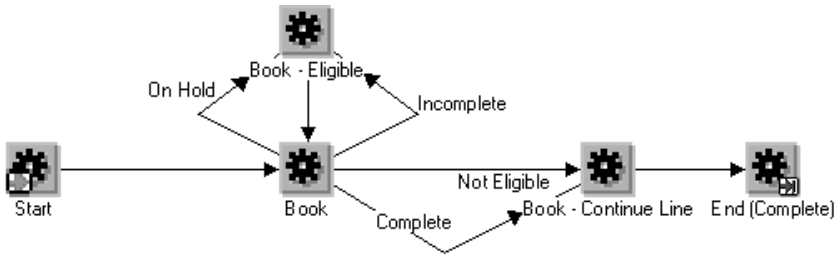
The following naming convention is followed for Block Activities that can be completed from the Sales Orders window:

- Internal Name: FuncName_ELIGIBLE. Eg: BOOK_ELIGIBLE.
- Display Name: FuncName Eligible. Eg: Book Eligible.

Ensure that the On Revisit poplist is set to Loop. This is available on the Details tabbed region of the Activity Property Sheet. Setting the value to 'Loop' ensures that the activity is executed everytime it is called without the Cancel logic running.

Implementing a function such that it runs synchronously.

For example, Book Order (BOOK_PROCESS_SYNCH)



In this example, Booking has been implemented as a synchronous process. However the process design needs to handle expected errors that a function might run into. Hence the Book activity will post messages, complete with an 'Incomplete' result and transition to the Book Eligible block in case it finds missing or invalid data.

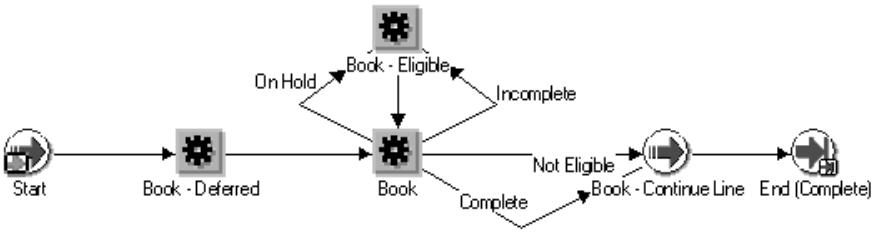
If your activity is such that it does not make sense for it to be completed from the Sales Order Form, then you can transition to a Wait Activity that waits for a certain amount of time before re-executing your activity. Eg: The Invoicing Activity finds a hold on a line. In that case it post a message that the line is on hold and then complete with a result of 'ON_HOLD' to the Wait activity. The Wait activity is set to wait for a period of 8 hours. After 8 hours it will transition back to the Invoicing activity.

Remember to set the 'On Revisit' poplist to 'Loop'. This is available on the details tab of the activity property sheet. Setting the value to 'Loop' ensures that the activity is re-executed every time it is visited without the 'Cancel' logic being run.

Implementing a function such that it is deferred

For example, Book Order - Defer (BOOK_PROCESS_DEFER)

In the example below, Booking has been implemented as a deferred.



Note: Oracle Workflow lets you set the cost of an activity to a higher value in order to defer it. However the limitation with that is that wherever the activity is used it will get deferred. Business processes require that an activity is synchronous in one flow but deferred in another. To meet this requirement you can use the WF standard DEFER_THREAD activity or create an activity that calls the WF_ENGINE.Defer_thread API. In the above example Book -Deferred calls the WF_ENGINE.Defer_thread API.

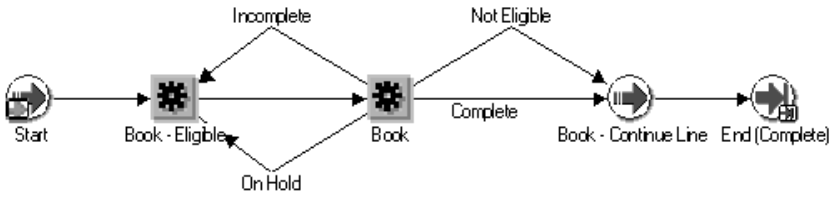
The process needs to handle expected errors that a function might run into. Hence the Booking activity will post messages, complete with an 'Incomplete' result and transition to the block Book - Eligible in case it finds missing or invalid data or runs into a Hold.

If your activity does not make sense for it to be completed from the Sales Order window, then you can transition to a *Wait-for-flow* activity that waits for a certain amount of time before re-executing your activity such as the Invoicing Activity finds a hold on a line. In that case, it displays a message that the line is on hold and then completes with a result of On Hold to the Wait activity. The Wait activity is set to wait for a period of eight hours. After eight hours, it will transition back to the Invoicing Activity.

Ensure that the On Revisit poplist is set to Loop. This is available on the Details tabbed of the Activity Property Sheet. Setting the value to Loop ensures that the activity is re-executed everytime it is visited without the cancel logic running.

Coordination between Header and Line Flows

There are instances in order processing where the line flows wait for a header activity to complete before progressing. Workflow provides the standard *Wait-for-flow* and *Continue-flow* activities to manage this coordination. Refer to the *Oracle Workflow User's Guide* on how to use these activities. For example, line flows have to wait for the Booking activity on the header to complete before proceeding. Upon booking, the header the flow needs to signal the line flows can continue. You should place the continue co-ordination activity in the functional sub-process itself. Thus in the case of Booking sub-process, the Book - continue line is included inside the sub-process.



To ensure that the line flow is coordinated, you can merge it with the Enter Line activity creating the following sub-process.

However, if this may not always be the case always and the *Wait-for-flow* activity may need to be added as an independent activity. Make sure to add it to the detail flow, otherwise, the flow will not function correctly.

Error Handling

Handling Unexpected Errors

Unexpected errors are those that an Order Management function activity cannot handle

Examples includes:

- Table does not exist.
- Cannot extend rollback segments
- Package does not exist etc.

To handle the above examples, you need to specify a Error Process when defining a Function activity or process.

Be sure to specify the RETRY_ONLY error process provided under WF_ERROR. This will provide the WF administrator opportunity to correct any problems and retry the activity. Specify the error process both at the activity and sub-process level.

A seeded Item attribute of type Role named Order Management Workflow Administrator is defined both for the header and line work item. This is set to a value of SYSADMIN. The error process sends notifications about the error to this role. You can change value to a different role. Be sure to follow the Oracle Workflow standards on exception handling in Workflow function covers.

Handling Expected Errors

Validation and other errors that are expected as part of normal processing are considered Expected errors. Examples include the following:

- Line is on hold and cannot be invoice interfaced.

- Price list needs to be specified before an order can be booked.

Complete the function activity with a ON_HOLD result if it cannot complete because of a hold, else complete it with an INCOMPLETE result. In either case the flow then needs to transition to a block that can be completed from the Sales Orders window or to a Wait Activity.

Examples include:

- The Invoicing Activity finds a hold on a line. In that case it posts a message that the line is on hold and then completes with a result of On Hold to the Wait activity. The Wait activity is set to wait for a period of eight hours. After eight hours it will transition back to the Invoicing activity.
- The Booking activity finds the price list missing on the order. In this case, it displays a message that a required attribute is missing and then complete with a result of Incomplete to the booking eligibility block.

See Also

Overview of Workflows on page 1-36

Defining Document Sequences for Order Numbering

Order Management utilizes AOL Document Sequence functionality for order numbering. You can define document sequences that automatically generate numbers for your orders and returns as you enter them. You can define a single document sequence to assign unique consecutive numbers to all your orders and returns, or you can define multiple document sequences that are assigned to different order types. In the latter case, an order or return is uniquely identified by its type and its number, since orders and returns of different types may share numbers. Order and return numbers cannot contain alphabetic characters.

Gapless Order Number Source

Many countries have legal and audit requirements for order numbers to be contiguous. You can set up a document sequences as gapless through the Define Documents Sequences window. In addition, Order Management prevents deletion of orders that have been numbered using the gapless numbering sequence. The application uses locks to ensure gapless numbering. If you are using gapless sequences, please save your changes frequently to minimize lock contention issues.

Manual Order Numbers

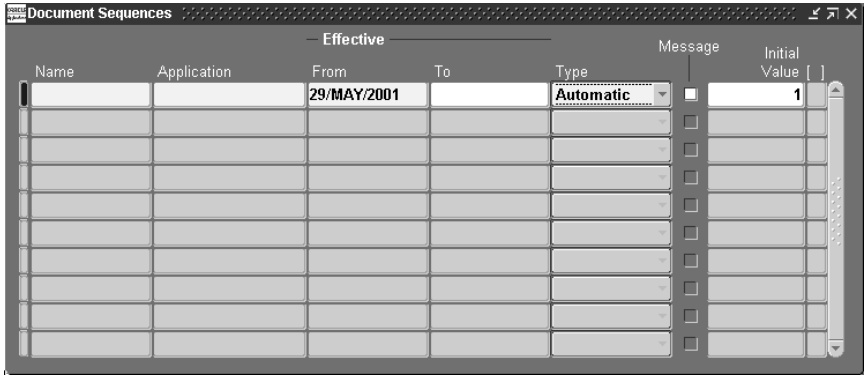
Order Management allows you to enter the order numbers for certain types of orders. You can define a document sequence as manual and assign it to a desired order type. This order type can be used on orders that you want to manually enter order numbers. When an order number is specified for such an order, Order Management validates that it is unique for a given order type.

Prerequisites

- Set the profile option *Sequential Numbering* to 'Always Used' at the Order Management Application level.
- Set your document sequences to Automatic, Gapless, or Manual.

To define document sequences for order numbering:

1. Navigate to the Document Sequences window.



2. You can define the sequence to be Automatic, Gapless or Manual. With automatic sequences the system does not guarantee contiguous numbering. With Gapless sequences the system guarantees that the numbers returned are contiguous. For all types of numbering, the Order Management system validates that the number specified by you is unique for a given order type. For more information on AOL Document Sequences, see the System Administrator's User's Guide.
3. Enter a name for the order number source.

   Specify Oracle Order Management as the Application.
4. Enter a starting number.
5. Optionally, enter effective dates for the order number source.
6. Save your work.

Note: When Order Types are defined, a corresponding Document Sequence Category will automatically be created. The category created has the same name as the order type. You need to navigate to the AOL Assign document Sequence window to assign a sequence to the newly created category. If the Document Descriptive Flexfield is enabled, you need to specify the governing Set of Books. The Document Method code should be left blank.

See Also

Order Management Profile Options on page 1-12

Defining Transaction Types

Order Management allows you to define order and line transaction types. Transaction types provide various controls for order and line level transactions. In addition, transaction types serve as defaulting sources for various attributes on the order header and line.

Order transaction types can be defaulted from the Customer, Ship-To, Bill-To, and Deliver-To site. Line transaction types can be defaulted from the order transaction type.

Sales orders and lines can be grouped into various transaction types. You can default specific controls on to an order or line from a transaction type. You do not have to specify these controls for each order or line as you create them. For example, you can have all your outbound orders numbered in a certain sequence and all your returns in a different sequence.

Oracle Application Object Library (AOL) Document Sequence functionary is used for order numbering. When an order transaction types is created, a document category with the same name is automatically created. You can define sequences and assign them to the respective document category. See: Defining Document Sequences for Order Numbering on page 1-68.

Prerequisites

- Review seeded order and line flows.
- Define all lookups. See: Defining Order Management QuickCodes on page 1-28.
- Define freight carriers. See: *Oracle Shipping Execution User's Guide*.
- Define organizations. See: Creating an Organization: page Creating an Organization, *Oracle Human Resources Management Systems User's Guide*.
- Define document sequences. See: Defining Document Sequences for Order Numbering on page 1-68.
- Define defaulting rules.
- Define price lists. See: Defining Price Lists on page 1-112.
- Define credit check rules. See: Defining Credit Check Rules on page 1-165.
- Define currencies and currency types. See: Defining Currencies, *Oracle Applications System Administrator's Guide*.
- Set up your cost of goods sold account flexfield segments. See: Defining Key Flexfield Segments, *Oracle Applications Flexfields Guide*.

Order and Line Level Controls

You can define order controls that apply to the order as a whole and are not overridable at the line level. For example, order numbering is controlled at the order level. An order can be numbered differently based on the order type, such as a order or return.

You can also define line controls that affect the line type level. You can set up certain controls that default from the order level and can be overridden at the line level. For example, you can have both return and order lines on a single order, however, the return and order lines process differently. The individual line processing is controlled at a higher line type level. You need to specify the workflow couplings for the permitted transaction type combinations. If a combination has notifications or workflow activities at the header flow which need to be completed before the line can proceed, then the header flow needs to have a *Continue-flow* activity. The line flow needs to have the appropriate *Wait-for-flow* activity.

The following table displays the various controls that are available for order transaction types:

Column Name	Purpose	Define for Order Transaction Types	Required on Order Transaction Types	Defaulting Source for Header
NAME	Unique within the table for a given language.	Yes	Yes	
TRANSACTION _TYPE_CODE	Distinguishes between order and line types. Line types are Order and Line.	Yes	Yes	

Column Name	Purpose	Define for Order Transaction Types	Required on Order Transaction Types	Defaulting Source for Header
ORDER_ CATEGORY_ CODE	Defaulting on the order or line. Restricts the types of lines on an Order. Mixed, Order, or Return. Line types are Order or Return.	Yes	Yes	Yes
CURRENCY_ CODE	Defaulting source.	Yes		Yes
CONVERSION_ TYPE_CODE	Defaulting source.	Yes		Yes
CUST_TRX_ TYPE_ID	Invoicing Interface.	Yes		
COST_OF_ GOODS_SOLD_ ACCOUNT	Invoicing Interface	Yes		
ENTRY_ CREDIT_ CHECK_RULE_ ID	Credit checking.	Yes		
SHIPPING_ CREDIT_ CHECK_RULE_ ID	Credit checking.	Yes		
PRICE_LIST_ID	Defaulting source	Yes		Yes
ENFORCE_ LINE_PRICES_ FLAG	Used for validating discount application on order and lines	Yes	Yes	
WAREHOUSE_ ID	Defaulting source.	Yes		Yes

Column Name	Purpose	Define for Order Transaction Types	Required on Order Transaction Types	Defaulting Source for Header
DEMAND_ CLASS_CODE	Defaulting source.	Yes		Yes
SHIPMENT_ PRIORITY_ CODE	Defaulting source.	Yes		Yes
SHIPPING_ METHOD_ CODE	Defaulting source.	Yes		Yes
FREIGHT_ TERMS_CODE	Defaulting source.	Yes		Yes
FOB_POINT_ CODE	Defaulting source.	Yes		Yes
SHIP_SOURCE_ TYPE_CODE	Defaulting source. The values are Internal, External.			
AUTO_ SCHEDULE_ FLAG	Used by Scheduling. The values are Yes, No.	Yes		
SCHEDULING_ LEVEL_CODE	Used by Scheduling. The values are 0, 1, 2.	Yes		
AGREEMENT_ TYPE_CODE	Validation at header level.	Yes		
AGREEMENT_ REQUIRED_ FLAG	Validation on Header.	Yes	Yes	
PO_REQUIRED_ FLAG	Validation at header level.	Yes	Yes	
INVOICING_ RULE_ID	Defaulting source.	Yes		Yes

Column Name	Purpose	Define for Order Transaction Types	Required on Order Transaction Types	Defaulting Source for Header
INVOICING_ CREDIT_ METHOD_ CODE	Defaulting source.	Yes		Yes
ACCOUNTING_ RULE_ID	Defaulting source.	Yes		Yes
ACCOUNTING_ CREDIT_ METHOD_ CODE	Defaulting source.	Yes		Yes
INVOICE_ SOURCE_ID	Invoicing Interface.	Yes		
NON_ DELIVERY_ INVOICE_ SOURCE_ID	Invoicing Interface.	Yes		
DEFAULT_ INBOUND_ LINE_TYPE_ID	Defaulting source for inbound lines. Use this value as Source for defaulting Line type on Line.	Yes		
DEFAULT_ OUTBOUND_ LINE_TYPE_ID	Defaulting source for outbound lines. Use this value as Source for defaulting Line type on Line.	Yes		
INSPECTION_ REQUIRED_ FLAG	Return Lines.			

Note: The transaction type name for the base language cannot be changed once there are orders or lines referenced.

Order Numbering

You can set up various order transaction types and different document sequences. Both transaction types and document sequences can control which types of orders are numbered automatically or manually. See: Defining Document Sequences for Order Numbering on page 1-68.

Order Category

You can specify an order category on the order transaction type. The order category can be defined as Order, Return, or Mixed. When defining line transaction types, specify an order category of Order or Return.

Category Codes

When you create an order and specify a transaction type. The category code controls the types of lines which are permitted on the order. If the category code is Order, then the order can only have outbound lines. If the category code is Return, then the order can only have inbound lines. If the category code is *Mixed*, then the order can have inbound and/or outbound lines.

Line Transaction Types

Line transaction types can be defined to control order line information. There are specific controls that need to be definable at the line type level. Some controls can be such that, they default from the order level, but can be overridden at the line level. For example, you can have both order and return lines on a single order. However, order and return lines go through different types of processing. The kind of processing that an individual line undergoes is controllable at a line type level.

Column	Purpose	Definable on Line Transaction Type	Required on Line Transaction Type	Defaulting source for Line
NAME	Unique within the table for a given language.	Y	Y	
TRANSACTION_TYPE_CODE	Distinguish between order and line types. Can have a value of ORDER/LINE for Line types.	Y	Y	

Column	Purpose	Definable on Line Transaction Type	Required on Line Transaction Type	Defaulting source for Line
ORDER_ CATEGORY_ CODE	Defaulting on order, line restricting what kinds of Lines go on a Order. / MIXED / OR DER / RETURN. Line types can be ORDER / RETURN	Y	Y	Y
CURRENCY_ CODE	Defaulting Source			
CONVERSION_ TYPE_CODE	Defaulting Source			
CUST_TRX_ TYPE_ID	Used by Invoicing	Y		
COST_OF_ GOODS_SOLD_ ACCOUNT	Used by Inventory Interface			
ENTRY_CREDIT_ CHECK_RULE_ID	Used by Credit Checking			
SHIPPING_ CREDIT_CHECK_ RULE_ID	Used by Credit Checking			
PRICE_LIST_ID	Defaulting Source	Y		Y
ENFORCE_LINE_ PRICES_FLAG	Used for validating discount application on Order / Lines			
WAREHOUSE_ID	Defaulting source	Y		Y
DEMAND_ CLASS_CODE	Defaulting source	Y		Y
SHIPMENT_ PRIORITY_CODE	Defaulting source	Y		Y
SHIPPING_ METHOD_CODE	Defaulting source	Y		Y
FREIGHT_ TERMS_CODE	Defaulting source	Y		Y

Column	Purpose	Definable on Line Transaction Type	Required on Line Transaction Type	Defaulting source for Line
FOB_POINT_ CODE	Defaulting source	Y		Y
SHIP_SOURCE_ TYPE_CODE	Defaulting source. Will have values of INTERNAL / EXTER NAL	Y		Y
AUTO_ SCHEDULE_ FLAG	Used by Scheduling. Will have values of Yes / No			
SCHEDULING_ LEVEL_CODE	Used by Scheduling. Will have Values of 0, 1, 2			
AGREEMENT_ TYPE_CODE	Validation on Header			
AGREEMENT_ REQUIRED_FLAG	Validation on Header			
PO_REQUIRED_ FLAG	Validation on Header			
INVOICING_ RULE_ID	Defaulting source	Y		Y
INVOICING_ CREDIT_ METHOD_CODE	Defaulting Source	Y		Y
ACCOUNTING_ RULE_ID	Defaulting source	Y		Y
ACCOUNTING_ CREDIT_ METHOD_CODE	Defaulting Source	Y		Y
INVOICE_ SOURCE_ID	Used by Invoicing	Y		
NON_DELIVERY_ INVOICE_ SOURCE_ID	Used by Invoicing	Y		

Column	Purpose	Definable on Line Transaction Type	Required on Line Transaction Type	Defaulting source for Line
DEFAULT_ INBOUND_LINE_ TYPE_ID	Defaulting source for Inbound Lines. Use this value as Source for defaulting Line type on Line			Y
DEFAULT_ OUTBOUND_ LINE_TYPE_ID	Defaulting Source for Outbound Lines. Use this value as Source for defaulting Line type on Line			Y
INSPECTION_ REQUIRED_FLAG	Used by Return Lines	Y		

When you define line transaction types, you can define the line flow that lines of this type will follow. A line transaction type can be coupled with different order transaction types. For example, a return transaction type can be used with a standard order type or an international order type. However, you need to specify the flow couplings for the permitted transaction type combinations.

Workflow Assignments

A pre-defined line workflow can be used with only certain header flows based on how *Continue-flow* and *Wait-for-flow* activities are paired. Therefore, the same line transaction type needs to follow a different line flow when used with a different order transaction type.

The inventory item that a line is processing may have specific flow requirements. For example, a configuration needs to have a BOM and work order created before it can be picked and shipped. The standard item can be picked from stock and shipped. Therefore, the workflow for a configuration item is different than a standard item. However, both types of order lines can be use the same line type. The Workflow Assignments window displays the following item types for which a workflow can be assigned for a given order or order line type assignment:

- ATO Models, Classes, Options, Items
- Configured Item

- Kits
- Included Items
- PTO Models, Classes, Options
- Standard Items
- Service Items
- If the item type code is left blank, the specified workflow assignment applies to all item types for which there is no specific assignment.
- Exeception-You should specify an assignment for the configured item type, if you plan to use the line type for ATO models

Note: A workflow assignment is required for a given line type to support creation of lines using that line type.

Order Type	Header Flow Assignment
Domestic	Header - Standard
International	Header - International (This has a post-booking approval.)

Line Type	Order Types used with	For Item Type	Line Flow Assignments	Comments
Standard	Domestic		Outbound Domestic	For all item types (except configured items)
Standard	Domestic	Configured Item	Outbound Domestic Configuration	Workflow specific to configured items.
Standard	International		Outbound International	This has the appropriate *Wait-for Flow* defined for the notification activity on the International Header flow. The workflow is for all item types (except configured items).

Standard	International	Configured Item	Outbound Domestic - Configuration	This workflow is specifically for configured items.
Return	Domestic		Inbound Domestic	For all item types.
Return	International		Inbound International	This has the appropriate *Wait-for-Flow* defined for the notification activity on the International Header flow. This workflow is for all item types.

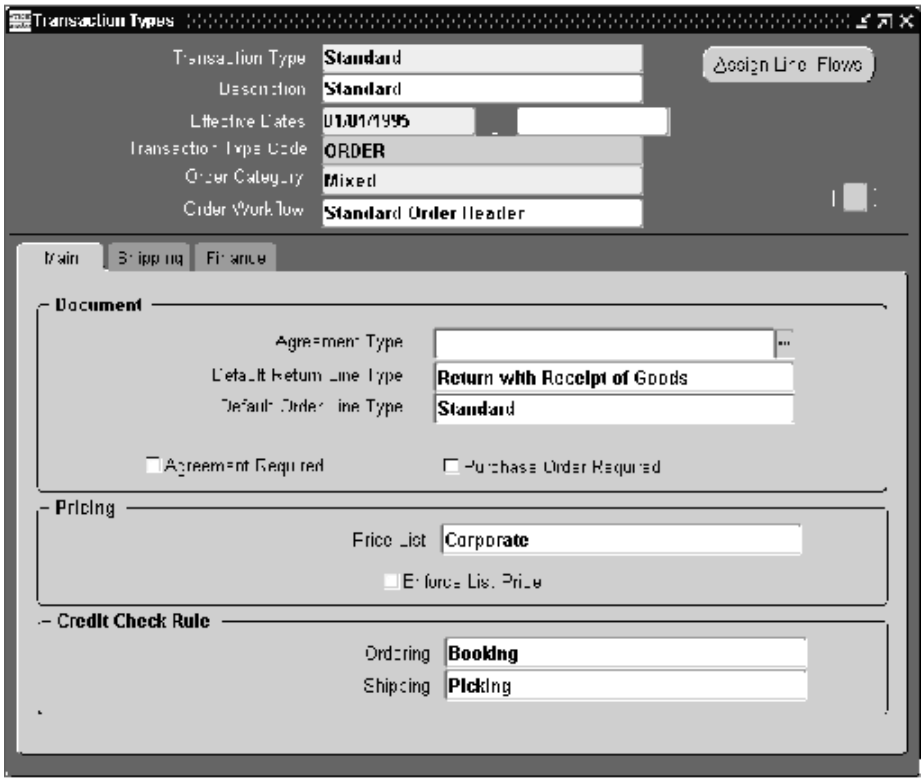
Prerequisites

- Review seeded Order and Line flows. Define new to meet your business requirements.
- Define all lookups.
- Define freight carriers. See: *Oracle Shipping Execution User's Guide*.
- Define organizations. See: Creating an Organization, *Oracle Human Resources Management Systems User's Guide*.
- Create Document Sequences for order numbering.
- Define defaulting rules.
- Define price lists.
- Define credit check rules.
- Define currencies and currency types. See: Defining Currencies, *Oracle Applications System Administrator's Guide*.
- Set up your cost of goods sold account flexfield segments. See: Defining Key Flexfield Segments, *Oracle Applications Flexfields User's Guide*.

To define document, pricing, and credit check information:

1. Navigate to the Transaction Types window.

   The Transaction Types window displays.



2. Select the Main tabbed region and specify a name that is unique across Operating Units.
3. Enter a Description.
4. Specify whether this is an order or line transaction type.
5. Specify the category.

   For Order Types, you can specify a value of Order, Return or Mixed. For Line Types you can specify Order or Return. When an order type is assigned to an order, the category determines whether both order and return lines can go on the order. A category of Mixed allows an order to have both kinds of lines.
6. For Order Transaction Type only - Optionally, enter an agreement type.

If you enter an agreement type here, you can choose only agreements with this agreement type when using this order type. Define agreement types using Order Management QuickCodes.

7. For Order Transaction Type only, specify a line type that will serve a default for all lines on the order with this order type.

   If you are defining a Mixed order type, specify an inbound and outbound default line type. When you create a return line with negative quantities, the Sales Order window automatically sets the category on the to Return.

   For Order Lines, the Sales Orders window automatically sets the category to Order. Order Management seeds defaulting rules to get the appropriate default outbound or inbound line transaction type from an order type to a line based on its category code.

8. Indicate whether an agreement is required for order transaction type only.

9. For Order Transaction Type only, check Purchase Order Required to require purchase order numbers during order entry for orders and returns with this Order type.

10. Select a price list to serve as a defaulting source.

11. For Order Transaction Type only- Optionally check Enforce List Price, if you do you cannot apply discounts to the order line list price when you use this order type and you cannot override the selling price, unless the profile option *OM: Discounting Privilege* is set at the appropriate level.

12. Optionally, select the credit check rule to use when checking credit on an order when it is booked, for order transaction type only.

    If you leave this field blank, no credit checking occurs when you enter orders with this order type.

13. Optionally, select the credit check rule to use when checking credit on an order, when the order is pick released for order transaction type only.

    If you leave this field blank, no credit checking occurs when you release sales orders for picking with this order type.

Note: When an order type is created, Order Management automatically creates a Document Sequence Category of the same name for you. You can then go an assign a document sequence that you have defined for order numbering to this document sequence category. Document sequence categories are not MLS Compliant. We recommend that you create your order types in the base language of your installation to minimize potential confusion.

Note: Workflow assignments are required for order types to support the creation of orders.

14. Save your work.

Line Flow Assignments

The Line Flow Assignments window is available only for order transaction types only. Use this window to assign line flows to the various line types that can be used with an order type.

A line flow can be assigned to an order type, line type and item type combination. Order Management allows you to define only one effective assignment for a given combination. If the item type is left blank, then that assignment will apply to all item types that do not have a specific assignment. If you plan to use a line type for ATO models then Order Management requires that you specify an assignment for the item type of configured item. Refer to Overview of Workflows and Setting up Workflow.

To define shipping information for order and line transaction types:

1. Navigate to the Shipping tabbed region in the Transaction Types window.
2. Optionally, select a warehouse. Warehouses are synonymous with inventory organizations in Oracle Manufacturing.
3. Optionally, enter a Shipping Method.
4. Optionally, enter a Shipment priority.

   Define shipment priorities using Order Management QuickCodes.
5. Optionally, enter the Freight terms.

Define freight terms using Receivables QuickCodes.

6. Optionally, enter the Free On Board (FOB) point.

   Define FOB points using Receivables QuickCodes.

7. For Line Transaction Type only – Optionally specify a value for ship source type. It can be either internal or external. This determines whether the order line is sourced internally or externally (via Drop Shipment).

8. Optionally, enter the Demand Class.

   Define demand classes using Manufacturing QuickCodes.

9. For order transaction type only - Optionally, specify the scheduling level. It can have the following values:

   0 - perform no scheduling.

   1 - perform only ATP check (No demanding or reserving).

   2 - perform complete scheduling (ATP, demanding, reserving).

10. For order transaction type only - Optionally, check auto-schedule.

    This setting determines whether auto-scheduling is performed for orders using this order type.

11. For return line transaction type only – Optionally, set whether inspection is required.

To define finance information for the order or line transaction type:

1. Navigate to the Finance tabbed region in the Transaction Types window.

2. If you use Oracle Receivables, enter the Default Invoicing Rule to apply to this order or line type.

   An invoicing rule controls the amount and timing of your invoices.

3. If you use Oracle Receivables, enter the default accounting rule to apply to this order type or line type.

   An accounting rule controls the amount and timing of when you recognize revenue for this order. See: Defining Invoicing and Accounting Rules, *Oracle Receivables User's Guide*.

4. Optionally, select a Invoice Source.

5. Optionally, select a Non-Delivery Invoice Source.

6. Optionally, select the Accounting credit method Oracle Receivables uses when adjusting the revenue account assignments of invoices using multi-period invoicing and accounting rules. See: Crediting Transactions, *Oracle Receivables User's Guide*.

   LIFO (Last In First Out)--Backs out revenue starting with the last general ledger period, and reverses all prior periods until it has used up the credit memo.

   Prorate--Credits an equal percentage to all account assignments for that invoice.

   Unit--Reverses the revenue for the number of units you specify from an original line of the invoice.

7. Optionally, select the Invoicing credit method Oracle Receivables uses when crediting the installments of invoices that have multiple installments (split term invoices). Crediting Transactions, *Oracle Receivables User's Guide*.

   LIFO (Last In First Out)--Credits the last installment to be credited first and then credits all prior installments until all of the credit is used.

   FIFO (First In First Out)--Credits the first installment first and then credits all subsequent installments until all of the credit is used.

   Prorate--Prorates the credit received by the installments of invoices by the amount remaining on their installments.

8. If you use Oracle Receivables, enter the receivables transaction invoice type.

   Invoice types designate invoice status, invoice printing options, credit memo type, and whether the invoice posts to General Ledger or creates an open receivable.

9. If you are defining a return type, select the invoice type associated with the appropriate credit memo type.

10. Optionally, enter a Cost of Goods Sold Account. – Definable only for the Order Transaction Type.

11. Optionally, enter a currency and a currency conversion type. – Definable only for the order transaction type.

    If you choose User as the currency conversion type, the Sales Orders window requires you to enter the conversion rate and date.

12. Save your work.

Defining Order Import Sources

You can define Order Import Sources from which to import order information. You can import historical orders, orders from other quote or sales systems, and changes to orders.

We recommend that you define a unique name for each source of order information you are importing. When you run the Order Import program, you can enter the source or sources for each execution. You can run Order Import for multiple sources at one time.

Internal Sales Orders

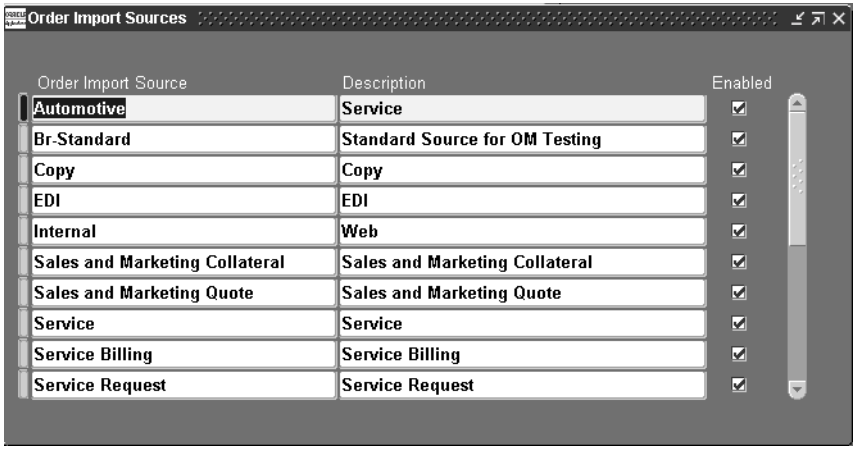
If you are importing internal sales orders from Oracle Purchasing, you need to define an Order Import source to be used when you transfer the internal requisition information from Oracle Purchasing to create an internal sales order in Order Management.

You need to choose an Order Import source for internal requisitions/internal sales orders when you define purchasing options in Oracle Purchasing. You choose this same Order Import source as a parameter when you run the Order Import program in Order Management. See: Integrating Oracle Order Management Using Order Import, *Oracle Manufacturing, Distribution, Sales and Service Open Interfaces Manual.*

To define an Order Import source:

1. Navigate to the Order Import Sources window.

   The Order Import Sources window displays.



2. Enter the Order Import source name and a description.
3. Check Enabled to activate the Order Import source.
4. Save your work.

See Also

Order Import on page 4-2

Overview of Processing Constraints

In Order Management, not all changes can be allowed to an order at all stages of its order cycle. The reasons for this could be:

- System Constraints--changing data on an entity that would make the data inconsistent and difficult to audit. For example, changing the price list on an order already invoiced.
- Processing Constraints--changing data on an entity that has effected downstream activities that are difficult or costly to undo. For example, changing options on an ATO configuration order if the item is already built.

You can relate a given role to the highest state of the order that changes can be made. For example, the order entry clerk cannot change an order when it has been acknowledged by customer, but the order entry supervisor can change the order until it has shipped. These constraints may apply to the entire order or individual attributes.

Seeded Processing Constraints

Order Management provides seeded processing constraints that prevent the loss of data integrity as information is interfaced to other applications, such as Oracle Inventory or Oracle Receivables. These system constraints are pre-seeded and should always be enforced. The seeded processing constraints generally allow for changes to information not interfaced to other applications until the order is closed.

Defining Processing Constraints

You can define processing constraints for *entity* or *attributes*. *Entities* include regions on the Sales Orders window, such as Order, Line, Order Price Adjustments, Line Price Adjustments, Order Sales Credits, and Line Sales Credits. *Attributes* include individual fields (of a particular *entity*), such as Warehouse, Ship-To Location, or Agreement. These are the same *entities* and *attributes* you use when defining defaulting rules for order entry.

A processing constraint includes these components:

- Entity
- Operation
- Attribute
  - If an attribute is not assigned to a constraint, the constraint prevents you from updating all attributes on the entity.
- Group Number
- Conditions
  - Group Number
  - Scope
  - Record Set
  - Modifier
  - Validation Template
- Applicable To (Optional, user responsibility)

Prerequisites

- You must define your validation templates. See: Defining Validation Templates on page 1-94.
- You must define your record sets. See: Defining Record Sets on page 1-97.

Identify an Entity

Processing Constraints allow you to define constraints for entities such as order header, order line, and order / line price adjustments.

Select an Operation

You can define processing constraints to prevent users from performing the operations of Cancel, Create, Delete, and Update on your orders and returns. You can prevent Update on *attributes*. You can effectively assign a general Update rule to all *attributes* associated with a particular *entity*, as a data entry tool.

Select an Attribute

Select an attribute when the operation is updated or left blank to prevent all updating of all attributes.

Select an Action

Not Allowed--The specified operation of the attribute selected is not allowed.

Required Reason--The specified operation is allowed only when a reason is supplied. This is only applicable for cancel operations or update on the *Order Quantity* attribute on the line.

System Changes

The system changes are used for defaulting to allow the system to re-default the attribute value whenever the defaulting source changes result to a new default value. This is only applicable for attribute level update operation.

Assign Conditions

The condition of your processing constraint is like an *If-Then* statement. Order Management checks for occurrences of the condition in your constraint while users are cancelling, deleting, inserting, splitting lines, and updating orders and returns. When the condition or conditions of a processing constraint are met, Order Management prevents the operation of that constraint.

Conditional Group Number

Each processing constraint condition has a number that indicates whether the condition is independent of all other conditions, or whether it should be considered only when another condition is also true. Use this number to create *And* and *Or* conditions. Create an *And* condition by using the same number in this field for each row in the condition, or an *Or* condition by using a different number in this field for each row. Conditions with the same number must both be true for the processing constraint to apply. For conditions with different numbers, at least one must be true for the processing constraint to apply. You can create several *And* conditions and *Or* conditions for one object or attribute.

Attention: Order Management does not allow you to enter a number equal to any number already used in the Number field of a predefined processing constraint. This would, in effect, create an And statement with a system processing constraint, and could endanger data integrity.

Modifier

You can use a modifier in the condition of a processing constraint to define a negative condition. This rule would prevent users from cancelling the *entity* of the constraint if the workflow result of Backorder Release were anything *but* Eligible (or Not Applicable).

Scope

Scope indicates whether you want Order Management to evaluate the condition of the constraint against any or all entities in the record sets. A condition holds true if *any* line within the scope meets the condition.

Record Sets

A record set is a set of records that are bound by common attributes such as invoice sets. You can define constraining conditions and specify a record set to be validated for a given condition as defined by its validation template.

Special Considerations

Rules That Cannot Apply

If you define a constraint for Create on an entity where the condition would be applicable on the same existing entity, the constraint will never apply. If the condition only occurs for existing entities, but they are already inserted, the constraint cannot be enforced and will not be applied. For example, a rule for Insert on a Line where the condition is Ship Confirm is unenforceable because a line is already inserted if that condition exists.

Processing Constraints Must Be in Cooperative at Various Entity Levels

Order Management evaluates processing constraints for an entity when you are trying to perform an action on that entity. If you have a processing constraint on a lower-level entity (such as Line), and you try to perform an operation on the higher-level entity (such as Order), the Line level constraint is not evaluated.

Therefore, when defining processing constraints, make sure that your higher-level entity constraints cooperate with your lower-level entity constraints so that all levels are synchronized. For example, if you have a constraint for the Line entity on the operation of Delete, define a comparable constraint for the Order entity so that you can cover all delete situations.

Processing Constraints--Sales Orders Window

The Sales Orders window enforces some processing constraints that are not predefined using the Processing Constraints window. For example, the Sales Orders window prevents you from cancelling order line quantities that have been shipped or invoiced, and from cancelling return line quantities that have been received or credited. The Sales Orders window honors processing constraints that you define for the Cancel operation that are stricter than these constraints, but if you define any that conflict with these constraints, they will be ignored.

Processing Constraints Usage

As you use Order Management, processing constraints are evaluated for any *entity* you try to cancel, delete, insert, split, or update. If you are trying to modify an order line, Order Management evaluates the processing constraints for the Line *entity.*

See Also

Overview of Processing Constraints on page 1-89

Defining Processing Constraints on page 1-90

Overview of Sales Orders on page 2-18

Cancelling Orders on page 2-141

Defining Validation Templates

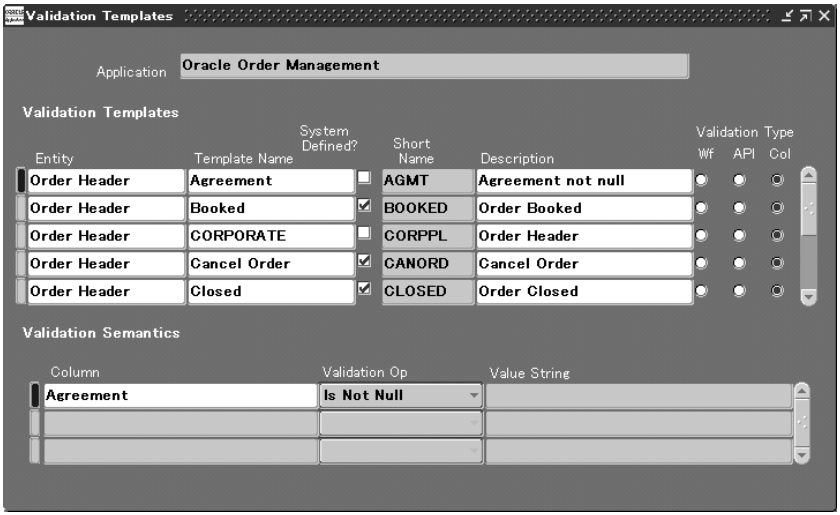
Order Management provides you the ability to define your own validation conditions by the use of validation templates in processing constraints. A validation template names a condition and defines the semantics of how to validate that condition. Validation templates can be used in the processing constraints framework to specify the constraining conditions for a given constraint. These conditions are based on:

- where the entity is in its workflow
- the state of attributes on an entity
- any other validation condition that cannot be modeled using the above methods

To define a validation template:

1. Navigate to Validation Templates window.

   The Validation Templates window displays.



2. Select the Entity for which the condition is to be defined.
3. Enter a Template Name for the condition.
4. Enter a name in the Short Name field for the condition.
5. Optionally, enter a Description for the constraint condition.
6. Select the Validation Type to be performed by the condition.

   Select:

   Wf--if the validation is based on the workflow status of this entity.

   API-If the validation is completed through an application program interface.

   Col--if the validation is based on the values of columns on this entity.
7. If you select the Wf--Workflow Validation Type toggle:
   - Select the Activity for the condition.
   - Select the Activity Status for the condition.

     Choose from: Active, Complete, Error, Notified, and Suspended.
   - Select the activity Result for the condition.
   - Save your work.

8. If you select the API--Application Packaged Interface toggle:
   - Select the PL/SQL Package you wish to interface with the constraint condition.
   - Enter the Procedure name of the API.
   - Save your work.
9. If you select the Col--Column toggle:
   - Select the Attibute Column name on the entity for the constraint condition.
   - Select the Validation Operation for the constraint condition.

     Choose from: = (Equal To), <> (Not Equal To), Is Null, and Is Not Null.
   - Select the Value String you want to validate against the value of the column

Note

Note: You can add more than one attribute, value pair, otherwise all pairs will be added together in the validation.

   - Save your work.

Attention: Select the Create Validation Packages from the Tools menu to submit to create a validation package for all modified validation templates. Only after the request completes, the created validation template is visible in the list of values in the Processing Constraints window.

Attention: You can select the Create Validation Packages from the Tools menu to submit a concurrent request to create a validation package for all modified validation templates and record sets that may constitute a permitted validation combination.

See Also

Defining Processing Constraints on page 1-90

Defining Record Sets on page 1-97

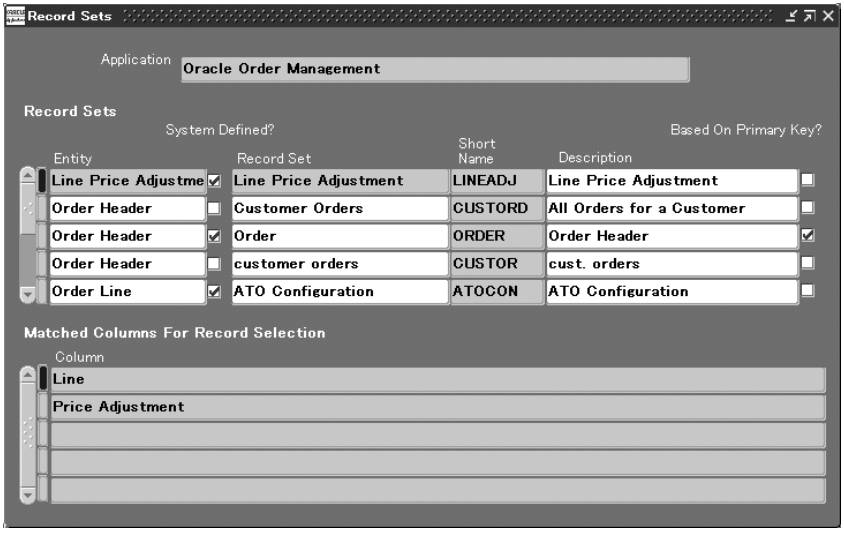
Defining Record Sets

The Records Sets feature in Order Management is used to define and maintain record set definitions for processing constraints. A record set is a set of records that are bound by common attributes such as ship sets. You can define constraining conditions and specify a record set to be validated for a given condition as defined by its validation template.

To define a record set:

1. Navigate to the Record Sets window.

   The Record Sets window displays.



2. Select the Entity for which you are defining a record set.

   The System Defined check box is enabled if the system automatically defines the name of the record set.

3. Enter the name of the Record Set.

4. Enter the Short Name for the record set.

Note: You cannot modify the Short Name once it has been entered.

5. Optionally, enter a Description for the record set.

   The Based On Primary Key check box is used to indicate the record set that is based on the primary key columns for the entity. There can only be one primary record set per entity. These records are seeded and cannot be updated.

6. Select the name of the columns that should be matched from the validated record in the Matched Columns For Record Selection region.

   For example, if you define a Ship Set record set, the matching columns will be the Header ID and the Ship Set number.

7. Save your work.

8. Select the Create Validation Packages from the Tools menu to submit a concurrent request to create a validation package for all modified validation templates and record sets that may constitute a permitted validation combination.

9. Select the Create Validation Packages from the Tools menu to submit to create a validation package for all modified validation templates and record sets that may constitute a permitted validation combination.

   Only after the request completes, the created validation template is visible in the list of values in the Processing Constraints window.

10. Save your work.

Overview of Defaulting Rules

You can create rules to determine the source and prioritization for defaulting order information to the Sales Orders window. These defaulting rules reduce the amount of information you must enter. You can even define a constant for most fields to be used when all other sources do not contain values.

Entities and Attributes

Entities include regions on the Sales Orders window such as Order, Line, Order Price Adjustments, Line Price Adjustments, Sales Credits, and Line Sales Credits. Attributes include individual fields of a particular entity, such as Warehouse, Ship-To Location, or Agreement. These are the same entities and attributes you use when defining Order Management processing constraints.

A defaulting rule is a value that Order Management automatically places in an order field. You can base the default value for a field on values of other fields, such as values you have previously entered for the order, the customer, or the order type.

A defaulting rule is a collection of defaulting sources for objects and their attributes. You can define several different rules to use in different order processing situations.

A defaulting rule includes these components:

- Defaulting Conditions
- Sequence
- Source
  - Entity
  - Attribute
  - Value
- Defaulting Source / Value

Defaulting Conditions

You can define defaulting conditions that control defaulting of object attributes of an object (data object) in given mode of functionality. Defaulting conditions are evaluated at run time to select the appropriate default source assignments of for all the object attributes.

Defaulting Rule Sequence Procedure

Specify the priority sequence in which you want to search for a field's defaulting value. Order Management looks at the lowest number first to begin searching for a default value, and continues to the next highest number until it finds a value. For example, if your first and second sources are null, but your third source does contain a value, Order Management uses your third source.

Sources Types

A defaulting rule source is the location from which you obtain a defaulting value; usually the location is another block and field. For most fields, you can assign at least one block/field defaulting source, in addition to using the Profile Option and Value sources.

For example, you may want to define a rule to provide the Price List on an order automatically from a variety of different sources. In this case, the block of the rule is Order and the field is Price List. Potential sources consisting of blocks and fields include the customer agreement, the customer, and the order type, which are all blocks; the price list is the field for all three of these blocks. You can choose which sources you want to use. Your choice may depend on your business practices, whether those sources exist for a particular order, and whether those sources have a price list defined for them. For the customer, you may have defined separate price lists for the Bill-To and Ship-To addresses in addition to the customer itself. All three of these fields are available as sources.

Source Types include; Same Record, Related Record, System Variable, Window Parameter, Database Default, PL/SQL API, Sequence, Web Application dictionary Attribute Default, and Web Application Dictionary Object Attribute Default.

Profile Option

You can specify a value for other types of source blocks, instead of a field that contains a value. The profile option source allows you to use a profile option, either system- or user-defined, as a default value source. You must then indicate the value of the profile option to be used as the default value in the rule. This source allows for greater default value tailoring flexibility without complex customizations.

Note: If you intend to use a profile option as a defaulting source, be certain that it is defined before attempting to reference it in a defaulting rule.

Value

The value source option allows you to specify a constant value instead of a field that contains a value. This is especially useful if you always want the default to be the same value, or to use as a last resort if none of the other sources you have defined for your rule set can actually provide values. For example, if all items in your organization are sold with the unit of measure Each, you could define a defaulting rule to default the value of Each for the Unit field of the Line block.

Defaulting Rule Examples

Here is an example of a defaulting rule that you can define for the Price List to default to the Sales Orders window. You may define a priority sequence in which you want Order Management to search for a Price List. The default sequence might be: look on an Agreement for a Price List, followed by the Invoice To Location, then the Ship-To Location, then the Customer, and, finally, the Order Type. If Order Management still does not find a price list in any of those source locations, you can have a *Value* default, such as 1998 USA Prices, which you enter in the Value field of the Attribute Defaulting Rules window. The table below represents this example.

Source Block Options (Sequence)	Source Field or Source Value
Agreement (1)	Price List
Invoice To Location (2)	Price List
Ship To Location (3)	Price List
Customer (4)	Price List
Order Type (5)	Price List
Value (6)	1998 USA Prices

You can have other types of source blocks that field.

Suggestion: We do not recommend that you define any overly complex or recurring cycle defaulting rules. If your rules are unclear, Order Management generates an error.

Effects of Modifications to Orders and Rules

Modifications to orders may cause Order Management to reapply the defaulting from your defaulting rules. This reapplication of defaults also may lead to changes that trigger another reapplication.

If re-application changes a value and results in inconsistent information on the order, Order Management prevents users from committing the order and provides messages to assist in correcting the data. For example, depending on the defaulting rules, changing the line type on the order line could change the price list on the line. If the line items are not in the new price list, Order Management prevents you from committing the order and issues instructions.

Modifications to defaulting rules take effect for any new orders that use the modified defaulting rules when you reopen the window. Existing orders are affected only if you update a field on the order that was involved in the modification (also after you close and reopen the window). If you never make a change to an existing order that uses the modified defaulting rules, thus activating validation of defaulting, then the order is not affected by the modification.

See Also

Defining Defaulting Rules on page 1-103

Defining Defaulting Rules

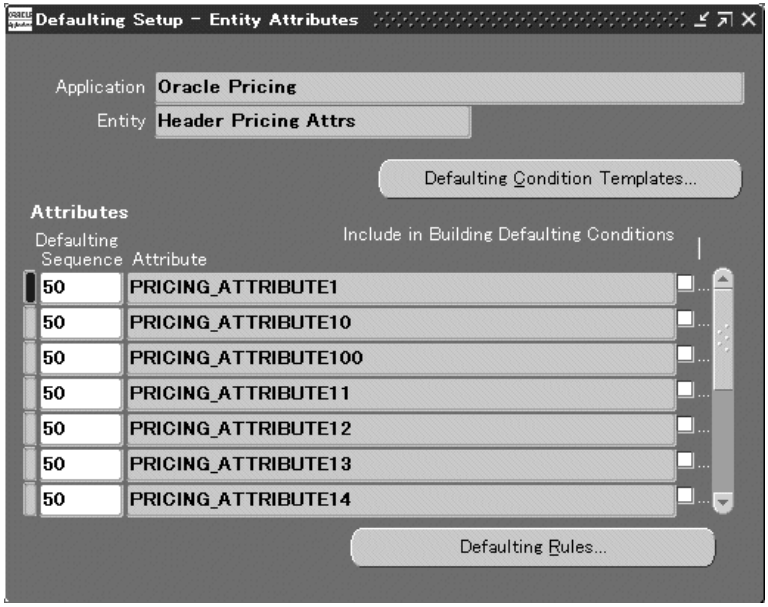
You can create and modify defaulting rules to improve the efficiency and accuracy with which you enter orders. You can define the rules to determine the source and prioritization for defaulting order information to reduce the amount of information you must enter manually in the Sales Orders window. For most fields, you can assign one or more defaulting sources in a priority sequence, or, if the default is always the same, you can define a constant value.

Modifications to defaulting rules go into effect once you logout and login again for any new orders that use the defaulting rules. Existing orders are affected only if you update an attribute on the order that was involved in the modification. If you never make a change to an existing order that uses the modified defaulting rules, thus activating validation of defaulting, the order is not affected by the modification.

To query entities and attributes:

1. Navigate to the Defaulting Setup - Entity Attributes window.

   The Defaulting Setup - Entity Attributes window displays.

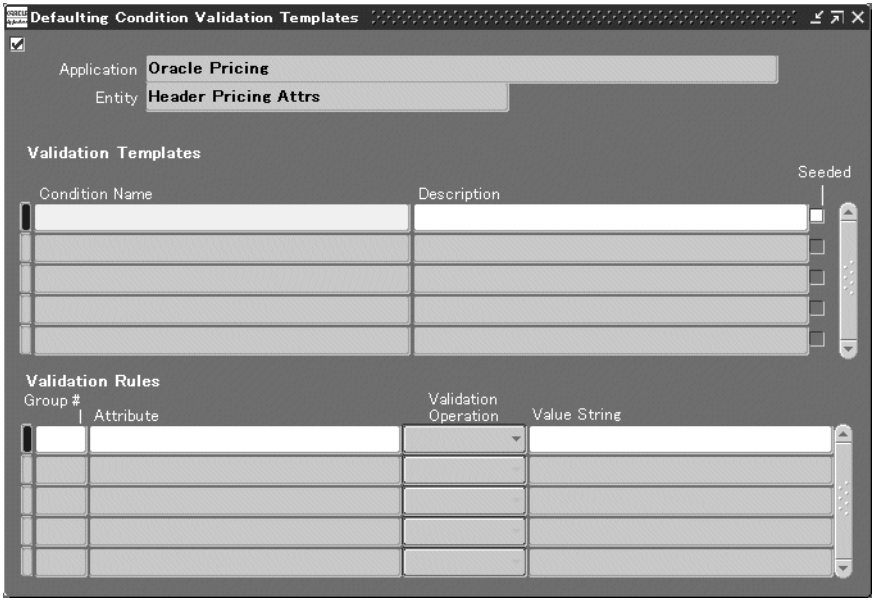


- Application--The Application field displays the current application.

- Object--The Object field displays the name of the object for which defaulting rules and conditions are being defined such as the order line.

2. Choose the Defaulting Condition Templates button to define the defaulting condition for this object.

   The Defaulting Condition Templates window displays.



   Defaulting conditions enable you to control how an attribute is defaulted. For example, defaulting for returns can differ from defaulting for regular orders.

3. Enter a Condition Name and Description.

   A generic condition of Always is the default value for each of the objects. Use this condition to define generic defaulting rules.

4. Enable the Seeded check box for seeded conditions.

   You can change or delete these conditions and reference the standard rule later.

5. In the Validation Rules region, enter your validation rules based on the attribute values of the object.

   For example, standard orders have the order type Standard. Order type = Standard.

6. Enter the same Group Number for conditions that should together evaluate to TRUE (AND conditions).
7. Enter the Attribute name such as Order Type.
8. Select the validation operation:
9. Enter the Value String of the attribute that you want to validate against.
10. Navigate to the Defaulting Setup - Entity Attributes window.
11. Assign the sequence number in which this attribute defaults in the Defaulting Sequence field.

    If the order type has a sequence number of 1 and the price list has a sequence number of two, then the order type defaults before the price list. Attribute with identical sequence numbers are defaulted in alphabetical order.

    The Attribute name displays in the Attribute field. Flex attributes will not be displayed.
12. Disable the Include in Building Defaulting Conditions check box if you do not want to construct a validation condition in the Defaulting Condition Templates window.
13. Choose the Defaulting Rules button to define your defaulting rules.

    The Attribute Defaulting Rules window displays.

To define defaulting rules:

1. Navigate to the Attibute Defaulting Rules window.

   If more than one defaulting condition is valid, the conflict is resolved by internally ranking conditions using the Precedence value. For example, defaulting condition 'Standard Order' has a precedence value two and 'Copied Order' has the precedence value one. If an order is standard *And* copied order, then the defaulting rules for the condition with higher priority, Copied Order, is used.

   Note: The *Always* condition should be the last in this sequence as it would always evaluate to *True* and no other defaulting conditions are evaluated

2. Select the Defaulting Condition and then enter the defaulting rules to be used if this defaulting condition is TRUE.

3. Select the priority Sequence in which you want to retrieve the default for this attribute.

   Defaulting searches for a default value for this attribute by evaluating the defaulting rules in ascending order.

4. Select the Default Source / Value.

   Based on this source type, you can select the default sources or enter the default values. Choose from the following:

Table 1–1 Default/ Source Values

Source Type	Action required
Constant Value	Enter the default constant value.
Profile Option	Select the profile option from where you want to retrieve the default value.
Same Record	Select the attribute on the same record from where you want to retrieve the default value.
Related Record	Object--Select the related object. Attribute--Select the attribute on the related object from where you want to retrieve the default value.
System Variable	Expression--Enter the system expression to be evaluated to obtain the default value. (E.g. System Date.)
PL / SQL API	You can write a custom API to obtain a default value if the value cannot be obtained using other source types such as, the default order number from a sequence. Package--Enter the PL / SQL package name. Function--Enter the function name. Object--Optionally, enter the name of an object to be passed to this API. Attribute--Optionally, you can also enter the name of an attribute to be passed to this API. (See the PL / SQL API Procedure below.)
Web App Dictionary Attribute Default	You can use this source to get the default assigned when the attribute was defined in the web applications dictionary.

Table 1–1 Default/ Source Values

Source Type	Action required
Web App Dictionary Object Attribute Default	You can use this source to get the default assigned when the attribute was assigned to this object in the web applications dictionary. Seeded--If enabled, this is a seeded defaulting rule and the defaulting condition associated with this rule cannot be updated. Permanent--If enabled, this defaulting rule cannot be updated and additional defaulting rules cannot be created either for this defaulting condition

PL/SQL API Procedure

The signature of the PL/SQL API is:

```
function function_name (p_database_object_name VARCHAR2
, p_attribute_codeVARCHAR2)
return VARCHAR2
```

Note: Within this function if you need to access other attributes on the entity, then you can use the global entity record that is cached by defaulting: OE_<Entity Code>_Def_Hdlr.g_record and the datatype for this record is <Database Object Name>%Rowtype.

Entity	Entity Code	Database Object
Order Header	HEADER	OE_AK_ORDER_ HEADERS_V
Order Line	LINE	OE_AK_ORDER_LINES_ V
Order Price Adjustment	HEADER_ADJ	OE_AK_HEADER_ PRCADJS_V
Line Price Adjustment	LINE_ADJ	OE_AK_LINE_PRCADJS_ V
Order Sales Credit	HSCREDIT	OE_AK_HEADER_ SCREDITS_V
Line Sales Credit	LSCREDIT	OE_AK_LINE_ SCREDITS_V

For example: Function to default order number from a sequence based on the order type:

```
Function Get_Order_Number(p_database_object_name IN VARCHAR2
, p_attribute_code IN VARCHAR2)
return varchar2
IS
l_header_rec OE_AK_ORDER_HEADERS_V%ROWTYPE;
      BEGIN
-- Getting the defaulting global record
l_header_rec := OE_Header_Def_Hdlr.g_record;
-- for internal orders, use this sequence but for all other order
types
-- use the sequence for STANDARD orders.
if l_header_rec.order_type_id = 1 then
return to_char(OE_INTERNAL_ORDERS_S.nextval);
else
return to_char(OE_STANDARD_ORDERS_S.nextval);
end if;
END;
```

Overview of Price Lists

Price Lists

Price lists are essential to ordering products because each item entered on an order must have a price. Each price list contains basic list information and one or more pricing lines, pricing attributes, qualifiers, and secondary price lists. Basic information includes the price list name, effective dates, currency, pricing controls, rounding factor, and shipping defaults such as freight terms and freight carrier.

Effective Dates

Price lists can have starting and ending dates. This allows you to prepare price lists ahead of when they are valid and to ensure they will not be used until their start dates.

Price List Currency

If you have international sales, you can record transactions in different currencies by defining a price list for each currency. After entering the currency for an order or return, you must choose a price list in the same currency.

Rounding Factor

You can define the number of places to the right or left of the decimal point to which the pricing engine rounds prices from price lists and modifiers from modifier lists. If you enter a negative number, you increase the number of characters to the right of the decimal point. If you enter a positive number, you affect more columns to the left of the decimal point. If you enter zero, you affect nothing

Rounding factor -3 indicates rounding to the nearest thousands (for example, 1007 rounds to 1000). Rounding factor 2 indicates rounding to the nearest hundreds for example 107 rounds to 100).

Note: You can limit the rounding factor value by the number of positions you specify in the extended precision format of the price list's currency—profile option *QP: Unit Price Precision Type*.

Secondary Price Lists

The pricing engine uses secondary price lists when it cannot determine the price for an item using the price list assigned to an order. Primary and secondary price lists have the same currency.

You can assign the same secondary price list to multiple price lists but you can not assign a secondary price list to a secondary price list. If the item that you are ordering an item is not in the primary price list, the pricing engine uses the highest-precedence secondary price list (the secondary price list with the lowest value for the precedence field).

Line-level discounts and modifiers that apply to the primary price list do not apply to the secondary price list

If an item appears on both the primary and a secondary price list with the same effective dates, the pricing engine uses the primary price list to price the item. If an item appears on the primary price list but is not active (the effective end date has passed), the pricing engine uses the price on the secondary price list.

Defining Price Lists

Price lists contain item and item category prices. You can define and maintain multiple price lists.

You can define the following types of prices on price lists:

- Unit price--A fixed price.
- Percent Price--A price which is a percent of the price of another item.
- Formula--Multiple pricing entities and constant values related by arithmetic operators. For example, you define the price of an item to be a percentage price of another price list line.

Price List Maintenance

Price List Maintenance allows you to:

- manually add lines to a price list.
- copy price list lines from one price list to another.
- add a new group of inventory items to a price list by specifying a range.
- add a new group of inventory items to a price list by specifying an item category.

Copying Price Lists

You can quickly create a new price list by copying from an existing price list. You can copy a range of lines or all lines from the original price list. Only active price list lines—those with an effective end date later than the current date and those with active customers—copy.

You can choose:

- To copy active discounts from the original price list.
- To copy the effective dates from the original price list lines.

Adding Inventory Items

When you add inventory items to a price list, you can specify an item status, such as active or planned; an item category, such as hardware or software; or a range of items. You can request the price to be either zero or the items' costs in a specific inventory organization. Later, you can adjust the prices to your selling price.

The process only adds items that exist in the item validation inventory organization and that are not on the price list, even if they are inactive on the price list.

If you want to add items from an item category, you must first define the default inventory category set for Order Management. When you add items from an item category, the process adds all items of the item category to the price list; it does not add the item category.

Manual Changes to List Prices

You can always change the price on an existing price list line. If you type over the existing price, the new price is effective for new orders as soon as you save your changes.

If you use price list line effectivity dates, you can maintain a historical record of your prices.

Adjust Price Lists

You can increase or decrease the list price of price list lines by an amount or percentage. You can apply the increase or decrease to all lines on the price list, lines that belong to an item category, lines with items of a certain status, lines created on a specified date, or lines having a range of items.

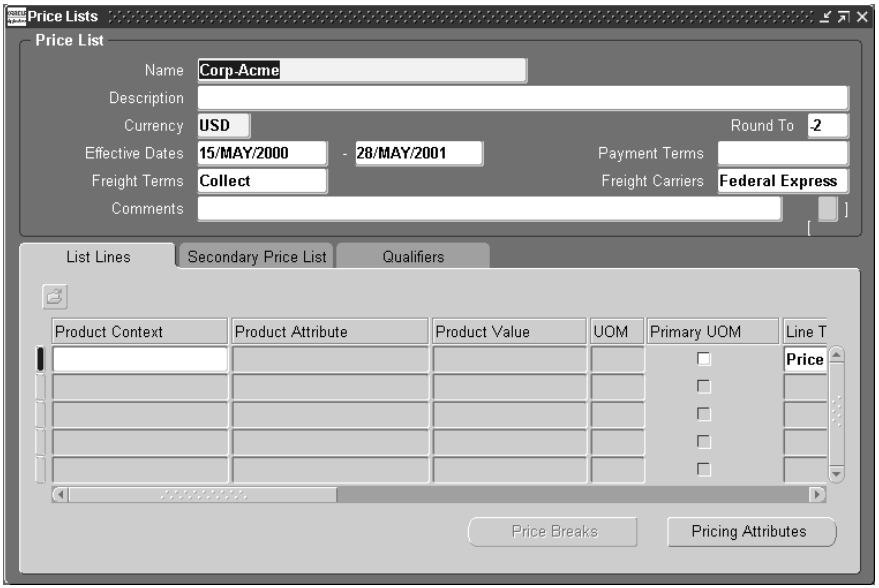
Mass changes do not maintain price history.

Creating a Price List

To create a price list:

1. Navigate to the Price Lists window.

   The Price Lists window displays.



2. Enter a price list name in Name.
3. Enter a description of the price list in Description.
4. Enter the price list currency in Currency.
5. Enter a rounding factor to be applied to the price list in Round To.

   A positive number indicates number of places to the left of the decimal point; a negative number indicates number of places to the right of the decimal point. The default is -2.

   Oracle Advanced Pricing rounds the base price and all discount amounts before using them in calculations.

   The value returned depends on the value that you have set for the profile option *QP: Unit Price Precision Type*:

- Standard--The rounding factor defaults to the currency's precision value. You can override the rounding factor to any value greater than or equal to the currency's precision value.
- Extended--The rounding factor defaults to the currency's extended precision value. You can override the rounding factor to any value greater than or equal to the currency's extended precision value.

6. Enter the starting and ending effectivity dates of this price list in Effective Dates.

   The Start Date defaults to the current date.

7. Enter a default payment term in the Payment Terms field.
8. Enter a default freight terms in the Freight Terms field.
9. Enter a default carrier in the Freight Carrier field.
10. Enter a comment in the Comments field.
11. Navigate to the List Lines tabbed region.

    Perform the remainder of the steps for each price list line that you want to create.

12. Select Item in Product Context.
13. Select Item Number or Item Category in Product Attribute.

    The Item Category refers to the code combination from the default Inventory item category set.

14. Depending on the value of Product Attribute, select an item number or an item category for the Product Value.
15. Choose a unit of measure in UOM.
16. Select Application Method.

    Use the Unit Price for inventory items and item categories and either the Unit Price or Percent Price for service items

17. Enter Operand and Formula as follows:

    - For inventory items and item categories, enter the base list price of the item in Operand.
    - For service items, enter a value in the Operand. If Application Method is Unit Price, enter the base list price of the item. If Application Method is Percent Price, enter a percent of another item's price.

- Enter a static formula in Static Formula.

  If you enter a static formula, run a concurrent process to calculate the value. The result of the calculation changes the value of Value.

18. Enter the starting and ending effectivity dates of this price list line in Start Date and End Date.

    The dates should be within the start and end effectivity dates of the price list.

19. Select Price List Line for Line Type.

20. Select Line for the Modifier Level.

21. Enter a value in Precedence; this is the product precedence.

    When the pricing engine is trying to locate a price, it uses precedence to resolve conflicts when it selects more than one price list line from a price list.

22. Select Primary UOM if this price list line unit of measure is the primary pricing unit of measure for the item.

    Advanced Pricing uses the primary pricing unit of measure and the Oracle Inventory unit of measure conversion information to price an order whose unit of measure does not have a price list line. For example, a price list has two price list lines for item A11111, one with unit of measure EA—the primary UOM—and one for boxes. When the pricing engine receives an order in unit of measure CS, it accesses the unit of measure conversion tables to convert CS to EA.

23. Save your work

To define pricing attributes:

1. Choose the Pricing Attributes button in the List Lines tabbed region.
2. Enter a pricing context in Pricing Context.
3. Enter a pricing attribute in Pricing Attribute.
4. Select = or BETWEEN for Operator.
5. Enter Value From.
6. If Operator is BETWEEN, enter Value To.
7. Save your work.

Note: The pricing attributes are joined as AND conditions since they apply to one price list line.

To define secondary price lists:

1. Navigate to the Secondary Price Lists tabbed region.
2. Select a price list in Secondary Price List.
3. Save your work.

Deleting a Price List

To delete price list information:

- You cannot delete price list, price list lines, or pricing attributes. To make price list or price list lines ineffective, change the effective dates. To make pricing attributes, make the price list line ineffective.

Copying a Price List

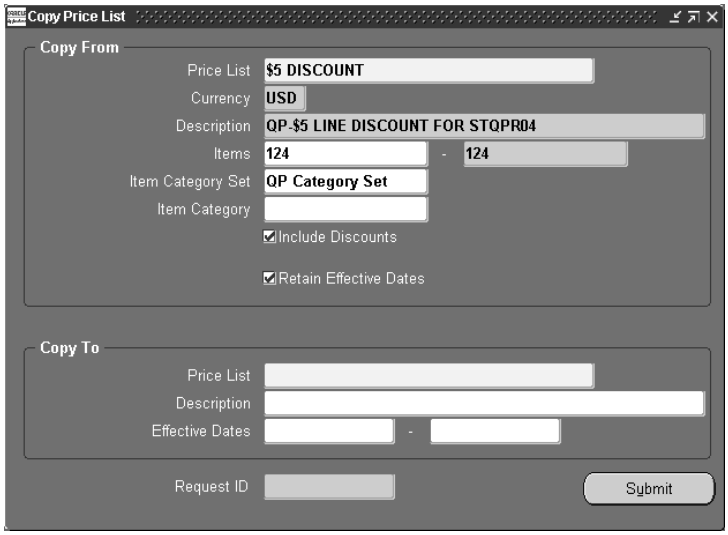
Use this procedure to create a new price list or add items to an existing price list.

Note: This function is only effective on effective price lists.

To copy a price list:

1. Navigate to the Copy Price List window.

   The Copy Price List window displays.



2. Navigate to the Copy From tabbed region.
3. Select the price list you want to copy.

   Currency and Description display.

   Refer to steps 3 through 4 to select the items that you want added to the price list.
4. Optionally, enter a range of items to add.

Note: You cannot use wild cards when you specify the beginning and ending item numbers.

5. Select an item category and item category set to limit the items to add.When you add items from an item category, the process adds all items of the item category to the price list; it does not add the item category.

   Note: You must enter both Item Category Set and Item Category for this criteria to be effective.

6. Select Include Discounts to instruct the process to copy discounts.
7. Select Retain Effective Dates to instruct the process to copy the effective dates of price list lines.

   Note: The process does not copy the effective dates of the price list. You specify the effective dates for the new price list.

8. Navigate to the Copy To tabbed region.
9. You can copy to a new price list or an existing price list.

   Refer to steps 10 through 12, and 14 for new price lists and steps 13 through 14 for existing price lists.
10. Enter the Name of the new price list.
11. Enter the Description of the new price list.
12. Enter the Effective Dates of the new price list.
13. Select an existing price list.

    The Description and Effective Dates displays.
14. Choose the Submit button.

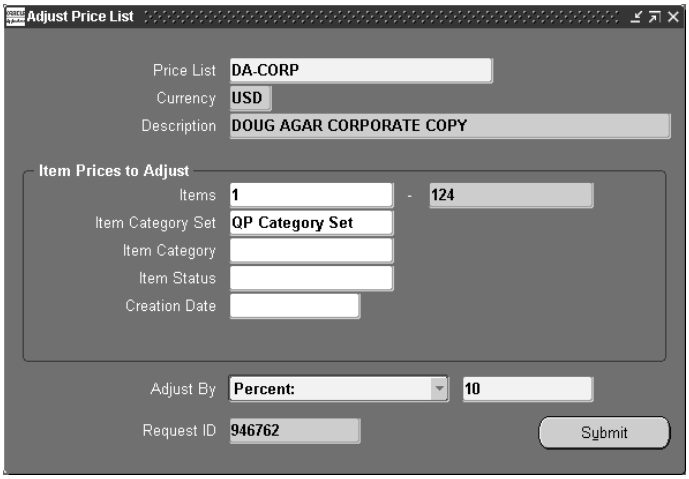
    The request ID displays in the Request ID field.

Adjusting a Price List

To adjust a price list:

1. Navigate to the Adjust Price List window.

   The Adjust Price List window displays.



2. Select the price list you want to adjust.

   Currency and Description display.

   Refer to steps 3 through 6 to select the items that you want added to the price list.

3. Enter a range of items to add.

   Note: You cannot use wild cards when you specify the beginning and ending item numbers.

4. Select an item category and item category set to limit the items to add.When you add items from an item category, the process adds all items of the item category to the price list; it does not add the item category.

Note: You must enter both Item Category Set and Item Category for this criteria to be effective.

5. Enter an item status to limit the items to add.
6. Enter a creation date to limit the items to add. Pricing adjusts only the items added to the price list on that date.
7. Select Percent or Amount for Adjust By, as follows:
   - Percent: The process increases or decreases Operand by a percentage.

     Enter the percentage in the second field.
   - Amount: The process increases or decreases Operand by a fixed amount.

     Enter the fixed amount in the second field.
8. Choose the Submit button. The request ID is displayed in the Request ID field.

Adding Items to a Price List

Prerequisite

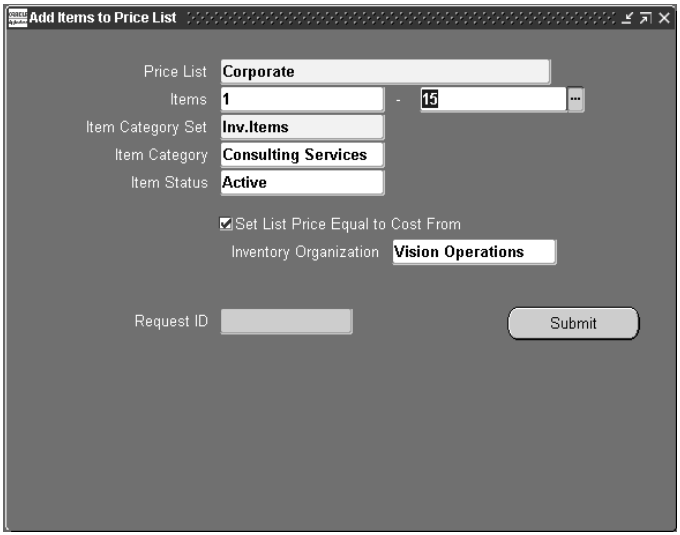
You must first define a price list header.

> **Note:** Pricing submits a concurrent process when you add inventory items. The concurrent process only adds new items to a price list; it does not replace existing items, even if the existing items are ineffective.

To add items to a price list:

1. Navigate to the Add Items to Price List window.

   The Add Items to Price List window displays.



2. Select the price list to add items.

Perform any or all of steps 3-5 below to select the items that you want added to the price list.

3. Enter a range of items to add.

   Note: You cannot use wild cards when you specify the beginning and ending item numbers.

4. Select an item category and item category set to limit the items to add.When you add items from an item category, the process adds all items of the item category to the price list; it does not add the item category.

   Note: You us enter both Item Category Set and Item Category for this criteria to be effective.

5. Enter an item status to limit the items to add.
6. Select Set List Price Equal to Cost From check if you have Oracle Inventory installed and you want to set the list price of the inventory item equal to its cost.

   Note: The list price becomes zero if you clear the List Price Equal to Cost From and the Inventory Organization does not use the standard costing method.

7. Enter Inventory Organization to limit the source of the items to add to those in the organization.

   If you do not specify an organization, the process uses the organization specified in the profile option *QP: Organization ID*.

8. Choose the Submit button.

   The request ID displays in the Request ID field.

Creating a GSA Price List

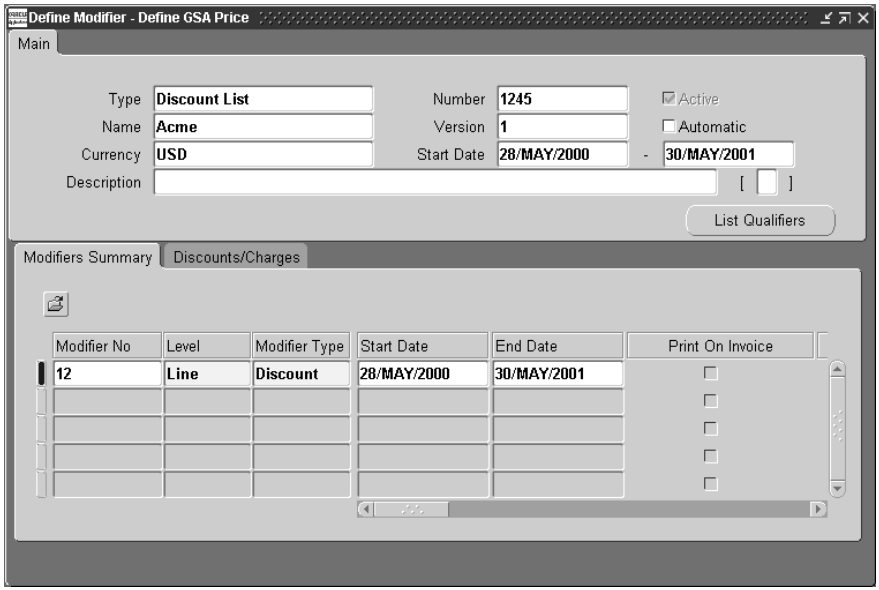
GSA Price List enables you to define a GSA Price List for your GSA customers. The GSA Price List actually uses the modifiers form and uses the new price. You create a discount that adjusts the base price of the item to the GSA price.

You can set up multiple GSA price lists that are effective during the same time period.

To create a GSA price list:

1. Navigate to the Define Modifier - Define GSA Price window.

   The Define Modifier - Define GSA Price window displays.



Note: GSA Price List actually uses the Define Modifiers window to set up your GSA prices.

2. In the Main tabbed region, enter Discount List in Modifier List Type.
3. Enter the modifier list number in Number.

4. Enter modifier list name in Name.
5. Enter Currency.

   Pricing applies modifiers to sales orders of the same currency.
6. Enter the start date and end date during which the GSA price list is effective.
7. Enter a description of the GSA price list in Description.
8. In the Modifiers Summary tabbed region, enter a modifier number as an identifier for the GSA price list.

   The Level defaults to Line and the Modifier Type defaults to discount.
9. Enter the start date and end date of this GSA price list line.

   Note: The Start and End Dates on the discount line must be between the start date and end date of the GSA price list. Pricing uses the discount line dates to determine if this line is effective.

10. Phase defaults to List Line Adjustment.
11. Incompatibility defaults to Exclusive.
12. Bucket defaults to 1.
13. Enter Item Number in Product Attribute.
14. Enter the item number in Product Attribute Value.
15. Enter Precedence.
16. Enter the item unit of measure.

    The Application Method defaults to New price in the Discounts/Charges tabbed region.
17. Enter the item price in Value.
18. Save your work.

To create GSA list qualifiers:

You can attach multiple GSA customers as qualifiers to a GSA Price List.

Note: You can only attach customers only at the list level. You cannot assign line level qualifiers.

1. Select List Qualifiers.

   Refer to steps 2 through 8 if you want to qualify the GSA price.

2. Enter Grouping Number.

   Note: Since Qualifier Context is Customer, make OR conditions by creating each qualifier with a different grouping number.

3. Qualifier Context defaults to Customer.
4. Qualifier Attribute defaults to Customer Name.

   Precedence defaults from the item segment of the descriptive flexfield.

5. Enter Operator.
6. Enter customer name in Value From.
7. Enter start date and end date for the customer.
8. Save your work.

   Note: The start and end dates of the list qualifiers must be within the start and end date of the modifier list.

Warning: GSA behavior is affected if the Qualifier flexfield sequence for GSA qualifier is changed in the flexfield setup.

Overview of Formulas

Formulas are mathematical expressions that the pricing engine uses to determine the list prices of items and the discounts that apply to those items. You can use them to:

- Create a price from a computation as an alternative to entering prices in a price list.
- Calculate a price adjustment. For example, you can instruct the pricing engine to calculate a discount by attaching a formula to a discount line.

- Set up and maintain formulas based on one or more of the following component types:
  - Numeric constant--A numeric value.
  - Pricing attribute--The absolute value of a pricing attribute (such as thickness or height) of an item.

    Pricing attributes are characteristics of products and services that you can specify when the characteristics help to determine the price of a product or service. Distance, age of a related product, customer class, product family group, and level of service are examples of pricing attributes.You can specify one or a combination of pricing attributes and assign them to a product or service. Factor list--A list of factors that you can link to multiple pricing attributes or a range of these attributes. The pricing engine evaluates the formula, t chooses one of these factors depending into which range the actual pricing attribute of the item falls.

    For example, a step in the formula has a different factor defined for different ranges of glass thickness; a glass with thickness between 0.1 and 0.3 mm has a factor of 3 and a glass with thickness between 0.4 and 0.8 mm has a factor of 5. The pricing engine determines which factor qualifies when it evaluates an order and applies this factor in the formula calculation.

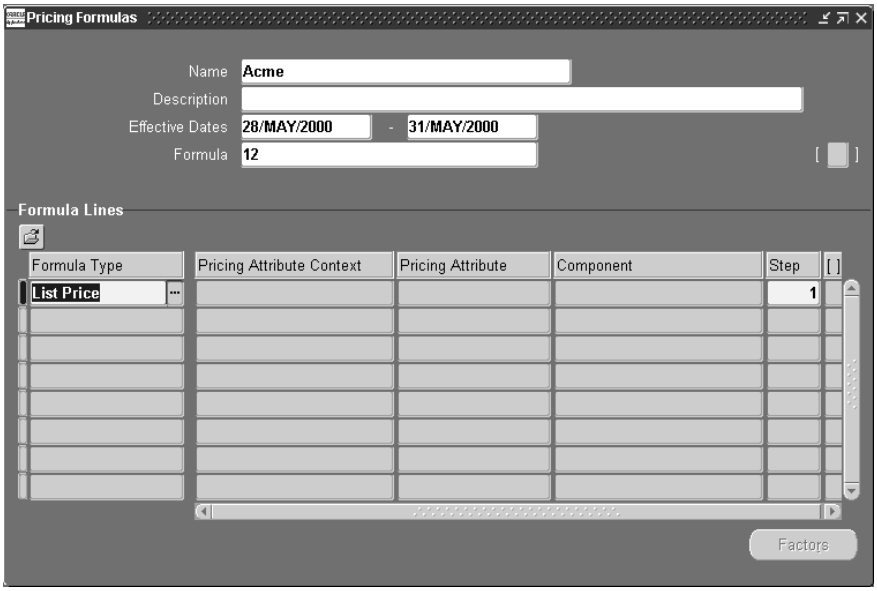
    You can also relate multiple factor conditions. For example, if the base pricing attribute for glass thickness is between 0.1 and 0.3 mm AND the length of the glass is between 0.5 and 2 m, apply the factor of 3 OR if the base pricing attribute for glass thickness is between 0.4 and 0.8 mm AND the length of the glass is between 0.5 and 2 m, apply the factor of 5.
- Link them to a price list line or a modifier line.
- Use static formula calculations in price lists.

Creating a Pricing Formula

To create a pricing formula:

1. Navigate to the Pricing Formulas window.

   The Pricing Formulas window displays.



2. Enter a new pricing formula in the Name field.
3. Enter a description of the pricing formula in Description.
4. Enter the effective dates of the pricing formula in the Effective Dates field.
5. Enter the formula in the Formula field.

   The formula is an arithmetic expression made up of step numbers that you enter in the Formula Lines tabbed region. You can repeat step numbers in the formula.

   In the Formula Lines tabbed region, refer to steps 6 through 9 for each component of the formula.

6. Select a value for Formula Type.

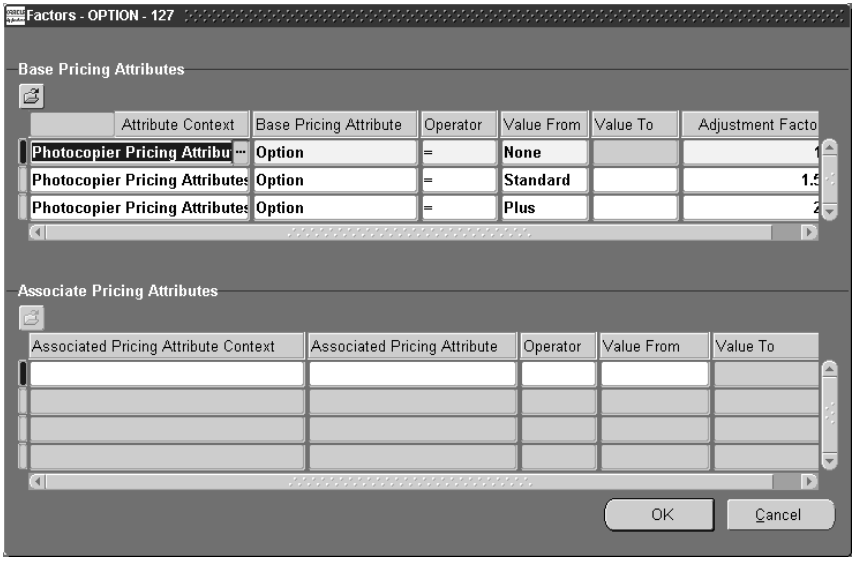
7. Enter the following information depending on Formula Type:
   - Numeric Constant--Enter the numeric constant in Component.
   - Pricing attribute--Select the pricing context in Pricing Attribute Context. Select the pricing attribute name in Pricing Attribute.
   - Factor List--Select or enter the name of a factor list in Component. To use an existing factor list, select it from the list of values. To create a new factor list, enter the name and the form creates it.
8. Enter the step number for the component.

   You cannot repeat step numbers in this region even though you can repeat step numbers in the formula.
9. Save your work.
10. If the Formula Type is Factor List, choose Factors to enter factor list details.

To define factor list details:

1. In the Pricing Formulas window, Formula Lines tabbed region, choose Factors.

   The Factors window displays.



In the Base Pricing Attributes region, perform steps 2-8 for each base pricing attribute factor.

2. Select a value for Base Pricing Attribute Context.

   If you have multiple entries, you must use the same base context in this region (to create an OR condition); the pricing engine chooses one of the entries. Use the Associate Pricing Attributes region to associate additional contexts with the base context (to create an AND condition).

3. Select a value for Base Pricing Attribute.

4. Select Comparison Operator and enter the Value From and Value To as follows:

   If you select Between, you must enter a value for Value From. If you do not enter a value for Value To, it defaults to unlimited.

   If you select =, you must enter Value From and you cannot enter Value To.

5. Enter the Adjustment Factor.

6. Perform steps 7 and 8 for each associate pricing attribute.

7. In the Associate Pricing Attributes region, select an Associated Pricing Attribute Context and Associated Pricing Attribute to associate with the base pricing attribute context and base pricing attribute values (to create an AND condition).

8. Select Comparison Operator and enter the Value From and Value To as follows:

   If you select Between, you must enter a value for Value From. If you do not enter a value for Value To, it defaults to unlimited.

   If you select =, you must enter Value From and you cannot enter Value To

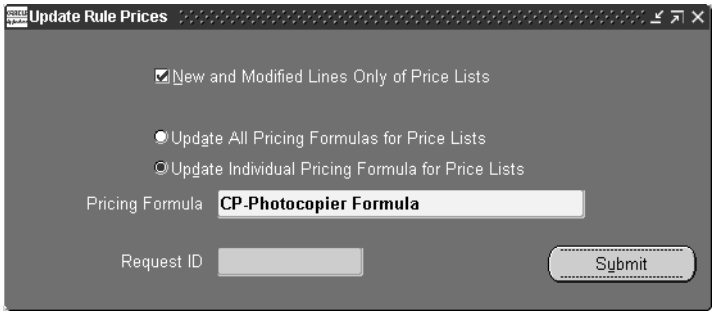
9. Save your work.

Updating Formula Prices

To update formula prices:

1. Navigate to the Update Rule Prices window.

   The Update Rule Prices window displays.



2. Select New and Modified Lines Only of Price Lists to instruct the process to calculate formula-based prices for price list lines whose formulas you have added or changed since the process last executed.

   To instruct the process to calculate formula-based prices for all price list lines, clear the New and Modified Lines Only of Price Lists.

3. Select Update All Pricing Formulas for Price Lists to instruct the process to consider price list lines that have any formula.

   To instruct the process to consider price list lines that have a certain formula:

   - Select Update Individual Pricing Formula for Price Lists
   - In Pricing Formula, select the pricing formula from the list of values.

   The process applies this choice after it selects the price list lines according to the criteria for step 2.

4. Choose the Submit button.

   The request ID displays in the Request ID field.

Overview of Modifiers

Modifiers enable you to setup price adjustments (for example, discounts and surcharges) and freight and special charges that the pricing engine applies immediately to pricing requests or accrues for later disbursement. Using modifiers, you can:

- Setup a modifier list with multiple modifier lines
- Create eligibility rules for modifiers by assigning list and line level qualifiers

Modifier Concepts

You use the Define Modifier form to set up price adjustments, benefits, freight and special charges. You can define simple discounts and surcharges.

Modifier lists contain one or more modifiers. Modifiers have list level and line level components. Each list level must have one or more lines associated with it.

By defining qualifiers at the list and line levels, you define a customer's eligibility for the modifier. This allows you to create both modifiers which are product specific and modifiers which apply to all products.

Modifier List Types

Using modifier lists, you can create groupings of price adjustments, benefits, and freight and special charges that you offer and report together to meet various business needs. At the list level, you define criteria that is common to all of the line level modifiers. You can use the following list types:

- Discount
- Surcharge
- Freight / Special Charges

For each list type that you define, you associate certain line types.

Modifier Line Types

Use modifier lines to define the type of price adjustments, benefits or freight and special charges that the pricing engine applies to pricing requests. You can associate certain line types with each list type. You can use the following line types:

- Discount: Creates a negative price adjustment.
- Surcharge: Creates a positive price adjustment.
- Freight charge

- Price Break - Applies a variable discount or surcharge price adjustment to a pricing request based meeting the condition of a break type.

Table 1–2 Modifier List Type and Modifier Line Type Relationships

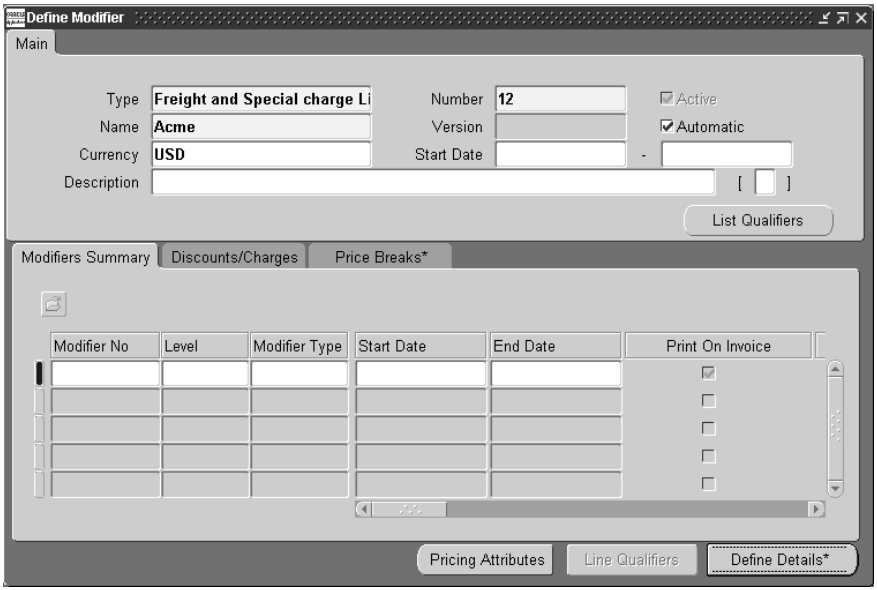
Modifier List Types	**Discount**	**Surcharge**	**Freight & Special**
Modifier Line Types			
Discount	X		
Surcharge	X	X	
Freight Charge			X
Price Break Header	X	X	

Creating a Modifier List

To create a modifier list:

1. Navigate to the Define Modifier window.

   The Define Modifier window displays.



2. In the Main tabbed region, enter the modifier list type in Type.
3. Enter the modifier list number in Number.
4. Enter the modifier list name in Name.
5. Select or clear Active.

   Note: The pricing engine looks at this flag before it checks effectivity dates and ignores inactive modifiers. Inactivating expired modifiers helps the pricing engine to perform more effectively. You can query inactive modifier lists.

6. Select or clear Automatic.

Note: If you select Automatic for a list, all the lines for this list default to Automatic.

7. Enter Currency. The pricing engine applies modifiers to sales orders of the same currency.
8. Enter the start and end date that the modifier lines are effective in Start Date.

Note: If you do not enter dates and check Active, the list is effective from the creation date and does not become ineffective.

9. Enter a description of the modifier list in Description.

Creating List Level Qualifiers

Modifier list level qualifiers help the pricing engine to determine who is eligible for the modifier lines. If an order is not eligible for a modifier list, it is not eligible for that list's line level modifiers even if the lines have qualifiers for which the order is eligible.

To create list level qualifiers:

1. Navigate to the Define Modifier window and navigate to the Main tabbed region.
2. Select List Qualifiers.

   The Qualifier window displays. You can add, change, and delete qualifiers and change the dates.
3. Choose OK.
4. Save your work

Creating Modifier Lines

To enter basic modifier line information:

1. Navigate to the Define Modifier window.
2. In the Modifiers Summary tabbed region, enter a modifier number as an identifier for the modifier line in Modifier No
3. Enter the Level.
   - Line--The pricing engine determines if the pricing request is eligible for this modifier by validating the request for each line. It applies this modifier at the line level.
   - Order--The pricing engine determines if the pricing request is eligible for this modifier by validating the pricing request header. It applies this modifier at the order level but prorates a percentage value to each line.
4. Enter Modifier Type from the following:
   - Discount
   - Surcharge
   - Freight / Special Charges
   - Price Break
5. Enter the Start Date and End Date of this modifier line

   Note: Start date and end date on the modifier line must be between the start date and end date on the modifier list. The pricing engine uses the modifier line dates to determine if this line is effective.

6. Print On Invoice is reserved for future use.
7. Select or clear Automatic. If you select it, the pricing engine automatically applies this modifier. If you clear it, someone must manually apply it to an order.

   Note: If you select Automatic, Automatic for each line appears as selected but you can change it. You can allow manual application of discounts, surcharges, and freight and special charges line types.

8. Select or clear Override.

   If you check it, you can change application of this modifier to each order.

   The Pricing Phase defaults to Basic.

   Incompatibility Group defaults to No Incompatibility.

   Bucket defaults to 1.

9. Enter the Proration Type.

   Note: this is reserved for future use.

   Note: GL Value is reserved for future use.

10. Enter Item Number or Item Category in Product Attribute.

11. Enter the value for the item number or item category in Product Attribute Value.

12. Enter Volume Type.

13. The volume type instructs Advanced Pricing which attribute of the item to use when qualifying for a modifier.

    Note: Valid types are Item Quantity and Item Amount. Period is reserved for future use.

14. Enter Equal (=) or Between in Operator. For example, item quantity = 5 or item quantity between 5 and 20. To create greater than and less than conditions, leave From Value and To Value blank as follows:

From Value	To Value	Meaning
5	<blank>	value > 5
<blank>	100	value < 100
5	100	value >= 5 and <= 100

15. Enter the unit of measure of the item or item category in UOM.

16. Enter Value From and Value To

> **Note:** If Operator is Equal (=), enter Value From. If Operator is Between, you must enter Value From and Value To is optional; if Value To is blank has no upper limit.

17. Save your work.

To enter discount and charge information:

1. In the Discount/Charges tabbed region, select or clear Include on Returns.

   If you select it, the pricing engine includes freight charge on returns. The default is selected.

2. Enter the Application Method to instruct Pricing on how to apply this modifier. Valid values are:

   - Amount--Creates a fixed price adjustment on each unit for the amount specified in the Value.
   - Percentage--Creates a percentage price adjustment on each unit for the percentage specified in the Value.
   - New price--Overrides the selling price of this item and makes the new price specified in the Value the new selling price. Creates a price adjustment for the difference in list price and the new price.
   - Lumpsum--Creates a price adjustment for this lump sum amount on the new price entire line.

   For example, with a modifier type of discount:

List Price	Item	Quantity Ordered	Application Method	Value	Price Adjustment	Extended Selling Price
10	Item A	200	Amount	5	5 per unit	1000
10	Item A	200	Percent	5	5%	1900
10	Item A	200	New Price	5	5	1000*
10	Item A	200	Lumpsum	5	5 off	1995

3. Enter Value of the application method.

4. Save your work.

To enter freight charge information:

1. Enter the following information in the Modifiers Summary tabbed region
   - Level--Use Line or Order
   - Modifier Type--Use Freight / Special Charge
   - Bucket--Use 1
2. In the Discounts / Charges tabbed region, enter charge name in Charge Name.
3. Select or clear Include on Returns. If you select it, the pricing engine includes freight charge on returns. The default is selected.
4. Enter the Application Method to instruct the pricing engine how to apply this modifier. Valid values are:
   - Percent
   - Amount
   - Lumpsum
   - New Price
5. Enter Value.
6. Save your work.

To enter price break information:

1. Enter the following information in the Modifiers Summary tabbed region:
   - Level
   - Modifier Type: Use Price Break Header
   - Break Type

   Enter point for Modifier Type Price Break to determine the method of calculating the volume break.

   For Point, the pricing engine charges each unit of volume at the price of the break within which the total falls.

Product Attribute	Value From	Value To	Value (%)
Item A	1	100	5
	101	200	10
	250	<blank>	15

In the example, the discount is 150 at 10%.

- Product Attribute
- Product Attribute Value
- UOM
- Volume Type

2. In the Price Breaks* tabbed region, enter Adjustment Type.

   Rebate Transaction Type is reserved for future use.

   Estimated Accrual Rate is reserved for future use.
3. Choose the Define Discount button.
4. In the Price Break tabbed region, enter Value From and Value To.
5. Enter Application Method.Valid values are:
   - Amount
   - Percentage
   - New Price
6. Enter Value of the application method.
7. Save your work.

Creating Line Level Qualifiers

Modifier line level qualifiers help the pricing engine to determine who is eligible for the modifier lines. If an order is not eligible for a modifier list, it is not eligible for that list's line level modifiers even if the lines have qualifiers for which the order is eligible.

To create line level qualifiers:

1. Navigate to the Define Modifier window.
2. Navigate to the Modifiers Summary tabbed region and select a modifier.
3. Select Line Qualifiers.

   The Qualifiers window displays. You can add, change, and delete qualifiers; change the grouping numbers, and change the dates.
4. Choose OK.
5. Save your work.

Attaching Pricing Attributes

Use this procedure to attach attributes to the items and item categories that you define in modifier lines. When the pricing engine determines eligibility for a modifier, it validates the pricing attributes along with the item number or item category.

To attach pricing attributes:

1. Navigate to the Define Modifier window.
2. Navigate to the Modifiers Summary tabbed region and select a modifier.
3. Click Pricing Attributes.

   The More Pricing Attributes window displays.
4. Enter a pricing context in Pricing Context.
5. Enter a pricing attribute in Pricing Attribute.
6. Enter Value From and Value To.
7. Choose OK.
8. Save your work.

Overview of Agreements

Oracle Advanced Pricing allows you to establish agreements with your customers that let you define the prices, payment terms and freight terms that you negotiated in the agreement. You can:

- Define your agreements using customer part numbers and inventory item numbers.
- Make revisions to the original terms and maintain these changes and their reasons under separate revision numbers.
- Attach an already existing price list to the agreement or define new prices.
- Assign optional price breaks by quantity. Price lists are exclusive by agreement.
- Set effectivity dates for agreement terms.
- Set payment terms including invoice rule and accounting rule.
- Set freight terms including the freight carrier.
- Apply agreement terms to sales orders by reference agreements.

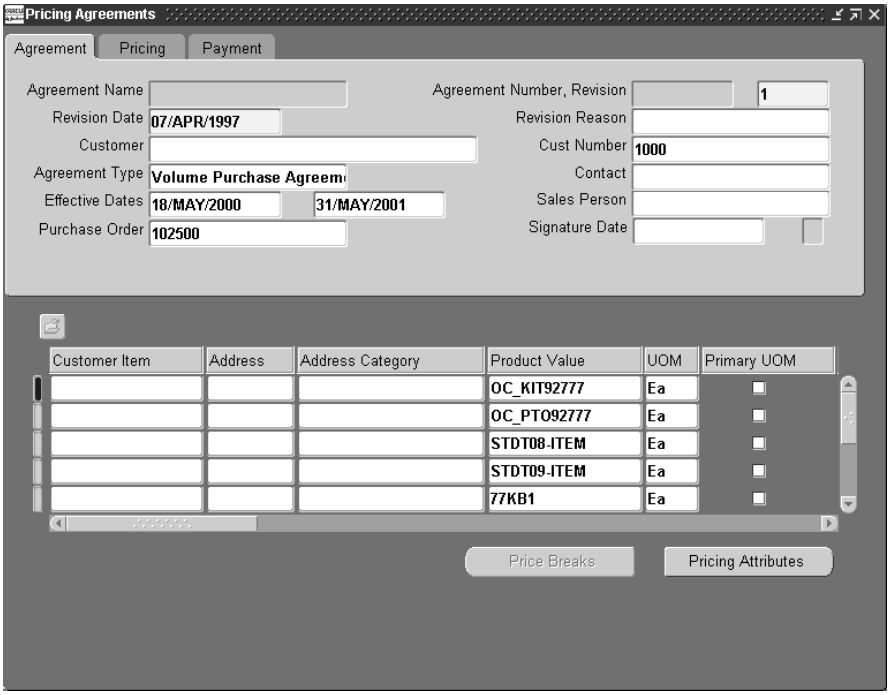
Creating a Price Agreement

Note: The Agreement field does not display by default on the Oracle Order Management order header. You must use folder technology to show it.

To create a price agreement:

1. Navigate to the Pricing Agreements window.

   The Pricing Agreements window displays.



2. In the Agreement tabbed region, enter an agreement name in Agreement Name.
3. Enter an agreement number in Agreement Number.
4. Enter a revision number in Revision.

If you want to create a revision:

- Retrieve the current revision.
- Change the ending effective date of the current revision. Different revisions cannot have overlapping start or end dates.
- You cannot create a revision for an agreement unless the current version has effectivity dates. If the current revision does not have effectivity dates, add them now and save your work.
- Clear the window.

5. Enter the same agreement name, the same agreement number, and a new revision number as if you are creating a new agreement.
6. Select a revision date in Revision Date.

   The revision date defaults to the current date.
7. Enter the customer name in Customer. The customer number displays in Cust Number.
8. Select an agreement type in Agreement Type.
9. Enter a contact in Contact.
10. Enter effectivity dates in Effective Dates.

    The effectivity period defaults from the current date to two years from the current date.
11. Enter a salesperson name in the Sales Person field.
12. Enter the customer's purchase order number in Purchase Order.
13. Enter the purchase order signature date in Signature Date.
14. Select the Pricing tabbed region, Payment Terms region.

    Select a pricing list to associate with the agreement in Price List

> **Note:** The list of values for price lists in agreements references other agreements. The agreement feature does not use price lists that you created in the Create Price Lists window.
>
> You cannot associate a qualifier with an agreement because the price list of an agreement is the qualifier for the agreement.

15. Select a currency in Currency.
16. Enter a rounding factor in Rounding Factor.
17. Enter a description for the price list in Description.
18. Enter a default freight carrier in Freight carrier.
19. Enter default freight terms in Freight Terms.
20. Enter a comment in Comments.
21. In the Payment tabbed region, select payment terms in Payment Terms.
22. Enter the bill-to name in Invoice To.
23. Enter the bill-to address in Address.
24. Enter the bill-to contact in Invoice Contact.
25. In the Payment tabbed region, Rules region, enter an accounting rule in Accounting Rule.
26. Enter an invoicing rule in Invoicing.

> **Note:** Create the accounting and invoicing rules in Oracle General Ledger.

27. To set the accounting rule override flag, in the Override Flag region, select Accounting Rule.
28. To set the invoicing rule override flag, in the Override Flag region, select Invoicing Rule.

    Refer to steps 28 through 40 for each item that you want to add to the price list.
29. In the lowest region of the form, enter a customer item number in Customer Item. Customer item is a pricing attribute

Enter a customer address in Address.

> **Note:** When you enter a customer item, Pricing creates one pricing attribute and one product attribute for the agreement line for the customer item and its corresponding internal inventory item.

30. Enter a customer address category in Address Category.

31. Enter an inventory item number in Product Value.

> **Note:** You cannot enter an item category in Product Value. If you entered a customer item which is associated with more that one inventory item, you must select the correct inventory item for the agreement line.

32. Enter a unit of measure in UOM.
33. Select Unit Price for Application Method.
34. Enter base price in Value.
35. Enter the effectivity dates in Start Date and End Date.
36. Select Price List Line in Line Type.
37. Select Primary UOM if this price list line unit of measure is the primary pricing unit of measure for the item.

    Advanced Pricing uses the primary pricing unit of measure and the Oracle Inventory unit of measure conversion information to price an order whose unit of measure does not have a price list line. For example, a price list has two price list lines for item A11111, one with unit of measure EA—the primary UOM—and one for boxes. When the pricing engine receives an order in unit of measure CS, it accesses the unit of measure conversion tables to convert CS to EA.
38. Enter a comment in Comments.
39. Enter a revision number in Revision

> **Note:** This revision number is not dependent on the agreement revision number.

40. Enter a revision reason in Revision Reason.You must create a list of reasons before you use this field.
41. Enter the revision date in Revision Date.
42. Save your work.

To define pricing attributes:

1. Choose the Pricing Attributes button.
2. Enter a product context in Product Context.
3. Enter a product attribute in Product Attribute.
4. Enter a product value in Product Value.
5. Enter a pricing context in Pricing Context.
6. Enter a pricing attribute in Pricing Attribute.
7. Enter values in Value To.

   Note: You cannot enter Value To and Operator in the Pricing Attributes window.

8. Save your work.

   Note: The pricing attributes are joined as AND conditions since they apply to one price list line.

To define price breaks:

1. Choose the Price Breaks button.

   The Price Breaks button is enabled only when you select the Price Break Header in Line Type on the agreement line.

   Perform the remainder of the steps for each price break that you want to define.
2. Enter the Pricing Context.
3. Enter the Pricing Attribute.
4. Enter the Value From.
5. Enter the Value To.
6. Enter the list price in Price field.
7. Save your work.

Overview of Credit Checking

Order Management's credit checking feature is the process by which orders are validated against user-defined rules to verify that the customer has a sufficient credit record established with your company to allow the order to be processed and shipped in advance of payment. Credit checking includes:

- validating orders to continue through the workflow process
- a notification of appropriate parties of credit holds
- a method to release the hold or approve the order
- reporting and quering tools to allow the credit department to verify that holds are being processed in a timely manner.

Order Management allows you perform credit checks on your customer orders, and automatically hold orders that violate your credit rules. You can define customer profile classes and maintain individual credit profiles for your customers and customer sites that specify the maximum single order limit and the maximum total credit balance for each customer or site. You can also define the rules that Order Management uses to calculate a customer or site's total credit balance. You can define whether certain payment terms are exempt from credit checking, such as a cash payment in full.

When the order is committed after making any changes, credit check is automatically performed, if applicable.

- Define credit check rules are assigned to order types. If order types, customer profiles and payment terms on an order allow credit checking, then credit checking will occur at Booking or Pick Release.
- Orders failing credit check are placed on Credit Check Failure hold and can be resolved by manually releasing the hold in the Sales Orders window.

Credit Checking Criteria

You can control which orders are subject to credit checking. The orders that could be exempted from credit check can be:

- Orders of a given type. For example, you may want to exclude staff sales or internal sales orders from credit checks. Credit checking rules are assigned to order types. While setting up order types, if the credit check rule field is left blank, this would automatically exclude orders of that type from credit check.
- Orders for a given class of customer. For example, a manufacturer may wish to exclude all orders from internal customers from credit check. You can group all

your internal customers into one customer class, and then set up credit checking rules to exclude that class of customer. With Order Management and Oracle Receivables, while setting up a customer profile class, you can disable the Credit Check flag. Customers that have this customer profile class assigned to them would then be excluded from credit check.

- Order for a given customer. For example, a manufacturer may wish to exclude all orders from its largest customer from credit check. With Order Management and Oracle Receivables, excluding a specific customer from a credit check can be achieved by disabling the Credit Check flag for this customer only in the individual customer profile.
- Orders for a given customer billing address. For example, a manufacturer may wish to exclude orders that will be invoiced to one of it's largest customer corporate headquarters from the credit check process. With Order Management and Oracle Receivables, the individual bill-to sites can have a different transaction profile from the parent customer. While setting up the bill-to site profile, enabling the Credit Check flag determines whether orders billed to that address will be credit checked.
- Order lines with a given payment term. For example, order lines with a cash on delivery payment term can be excluded from the credit checking process. With Order Management, the payment terms also have a Credit Check flag. Disabling this flag will automatically exclude order lines with that payment term from the credit evaluation. Only those lines that have payment terms with credit checking turned on are compared against the credit limits.

Credit Check Rules

You can use different credit checking rules at different points in the order process flow. For example, you might want to perform a credit check before booking, but you may want to apply specific controls before shipping the product to your customer.

In Order Management, separate credit checking rules can be assigned for use at the time of booking and shipping when setting up the order type. The Booking credit check rule is used if the credit evaluation occurs before any one of the order lines has been booked and the picking rule would be used if at least one of the lines has been booked. Thus, a stringent rule which can include uninvoiced orders and open receivables for exposure calculation can be used as the picking rule, whereas the booking rule may just include open receivables.

Prevent Processing

You can prevent the processing of a line or group of lines which violate a business rule that manages exposure and cash flow. For example, if a business rule exists that prevents entering a customer order with a total value greater than $100,000, without credit manager approval, then those orders, lines, or line groupings in excess of $100,000 will be placed on credit check hold. Possible groupings are:

- Total order
- Shipment of an Order Line
- All lines on the Order that must ship together
- All lines that must be delivered together

In Order Management, credit holds are applied for to bill-to sites or bill-to customers that fail credit check on an order. The lines that belong to these held sites or bill-to customers are checked for holds within each workflow activity in the order and line flows. If a hold exists, then the processing of that line is stopped.

Lines that ship together or should be delivered together can be placed in a set. If any one of these lines on the set is on credit hold, none of the other lines can be shipped or delivered until the line is released from hold. However, other lines will be processed until the shipping and delivery activities.

Credit checking is performed at the header level, meaning it checks the order at the header level and if it fails the whole order is put on credit check hold. If the quantity of one or more lines get changed, the whole order goes through the credit check again and every thing is reevaluated again.

Pick release performs a check for hold and if the order or line is on hold, it stops the line from being pick released by not creating a move order line for the corresponding delivery.

Releasing Orders and Lines for Further Processing

You can view orders and lines on credit check hold in various ways. You can view the following:

- All customers, order, lines sets on credit hold, their activities, and date ranges that belong to a particular approver. For example, a credit manager may be asked to improve cash flow, so that credit manager wants to view all customers on a hold of some sort, in an effort to prioritize which customer is contacted first to expedite payment. From the Holds Information tabbed region in the Find Orders window, the approver can query all hold criteria for hold sources or a credit hold.

- All lines on credit hold for a given customer. For example, to handle a customer request for an increased credit maximum value, a credit manager may want to review all current credit holds for that customer. From the Find Orders window in the Order Organizer, the approver can query all lines for a particular customer that are on credit hold.

You can release a group of order lines for further processing after the appropriate approval. Groupings of order lines can include, but are not limited to:

- A single order line from multi-lines.
- All order lines for all companies under a given parent.
- All order lines for a given customer, class, or customers.
- All order lines on a given order, order type, or range of orders.
- All order lines that are to be delivered on a given date and time or range of dates.
- All order lines that are scheduled to ship at a given date/time or range of dates.

For example, you may prefer to expedite resolving credit holds by applying managerial approval and release to a group of lines as opposed to approving lines or orders individually. This way, a greater number or volume of credit holds can be resolved at one time. You should be able to release some of the lines of an order, while leaving other lines of the order on credit hold.

Credit check holds are automatically released if the lines are updated such that the new balance is within the site or customer credit limits. In addition, an approver can view all the lines on credit hold and can selectively release some lines from this hold. These manually released lines are not placed on Credit Check Hold during subsequent credit checks.

Automatic Credit Checking of Orders

Use Order Management's automated credit checking to prevent shipping of products to customers with unacceptable outstanding credit exposure automatically. Credit checking can be done at ordering, shipping, or both. You determine balances to include when calculating total credit exposure, and set total exposure limits for a customer or customer site.

Credit Check Rules

Credit check rules are the formulas you use to calculate total credit exposure for a customer or customer site. You may include or exclude several different balances which Order Management uses to derive a customer's outstanding credit balance. For example, you can include all outstanding receivables, only past due receivables, or only receivables within a certain date range. You can define as many different credit rules as you need to meet your business requirements.

Customer Profile Classes

Customer Profile Classes allow you to create different credit risk classes and to assign default credit policies to each class. Customer Profile Classes standardize your credit policies across customers and serve as templates when you create Customer Profiles.

Customer Profiles

Customer Profiles define your credit policies for individual customers or customer sites. You can accept the default credit policies from a Customer Profile Class, or you can customize credit limits to fit the particular customer. You can implement credit policy changes by modifying a Profile Class and cascading the changes to individual Customer Profiles.

Order Types

You can determine by order type whether to perform credit checking at ordering, shipping, or both by specifying the Credit Check Rule name when you define your order type. See: Defining Transaction Types on page 1-87.

Payment Terms

Order Management allows you to control credit checking by payment terms, so you never unnecessarily credit check orders when, for example, your customer pays in cash.

Exposure Calculation

Order Management provides you with the ability to increase the available credit for customers automatically as payments post to their accounts. If a customer reaches a $10,000 credit limit and a payment posts to the account for $6,000, the total credit exposure will be automatically recalculated to show the $6000 available credit. See: *Oracle Receivables User's Guide*.

Discounts and Allowances

Order Management allows you to credit check orders after discounts and allowances. The value of an invoiced order being credit checked will include all discounts and allowances. The value of an uninvoiced order will include any off-invoice discounts and allowances.

> **Note:** Additional deals or promotions that do not affect the invoice amount are not used in credit checking. These types of deals and promotions include accrued non-invoiced and retrospective discounts and pending rebates.

Credit Check Hold

Order Management automatically holds customer orders that exceed credit limits. You control who is authorized to release Credit Check holds when you would like to make an exception or the customer's credit balance is acceptable.

Audit Trail of Credit Check Holds

Order Management maintains a complete audit trail of credit check holds, which allows you to track who applied or removed each hold, the date it was applied or removed, and why.

Online Status

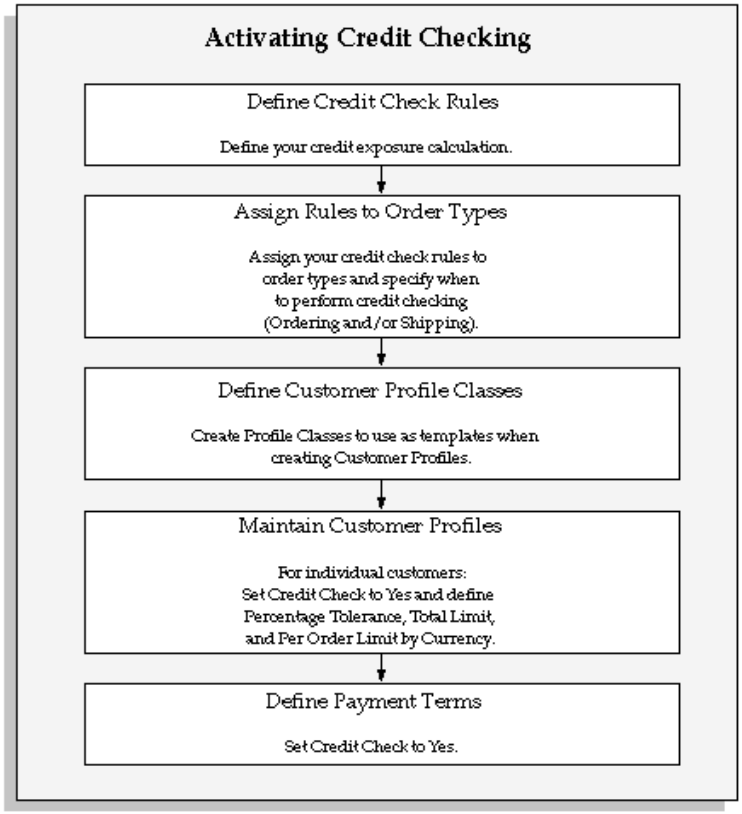
Order Management's online inquiry capability allows you to review the status of any orders on credit check hold.

Report on Credit Check Holds

The Outstanding Holds Report lists orders on hold, including credit check hold, for any or all customers. The Orders on Credit Check Hold Report lists customer balances for customers with orders on credit hold to help you determine why their orders are on hold.

Activating Credit Checking

Three levels of control determine which orders undergo automatic credit checking: Order Type, Customer Profile, and Payment Terms. Credit Checking occurs on an order when *all* three levels allow credit checking. If one level disregards credit checking, credit checking does not occur for the order. The following figure summarizes the credit check activation steps.



Define Credit Check Rules

Define as many credit check rules as you need to support your business practices. Assign up to two rules to an order type: one for order booking and the other for shipping. Any customer balances you include in your rule are added together to calculate the total order limit for a customer or customer site. If you include your

customer's open receivables balance, you can limit the balance to only overdue receivables. If you include uninvoiced orders, you can limit the balance to only orders scheduled to ship within a certain number of days. This prevents blanket orders (orders for a large quantity of an item with several ship dates over several months) from artificially inflating your customer's outstanding balance. You can also include balances from orders currently on hold. Orders Currently On Hold includes orders on any hold: Credit Check hold, GSA Violation hold, or any of your unique holds. The more balances you include in the formula, the higher your customer's total credit exposure (potentially) and the sooner they reach the credit limit. Use the Credit Check Rules window to define credit rule formulas.

Assign Credit Check Rules to a Transaction Type

Control when credit checking occurs and the rule used to calculate a customer's outstanding credit balance by assigning Credit Check Rules to a Transaction Type. By assigning Credit Check Rules to the fields Ordering and/or Shipping in the Transaction Type window, you enable credit checking for orders using this order type. The Ordering field enables credit checking when you book an order, and the Shipping field enables credit checking when you run Pick Release. You can assign the same rule to both fields or use different rules.

Attention: If you do not assign a rule to either Ordering or Shipping, verification of payment, including credit card authorizations do not occur for orders using this order type, regardless of other credit checking parameters.

Create Customer Profile Classes

Use the Customers window to specify credit limits in different currencies using these four fields: Order Credit Limit, Credit Limit, and Currency in the Profile Class Amounts tabbed region, and Credit Check and Tolerance in the Profile: Transaction tabbed region.

To enable credit checking for the Profile Class, check the Credit Check check box. Leave the Credit Check check box unchecked to disable credit checking for the Profile Class.

The Order Credit Limit field sets a limit on the amount of an individual order. If credit checking is active and the customer exceeds the Order Credit Limit on an individual order, the order is placed on credit hold.

The Credit Limit field sets a limit on the customer's outstanding credit balance, which is calculated using the Credit Check Rule. If credit checking is active and a

customer's outstanding credit balance exceeds the assigned Credit Limit for that customer, the order is placed on hold.

The Tolerance field specifies a percentage by which a customer can exceed the Order Credit Limit and the Credit Limit without being placed on credit hold. If a Tolerance percentage exists, the Order Credit Limit and the Credit Limit are increased by the Tolerance percentage before individual order balances and the customer's outstanding credit balance are compared to these limits.

The Currency field determines the currency of the Order Credit Limit and Credit Limit values. A single Customer Profile Class can have limits in several different currencies. Order Management uses the currency of the order you are credit checking to determine which currency credit limits to use in credit checking calculations. Order Management considers only orders and invoices in the same currency as the order you are credit checking when calculating a customer's outstanding credit balance, and compares this to the Credit Limit value for the currency.

Attention: If you have not defined credit limits in a particular currency and you enter an order in that currency, no credit checking occurs on the order.

Create Customer Profiles

Implement credit limits for individual customers or customer sites by creating a Customer Profile for the customer and / or the Bill-To Site. A Customer Profile is required at the customer level, and is optional at the Bill-To Site level. When credit checking uses a Customer Profile associated with a Bill-To Site, the Credit Check Rules consider only those orders for the Bill-To Site in their calculations. When credit checking uses a Customer Profile from the customer level, the Credit Check Rules consider all orders for the customer, regardless of Bill-To Site, in their calculations.

Below describes which Customer Profile controls credit checking calculations when Profiles exist at the customer level and / or Bill-To Site. The table uses a customer called ACME as an example. ACME has two Bill-To Sites: Gotham and Metro. The Metro site does not have a Bill-To Site Customer Profile; it relies on the Customer Profile at ACME's customer level. Each row in the table corresponds to a different combination of Customer Profiles for the Gotham Bill-To Site and ACME's customer level. Each row shows which Customer Profile controls credit checking on ACME's sales orders depending on which Bill-To Site is used on the order, Gotham or Metro.

ACME Customer Level		**Gotham Bill-To Site**			
Customer Profile?	Limits in Order Currency?	Cus-tomer Profile?	Limits in Order Curren-cy?	Customer Profile used for Credit Checking a sales order when the Bill-To Site is Gotham	Customer Profile used for Credit Checking a sales order when the Bill-To Site is Metro
Yes	Yes	Yes	Yes	Gotham Site Profile	Customer Level Profile
Yes	Yes	Yes	No	Customer Level Profile	Customer Level Profile
Yes	Yes	No	N/A	Customer Level Profile	Customer Level Profile
Yes	No	Yes	Yes	Gotham Site Profile	No Credit Checking
Yes	No	Yes	No	No Credit Checking	No Credit Checking
Yes	No	No	N/A	No Credit Checking	No Credit Checking
No	N/A	Yes	Yes	Gotham Site Profile	No Credit Checking
No	N/A	Yes	No	No Credit Checking	No Credit Checking
No	N/A	No	N/A	No Credit Checking	No Credit Checking

The interaction between Customer Profiles at the customer level and at the Bill-To Site allows flexibility in implementing your credit policies. For example, if you enter a new Bill-To Site with no credit history, you can assign a Profile which does not perform credit checking, while at the customer level the Profile does require credit checking. In this case, credit checking does not occur on orders from the particular Bill-To Site, but does occur for all other sites belonging to the customer. Or you might decide not to assign a Profile to the new Bill-To Site. In this case, credit checking occurs on orders for the new Bill-To Site based on the customer level profile, and using balances for all of the customer's sites.

You can also control credit policies by currency for each Bill-To Site or customer. For example, orders in a particular currency may comprise a small portion of the orders from a particular Bill-To Site, but are a large portion of the orders from other sites. You can omit defining credit limits in that currency for the Bill-To Site, while defining appropriate limits in that currency on the Profile assigned to the customer. When you enter an order in that currency for the Bill-To Site, credit checking uses

the Profile at the customer level and considers all the customer's orders, invoices, and payments in that currency, not only the small portion related to the Bill-To Site.

Define Credit Checking Policies on Payment Terms

To enable automatic credit checking on an order using specific payment terms, enable the Credit Check check box on the Payment Terms window.

Attention: If the Credit Check field is disabled, automatic credit checking does not occur on any order using the payment terms, regardless of other credit checking parameters.

Using Credit Checking

Order Management uses these procedures when credit checking orders.

Initiate Automatic Credit Checking

If the order type, customer profile, and payment terms on an order allow credit checking, then credit checking automatically occurs at ordering, shipping, or both according to the order type. If credit checking is active at ordering, any changes that affect the order total, payment terms, or schedule date of a booked order in the Sales Orders window automatically initiate another credit check.

If an order fails credit checking at booking, it is placed on Credit Check Failure hold. The order cannot proceed in its order flow until the hold is released. A message displays at the bottom of the Sales Orders window notifying you that the order failed credit checking and is on hold.

If an order fails credit checking at shipping, the order is placed on Credit Check Failure hold and is not pick released. The order cannot proceed in its order's process flow until the hold is removed.

You can view individual orders on Credit Check Failure hold in the Sales Orders Pad window, or all orders on Credit Check Failure hold in the Order Summary tabbed region of the Order Organizer window. You can generate a report of orders on Credit Check Failure hold using the Outstanding Holds Report, or run the Orders on Credit Check Hold Report to view customer balances for customers who have orders on credit hold to help you determine why their orders are on hold.

Release an Order from Credit Check Failure Hold

You may automatically release an order from Credit Check Failure hold when you make changes that affect the order total, payment terms, or schedule date of the order in the Sales Orders window. As mentioned above, if credit checking is active at ordering, the order goes through credit checking again. If the order no longer violates credit checking criteria, Order Management automatically releases the hold. The order may no longer violate credit checking because changes to the total value of the order may bring it under credit limits, or changes to payment terms may turn off credit checking. Also, the customer's total outstanding balance may now be within limits.

If an order is on credit hold as a result of violating credit limits at shipping, the next time you Pick Release the order it goes through credit checking again. If the order no longer violates credit checking criteria, Order Management automatically removes the hold and releases the order according to your picking criteria. The order may no longer violate credit checking because of changes to quantities, schedule dates, or customer's total outstanding balance. If Pick Release immediately follows order entry in the order flow, then Pick Release also can automatically remove a credit checking hold placed at ordering.

If your responsibility has the authority, you can release an order manually from credit check hold at any time by choosing the Actions button in the Sales Orders window.

Modify Customer Profiles

Modify multiple Customer Profiles at once by modifying a Customer Profile Class in the Customers window. Upon committing your changes to a Customer Profile Class, three options exist for implementing your changes for customers whose Customer Profiles were originally created from the Customer Profile Class: Do Not Update Existing Profiles, Update All Profiles, and Update All Uncustomized Profiles.

Use these update options to increase or decrease credit risk easily and without changing each customer's credit limits, by modifying the Tolerance percentage and selecting either Update All Profiles, or Update All Uncustomized Profiles.

Changes to Order Credit Limit, Credit Limit, and Tolerance values on the Customer Profile do not automatically initiate rechecking credit for existing orders or release orders currently on hold. When credit checking is next performed against an existing order, either through Pick Release or in the Sales Orders window, the new limits take effect. New limits are immediately in effect for new orders.

Update a Customer's Outstanding Credit Balance

Depending on what your Credit Check Rule includes in calculating your customer's outstanding credit balance, these transactions may affect your customer's outstanding credit balance: paying or crediting invoices, releasing orders from hold, invoicing orders, or new orders moving into the shipping horizon.

Your customer's outstanding credit balance is calculated and compared to the Credit Limit only during the credit checking process at ordering and/or shipping. At either point in the order cycle, changes in your customer's outstanding credit balance can cause Order Management to automatically place a hold or remove a hold from an order. For example, during order entry the customer is over the specified credit limit and the order is put on Credit Check hold. The next day the customer pays several invoices which puts the balance under the credit limit. The order is not automatically released from Credit Check hold when the invoices are paid. The order is automatically released from Credit Check hold only if you run Pick Release or modify the price, quantity, or schedule date of a booked order line in the Sales Orders window, because these events trigger automatic credit checking. If your responsibility has the authority, you have the option of manually releasing a credit hold on an order in the Holds Information tabbed region of the Sales Orders window.

Deactivating Credit Checking

There are three ways to deactivate Credit Checking on an order:

- Use an order type that does not have an assigned credit rule.
- Define the Customer Profile so that the Credit Check check box is not checked.
- Use payment terms for which the Credit Check check box is not checked.

Deactivating Credit Checking does not automatically release orders previously on credit hold. However, the next time you attempt to Pick Release an order or trigger credit checking in the Sales Orders window, Order Management releases the credit check hold.

See Also

Defining Credit Check Rules on page 1-165

Overview of Sales Orders on page 2-18

Releasing Holds on page 2-152

Defining Holds on page 1-171

Orders on Credit Check Hold Report on page 5-40

Outstanding Holds Report on page 5-43.

Defining Credit Check Rules

You can define credit checking rules to use when calculating a customer's outstanding credit balance. If an order fails a credit check, it is automatically placed on credit check hold.

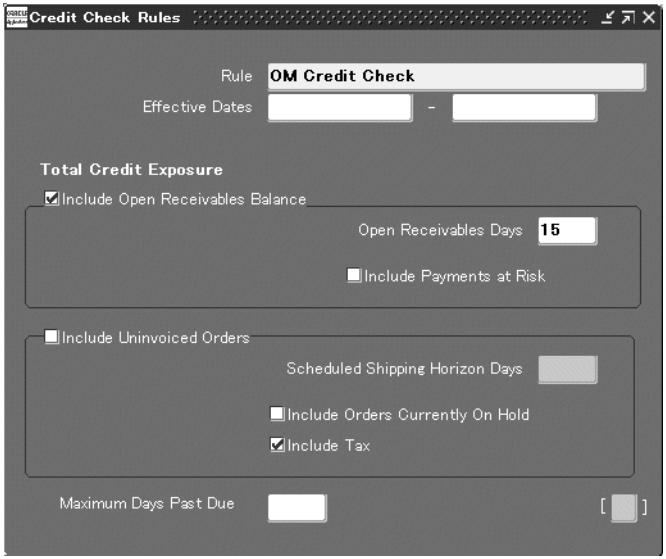
You can include in or exclude from your credit check rule some or all of your open accounts receivable balances, and some or all of your uninvoiced orders. You can define as many credit checking rules as you need. If you inactivate a credit checking rule, you also must remove it from any order types that use it.

Order Management uses the currency of the order you are credit checking to determine which credit limits to use in credit checking calculations. Order Management only includes orders and invoices in the same currency as the order you are credit checking when calculating a customer's outstanding credit balance.

To define a credit check rule:

1. Navigate to the Credit Check Rules window.

   The Credit Check Rules window displays.



2. Enter a name for the credit check rule.
3. Optionally, enter the Effective Dates for the rule.

4. Indicate whether to include the Open Receivables Balance in this credit check rule.

   You must enable either the Include Open Receivables Balance check box or the Include Uninvoiced Orders check box in your credit check rule. You can activate both, but you cannot toggle both off.

5. If you enabled Include Open Receivables Balance, enter a value to indicate the range of dates for open receivables that you want to include in this credit check rule.

   - Negative Number--Includes past due, current, and future open receivables up to X days beyond the current date.
   - Positive Number--Includes open receivables with invoice dates X days earlier than the current date.
   - No Value--Includes all open receivables.

   Indicate whether to include uninvoiced orders in this credit check rule.

6. If you enabled Include Open Receivables Balance in your credit check rule, you can indicate whether to Include Payments at Risk when calculating a customer's outstanding balance.

   Receipts at risk are remitted receipts that have not been cleared, or discounted (factored) receipts that have not been risk eliminated. If the performance of credit checking requires improvement you can toggle off this option.

7. If you enabled Include Uninvoiced Orders, enter the number of scheduled shipping horizon days for uninvoiced orders to include in your total credit exposure.

   For example, if you enter 45, the total exposure includes only uninvoiced orders scheduled to ship within 45 days of the current date. Orders scheduled to ship after 45 days are not included when calculating exposure.

8. If you include uninvoiced orders in your credit check rule:

   - Indicate whether to Include Orders Currently On hold.
   - Indicate whether to Include Tax on uninvoiced orders.

   Credit checking calculations on open receivables always include tax amounts and are not affected by the Include Tax option. If the performance of credit checking requires improvement you can toggle off this option.

9. Enter the number of days that an invoice can be past due in the Maximum Days Past Due field to specify the number of days that an invoice can be past due.

Order Management checks to verify if at least one invoice for the customer has been past due for a period beyond the time you specified. If so, the order is placed on credit hold.

10. Save your work.

iPayment Processing

Order Management provides you with the ability to record credit card information through the Sales Orders window and obtain authorizations for credit card transactions using Oracle iPayment. You can also set up the secure encryption feature to mask confidential card holder information.

Order Management tracks the following credit card information:

- credit card numbers
- credit card holder's names
- expiration dates
- payment types and methods
- authorization codes and amounts

Attention: iPayment processing can only occur if you are using an order type that has a credit checking rule and the rule will perform the authorization at Booking or Shipping.

Risk Management

iPayment offers a risk management feature to identify high risk transactions by Oracle iRisk. This feature enables merchants and e-commerce service providers to manage the risk when processing transaction through the internet. Oracle iRisk enables you to define any number of risk factors to verify the identity of your customers, assess their credit rating, and manage risk in a secure online environment.

You will receive the customer's risk score, which is based on the risk factors, scores, and formulas that are setup in Oracle iRisk. The risk factor calculations are dependent on the *OM: Risk Factor Threshold* profile option. See: Order Management Profile Options on page 1-12. If the risk factor score exceeds the risk score threshold, the order is automatically placed on hold. High risk holds include credit card authorization and high risk failures. If a customer's transaction receives both authorization failures, the authorization failure hold will be applied. Both hold types can be removed manually and the order will continue through the order cycle process.

Below is a list of risk factors used by Order Management:

- payment amount

- time of purchase
- payment history
- frequency of payments
- transaction amount limit
- ship-to and bill-to addresses

Quantity Changes and Cancellations

Authorizations are given at the sales order header level only. If order line quantities are changed or cancelled and if an unexpired or uncaptured authorization exists, Order Management voids the first authorization and attempts to obtain a new authorization for the new order amount.

Manual and Online Authorizations

You can choose to obtain manual authorizations and enter the authorization code in the Authorization Code field in the Sales Orders window.

Encryption

Order Management allows you to mask cardholder information including credit card numbers and authorization codes by setting the *OM: Credit Card Privileges* profile option. Only the last four digits of the credit card number are displayed if the profile option is set to Limited or None. If the profile option is set to All, the full credit card number is displayed.

Drop Shipments

Order Management provides the ability to obtain credit card authorizations for drop shipments. Authorizations are obtained at the booking and purchase release activity of the drop shipment order.

See Also

Defining Sales Order Main and Others Header Information on page 2-20.

Order Management Profile Options on page 1-12

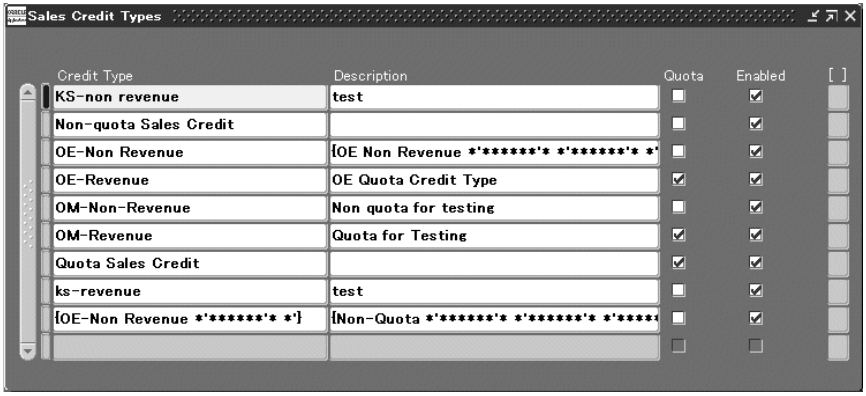
Defining Sales Credit Types

Order Management uses sales credit types to determine if the sales credit for an order is a quota or non-quota amount.

You can define as many sales credit types as you need.

To define sales credit types:

1. Navigate to the Sales Credit Types window.



2. Enter the Credit Type Name and Description for the credit type.
3. Select the Quota check box if the sales credit type applies to revenue quota sales credit that you assign to salespeople.
4. Select the Enabled check box to activate the sales credit type.
5. Save your work.

Defining Holds

You can define holds to halt processing of your orders, returns, and their lines. Because orders and returns are not affected by holds until they are applied, you can define all the holds you use in your business at once. You can define holds that are effective only at certain steps of the order or line workflow, as well as, holds that apply regardless of the stage in the order's flow.

For example, you may want to apply an item hold to prevent order lines for a particular item to be released for shipment. Any orders that are not ready for shipment or any orders that have already been shipped are not affected by this hold. You can also define a hold that affects all orders, no matter where the order is in its cycle. When this type of hold is applied, it is effective regardless of the order's position in the cycle.

For each hold, you can specify hold security by responsibility to control which responsibilities have authority to apply or remove the holds you define. Holds can be defined to be specific to pick, pack, or ship activities.

To define a generic hold:

1. Navigate to the Holds window.

2. Enter the Name and Description for the hold you want to create.
3. Enter a valid hold Type.

Hold Name	Description	Hold Type
Configurator Validation Hold	Automatically applied to order lines that fail Configurator Validation.	Configurator Validation
Credit Card Authorization Failure	Automatically applied to orders if credit card authorization request to iPayment fails.	Electronic Payment
Credit Card High Risk	Automatically applied to orders if risk score determined by iPayment is greater than the value of profile *OM: Risk Factor Threshold* for electronic payments.	Electronic Payment
Credit Check Failure	Automatically placed if credit check rule evaluation fails on orders setup to be credit checked.	Credit Check
GSA Violation	Automatically placed on orders which are in violation of GSA.	GSA Violation
- No pre-defined hold of this type -	Reserved for you to define administration holds based on your business processes.	Order Administration Hold

4. Optionally, enter the Effective Dates for the hold to control when you can use this hold.
5. Optionally, determine which user responsibilities have authority to apply or release holds by entering combinations of responsibilities, authorized actions, and effective dates.

   You can give some responsibilities the authority to apply a hold, other responsibilities the authority to release it, and others the authority to do both. If you do not specify a responsibility for a hold, anyone can apply or release it.
6. Save your work.

To define an activity-specific hold:

1. Navigate to the Holds window.
2. Enter the Name and Description of the activity-specific hold you want to create.

3. Enter a valid activity-specific hold Type.

   Order Management provides two standard hold types that are used for the GSA and Credit Checking features: GSA Violation Failure and Credit Check Failure. Order Management also provides the Configurator Validation hold type, which is used if you invalidate a configuration after booking. Define other hold types using quickcodes.

   - Order Level--Places the activity-specific hold at the order level.
   - Line Level--Places the activity-specific hold at the line level.
   - Return Level--Places the activity-specific hold at the return level.

4. Enter the Workflow Item where you want to stop processing of orders with this hold.

   The hold activates as soon as the workflow item has a status for the applicable order. For example, you can define a hold that prevents an order from being released for picking by entering Pick Release in this field. The hold takes effect as soon as an order that meets your hold criteria is eligible for Pick Release. If you leave this field blank, the hold prevents the order from processing as soon as it is applied regardless of workflow item.

5. Enter the Workflow Activity for the hold.

   The workflow activity determines where in the order cycle the hold will be placed. All other lines will be processed except for the line against which the hold is effective.

6. Optionally, enter the Effective Dates for the activity-specific hold to control when you can use this hold.

7. Optionally, determine which user responsibilities have authority to apply or release activity-specific holds by entering combinations of responsibilities, authorized actions, and effective dates.

   You can give some responsibilities the authority to apply a hold, other responsibilities the authority to release it, and others the authority to do both. If you do not specify a responsibility for an acitivity-specific hold, anyone can apply or release it.

8. Save your work.

See Also

Overview of Holds on page 2-143

Applying Holds on page 2-147

Releasing Holds on page 2-152

Overview of Attachments

Order Management provides you with an attachments feature which includes:

- standard document attachments
- adding free form text to order, order lines, returns, and return lines.
- attach all types of attachments including graphics, free form text and HTML pages.
- multi-lingual support for translation purposes
- specifying attachment rules for automatic attachments

Standard Documents Definition

You can define and set up standard documents using the forms interface provided. These documents can later be attached to your orders, order lines using Attachments window.

One Time Document Attachments

Order Management allows you to add free form text to your orders, order lines, returns and return lines as attachments. You can copy standard documents and modify them into one time document attachments.

Multilingual Support

Order Management allows you to translate documents to the language of your choice by using the standard attachment technology.

Attachment Addition Rules

You can specify the attachment rules for automatically attaching all types of documents to orders, order lines, returns, and return lines. The document attachment rules can be specified for any data type supported by the attachments technology including graphics, image, html, and free form text. You can specify the attachment addition rules at the order and line levels by specifying values for specific attributes on the orders and returns. See: Defining Attachment Addition Rules on page 1-178

Applying Attachments

You can automatically apply standard attachments to orders and returns based on the attachment addition rules you defined. You need to set the *OM: Apply Automatic*

Attachments profile option to Yes to determine the method automatic attachments are applied. You can also apply attachments manually b choosing the Actions button and select Apply Automatic Attachments on the Sales Orders window.

Note: Attachments are not reapplied automatically when an order or return is updated. Choose the Actions button from the Sales Orders window and select Apply Automatic Attachments to apply updated.

Viewing Attachments

You can view the attached documents in the Order Organizer and Sales Orders windows. From the View menu, select Attachments in the Order Organizer and Sales Orders windows to view and edit your attachments.

Report Assignments

You can specify which attachments appear on your reports. You should be able to specify any type of reports. This include the following reports, but not limited to:

- Sales Order Acknowledgment Report
- Pick Slip Report
- Pack Slip Report
- Bill Of Lading Report

You can setup your report assignments in the AOL Document Categories window and choose the Report Assignments button. In addition, you can specify the preferred language or select the language of your choice to print on the attached documents.

Copying Orders

You can copy document attachments to a new order or return when you copy an order by using the copy orders feature. In the Copy Orders window, you have the option of including or excluding manual attachments when copying orders, order lines, returns, and return lines.

Order Import

Once an order has been imported through Order Import into Order Management, you can apply your attachments. You can automatically apply attachments to imported orders based on your attachment addition rules. When creating the order

or order line through Order Import, automatic attachments are applied if the profile option *OM: Apply Automatic Attachments* is set to Yes.

Security

When viewing order and returns, you can specify which user responsibility can apply and update or simply view attachments. The function security feature in the Sales Orders window also applies attachments. If you set the function security to view orders and returns, you will only be able to view attachments without the ability to apply or update the attachment.

Defining Attachment Addition Rules

You can specify rules for automatically attaching of all types of documents to orders and order lines. At order level, you can specify your attachment addition rules by specifying values for the following attributes on the order or return:

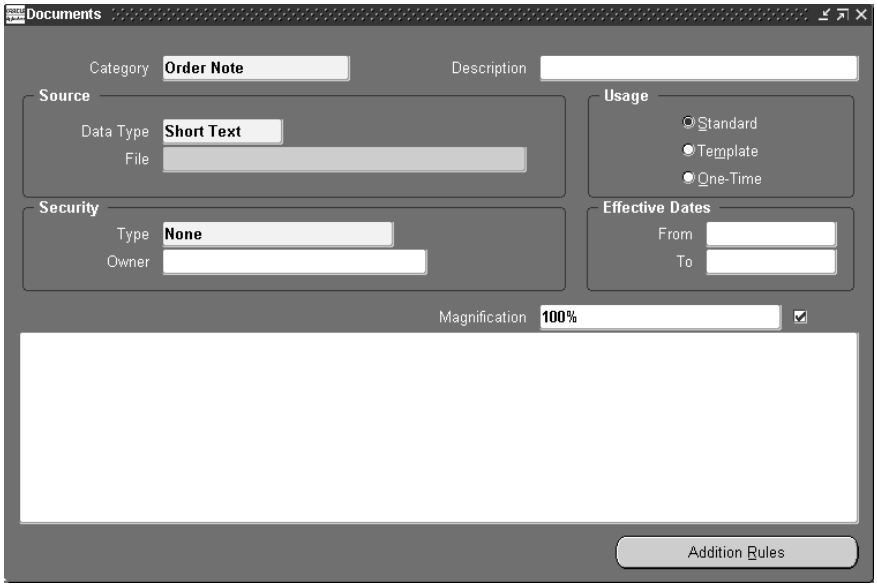
- Customer
- Customer PO
- Invoice To
- Order Category
- Order Type
- Ship To

At order line level, you can specify your attachment addition rules by specifying values for the following attributes on the order or return:

- Customer
- Inventory Item
- Invoice To
- Line Category
- Line Type
- Purchase Order
- Ship To

To define an attachment addition rule:

1. Navigate to the Documents window and choose the Addition Rules button.



2. Enter the name of the Entity to attach to the document.
3. Enter a Group Number to group all your rules.

   Rules with the same number will be considered as *ANDs* and rules that are different are validated separately.
4. Select the name of the Attribute on the entity that you have selected in Entity (Attach To) field for which you would like to define the condition.
5. Enter the Attribute Value that should be validated in this condition.
6. Save your work.

See Also

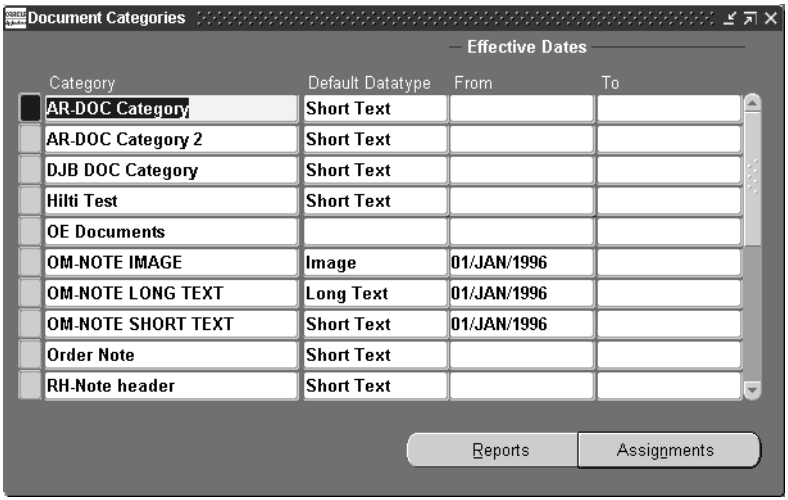
Overview of Attachments on page 1-175

Defining Document Categories

You must define at least one document category to use attachments in Order Management. Documents can print automatically on the Bill of Lading, Commercial Invoice, Pack Slip, Pick Slip, and Sales Order Acknowledgement shipping documents, depending on the document categories you define.

To define document categories:

1. Navigate to the Document Categories window.



2. Enter a Category name.
3. Select a Default Datatype.

   Though your choice can be overridden later when you create documents, providing a default here speeds document definitions.
4. Optionally, enter an effective date range.
5. Choose Reports.

   The Document Usages window displays.
6. Select the Report that you want to associate with the category.

   You can associate as many reports as you need with a single category. If you customize your own reports to include documents, you can specify your own as

well as Order Management's default reports in this field. Only text documents can print on reports.

7. Choose a Format.

   The Format value determines where documents in this category will appear on the report. You can add your own formats to the predefined formats via the Order Management QuickCodes window. Standard reports support only the three pre-seeded formats (body, footer, header).

   Attention: In standard reports, order-level notes print only at the header and footer levels; line-level notes print only in the report body.

8. Save your work, close the Document Usages window, and choose the Assignments button in the Document Categories window.

   The Category Assignments window displays.

   Select Form in the Type field and Enter Orders in the Name field.

   Once assigned, notes in this category are subsequently available in all non-modal windows associated with the Sales Orders window.

   You can disable this choice later by deselecting the Enabled check box.

9. Save your work.

Defining Documents in Advance

You can predefine standard, template, and one-time documents to attach to your orders, returns, order lines, or return lines.

You can define the rules that Order Management uses to determine whether to apply to a document to an order or return. You can specify that documents be applied to orders or lines for a certain customer, bill-to customer, ship-to customer, item, order type, and/or purchase order. You can create complex and/or conditions for your rules. Order Management applies documents automatically according to these rules when you choose the Apply Notes option from the Tools menu in the Sales Orders window. In addition, you can set the *OM: Apply Automatic Attachments* profile option to automatically apply attachments to your orders or returns.

Prerequisites

- Define your document categories.

To define document attachments:

1. Navigate to the Documents window.
2. Select a Category.

   The choices available here depend on your definitions in the Document Categories window.
3. Enter a category Description.
4. Choose a Data Type Source or accept the default.

   The default selection derives from your definition in the Document Categories window. You can choose any data type, but Order Management provides a default to speed note definition.
5. If you chose the Image data type, choose a Storage Source.
6. If you chose the Image data type, specify a filename; if you chose the Web Page data type, enter a Uniform Resource Locator (URL).

   The browser that Order Management uses to display Web-based attachments is determined by the Web Browser system profile option.
7. Select a Usage.

   Standard notes once defined, can be applied to any number of orders, returns, or lines. You can edit a standard note only in the Documents window. Once a standard note has been applied, if you subsequently modify its contents, your

changes are reflected in each order, return, or line to which the document is applied.

Template documents, like standard documents, can be attached to numerous orders, returns, or lines. However, to provide unique information for a particular order or return, you can modify a template document in the Attachments window. After an applied template note is modified in Attachments, it becomes a one-time note.

One-time notes enable you to attach unique information to one order or return.

8. Optionally, enter the Effective Date range.

   You cannot apply a note after the date range has passed.

9. If the data type is Image, optionally adjust the magnification.

10. Save your work.

Overview of Shipping Tolerances

Oracle Order Management provides you with the ability to capture shipping tolerance levels for over and under shipments during ship confirmation. The shipping tolerance feature allows you to define various shipping tolerance levels for ordered and expected return quantities. Order Management then automatically fulfills an order line within the shipping tolerances you defined.

Order Management's shipping tolerances feature captures:

- over and under shipments and returns percentages at the system, customer, site, item, site-item, and customer item levels.
- different tolerances for ordered and returned quantities.
- defaulted tolerances from various sources based on your defaulting rules.
- automatic fulfillment of total shipped quantities for order lines within the under tolerance limit.
- tolerances levels that allow you to over ship at the time of ship confirmation.

Over Shipments

When Oracle Shipping Execution attempts to over ship an order, Order Management processes the order based on the shipping tolerances you define. In order to perform an over shipment, Order Management:

- determines if the ship quantity is within the defined over shipment tolerance levels you defined by setting the *WSH: Over Ship Above Tolerance* profile option or setting your shipment tolerances in Order Management. See: Order Management Profile Options on page 1-12.
- notifies the appropriate personnel when an over shipment is above the set shipping tolerance.
- issues the material for any unpicked or unreserved quantity.
- rolls back your ship quantity with a process error message.

Under Shipments

When Oracle Shipping Execution attempts to under ship an order, Order Management processes the order based on the shipping tolerances you define. In order to perform an under shipment, you must:

- ship confirm the quantity at the time of closing the delivery

- determine if the total quantity shipped is within the under shipment tolerances you defined. Any remaining shipment allocations are removed.

> **Note:** If the total quantity shipped is under the shipment tolerances, Order Management will split the original shipment line. The shipment will be shipped as a partial shipment.

Over Shipments Report

Oracle Shipping Execution provides the Over Shipments Report for displaying shipping tolerances. This report displays shipping tolerance information based on the customer, site, item, warehouse, ship date, and order type.

See Also

Order Management Profile Options on page 1-12

Oracle Shipping Execution User's Guide

Defining Shipping Tolerances

Defining shipping tolerances are based on your customers and items or your customer site and item tolerances.

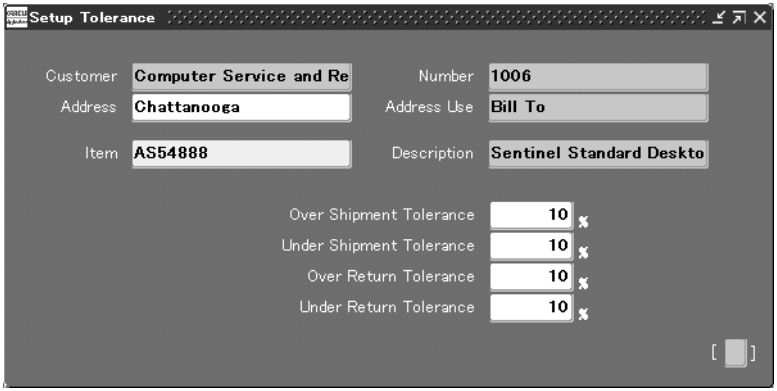
Prerequisites

- set up your customer and customer site tolerances in the Customer window.
- set up your tolerances for items in the Master Items window.

To define shipping tolerances for orders or returns:

1. Navigate to the Setup Tolerance window.

   The Setup Tolerance window displays.



2. Select the Customer name for the shipping tolerance.
3. Select the customer Address for the shipping tolerance.
4. Select the Item Number for the shipping tolerance.
5. Enter the Over Shipment Tolerance percentage.

   The over shipment tolerance percentage determines the amount of the shipment you can exceed at the time of ship confirmation.
6. Enter the Under Shipment Tolerance percentage.

   The under shipment tolerance percentage determines the amount of the shipment you can ship below at the time of ship confirmation. When shipping

confirms shipped quantities for the shipments belonging to a order or return, Shipping Execution validates any further shipments pending for the order or return. If there are pending shipments, Shipping Execution calculates the new tolerance value. If the new shipping tolerance level is less than the old tolerance level, Order Management notifies you of the shipped quantity and the new tolerance value. Order Management determines whether the total shipped quantity for the order or return is within the under shipment tolerance value, and closes the line as an under shipment.

7. Enter the Over Return Tolerance percentage for return receipts.

   The over return tolerance percentage determines the amount of the return you can accept above.

8. Enter the Under Return Tolerance percentage for return receipts.

   The under return tolerance percentage determines the amount of the return you can accept below.

9. Save your work.

See Also

Overview of Shipping Tolerances on page 1-184

2

Orders

Overview

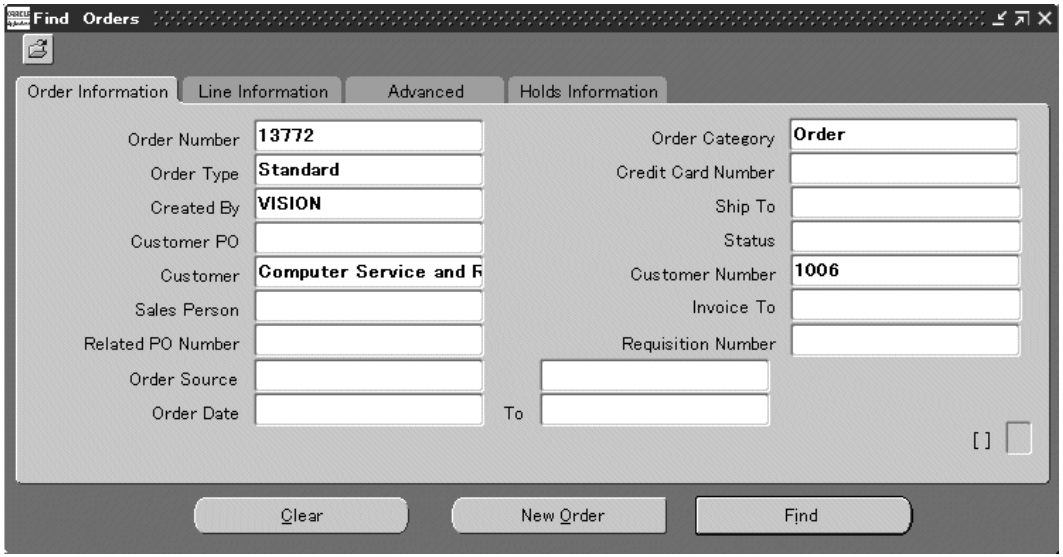
Order Management provides you with the tools to manage your sales orders and control your operations. You have the ability to:

- enter sales orders.
- copy sales orders. See: Copying Orders on page 2-98.
- import orders and returns. See: Order Import on page 4-2.
- schedule orders. See: Overview of Sales Order Scheduling on page 2-63.
- entering returns. See: Overview of Returns on page 2-108.
- cancel orders and returns. See: Cancelling Orders on page 2-141.
- apply holds. See: Applying Holds on page 2-147.
- release holds. See: Releasing Holds on page 2-152.
- close orders. See: Closing Orders.

Sales Orders Workbench

The Sales Orders Workbench consists of the following windows: Find Orders, Order Organizer, Sales Orders, Order Mass Change, and Line Mass Change windows. These windows allow you to enter, update and find your existing Orders and Returns. They also provide you access to a variety of operations you can perform on Orders and Returns.

Find Orders window



Buttons

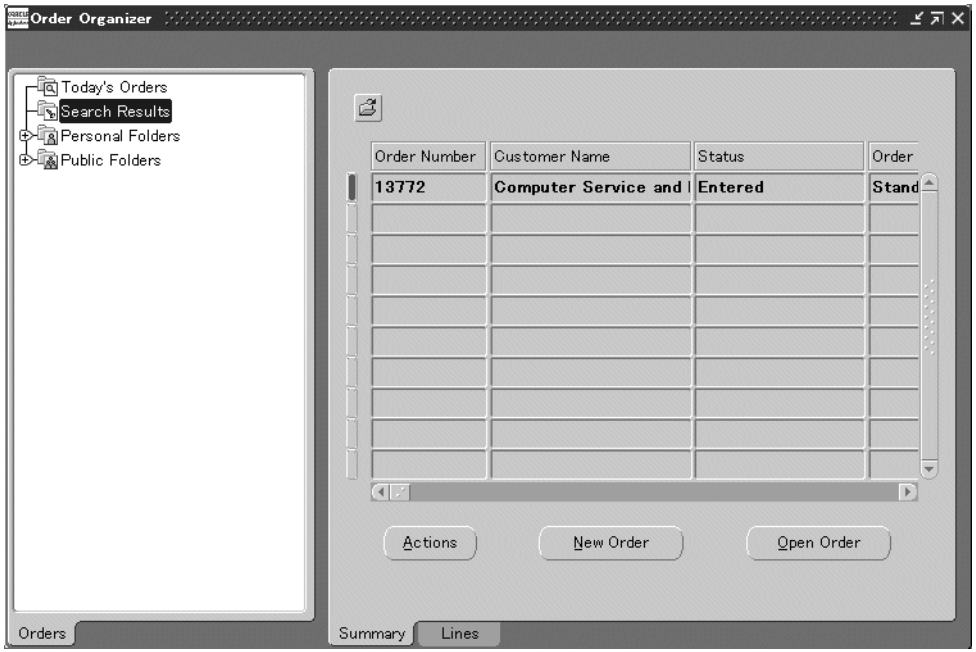
- Clear--removes all previously defined information from the window.
- New Order--creates a new order.
- Find--queries orders or lines based on the defined criteria. See: Querying Orders on page 2-14.

Tabbed Regions

- Order Information--matches criteria against header level values when finding orders.
- Line Information--matches criteria against line level values when finding orders.
- Advanced--allows you to specify advanced controls such as whether to find closed orders / lines and cancelled orders / lines.
- Holds Information--allows you to specify holds related criteria and find orders or find Hold Sources you may wish to release.

Order Organizer window

The Order Organizer window consists of the Navigator Tree View and the search results.



Navigator Tree View

- Today's Orders--displays all orders entered today by the current user.

- Search Results--displays all orders or lines matching your query criteria.
- Personal Folders--displays personal user-defined queries for all orders or returns you have previously saved.
- Public Folders--displays saved queries visible to all users.

Buttons

- Actions--Depending on whether you are on the summary or lines tab, opens a dialog box to perform a specific action. Dialog box options may include:
  - Additional Order Information
  - Additional Line Information
  - Apply Automatic Attachments
  - Apply Holds
  - Book Order
  - Cancel
  - Charges
  - Copy
  - Horizontal Demand
  - Installation Details
  - Notification
  - Price Order
  - Progress Order
  - Promotion / Pricing Attributes
  - Release Holds
  - Release Workbench
  - Sales Credits
  - Split Line
  - View Adjustments
  - View Tax Details
- New Order--opens the Sales Orders window to enter a new order.

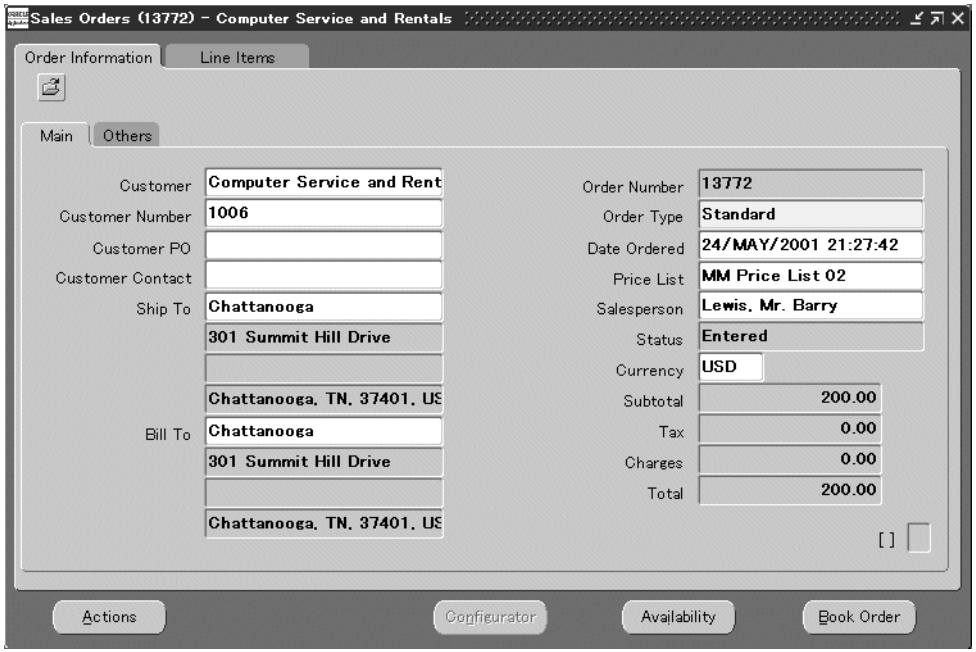
- Open Order--opens the order or return you selected.

Tabbed Regions

- Summary--displays all the orders matching your query.
- Lines--displays all lines matching your query.

Sales Orders Window

The Sales Orders window allows you to enter orders and returns.



Buttons

- Actions--opens a dialog box to perform one of the actions listed below:
  - Additional Order Information
  - Additional Line Information
  - Apply Automatic Attachments
  - Apply Holds

    - Book Order
    - Cancel
    - Charges
    - Copy
    - Horizontal Demand
    - Installation Details
    - Notification
    - Price Order
    - Progress Order
    - Promotion / Pricing Attributes
    - Release Holds
    - Release Workbench
    - Sales Credits
    - Split Line
    - View Adjustments
    - View Tax Details
- Configurator--opens the Configurator window.
- Availability--verifies the availability of the line item you specify.
- Book Order--books orders that are eligible for booking.

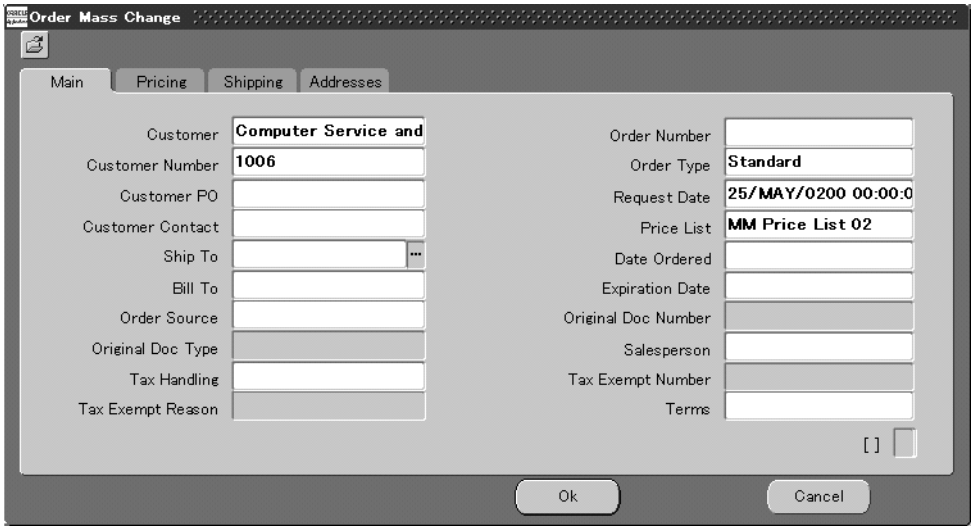
Tabbed Regions

- Order Information--enter header level information.
    - Main--enter customer information at the header level.
    - Others--enter payment terms, shipping information and other header information.
- Line Items--enter line level information.
    - Main
    - Pricing
    - Shipping

- Addresses
- Returns
- Services
- Others

Order Mass Change window

Order Management offers a mass change feature which enables you to change attributes on multiple orders. This feature allows you to make multiple similar changes to more than one order at a time. In the Order Organizer, multi-select the orders you want to apply changes to and choose Mass Change from the Tools menu.



Buttons

- Ok--save your updates at the order level.
- Cancel--cancel your updates.

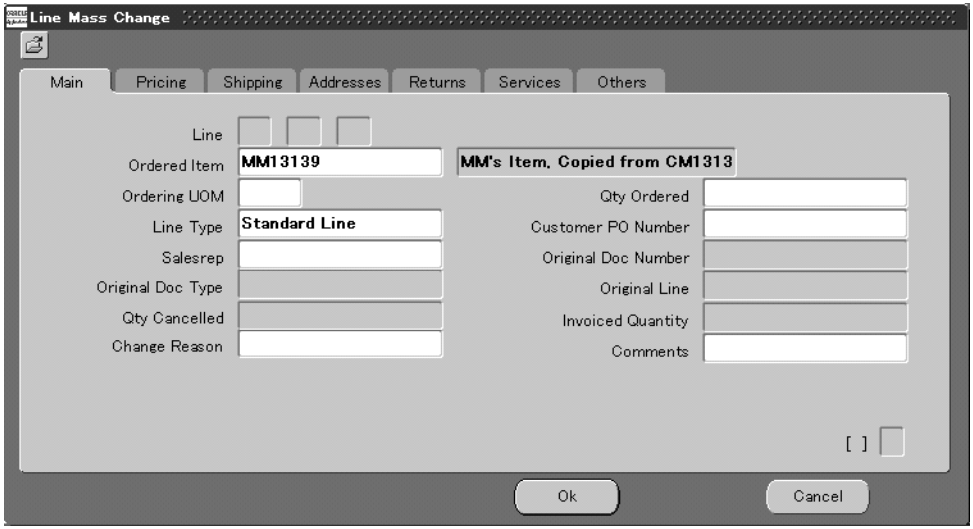
Tabbed Regions

- Main--enter mass changes for basic order information at the order level.
- Pricing--enter updates to pricing information.

- Shipping--enter updates to shipping information.
- Addresses--enter updates to address information.

Line Mass Change window

The Line Mass Change window allows you to change attributes on multiple lines. This feature allows you to make multiple similar changes to more than one line at a time. Multi-select the order lines you want to apply changes to and choose Mass Change from the Tools menu.



Buttons

- Ok--save your updates at the line level.
- Cancel--cancel your updates.

Tabbed Regions

- Main--enter updates to basic line information at the line level.
- Pricing--enter updates to pricing information at the line level.
- Shipping--enter updates to shipping information at the line level.
- Addresses--enter updates to customer address information at the line level.

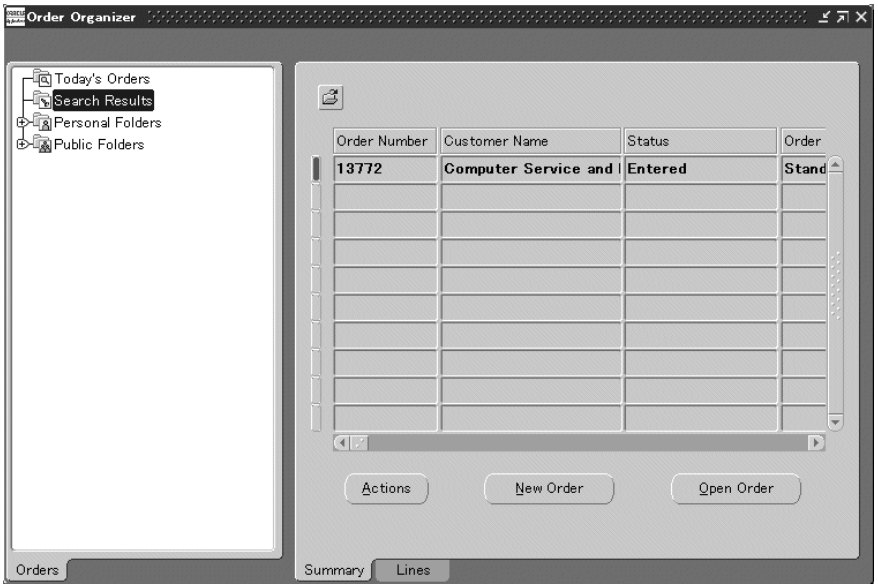
- Returns--enter updates to returns information at the line level.
- Services--enter updates to service information at the line level.
- Others--enter updates to basic line information at the line level.

Overview of Order Organizer

The Order Organizer allows you to easily manage existing orders and returns in your system. Using this window it is very easy to find your recent orders, orders past their requested shipment date, orders on a particular hold, or orders for an important customer.

The Order Organizer window consists of the Navigator Tree and the Search Results window. Double clicking an entry in the Navigator Tree refreshes the results window to show corresponding orders or lines.

Note: The right mouse button is enabled in the Order Organizer window.



Navigator Tree View

The Navigator Tree contains two pre-defined queries and two pre-defined folders to allow administrators and end users to have quick access to their customers' orders.

Today's Orders

Double-clicking on Today's Orders displays information about all orders you entered today in the results window.

Search Results

Selecting the Search Results displays information about orders matching the most recent query criteria you entered in the Find window. You can also save a search and its results to avoid entering it again.

Private Folders

Selecting the Private Folders expands the tree and shows you a list of queries you have previously saved. To access orders matching any of your saved queries, simply select the appropriate entry. This way you can quickly organize and access orders you deal with on a regular basis.

Public Folders

If you are an administrator, you may want to pre-define a handful of useful searches and make them available to all of your users. This way, these queries are defined once and everyone does not have to define them individually.

Saving Personal or Public Queries

To save a personal or public query:

1. Enter your query criteria using the Find window. You can access the Find window by clicking on the View menu and selecting Find.
2. Choose the Find button. Orders matching your query criteria will be displayed in the Order Organizer and the Search Results node will be highlighted.
3. Move your mouse over the Search Results node. Press the right mouse button and select Save Query.
4. Enter a descriptive name for your query.
5. If the value of the profile option *OM: Administer Public Queries* is set to Yes, you will see a checkbox labeled Public. Checking this checkbox will save this query under Public Folders and all users will see it. Leaving this checkbox unchecked will save this query under Private Folders and only you will have access to it.
6. Choose OK to make your changes permanent or choose Cancel if you change your mind and do not wish to save this query.

Deleting a Previously Saved Query

You can delete a query previously saved by you. The value of profile option OM: Administer Public Queries must be set to Yes for you to be able to delete public queries. Follow these steps to delete a previously saved query:

1. In the Order Organizer window, choose the Public or Private Folders to show your saved query.
2. Place your mouse over the node you want to delete and select the right mouse button.
3. Select Delete Query.
4. On the confirmation dialog, select Yes to delete this query or No if you change your mind.

Renaming a Previously Saved Query

You can rename a query previously saved by you. The value of profile option *OM: Administer Public Queries* must be set to Yes for you to be able to rename public queries. Follow these steps to rename a previously saved query:

1. In the Order Organizer window, double-click on Public or Private Folders to show your saved query.
2. Move your mouse over the node you want to delete and press the right mouse button.
3. Select Rename Query.
4. Enter a new name for your query.
5. If the value of the profile option *OM: Administer Public Queries* is set to Yes, you will see a checkbox labeled *Public*. Checking this checkbox will save this query under Public Folders and all users will see it. Leaving this checkbox unchecked will save this query under Private Folders and only you will have access to it.
6. Choose OK to make your changes permanent or choose Cancel if you change your mind and leave the query as is.

Summary Tab

The Summary tab region shows header level summary of all orders and returns corresponding to the folder selected in the Navigator Tree. This includes order numbers, order types, customer information, order totals and more. Some of the important operations you can perform from this window are:

- Open and edit an existing order or return by clicking on the Open Order button.
- Enter a new order or return by clicking on the New Order button.
- Perform any applicable action or operation on this order by clicking on the Actions button and choosing the appropriate action.
- Multi-select and mass change order header information at once for multiple orders.
- View detailed workflow status information for an order header by clicking the Tools menu and selecting Workflow Status
- View additional order header related information such as holds history, delivery information, invoicing information and quantity change history by clicking the right mouse button and selecting Additional Order Information

Lines Tab

The Lines tab region shows order line level information of all lines across all orders and returns corresponding to the folder selected in the Navigator Tree. This includes line numbers, items, quantity and pricing information, ship-to sites and ship-from warehouses, summary of workflow stage, tax, etc. Some of the important operations you can perform from this window are:

- Open and edit the order or return that a line belongs to by clicking on the Open Order button.
- Enter a new order or return by clicking on the New Order button.
- Perform any applicable action or operation on an order line by clicking on the Actions button and choosing the appropriate action.
- Multi-select and mass change order line information at once for multiple lines.
- View detailed workflow status information for an order line by clicking the Tools menu and selecting Workflow Status.
- View additional order line related information such as Holds History, Delivery Information, Invoicing Information, Quantity Change History, etc. by clicking the right mouse button and selecting Additional Line Information

Querying Orders

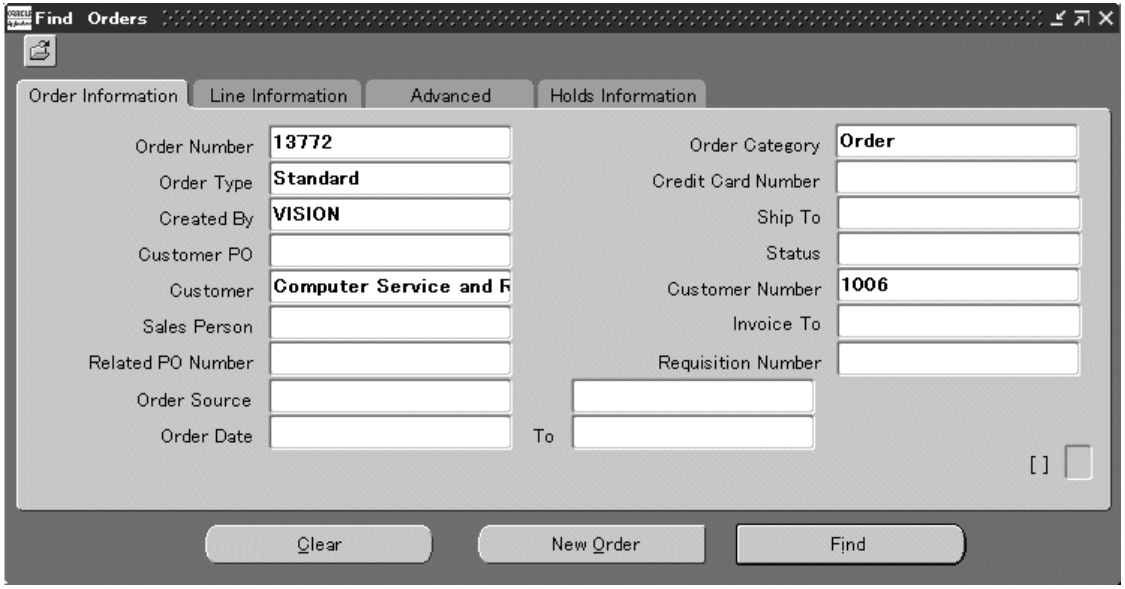
The Find Orders window queries existing orders, order lines, returns, and returns lines based on the criteria you enter.

Note: The right mouse button is enabled in the Find Orders window.

To query an order:

1. Navigate to the Find Orders window from the Order Organizer.

   The Find Orders window displays.



2. In the Order Information tabbed region, enter criteria on which to base your query.
3. Select the Line Information tabbed region to enter line level criteria on which to base your query.
4. Select the Advanced tabbed region to enable the following options:

Choose from: Include Closed Orders, Include Closed Lines, Include Cancelled Orders, and Include Cancelled Lines.

5. Select the Holds Information tabbed region to use hold criteria to query information.
6. Choose the Find button. The results display in the Order Organizer window. See: Sales Orders Workbench on page 2-2.

To create a new order:

- Choose the New Order button.

To create a new return:

- Choose the New Order button. See: Overview of Returns on page 2-108.

Viewing Order and Return Information

The Order Organizer window displays the status, shipping, work order, purchasing (for internal sales orders), and invoicing information for orders, returns, and internal sales orders and lines. You can use the Order Organizer window to view information about all lines of an order, including quantity and date shipped, freight carrier, and waybill number. You can also use the Order Organizer window to view the current work flow status of an order, return, or internal sales order, and its lines. Invoice and payment information can also be viewed for each order.

Prerequisites

- You must have entered an order or return. See: Overview of Returns on page 2-108.

To view additional order information:

1. Navigate to the Find Orders window, query the order or return you want to view. See: Querying Orders on page 2-14.
2. Choose the Find button.
3. Place the cursor in the record for which you want additional order information.
4. Choose the Actions button or right click the mouse.
5. Select Additional Order Information.

   The Additional Order Information window displays.
6. Choose from the following tabbed regions:
   - Holds--displays hold history information for the order.
   - Deliveries--displays delivery information for the order.
   - Invoicing--displays invoicing information for the order.
   - Quantity History--displays cancel quantity history information for the order.

To view additional line information:

1. Navigate to the Find Orders window, query the order or return you want to view. See: Querying Orders on page 2-14.
2. Choose the Find button.
3. Navigate to the Lines tabbed region in the Order Organizer window.

4. Place the cursor on the line for which you want additional line information.
5. Choose the Actions button.
6. Select Additional Line Information.
7. Choose from the following tabbed regions:
   - Holds--displays hold history information for the line.
   - Returns Activity--displays return information for the line.
   - Deliveries--displays delivery information for the line.
   - Invoicing--displays invoice information for the line.
   - Internal Requisition--displays internal requisitions information for the line.
   - Drop Ship--displays drop shipment information for the line.
   - Quantity History--displays quantity history information for the line.

Overview of Sales Orders

You can enter, view, and update sales orders using the Sales Orders window. You can also enter returns using the Sales Orders window. You can order standard items, both shippable and non-shippable, and configurations using this window. You can also adjust pricing, assign sales credits, record payment information, attach notes, schedule shipments, query item availability, and make reservations, including selection of subinventories.

You can enter information in the Sales Orders window as you receive it. Order Management validates individual fields as they are entered. When you book an order, Order Management validates to ensure that all required fields have values, that configurations are complete, and so on. After an order has been booked, it becomes eligible for the next step in its workflow.

For orders that you intend to source externally (drop shipments), you can use all aspects of standard sales order functionality. The source type at order entry determines whether an order will be fulfilled from inventory or by an external supplier.

For country-specific information, please see the appropriate country-specific user's guide.

Sales Order Header Level

Defining Sales Order Header Main and Other Information on page 2-20.

Sales Order Lines Level

Defining Sales Order Line Items Main Information on page 2-26.

Defining Sales Order Line Pricing Information on page 2-28.

Defining Sales Order Line Shipping Information on page 2-29.

Defining Sales Order Line Address Information on page 2-30.

Defining Sales Order Line Return Information on page 2-31.

Defining Sales Order Line Service Information on page 2-32.

Defining Sales Order Line Project Manufacturing Information on page 2-35.

Defining Sales Order Line Release Management Information on page 2-36.

See Also

Sales Orders Tools menu on page 2-60.

Copying Orders on page 2-98.

Order Import on page 4-2.

Sales Orders Customization on page 2-95.

Defining Sales Order Main and Others Header Information

You can enter header information for a sales order as you receive it, not necessarily in the sequence followed by the window's tabbed regions. The only fields you must enter before proceeding to the lines block are Order Type and Currency in the Main tabbed region in the Sales Orders window.

Note: The right mouse button is enabled in the Main and Others tabbed regions of the Sales Orders window.

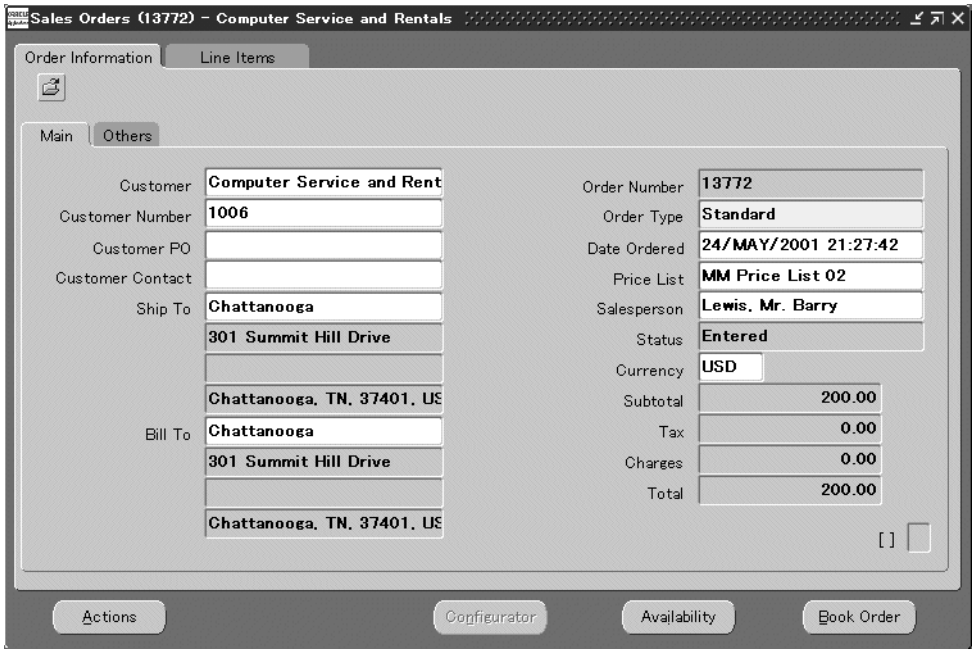
Prerequisites

- Set up your order types. See: Defining Transaction Types on page 1-71.
- Set up your salespersons.
- Set up your price lists.
- Set up your discounts.

To define header main information for an order:

1. Navigate to the Sales Orders window and select the Main tabbed region.

   The Sales Orders window displays.



2. Select the customer name or customer number.

   You must enter a customer to be able to book an order. This is the sold-to customer for the order. The ship-to and bill-to customer names may be different, depending on how you define your customer information.

   If you have not previously defined the customer for this order, navigate to the Tools menu and choose Quick Customer Entry.

   Attention: If you are modifying an imported Release Management (RLM) order, do not change previously-specified customer information. Changing the customer invalidates the order 's customer part numbers. If you need to modify the customer, enter a new order.

3. Select an order type for the order or accept the defaulted value.

   Order type determines characteristics of orders, such as the order flow, accounting rule, and other default values.

4. Define the Customer Purchase Order Number for the order, or accept the default.

   This information is for reference and reporting. You must enter a value here if the order type you specified requires a purchase order number. You can set up a default for a PO number from an agreement using defaulting rules. Order Management notifies you if you enter a purchase order number that already exists on another order for the same customer.

5. Define the Date Ordered or accept the default.
6. Enter a Customer Contact name for the order or accept the default.
7. Select a Price List for the order.
8. Enter the Ship-To customer information.

   Note: Depending upon how your defaulting rules are set up, choosing an order type before you define a ship-to address for the order may default address information in the ship-to field.

9. Select the Salesperson for the order.

   By default, the primary salesperson receives 100 percent of the sales credits for an order. You can apportion sales credits to multiple individuals in the Sales Credit window.

10. Select a currency for the order.

    Your price list's currency must match the currency you entered for this order.

11. Enter the Bill-To customer information for the order.

    Note: Depending upon how your defaulting values are set up, choosing an order type before you define a bill-to address for the order may default address information in the bill-to field.

Prerequisites

- Set up your price lists.

To define others header information:

1. Navigate to the Others tabbed region in the Sales Orders window.

2. Select the Payment Terms for the order.

   Payment terms are interfaced to Oracle Receivables for invoicing. You can define payment terms using the Payment Terms window.

3. Select the Sales Channel for the order.

   You can use a sales channel to classify orders for reporting purposes.

4. Select a Warehouse (organization) from which to ship the order line.

5. Select a Shipment Method.

   Shipment method determines how your shipment will be shipped to your customer.

6. In the Line Set field, choose whether you want to ship lines as a group or if you want lines to arrive as a group.

   All lines in this order that have the same ship set number will be shipped or will arrive together. All lines in a ship set must have the same warehouse, scheduled shipment date, ship-to location, shipment priority, and shipment method.

7. Select the Freight Terms.

   The freight terms record who is responsible for the freight charges for the order. You can define additional freight terms by using the Order Management QuickCodes window.

8. Select an FOB point.

   You can define additional FOB choices in the Receivables Lookups window.

9. Select a Shipment Priority.

   Shipment priority allows you to group shipments into different categories of urgency, and can be used as a parameter for Pick Release. You can define additional shipment priorities in the Order Management Lookups window.

10. Define Shipping Instructions.

    Shipping instructions are printed on the pick slip and are intended for internal use only.

11. Define Packing Instructions.

    Packing instructions are printed on the pack slip and are intended for external shipping personnel.

12. Select a Tax Handling Status. You can select from the following:

Exempt--Indicates that this order is exempt for a normally taxable customer site and/or item. If you select Exempt, you must enter a reason for exemption.

Require--Indicates that this order is taxable for a normally non-taxable customer and/or item.

Standard--Indicates that taxation should be based on existing exemption rules. If the customer has a tax exemption defined, Order Management displays any certificate number and reason for the exemption in the corresponding fields.

13. Select an existing Certificate number (if you chose Exempt in the Tax Handling field) for the ship-to customer, or enter a new, unapproved exemption certificate number.

    Unapproved exemption certificate numbers can be approved using the Tax Exemptions window. If you chose Standard in the Tax field, an existing exemption rule may display a certificate number in this field.

14. Select a reason (if you chose Exempt in the Tax Handling field) before booking the order.

    You can define tax exemption reasons in the Receivables QuickCodes window. If you chose Standard in the Tax field, an existing exemption rule may display a reason in this field.

15. Select a Payment Type.

    Choose from--Cash, check, or credit card. If the customer has a primary credit card on file, the Credit Card payment type automatically defaults.

16. Define the Amount of the payment.

    This value can be either the full amount owed or a partial amount, such as a deposit or down payment. This amount is for informational purposes only; it is not transferred as a payment to Receivables. To enter payments against invoices for orders, use the Receipts window in Oracle Receivables.

17. If you select the payment type of check, enter the Check Number.

18. If you select the credit card payment type, enter the Credit Card Name and Number.

    The credit card name and number fields automatically default if a primary credit card is on file.

19. Enter the Credit Card Holder's name as it appears on the card.

    The credit card holder's name field automatically defaults if a primary credit card is on file.

20. Enter the Credit Card Expiration Date.

    The credit card expiration date field automatically defaults if a primary credit card is on file

21. Enter an Approval Code for the credit card transaction for manual transactions.
22. Select the Order Source for the order.
23. Save your work.

See Also

iPayment Processing on page 1-168

Defining Sales Order Line Items Main Information

Prerequisites

- Set up your units of measure. See: *Oracle Receivables User's Guide*.
- Set up your inventory items. See: *Oracle Inventory User's Guide.*
- Set up your item configurations. See: *Oracle Bills of Material User's Guide.*
- Enter sales order header information in the Orders Information, Main tabbed region. See: Defining Sales Order Header Main and Others Information on page 2-20.

To define line item information for an order:

1. Navigate to the Line Items tabbed region in the Sales Orders window.
2. Define the Line Number.

   This field automatically defaults to 1.1 if this is the first line entered on the order. If you enter another line number or if there are existing lines on the order, Order Management automatically increments subsequent lines by one.
3. Select the Ordered Item for this order line.

   Order Management validates the item against inventory items you define in the warehouse (organization) specified by the profile option *OM: Item Validation Organization*. You can only choose items that have the Customer Orders Enabled item attribute set to Yes. If you have setup customer or generic cross-references for these items, you can also enter the order line using the cross-reference.

   If you intend to source this line externally, you must also ensure that the item you select has the Purchasable item attribute indicated. This attribute enables an item to be ordered on a purchase order. See: Drop-ship Order Flow on page 2-55.
4. Define the item's order quantity for this line.
5. Select the Unit of Measure.

   You can enter only predefined units of measure in the same class as the item's primary unit of measure. The units of measure for models and kits are restricted to the item's primary unit of measure.
6. Select the Schedule Ship Date from the calendar.
7. Select or accept the default for Line Type.

8. Select the Salesperson, if not defaulted.
9. Select the Tax Code, if not defaulted.

See Also

Sales Orders Tools Menu on page 2-60

Defining Sales Order Line Pricing Information

Prerequisites

- Choose a price list in the Order Information, Main tabbed region. See: Defining Sales Order Main and Others Header Information on page 2-20.
- Set up your price breaks.
- Enter line items. See: Defining Sales Order Line Items Main Information on page 2-26.

Note: The right mouse button is enabled in the Pricing tabbed region of the Sales Orders window.

To define pricing line information for an order:

1. Navigate to the Pricing tabbed region in the Sales Orders window.
2. Select a Price List for the order.

   The price list must match the currency you entered for the order.
3. Optionally, modify the Selling Price.

   The profile option *OM: Discounting Privilege* controls your ability to adjust pricing. To change the selling price, select the Selling Price field and choose the Discounts button. The item's line total appears in the Extended Price field. You can also adjust the price manually.

   Note: The Extended Price automatically defaults when the Selling Price is updated.
4. Optionally, modify the default Payment Terms and Agreements.

Defining Sales Order Line Shipping Information

To define shipping information for an order line:

1. Navigate to the Line Items tab in the Sales Orders window.
2. Select the Shipping tabbed region.
3. Enter the shipping information for your orders.

See Also

Oracle Shipping Execution User's Guide

Defining Sales Order Line Addresses Information

Prerequisites

- Enter address location in the Order Information, Main tabbed region of the Sales Orders window. See: Defining Sales Order Main and Others Header Information on page 2-28.

To define sales order line address information:

1. Navigate to the Addresses tabbed region in the Sales Orders window
2. Select a Ship-To Location and Ship-To Contact.

   These fields provide default ship-to information for all lines on the order.

   If the system profile option *OM: Customer Relationships* is set to Yes, you can choose a ship-to location based only on the customer listed on the order or a related customer. If *OM: Customer Relationships* is set to No, customer relationships are ignored and you can choose a ship-to location from any customer.
3. Select a Bill-To Location and Bill-To Contact.

   These fields provide bill-to information for all lines in the order.

   If the system profile option *OM: Customer Relationships* is set to Yes, you can choose a bill-to location based only on the customer on the order or a related customer. If *OM: Customer Relationships* is set to No, customer relationships are ignored and you can choose a bill-to location from any customer.

   You can choose any contact associated with the bill-to address.
4. Select a Deliver-To Location and Deliver-To Contact.

Defining Sales Order Line Return Information

Order Management provides many ways to speed the process of data entry. If you have Oracle Receivables installed, you can reference invoice if you know the invoice and line numbers. You can also reference a sales order or purchase order. Preferencing these documents provides default information on the return, increasing order entry accuracy and efficiency.

To define sales order line return information:

1. Navigate to the Returns tabbed region within the Lines Items tab.
2. Enter the Return Reason explaining why the customer is returning the item.
3. Select a Line Type.
4. Optionally, modify the Reference type for this return line.

   Order Management uses the reference to provide default information for the Credit To Invoice, Item, Pricing Attributes, Quantity, Unit, and Credit Price fields, and copies order and line price adjustments and line sales credits from the reference to the return at the line level. You may enter a negative quantity and a return line type will default.

Defining Sales Order Line Services Information

Order Management allows you to order service from its Sales Order workbench. You can order service for product items currently being ordered, i.e. immediate services, or you can order service for already installed product items such as renewal of service programs, i.e. delayed service.

Order Management allows you to:

- order service lines along with the product lines.
- import service lines and service orders using order import.
- perform applicable operations that the application applies to any other order, including billing.
- enter service for all serviceable options in a configuration once.

Workflow

Order Management allows you to utilize Oracle Workflow to manage your service lines with service item types. Service lines are typically non-schedulable and non-shippable lines. You can assign a workflow process that does not include these two functions for service lines using the Oracle Workflow Assignments window. With the Oracle Workflow assignments, you can have a combination of line and item types assigned to a workflow process. In this way, you can customize your workflow process to meet your business needs. See: Overview of Workflow on page 1-36.

Applying Changes

When you apply duration-related changes to the service order line, Order Management automatically applies those changes to the associated service order lines in the configuration. You can change the individual option lines directly. Simply enter your price adjustments and sales credits for all service order lines in a configuration simultaneously. When you apply changes to the price adjustments and sales credits, Order Management automatically applies those changes to the associated service order lines in the configuration. You have the option of changing the individual service option lines directly.

Decimal Quantities

Order Management enables you to enter service items for quantities less than a unit rather than defining a unit of measure (UOM) to represent the partial quantity in the Sales Orders window. See: Decimal Quantities on page 2-48.

Percent-Based Pricing

Order Management allows you to structure the pricing of service as a percent of the product with which it is associated.

Shipping

Order Management, Shipping Execution, and Oracle Service provide you with the ability to synchronize the start of a service program with the shipment of an associated product.

You can define the Service Starting Delay when you define serviceable products in Oracle Inventory. The Service Starting Delay represents the time in days a service program or warranty is offset to commence after the shipment date. The start date of the support service is the ship date plus the starting delay. The end date is calculated by adding the duration to the start date of the support service.

Payment Terms

Order Management allows you to specify payment terms for ordered service to be different from the associated product. You can specify the payment terms on each order line.

To define sales order service information:

1. Enter a service item in the Lines tab of the Sales Order workbench. For the service item, all the service related columns will be enabled in the Service tab.
2. Navigate to the Line Items, Services tabbed region.
3. Define the Service Reference Type.

   There are two service reference types: Sales Order and Customer Products.

   For sales orders, the service reference information includes the order, line, shipment, and option numbers and system names. The reference type can be used for regular service lines or delayed service orders.

   For customer products, the service reference type includes the customer product and system names. This reference type is used for delayed service orders only.
4. Define the Service Order Type.
5. Define the Service Reference Order and Line Numbers.
6. Define the Service Reference Shipment and Option Numbers.

7. Define the Service Reference Customer Product and System Name.
8. Select the Service Coterminate Flag check box to disable or enable this option.

   The Service Coterminate field is used to set the same end date for all service programs sold to a particular customer or grouped into a specific system.
9. Define the Service Start and End Dates.

   The Service Start and End Dates fields determine the start and end dates of the service program.
10. Define the Service Duration and Period.

    The Service Duration field determines the duration of the service program. You need to enter either this field or the Service End Date field.

    The Service Period field determines the period of the service program such as day, month, or year.
11. Define the Transaction Reason and any additional Transaction Comments for the order.
12. Save your work.

Defining Sales Order Line Project Manufacturing Information

Order Management allows you to plan, schedule, process and cost material and labor against a specific customer contract. You can capture project and task information on sales order lines by utilizing the Sales Orders window.

To define project manufacturing information:

1. Navigate to the Line Items, Others tabbed region in the Sales Orders window.
2. Select a Project Number.

   If the warehouse's Project Control Level is set to Project in Oracle Inventory, enter a Project Number prior to booking.
3. Select a Task Number.

   If the warehouse's Project Control Level is set to Task in Oracle Inventory, you must enter a Task number if you selected a Project.
4. Select an End Item Unit Number.

   Model/End Item Unit Numbers are used to identify part configurations. A part's configuration can be changed or its parent-component relationship altered for a specific effectivity. See: *Oracle Project Manufacturing User's Guide*.

Defining Sales Order Line Release Management Information

Order Management allows you to manage changes to demand which are not authorized to ship. A demand can be planned to shipped on the date scheduled, but not sent to customers until an authorizing event occurs such as the removal of any holds on demand. Authorization can take place through responding to a workflow notification. You can also make changes to attributes like quantities, dates and times for a demand authorized to ship.

Timestamp

You can timestamp all date fields including the request date, schedule date and promise date. The request date can represent either the ship date or delivery date.

Configurations

You will be able to make changes to a configured order. For ATO and PTO Ship Model Complete configurations, all the related lines will have the same status as that of the parent model line. For example, if the parent model line has a Not Authorized to Ship status, then all the related lines in the configuration which is in a ship set will have the same status of Not Authorized to Ship.

Processing Constraints

You can restrict a given user from making changes to the attributes of the demand after a given action is performed. For example, users can be prevented from making changes to the quantity ordered if the demand has already been shipped. You can apply any processing constraints on the demand lines interfaced, in addition to the Order Management's processing constraints on any changes made to an order.

Customer Item Cross Reference

You can query, view, enter, and report cross references for order lines using either the internal item number or customer item number. When viewing or reporting on orders, you will be able to view the customer item cross references. You will be able to find orders or lines by specifying a customer part number.

View Current Demand

You can exclude closed order lines when reviewing an order. You have the ability to view either all lines, only open order lines or closed lines while reviewing the order in the Find Orders window. You can view an order that has no open order lines.

You have the option to specify whether an order that has no open order lines will remain open or closed. You can define holds on activities such as close lines and close orders. You can apply these activity specific holds to prevent an order with no open lines on it from being closed.

Deletion of Booked Lines

Order Management supports the deletion of booked lines. However, you cannot delete lines once the order has been invoiced or pick released.

Cancellations

An update to the quantity is processed based on the increment / decrement to the attribute. Process Order updates order lines and performs a security validation to check for any violations. The order is committed immediately so the Release Management can process all or none of the order lines.

Order Purge

You can purge closed released management orders from Order Management if it meets all order purging criteria.

To define release management information:

1. Navigate to the Others tabbed region within the Line Items tab.
2. Enter the Customer Job.
3. Enter the customer Production Line.
4. Enter the item's Model Serial Number.
5. Enter the Customer Dock to which the item will be delivered.
6. Select an Intermediate Ship-To Location.
7. Enter the RLM (Release Management) Schedule Type.
8. Save your work.

Order Changes

Order Management provides you with the ability to automate the process of changing various types of orders and track quantitychanges made to orders during the order flow.

Note: System and processing constraints can prevent specific changes to an order depending on the flow status. For example, if an order has already been invoiced, most changes are prevented.

Processing Constraints

When you attempt to make changes to an order, Order Management validates the changes against the processing constraints you defined. In addition, Order Management validates the order changes based on your user responsibility.

Note: If the order change is invalid, Order Management will not apply the order changes.

You can set up your processing constraints for Insert, Update and Delete for each order or line based on a specific user responsibility.

Workflow

Order Management handles the order processing, scheduling, booking, and shipping by means of workflow activities. A header workflow process starts at the time an order is entered and committed to Order Management. A line workflow begins at the time the line is entered into the system. When you enter an order change that does not meet the processing constraints, Order Management provides the ability to send a notification to the authorized responsibility. See Overview of Workflow on page 1-36.

Note: The processing of a workflow that has started will not be held at any time when a notification is sent. If an order change failed a constraint evaluation, your changes will not be committed and the workflow continues processing. However, if you want to prevent further processing of the workflow until the change is made, you need to apply a pending change hold on the order after sending out the notification. The authorized user responsibility needs to release the hold in order to allow the order flow to continue.

Workflow Monitor and Workflow Status

You have the ability to view the status of the order workflow in the Workflow Monitor and Workflow Status windows. The Workflow Monitor provides a graphical representation of the order flow. The Workflow Status displays the process flow in a tabular format listing different workflow activity statuses. The Workflow Status provides you with the advanced options to view specific processes. You can view all the open notifications from the same window. Select Workflow Status from the Tools menu in the Sales Orders window. Your designated internet browser opens a separate window for you to view the results.

Configurations

Based on your processing constraints, Order Management allows you to prevent order changes to your configuration items. For example, if an order entry clerk wants to make a change to a scheduled ship date for the ATO model line after a WIP job is open, a message displays notifying the clerk that the order change cannot be made without the approval of the authorized personnel such as a WIP Manager. The message identifies which responsibilities are authorized to make the change. The appropriate personnel can then send a notification to the WIP Manager to process the order change.

Note: If you are trying to apply changes to an order placed on hold, Order Management accepts the change based on your processing constraints.

Mass Changes

Order Management allows you to make mass changes to orders using the Sales Orders Organizer. You can multi-select orders or lines and perform a mass change.

After the change has been made you can identify any changes that failed from the error messages window. You can then send a notification to the appropriate personnel alerting them of the failed changes. See: Overview of Mass Changes on page 2-49.

Cancellations

Cancellations at the order and line levels such as a decrease in quantity are based on your processing constraints. Order Management also validates the cancellation based on the user responsibility.

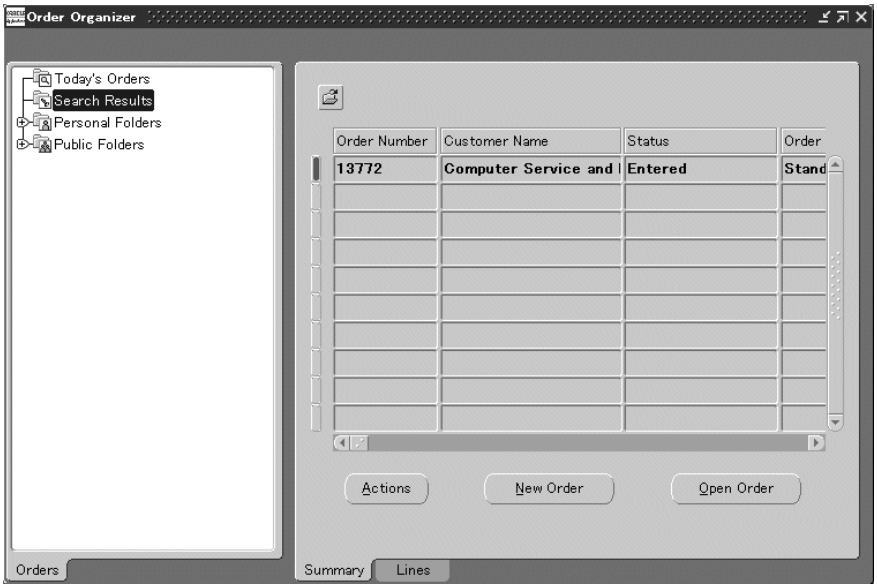
Notifications

You can send a notification at any time, even without an error message displaying. You can send a notification in the Notification window in the Sales Orders window or organizer, by using free form text.

In addition, Order Management can send an approval notification for failed processing constraints from the Sales Orders and Messages windows. The Notification window displays all of the user responsibilities for you to select.

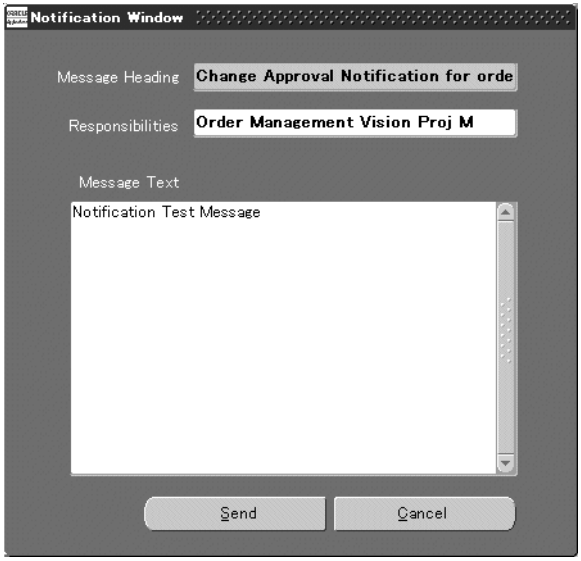
To apply changes to an order or return:

1. Navigate to the Order Organizer and query the order or return you want to apply changes.
2. Choose the Open Order to open your order in the Sales Orders window.



3. Enter your changes to the order or return.
4. Save your work.
5. If you receive an error message and wish to notify someone else, choose the Actions button and select Notification.

   The Notification window displays.



Note: If there are multiple errors, the Multiple Error Message window displays. Choose the Notify button to send a notification to the appropriate user responsibility.

6. Select or accept the appropriate user responsibility to approve the order change.
7. Enter any additional comments in the Message Text field.
8. Choose the Send button.

Close Orders

Closing orders that are complete enhances performance, since many programs, windows and report queries retrieve open orders only. Orders marked as closed are not selected, increasing system speed and efficiency. Closed orders are excluded from many of the standard reports available in Order Management, so you can limit your reporting to the active orders you want.

Close lines and close orders are implemented using workflow. Order Management provides seeded close line and close order workflow sub-processes to close the order header and line, respectively. These processes, when included in the order header or line workflow, closes the status of the eligible order or lines. Once an order is closed, no lines can be added.

The order header close order process checks at the end of every month to see all the lines associated with are closed. It closes the order header if it finds that all the lines are closed.

Attention: Be sure to include the standard sub-processes of close line and close order at the end of all your line and order flows to ensure that your orders and returns close once all prerequisites have been met.

Close Order Lines

An order line is eligible to close when it completes all of the line-level activities within the workflow process. Order lines can close independent of each other. Once an order line is closed, no changes can be made to any fields except the descriptive flexfield, for which you can define processing constraints.

Holds Effect on Eligible Lines

The Close Line or Close Order workflow activities does not close orders or lines that have unreleased generic holds or activity specific holds based on the Close Line or Close Order activity respectively. You must remove any such holds on orders or order lines that you want to close.

Split Order Lines

Order Management allows you to split order lines to meet your customer's needs. Until the product is shipped, your customer can request to change the shipping address or date for part of their order line. You meet such requests by splitting the order line into multiple shipments, via the Split Lines window. These are referred to as user initiated splits.

Order Management splits order and return lines into multiple shipments when they are partially processed. Such system initiated splits occur as follows:

When Order Lines are partially processed at:

- Ship Confirmation - When your shipping department finds that stock on hand is less than the ordered quantity, you can ship the available quantity and Order Management will split the line so that the customer can be billed for what was shipped.
- Purchase Release Receipt - When a Drop-Ship Line is partially received, Order Management splits the line so that a customer can be invoiced for what was already shipped.

When Return Lines are partially processed at:

- Return Receipt - When your customer returns partial quantity on a return, Oracle Order Management splits the return line so that customers can be issued credit for what was returned.

For both user and system initiated splits, Order Management retains all of the original line information including attachments, discounts, flow status, sales credits, reservations, taxes and holds.

User Initiated Splits

To split an order line:

1. Navigate to the Order Organizer window.
2. Query the order which contains the line you want to split.
3. Select the order line you want to split.
4. Choose the Actions button from the Sales Orders window.

   The Split Line window displays.

5. Select the split line. The split line window displays with one record, with the Request Date, Ship to and Warehouse defaulted from the original line.
6. Enter the quantity.
7. Create new records as per your split requirement.
8. Choose the Split button to confirm the split.

Note: Splitting is the only way in which you can create multiple shipments for a given order line.

Configurations You can split only at the top-level line in a configuration, i.e. you can split only a model line and not at the option or class level. You can split only a kit line and not at the included item level. When a model or kit line is split, Order Management splits each item beneath the Model proportionately.

When a configuration or kit is shipped out of proportion, the system creates remnant sets. Lines in a remnant sets are treated as standalone lines by shipping and fulfillment. Remnant sets can arise only out of system initiated splits.

Service When a serviceable item line is split, Order Management will split any service item lines beneath it.

Information Retention Across Shipments when a Line is Split:

- Attachments

  For User Initiated Splits - Only manual attachments are duplicated when a line is split.

  For System Initiated Splits - Both manual and automatic attachments are duplicated.

- Discounts / Surcharges / Freight Charges

  Note: Surcharges and freight charges are handled in the same manner as adjustments.

  For User Initiated Splits

  - If the Calculate Price Flag on the original line is set to Y, automatic adjustments are re-calculated. Manual fixed amount adjustments are pro-rated. Manual percent based adjustments are duplicated.
  - If the Calculate Price Flag on the original line is set to N, the adjustment components are processed akin to a system split.

  For System Initiated Splits - Automatic Fixed Amount Adjustments are pro-rated. Automatic percent-based adjustments are duplicated. Manual fixed amount adjustments are pro-rated. Manual percent-based adjustments are duplicated. The Calculate Price Flag is set to N for both the original and the new split records.

- Holds

  Non- released holds are duplicated when a line is split. Changing attributes on the new split line will result in re-evaluation of hold source application rules.

- Sales Credits

  Line level sales credits are duplicated when a line is split.

- Status Information

  Line workflow status information is duplicated when a line is split. The new split line has a flow of its own. The new line will be in the same point in its flow as the original line it split from.

- Reservations

These are split when a line is split, provided the scheduling attributes remain the same.

- Tax

  This is re-evaluated when a line is split.

Attributes that need to be common across shipments originating from a Line Split

Order Management creates a line set when you split a line. All the shipments that originate from the original line belong to the same line set. Line sets are created only for the standard item lines and top-level lines in configurations and kits.

Order Management ensures that the following attributes are common across all shipments in a Line Set:

- Ordered Item
- UOM
- Over and Under Shipment Tolerances

Processing Constraints

System defined constraints are as follows:

- User initiated splits not allowed on return lines.
- User initiated splits not allowed on a line that is purchase released, ship-confirmed, invoice interfaced, fulfilled or closed.
- User initiated splits not allowed on any lines in a configuration once any line in the configuration is ship-confirmed, invoice interfaced, fulfilled or closed.
- User initiated splits not allowed on any lines in a configuration once a config item is created.

Additionally to meet your specific business needs, you can set up constraints to prevent user initiated splits at earlier points in the line flow. Define the constraints against splits using the Split operation.

Decimal Quantities

Order Management enables you to enter transactions for quantities less than a unit rather than defining a unit of measure (UOM) to represent the partial quantity in the Sales Orders window. For example, you can enter an order of 1.1 tons of butter without defining a UOM of 0.1 of a ton by simply entering a quantity of 1.1.

Indivisible Items

You can define items that can only be ordered in discrete quantities and not in decimal quantities. For example, you can order pencils in discrete quantities (e.g. 1, 2, 3) and rather than in decimals (1.1, 1.2, 1.3).

Navigate to the Physical Attributes tabbed region in the Master Items window to set up the item attribute, OM Indivisible, to enter items using decimal quantities. For example, if an item is set up with a primary UOM of *EA*, the *OM* Indivisible item attribute is set to Yes, and you order 1.5 *EA*, an error occurs. However, if you order 1.5 *DZ*, Order Management accepts the quantity since it corresponds to 18 *EA*. If you order 1.6 *DZ*, an error occurs since 1.6 *DZ* is not an integer number of the *EA* UOM.

Note: Order Management does not support entering order lines for configurations, kits, options or included items using decimal quantities.

See Also

Overview of Returns on page 2-108

Overview of Mass Changes

Oracle Order Management provides you with the ability to multi-select several orders or returns, order lines or return lines and apply changes in one single transaction. Multi-select the orders you want to apply the mass change and choose the Mass Change option from the Tools menu. In the Order and Line Mass Change windows you can multi-select orders and:

- change order attributes at the order or line level
- cancel or copy a set of orders or lines
- assign sales persons or discounts to multiple orders or lines
- apply or release holds on multiple orders or lines
- in case of partial success, specify whether to commit or rollback already processed orders or returns.

Note: The mass change windows cannot be used for single order lines or return lines.

Applying Mass Changes

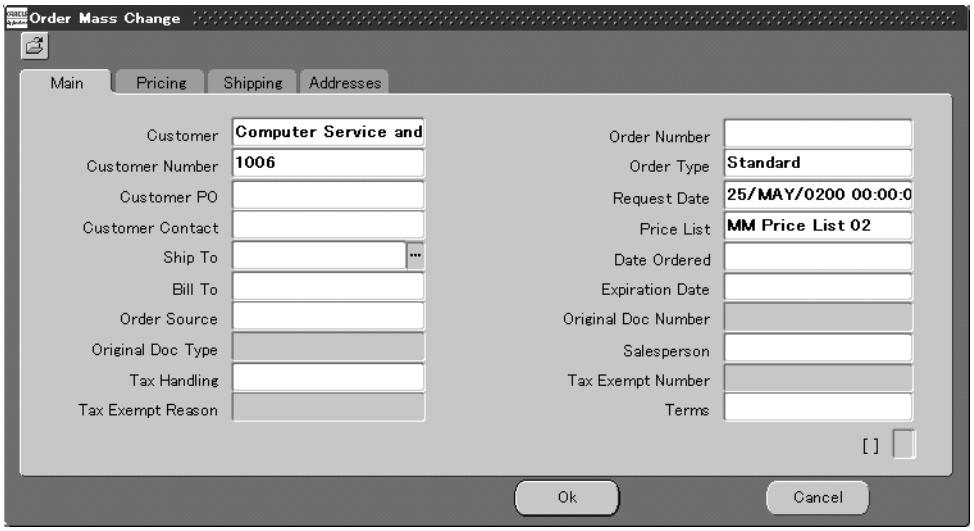
Prerequisites

- An order or return must be created with multiple lines.

To apply a mass change at the order header level:

1. Navigate to the Order Organizer and query the orders or returns you want to apply a mass change.
2. Multi-select the orders or returns you would like to apply the mass change in the Order Organizer Summary Information View.
3. Select Mass Change from the Tools menu.

   The Order Mass Change window displays.



4. Enter new values for order header attributes in the Main, Pricing, Shipping, and Addresses tabbed regions.
5. Choose OK.

To apply a mass change at the order line level:

1. Navigate to the Order Organizer and query the order or return you want to apply a mass change.
2. Switch to the Lines tab in the Order Organizer or choose the Open Order button and switch to the Line Items tab.
3. In the Line Items tabbed region, multi-select the lines you want to change.
4. Select Mass Change from the Tools menu.

   The Line Mass Change window displays.
5. Enter new values for line level attributes in the Main, Pricing, Shipping, Addresses, Returns, Services, and Others tabbed regions.
6. Choose the OK button.

Drop Shipments

Order Management allows you to enter drop-ship sales orders as well as standard sales orders. You can receive orders for items that you do not stock or for which you lack sufficient inventory, and have a supplier provide the items directly to your customer. The benefits of drop shipping include:

- no inventory is required
- reduced order fulfillment processing costs
- reduced flow times
- elimination of losses on non-sellable goods
- elimination of packing and shipping costs
- reduced inventory space requirements
- reduced shipping time to your customer
- allows you to offer a variety of products to your customers

Order Placement

You can enter orders using standard Order Management functionality, and decide at the time of entry whether a particular line will be drop-shipped. As with standard sales orders, you can modify orders or lines that you intend to drop ship after you have entered them.

Purchase Requisitions

Order Management creates purchase requisitions when you use the Purchase Release concurrent program with Oracle Purchasing's Requisition Import program. Purchase Release acts upon eligible lines that you want to fulfill from an external source. To use this program, add the Purchase Release workflow process to any order workflow you use with drop-shipped orders. Order Management provides reports to reflect item numbers and purchase quantities.

Service Items

Purchasable service items can be drop-shipped based on the assumption that the service is provided by the seller and the vendor is actually drop shipping the item. For example, you can define a television as a serviceable item. When you place the order, the source type must be set to External and define service lines for the television. However, only the television can be sent to Oracle Purchasing for

creating a requisition, purchase order. The vendor is only responsible for the shipping of the television to the customer.

Quantity Adjustments after Shipping

If part of a drop-ship line ships and you do not wish to fulfill the remaining quantity, cancel the line. If the quantity shipped is less than the quantity ordered, the sales order line will be split into two lines. The first line will display the quantity shipped and the second line will display the backordered quantity. Over-shipments must be handled manually. If the supplier ships more than the ordered quantity, you can bill your customer for the additional quantity or request that they return the item. Use the Sales Order and Purchase Order Discrepancy Report to view differences between your drop-ship sales orders and their associated purchase requisitions and orders.

Returns

Use standard Order Management functionality to process return material authorizations (RMAs). Your customers can return drop-shipped items to you or to your supplier. If you receive the return into your inventory, you can retain it or ship it to your supplier. If you pass the returned item to your supplier, you should notify the buyer and authorize the return by generating a return document in Oracle Purchasing. If the supplier receives the return directly, they must inform you of the event before you can process the return in Order Management.

Holds and Approvals

Standard holds and approvals functionality controls drop-ship sales orders. You can implement holds and approvals at different stages in your order workflow to control the drop shipment process. For example, if your supplier reserves the right to refuse returns, you can add an approval step to your order workflow to ensure that the customer will not receive a credit unless your supplier notifies you that they accept the returned item.

If you place a hold on a line before you run Purchase Release, Order Management enforces the hold automatically. However, after a purchase order has been generated for your drop-ship line, you must control holds manually by coordinating with your supplier. The Sales Order and Purchase Order Discrepancy Report displays held orders for your review.

Shipping Tolerances

During a drop shipment transaction, the quantity received will be stored in Order Management as quantity shipped. If the quantity is less than quantity ordered and the quantity is within the specific shipping tolerances, the order line will be fulfilled completely. If the quantity is not within tolerances, the order line will be split into two lines. The first order line will display as shipped and ready for invoicing. The second order line will be placed on backorder awaiting receipt.

See Also

Drop-ship Order Flow on page 2-55

Drop-ship Return Flow on page 2-127

Overview of Workflow on page 1-36

Cancelling Orders on page 2-141

Overview of Holds on page 2-143

Overview of Shipping Tolerances on page 1-184

Drop-ship Order Flow

Entry and Booking

Enter, copy, or import an order. If the seeded workflow is assigned to the orders type, then both internally and externally sourced lines can proceed through this workflow. The seeded workflow branches are based on source type. If the workflow is a custom workflow, ensure that it includes workflow steps necessary to process externally sourced lines. If the order type has the default value for the source type field set as External, all the lines of this order will have the source type EXTERNAL. Only standard items may be drop-shipped; kits and models cannot be drop-shipped.

Depending on how your order flow is defined, you can change the source type until the line has been booked. A source type of null will be treated as an internally sourced line.

Purchase Release and Requisition Import

The Purchase Release concurrent program processes eligible lines with a source workflow type of External and passes information to Oracle Purchasing. Run Purchasing's Requisition Import program to create purchase requisitions based on this information. When you submit the program, ensure that you set Requisition Import's Multiple Distributions parameter to No. After Requisition Import completes successfully, you can approve the requisitions to generate purchase orders.

If the buyer makes changes to the requisition or purchase order in Oracle Purchasing after Purchase Release has been run, use the Sales Order and Purchase Order Discrepancy Report to note differences between the original sales order and its associated purchase order.

Passive Receipts

When a vendor sends only an invoice for drop shipments, you will need to perform passive receipting. The receipt quantity will need to be retrieved from the invoice and a logical receiving of the drop shipments needs to be performed. Passive receiving must be performed manually.

Confirmation of Shipment and Receipt

Standard Oracle Purchasing functionality confirms that your supplier has completed the drop shipment. Confirmation may be as simple as a phone call, or it

may include Electronic Data Interchange (EDI) documents, such as an Advance Shipment Notice (ASN) and an Advance Shipping and Billing Notice (ASBN).

When you receive shipment confirmation, enter a receipt in Oracle Purchasing, even if the drop-shipped item is not transactable. This creates inbound and outbound material transactions in your system for accounting purposes.

You must receive drop-ship items in a logical organization. If you use Oracle Master Scheduling/MRP and Oracle Supply Chain Planning, to avoid miscounting supply you may not want to include logical organizations in your planning. If you choose to include logical organizations, ensure that doing so does not cause planning and forecasting complications.

If your supplier should send only an invoice, you need to enter a passive receipt.

Invoicing

After your system's inventory has a record of the transaction, run the Invoicing Activity and AutoInvoice programs to generate an invoice for your customer. You may want to pass on any landing or special charges that your supplier imposed on the drop shipment. Freight and special charges may be associated with shipments automatically.

See Also

Overview of Workflow on page 1-36

Copying Orders on page 2-98

Order Import on page 4-2

Required Fields for Entering Orders

The following tables show the fields for which you must provide values when entering or booking an order. You can achieve this by defaulting information according to your defaulting rules, as well as by entering values in the Sales Orders window, copying data from an existing order or return, or using Order Import.

See Also

Copying Orders on page 2-98

Order Import on page 4-2

Order Information, Main tabbed region

Table 2–1 Order

Attribute	When required
Customer Name or Number	Booking
Order Number	Entry (system-generated)
Order Type	Entry
Customer PO Number	If Order Type requires; Booking.
Salesperson	Booking
Ordered Date	Booking
Ship To Location	Booking (not required for Return)
Bill To Location	Booking
Agreement	If Order Type requires; Booking.
Price List	Booking
Payment Terms	Booking (not required for Return)
Currency	Entry
Conversion Type	If Currency entered is not your functional currency; Booking
Conversion Date	If Conversion Type entered is User; Booking
Conversion Rate	If Conversion Type entered is User; Booking
Tax Handling	Booking

Table 2–1 Order

Tax Reason	If Tax Status is Exempt at Entry
Payment Amount	If Payment Type requires
Check Number	If Payment Type requires
Credit Card	If Payment Type requires
Credit Card Holder	If Payment Type requires
Credit Card Number	If Payment Type requires
Credit Card Expiration Date	If Payment Type requires
Credit Card Approval Code	If Payment Type requires

Order Line

Table 2–2 Line

Attribute	When required?
Line Type	Entry
Line Number	Entry
Shipment Number	Entry
Item	Entry
Ordered Quantity	Entry
Unit	Booking
List Price, Selling Price, Price List	Booking (except for configured or included items)
Customer	Booking
Ship-to	Booking (not required for Return)
Bill-to	Booking
Payment Term	Booking (not required for Return)
Tax Handling	Booking
Tax Date	Booking
Tax Code	Booking, when Tax Handling is Required or "Calculate Tax" is set to Yes
Service Duration	Booking, only for service lines

Table 2–2 Line

Task	Entry, depending on Project Control Level
Tax Reason	Entry, if status is exempt
Request Date	Booking
Return Reason	Entry (only for entering returns)
Warehouse	Booking (only for entering returns)

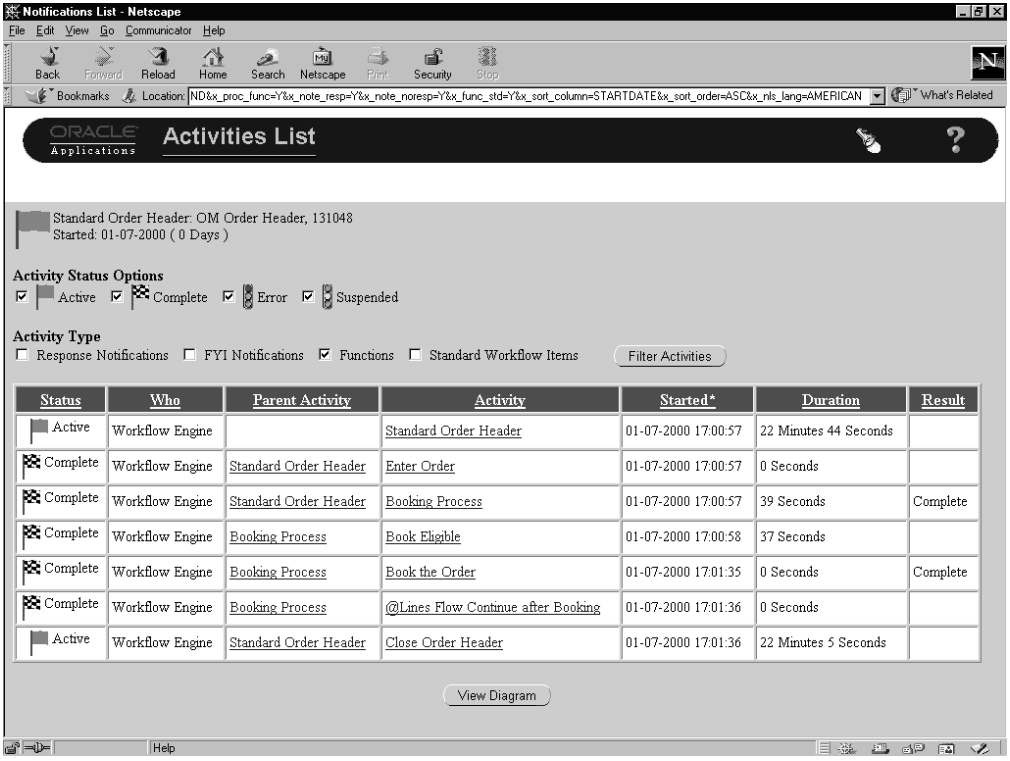
Sales Orders Tools Menu

This section lists the available options on the Tools menu for the Sales Orders window.

Workflow Status	See: Viewing Workflow Statues and Processes.
AutoSchedule	See: Sales Order Auto Scheduling.
Item Search	See: Item Search, Oracle Inventory User's Guide.
Quick Customers Entry	See: Entering Customers, Oracle Receivables User's Guide.
Mass Change	See: Overview of Sales Orders.
User Sets	
Purge	See: Order Purge.
Create Hold Source	See: Defining Holds.
Scheduling	See: Overview of Sales Order Scheduling.

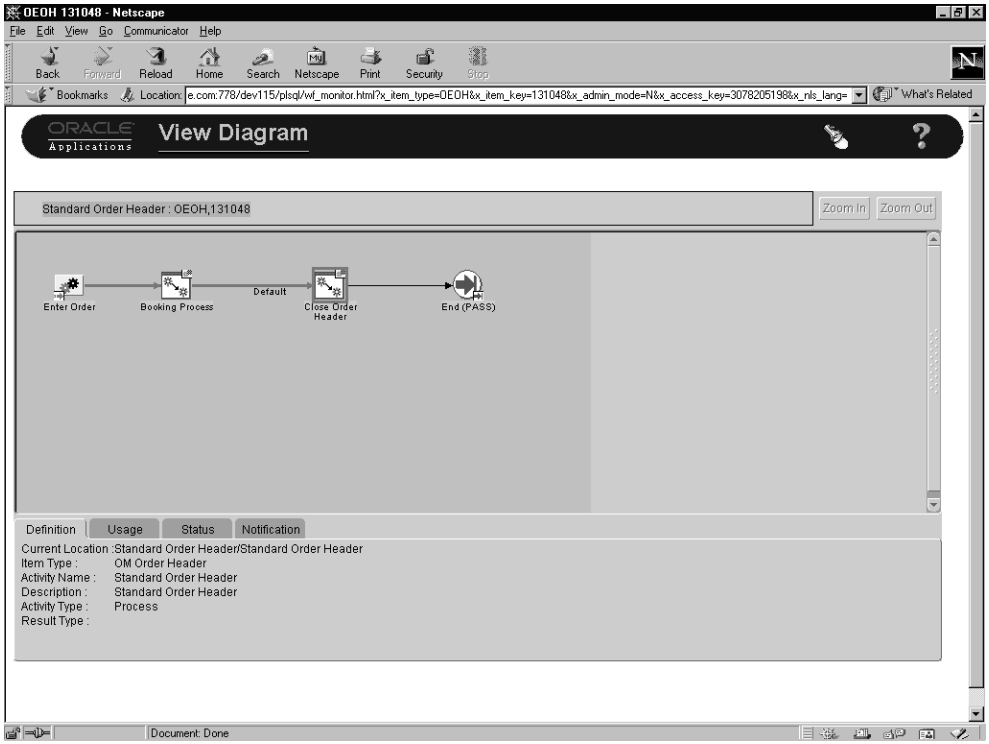
Viewing Workflow Statuses and Processes

- The Sales Orders window displays the order header status in the Main tab of the Order Information tabbed region. The order line status is displayed in the Main tab of the Line Items tabbed region.
- The Workflow Status option on the Sales Orders window Tools menu launches the workflow status page. The window shows in tabular format all the activities an order header or line has completed and the corresponding results. See the *Oracle Workflow User's Guide* for more information.



Status	Who	Parent Activity	Activity	Started*	Duration	Result
Active	Workflow Engine		Standard Order Header	01-07-2000 17:00:57	22 Minutes 44 Seconds	
Complete	Workflow Engine	Standard Order Header	Enter Order	01-07-2000 17:00:57	0 Seconds	
Complete	Workflow Engine	Standard Order Header	Booking Process	01-07-2000 17:00:57	39 Seconds	Complete
Complete	Workflow Engine	Booking Process	Book Eligible	01-07-2000 17:00:58	37 Seconds	
Complete	Workflow Engine	Booking Process	Book the Order	01-07-2000 17:01:35	0 Seconds	Complete
Complete	Workflow Engine	Booking Process	@Lines Flow Continue after Booking	01-07-2000 17:01:36	0 Seconds	
Active	Workflow Engine	Standard Order Header	Close Order Header	01-07-2000 17:01:36	22 Minutes 5 Seconds	

- From the status page, you can access the Workflow monitor to see the order or line status in a more graphical format. This is available through the View Diagram button. See the *Oracle Workflow User's Guide* for more information.


OEOH 131048 - Netscape
File Edit View Go Communicator Help
Back Forward Reload Home Search Netscape Print Security Stop
Bookmarks Location: e.com:778/dev115/plsql/wf_monitor.html?x_item_type=OEOH&x_item_key=131048&x_admin_mode=N&x_access_key=3078205198&x_nls_lang=
What's Related
ORACLE Applications
View Diagram
Standard Order Header : OEOH,131048
Zoom In
Zoom Out
Enter Order
Booking Process
Default
Close Order Header
End (PASS)
Definition
Usage
Status
Notification
Current Location : Standard Order Header/Standard Order Header
Item Type : OM Order Header
Activity Name : Standard Order Header
Description : Standard Order Header
Activity Type : Process
Result Type :
Document: Done

Overview of Sales Order Scheduling

Scheduling is a communications tool that helps balance customer demands with your ability to fulfill that demand. The following are some aspects of this tool that Order Management provides:

ATP Inquiry	Enables you to make delivery commitments to customers while taking an order, or to verify from where a line can be fulfilled
Schedule	Provides a schedule date and warehouse that will fulfill the customers request. If an item has Check ATP enabled, then the supply will be consumed from the pool of available supply for that item. If an item does not have Check ATP enabled, then the supply will not be consumed.
Reservations	Allocates inventory to a specific order line from a warehouse, subinventory, lot, or revision

Order scheduling is managed differently from company to company. Some may place demand for a product at order entry and reserve it upon release. Others place demand for a product and promise it to customers at order entry. Still other companies may place demand and promise a product at order entry but, because they have high inventory levels, do not need to reserve the product at release.

Order Management supports a variety of scheduling environments. If you schedule at order entry, you can use the Sales Orders window. If you have a special department that schedules orders, you can separate the functions and use the Schedule Orders Workbench. Or, if you never schedule but simply enter and release orders, you can set up Order Management to support your business needs.

You can schedule order lines with multiple ship-to locations, shipping warehouses, request dates, promise dates, schedule dates, and inventory details. With ship sets, you can specify which lines on an order must be shipped together.You can use an arrival set to specify that a set of lines must arrive at customers dock at the same time.

From the Sales Orders windows, you can request on-line ATP inquiries and schedule dates for a single order line, a ship set, a configuration, or an entire order. If the date and quantity you request are not available, Order Management displays the earliest date (after the request date) that you can ship the quantity you require according to your inventory and planning parameters.

You can also schedule models with options, just as you can with regular lines. You can change warehouse and shipping information for each shipment. You can also

add, change, or delete model options, which allows you to rearrange your scheduled shipments to support customer or internal requirements.

Order Management can schedule and reserve for orders and order lines. Order Management provides you with the ability to auto schedule your orders as they are entered. Order Management allows you to schedule order, order lines, or scheduling groups through Oracle Master Scheduling / MRP's scheduling functionality. Scheduling groups include ATO (Assembly-To-Order), Ship Model Complete PTO (Pick-To-Order), ship set and arrival set. Scheduling allow users to check availability of goods, schedule lines for shipment / arrival and make reservation against specific source of supply and sourcing location. Scheduling allows you to perform:

- ATP inquiries
- schedule
- reserve
- unschedule
- unreserve

ATP Inquiries

You can check available quantities for an item, a group (configuration or ship set), or an entire order without placing demand or reservations. Oracle Master Schedule/MRP verifies that the quantity ordered is available on the request date or schedule date you specify. Oracle Master Schedule/MRP uses the item or organization ATP rule to determine the supply and demand to be considered in the calculation.

Attention: ATP Inquiry is for informational purposes only and does not place demand or reserve on-hand inventory.

When you request an on-line ATP Inquiry, Order Management supplies the ATP date and available quantity from Oracle Master Scheduling/MRP. The ATP date reflects the first date after the schedule date or request date that the ordered quantity is available. The available quantity represents the quantity available on the schedule date or request date.

If you are performing an ATP inquiry on a scheduling group, such as a Ship Together Model, ship set, or ATO configuration, the ATP date displays the first date that all components are available. The ATP information for each component will be shown when Check ATP is enabled at the model level.

An item can be enabled for ATP (ATP_FLAG ="Y") or not (ATP_FLAG="N") in the inventory using the master items form.

If ATP = "Y" for an item, the following results will be displayed:

1. Available Quantity
2. Available Date
3. Request Date
4. Warehouse
5. On-hand
6. Reservable Quantity

If the attribute ATP_FLAG for the item = "N" then the user will get back following results:

1. On-hand
2. Reservable Quantity

If the line on which ATP is performed is an ATP Model, ATP will be performed on all the options under it.

ATP_CHECK will be performed automatically on the line as it is entered, if the profile OE:AutoSchedule is = "Y" and if the item on the line is a standard item. If the Availability window is kept open, then the result of the ATP CHECK will be displayed on that window. The line must have an item, the order quantity, the ordered quantity unit of measure and the request date for the system to perform an availability check. The system will select a source for the line if a source is not specified on the line. If you specify a source, however, the system will use that source to check the availability.

You can also invoke MRP's Global Availability from the Sales Orders window. This window will display shipping locations based on sourcing rules and display availability for those organizations.

If the request date entered falls before the current date, then the ATP will be calculated using the current date and not the specified date.

When an ATP Check is performed on an ATO Model, the check will be performed on all the options under it.

Group ATP will be performed on following grouping of lines:

- ATO model
- Ship Set
- Arrival Set

You can also perform ATPs for an order. In this case, all the lines belonging to that order will be ATP'd. If the lines are not in any of the above groups, the ATP check will be performed independently on the lines.

ATP for Different Items Types:

Item/Entity	ATP Action
Standard Line (not in any set)	ATP performed on line.
Standard Line (in ship or arrival set)	ATP performed on entire set.
ATO Model	ATP performed on all models, options and classes under it.
ATO Class	ATP performed on entire configuration.
ATO Option	ATP performed on entire configuration.

Item/Entity	ATP Action
PTO Model (non-SMC)	ATP performed on the model and its included items.
PTO Class (non-SMC)	ATP performed on the class and its included items.
PTO Option (non-SMC)	ATP performed only on the option.

Displaying ATP Results

There are two ATP windows through the Sales Orders window which display ATP information:

Single line ATP Information

This window displays the ATP information for a single line while a line is being entered. This window will be opened when autoscheduling is turned on, or when you choose a line which does not belong to any set and select the availability button on the Sales Orders window. This window indicates whether or not the item is available on the date requested and, if not, when it will be available. This window is most useful when performing ATP on a single standard line.

The following information will be displayed in this window:

- Warehouse
- On Hand Quantity
- Reservable Quantity
- Request Date
- Available Quantity
- Available Date
- Error Message

Multi-line ATP Information

This window displays the same information as in the single-line ATP window, but it displays this information for multiple lines.

To query ATP information for an item:

1. Navigate to the Sales Orders window and enter the item.

2. ATP_CHECK will be performed automatically on the line as it is entered, if the profile option *OM: AutoSchedule* is = "Y"
3. ATP CHECK can be performed manually by clicking the Availability button.
4. You can also invoke Oracle Supply Chain / MRP's Global Availability window from the Availability window opened by clicking on the Global Availability button. This window will display shipping locations based on sourcing rules and display availability for those organizations.

Schedule Actions

The following actions are performed when a line is scheduled:

- Sourcing rules are applied to the order line to assign a ship-from location if the line does not already have one.
- The schedule ship date is derived, and using the delivery lead time, the schedule arrival date is calculated.
- Supply is consumed for the item on the order line.
- If the reservation time fence is set and the schedule ship date is within the reservation time fence, the system reserves the line.

The following sales order line attributes are populated when scheduled:

- Schedule Ship Date
- Schedule Arrival Date
- Ship From Location
- Delivery Lead Time, if the shipping network is set up
- Shipping Method, if the shipping network is set up

Schedule Arrival Date

If the shipping network is not set up, MRP will return a delivery lead time of zero. The schedule arrival date and the schedule ship date will be the same. The delivery lead time will be zero and the shipping method will not be populated. If you specify a delivery lead time on the sales order line, that value will be used to calculate the schedule arrival date:

Schedule Arrival Date = Schedule Ship Date + Delivery Lead Time

Scheduling and Available-to-Promise

When scheduling a line, consumption of supply will differ depending on the value of the item attribute Check ATP.

- If Check ATP is set to Yes for the item, the line cannot be scheduled until after checking availability and determining that the item is available. Using the Sourcing Rules for the item, it will look for availability within each warehouse until it finds the item available. If the item is unavailable on the request date or within the acceptable range, a message is displayed to indicate that the date could not be met.
- If Check ATP is set to No, the availability is not verified and the item is always considered available and is scheduled with the request date as the schedule date.

Note: Once a line is scheduled, it is visible to Oracle Master Scheduling/MRP as a demand line.

Schedule Actions by Item Type

Item /Entity	Schedule Action
Standard Line (not in any set)	Line is scheduled.
Standard Line (in ship or arrival set)	Whole set is scheduled.
ATO Model	Configuration is scheduled.
ATO Class	Configuration is scheduled.
ATO Option	Configuration is scheduled.
PTO MODEL	Model and included items are scheduled. (Applies to non-ship model complete)
PTO Class	Option class and included items are scheduled. (Applies to non-ship model complete)
PTO Option	Option is scheduled. (Applies to non-ship model complete)
Included Item	Cannot schedule included item by itself. When scheduling the parent item, included items are scheduled.
Service Line	Cannot schedule service lines.

Scheduling of Included Items

- When the parent gets scheduled, the included items get scheduled.
- When the parent gets reserved, included items get reserved.
- If the parent is not a ship model complete PTO, then the included items get scheduled independently and will not necessarily come from the same warehouse as the parent.
- A change in order quantity on the model will cascade to all the included items.
- A change in reserved quantity is always independent.

Scheduling Sets

When new lines are inserted into a ship set, all the lines are scheduled for the same ship date and warehouse. When new lines are inserted into an arrival set, all the lines are scheduled for the same schedule arrival date.

When a new line is inserted into an existing set, if for some reason it cannot be scheduled on the same date as the set, the whole set will be rescheduled if the profile option *OM: Auto Push Group Date* is set to Yes. If the set warehouse cannot be used to source the new line, the entire set will be sourced from another warehouse. A message is displayed indicating that the warehouse has been changed.

Note: When *OM: Auto Push Group Date* is set to No and a new line is being inserted into a ship set (or arrival set) but cannot get scheduled for the set attribute, the order line is added but not to the ship set.

Scheduling ATO and Ship Model Complete PTOs

When an ATO model or a ship model complete PTO is scheduled, all the options under the model are scheduled. When a new option is added, it will also be scheduled. While scheduling an ATO model or a ship model complete PTO, all standard mandatory components are also scheduled.

Scheduling Failures

Scheduling is automatically performed on a line when the line is added, updated or deleted. The following situations will successfully add, update or delete lines even if scheduling fails:

- When autoscheduling is on and scheduling failed: a line is inserted, but not scheduled.

- When a new is line is being added to a set. If scheduling fails, the line is created but not added to the set.
- If scheduling is successful, but reservation fails (if reservation was automatically performed due to the reservation time fence)
- Action of ATP fails, the operations of add, update or deleted will still be completed.

The following are cases where updating, adding or deleting a line will fail if scheduling fails:

- When the action of scheduling is performed using the right mouse button or the Tools menu.
- When a line is being moved from one set to another and scheduling fails. Updates on the line will still complete except the updates to any scheduling attribute.

Note: If scheduling encounters an unexpected error (such as system or network error), add, update and delete will also fail.

Sourcing

Sourcing is performed automatically during scheduling and there is not source on the line. The system uses Oracle Master Scheduling/MRP sourcing rules to find the source for a line. Sourcing rules let you define where to source the item from. It can also be defined at the customer-item level. For more information on setting up sourcing rules, please refer to the *Oracle Supply Chain Planning User's Guide*.

Automatic Sourcing

When a new line is being scheduled, and if it does not have a warehouse, Oracle Order Management will try to get a source for the line by looking at its sourcing rules. If you specify a source for the line or used defaulting rules to default the warehouse, Oracle Order Management will source only from that warehouse. Only if you clear the warehouse, will the Oracle Order Management again look at the sourcing rules. Any rescheduling will only be done from the warehouse on the line.

Ship and Arrival Dates - Customer Preference

You can specify the request and promise dates as either the ship date or arrival date. By setting the customer level attribute Request Date Type, you can determine whether the date displayed on the sales order is a ship or arrival date.

Requesting

You can record the date and time that the customer wants the goods shipped or delivered for the entire order, order line, or arbitrary group of lines.

Promising

You can promise a specific date and time in which the goods requested are shipped or delivered for the entire order, order line, or arbitrary group of lines.

> **Note:** You can specify the date and time for the request and promise dates. The system, however, will still schedule the line base on the date, but not the time component.

Earliest Available Date

When the quantity available is not enough to satisfy the quantity required on the request date, you can view the earliest date that the requested quantity is available. The information can be viewed in the Availability window.

Available Date

If the item is not available on the request date, it will look out on the horizon the number of days you have set for the Latest Schedule Limit attribute for the customer and as long as the available date is within the schedule limit it will automatically schedule the line.

Controlled Scheduling

You can control which scheduling actions can be performed when you are entering a sales order. You can setup order types and lines having that order type will not be made visible to planning. You can control whether to:

- perform a scheduling action on the lines of an order
- perform an availability check on lines for an order
- perform all scheduling-related actions on an order

All orders for a particular order type follow only that level of scheduling.

Note: OE_ORDER_LINES will have a flag called VISIBLE_DEMAND_FLAG. If this flag is set to Yes, then the line is visible in MRP. If set to No, the line is ignored. Once the order has been scheduled, the order line will be visible to MRP.

Holds

Order Management allows you to control whether scheduling can be performed when a line is on hold.

Note: You need to set the *OM: Schedule Lines on Hold* profile option to Yes in order to schedule an order line that is on hold. See: Order Management Profile Options on page 1-12.

System Controls to Support Scheduling

Order Management provides the following profile options to support your scheduling needs.

OM: Schedule Lines on Hold This profile option determines whether to schedule order lines that are on hold. If this profile is set to Yes, the order lines will be scheduled even if a hold is present. If this profile is set to No, order lines that are on hold will not be scheduled.

OM: AutoSchedule This profile option determines whether auto scheduling should take place as a line is entered or modified.

OM: Reservation Time Fence This profile is the number of days out that inventory will be reserved when scheduling an order line.

OM: Auto Push Group Date This profile will determine whether the schedule date gets pushed out for arrival sets and ship sets when a new line is added to the set.

Right Mouse Option

You can schedule, check availability, reserve, unreserve, or unschedule all order lines on an order using the right mouse button option. Simply place your cursor in the order header or line levels and choose the right mouse button. A menu displays the options available in the Sales Orders window.

See Also

Order Management Profile Options on page 1-12

Overview of Holds on page 2-143

Sales Order Scheduling

Order Management allows you to schedule an order and order lines using the Sales Orders window, the Scheduling Concurrent Program, workflow or Oracle Master Scheduling/MRP workbench.

Sales Orders window

Scheduling on a line and availability checking can be performed from the Sales Orders window. You have the option of manual or automatic scheduling. You can navigate to the Global Availability window for detailed information regarding supply sources and obtain ATP-by-period data. Navigate to the Reservations window to create a reservation for a supply. You can also select scheduling function from the Tools menu from the Sales Orders window or use a right mouse click to schedule an order.

Scheduling As A Workflow Activity

Scheduling is a workflow activity. The workflow activity is a part of the generic line process. If a line is not scheduled and the workflow has started for this line, the scheduling workflow activity can schedule the line automatically.

Schedule Orders Concurrent Program

You can specify parameters with the Schedule Orders concurrent program and automatically process lines and schedule order lines for lines which are not currently scheduled and have workflow status Schedule Eligible.

Schedule Orders Workbench

Oracle Master Scheduling/MRP provides a Schedule Orders Workbench. This workbench allows you to choose orders based on certain rules, prioritizes your orders, and schedules.

To manually schedule an order:

1. Navigate to the Sales Orders window.
2. Enter item information.
3. Keep the line unscheduled at the time of entry and come back to the line and schedule it manually from the Tools menu or a right mouse click.
4. Schedule an entire order, configuration or a set of lines using the multi-select capability of the Sales Orders window.

5. Navigate to the Global Availability window to check the availability of an item in different shipping locations.
6. You can reserve a line from the Sales Orders window.
7. Navigate to the Reservation window and reserve the line.
8. Perform any of the following actions manually on the line: Schedule, Reserve, Unschedule, Unreserve.
9. Change a line which is already scheduled. The system will reschedule the line in this case.
10. You can also select the Availability button on the Sales Orders window to check ATP information.

> **Note:** The availability information is calculated and displayed for the line on which the cursor is placed. If the cursor is on the order header, then the availability information is calculated for all order lines. Select any line that belongs to a group and choose the Availability button to display the group availability.

11. Multi-select multiple orders from the Order Organizer to schedule several orders at once.

To schedule an order or order lines using the right mouse button:

1. Navigate to the Sales Orders window and enter the order you want to schedule.
2. Place the cursor at the order header level and choose the Right Mouse button to schedule, check availability, reserve, unreserve, or unschedule all lines on an order.
3. Place the cursor at the line level and choose the Right Mouse button to schedule, check availability, reserve, unreserve, or unschedule a specific order line.

> **Note:** If the order line is part of a set of order lines and has not been scheduled, the entire set of lines will be scheduled by choosing the Right Mouse button.

4. Save your work.

To autoschedule an order:

1. Navigate to the Sales Orders window and enter the order.

   Note: Make sure that the *OM: Schedule at Entry* profile option is set to Yes for auto scheduling. See: Order Management Profile Options on page 1-12.

2. Enter your order line item information.
3. The system will display the Availability window after the item, unit of measure and quantity has been entered.
4. Once you complete entering the line and move to a new line, automatic scheduling occurs.

Scheduling Workflows

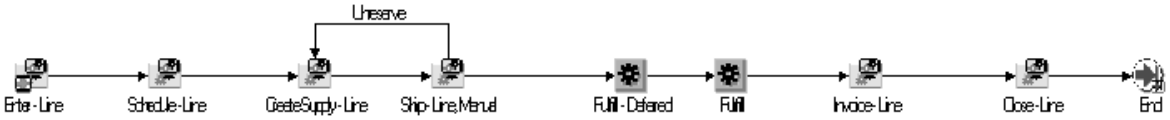
A line which has not been scheduled from the Sales Orders window, can be scheduled through a workflow activity. Each order process activity can be represented as an workflow activity. The workflow activities are completed automatically based on your workflow process definition.

Schedule Workflow Activity

The standard schedule workflow activity:

- obtains a ship from location for order lines
- obtains the schedule date for order lines
- obtains other scheduling attributes including delivery lead time and shipping methods
- reserves order lines if it is within the reservation time period

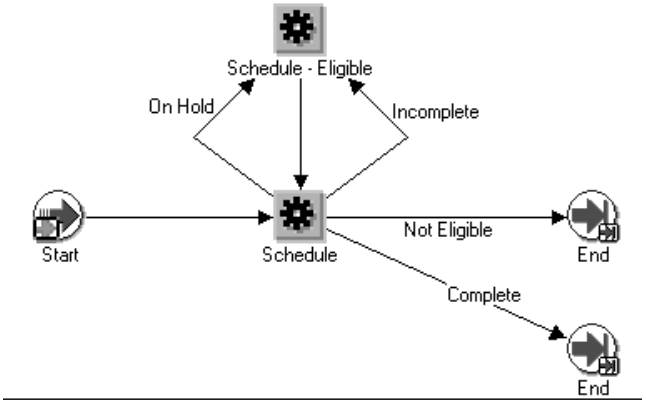
There are two schedule-related workflow subprocesses seeded: the schedule line and create supply process



Schedule Line Workflow Activity

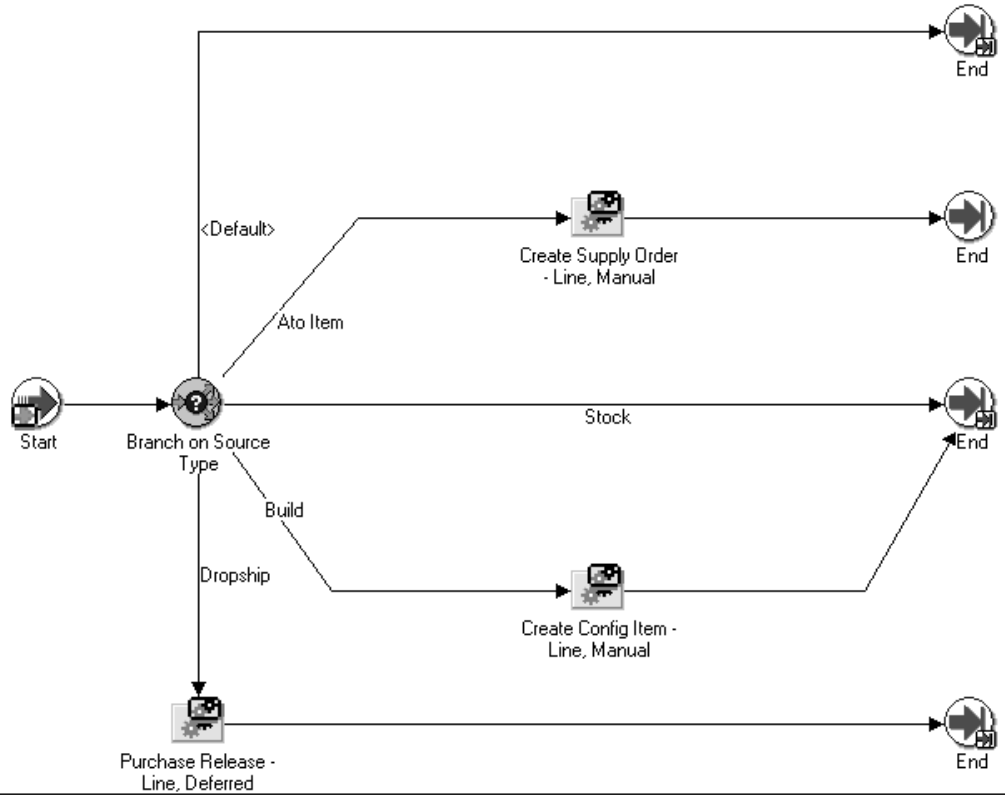
The schedule line workflow process is which interacts with the Scheduling API to perform scheduling. The activity will complete with one of the following results:

- Complete--If the line was successfully scheduled.
- Incomplete--If the line could not be scheduled. For example, if the request date is not specified or a hold is present on the line, then you will receive an incomplete result. If you receive an incomplete result, the workflow activity halts until you correct the problem with the line.
- Not eligible--Scheduling will not be performed. The activity will not perform scheduling if the line does not need it, e.g. if the lines which do not need scheduling are service lines or Option Class lines.



Create Supply Workflow Activity

The following workflow activity displays a standard create supply workflow process:



Order Management's Supply Chain Management solution creates a supply for a drop shipped item on the order line, or if the item is an ATO model or ATO item. For any other type of items, the line continues though the workflow process.

The first activity in this process is the "Branch on Source Type" Activity. This activity checks the line source type and item attributes and decides if the line is a DROPSHIP or a BUILD item so that we can create supply for these items. For all other items, either the planning creates supply for them (thus we can just pick them up from stock), or the line did not need any supply to be created (like service lines or option classes etc.).

Build Result Type

An ATO model has the Build result type. It will go through the ATO process which will comprise of ATO related activities such as, Create config Item Create Bill and Routing, and Create Work Order.

ATO Item Result Type

An ATO Item has this result type. It will go through the ATO process which will comprise of ATO Item related activities.

Drop Shipment Result Type

All items which have a source type code of External continue through drop shipments path. Order Management's Purchase Release Program is used for these order lines.

Stock

All standard items and non-shippable lines such as classes, ATO options, and service lines go through the stock flow. It indicates that Order Management does not need to create supply for this item (planning will take care of providing supply for this item) and that the item is eligible to be shipped on it's schedule date. Non-shippable lines will be fulfilled after their dependencies are fulfilled.

Non-Shippable Lines

All non-shippable lines go through this flow such as classes, ATO options, and service lines. These lines will just wait to get fulfilled. They will be fulfilled when the line they are dependent on gets fulfilled. Thus, an ATO model and its options are fulfilled concurrently.

Reservations

Reservation is the act of creating a hard link between the demand and the supply. When performing reservation as an action directly from the Sales Orders window, it is done only to on-hand inventory supply.

To reserve an order line, the following values are required:

- Item
- Item UOM
- Ordered Quantity
- Request Date

- Ship from location

> **Note:** If the line does not have a ship from location, Oracle Order Management will attempt to schedule the line, since scheduling will return a source for that line. If scheduling is successful, the line can then be reserved.
>
> The line is reserved based on your schedule date. However, only request date is required since scheduling will return the schedule date.

The Reserved Quantity will be displayed on the Sales Orders window, which shows how much of the ordered quantity is reserved.

Reservations are performed automatically when the line is scheduled, and the schedule date is within the reservation time fence.

Performing Reservations

Reservations can be performed from the Sales Orders window in the following ways:

- Automatically for a standard line if the profile option *OM: AutoSchedule* is set to Yes, and if the schedule date is within the reservation time fence of the request date.
- Automatically when you schedule the line manually, by concurrent program or workflow, and if the schedule date is within the reservation time fence.
- Manually for a single line or a set of lines by using the multi-select capability. Go to Tools menu or right mouse click from the Sales Orders window.
- Manually, by going to the Reservations window from the Tools menu of the Sales Orders window.

Reservations for Different Items Types

Item /Entity	Reservation Action
Standard Line	Reservation will be performed on that line.
Standard Line (In ship or Arrival set)	Reservation will be performed only on the selected line, but not the entire set.
ATO Model	You cannot reserve an ATO model.
ATO Class	You cannot reserve an ATO class.

ATO Option	You cannot reserve an ATO option.
PTO MODEL	Reservation will be performed on the model and its included items for non-ship-model-complete models.
PTO Class	Reservation will be performed on the class and its included items for non-ship-model-complete.
PTO Option	Reservation will be performed on the PTO option for non-ship-model-complete.

Reserving Using the Reservations Window

The Reservations window allows you to make reservations at a more detail level of inventory control. This capability cannot be done from the Sales Orders window. From the Reservations window, you can reserve inventory to the revision, lot, subinventory and locator level. Before you can the go to the Reservations window the line must be scheduled. You can access the Reservations window by going to the Tools menu.

To unreserve an order:

1. In the Sales Orders window or order organizer, select the orders or lines you want to unschedule.
2. Select Unreserve from the Tools Menu or right mouse click.

Unscheduling Sales Orders

Order Management allows you to unschedule orders or lines. If the line is reserved, the reservation is also removed.

To unschedule an order:

1. In the Sales Order window or Order Organizer, select the orders or lines you want to unschedule.
2. Select Unschedule from the Tools menu.

AutoScheduling Sales Orders

To auto schedule an order:

1. Navigate to the Sales Orders window and select Turn Auto Scheduling On in the Tools menu.
2. This can also be controlled at the site level using the profile option *OM: AutoSchedule*.

Applying Attachments

After you define your document category and additional rules and their assignments, you can have the rule based attachment applied automatically or manually.

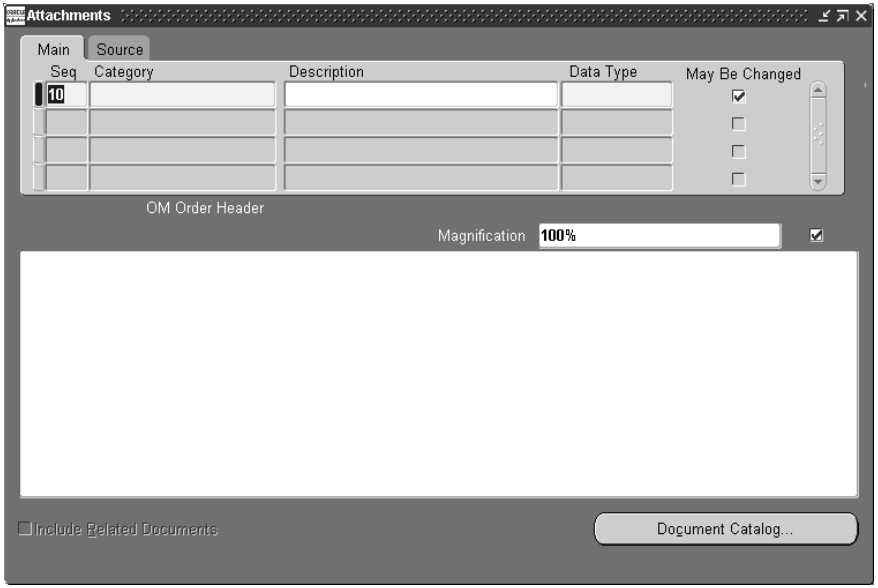
Prerequisites

- Define your document.
- Define your document category.
- Define additional attachment rules.
- Define a one time attachment.

To apply a manual attachment to an order or return:

1. Navigate to the Sales Orders window.
2. Choose the Attachments (paperclip) button from the Menu bar.

   The Attachments window displays.



3. In the Main tabbed region, select the Category of the attachment you want to apply.
4. (Optional) Enter a Description for the attachment.
5. Disable the May Be Changed check box to allow updates to the attachment in the future.
6. Navigate to the Source tabbed region and enter the File or URL for the attachment.
7. Save your work.

To apply an automatic attachment on an order or return:

1. In the Sales Orders window, choose the Actions button and select Apply Automatic Attachments.

   The attachment will be applied based on the additional rules you specified.
2. You can also set a profile option so that the system will automatically apply the automatic attachment.

   Set the profile option *OM: Apply Automatic Attachment* to Yes.
3. Go to the Sales Orders window to enter your order or return header and line information.

   When you save your work, the system will automatically apply those attachments based on the additional rules you specified.

To view or modify an attachment on an order or return:

1. In the Sales Orders window, choose the attachment button. (The paperclip button from the Menu bar.)

   The Attachment window displays.
2. You can view and or modify your attachment.

Booking a Sales Order

To book an order:

1. Navigate to the Sales Orders window.
2. Enter the header and line level information for a new order, or query an existing order.
3. Choose the Book Order button.

   If the order is eligible for booking, a confirmation message displays. If the order is not eligible for booking, the Process Messages window appears.
4. Choose the Continue button to make changes to the sales order.
5. Choose the Cancel to stop the booking of the sales order.
6. Choose the Save Messages button to save any process messages for future reference.
7. Choose the Notify button to alert the appropriate personnel of an action that should be taken to prepare the sales order for booking.

See Also

Booking on page 4-42

Applying Sales Credits

You can apply sales credits for an order, line, shipment schedule, or return. Sales credit information for a model line defaults to each option line. You can assign sales credits to salespersons other than the salesperson for the order. You must enter revenue credits totaling 100 in this window by the time you book the order. Prior to booking, Order Management prevents you from entering a total greater than 100.

Prerequisites

- Set up your sales credit types.
- Set up your salespersons. See: *Oracle Receivables User's Guide*.

To apply a sales credit:

1. Navigate to the Sales Orders window and query the order you would like to apply the sales credit.
2. Choose the Actions button.
3. Select Sales Credits from the Actions dialog box.

   The Sales Credits window displays.
4. Select the Salesperson.
5. Select the sales Credit Type.

   Certain sales credit types apply towards revenue credit. Order Management defaults the primary revenue sales credit type for the salesperson entered in Main tabbed region.

   Note: You can only change the Selling Price if the *OM: Discounting Privilege* profile option is set to Yes. To change the selling price, select the Selling Price field and choose the Discounts button.

6. Select the appropriate Commitment number if you want to apply this shipment order line to a commitment.
7. Save your work.

To define shipping information for a shipment schedule:

1. Navigate to the Shipping tabbed region.

2. Enter address information for the shipment schedule's final destination.
3. Select the Shipment Priority for the order line.

> **Note:** shipment priority allows you to group shipments into different categories of urgency, and can be used as a parameter for Pick Release. You can define additional shipment priorities in the Order Management QuickCodes window.

4. Select the Freight Carrier.

> **Note:** The freight carrier can be used as a parameter for Pick Release.

To define project information for a shipment schedule:

1. Navigate to the Project tabbed region.
2. Select a Project Number.
3. If you chose a Project Number, select a Task Number.

To modify or define release management line information for an shipment schedule:

1. Navigate to the Release Management tabbed region.

> **Attention: You must have Oracle Release Management installed to access this region.**

2. Enter the Customer Job number.
3. Enter the Customer Production Line.
4. Enter the option's Customer Model Serial Number.
5. Enter the Customer Dock to which the item will be delivered.
6. Select an Intermediate Ship-To Location from the list of values.
7. Enter the Planning Production Sequence number.
8. Navigate to the Industry Information descriptive flexfield.

The Additional Industry Attributes window appears.

9. Save your work.

Multi-Select

Order Management provides you with the ability to select several order headers and apply common sales credits in one operation.

To apply Sales credit to multiple Order Headers

1. Navigate to the Order Organizer window and query the order headers for which you want to apply same sales credits.
2. Multi-select the orders by holding down the Ctrl key.
3. Choose the Actions button and select sales credits.

   The Multiple Header Sales Credit window displays.
4. Add additional sales credits or replace existing sales credits as necessary.
5. Choose OK.

Choosing Options Using the Oracle Configurator

Oracle Configurator Overview

The Oracle Configurator provides guided selling and configuration capabilities for selling complex and custom products and services. The Oracle Configurator supports configuration rules written against model structures provided by Oracle Bills of Material and provides an automatically derived runtime user interface for product option selection and validation. By performing this function, it decreases order errors for companies who sell complex and custom products.

Product selection guides the customer through a series of features and options that meet their stated requirements. All options are color coded to show which are currently valid and which are invalid. As selections are made, the configurator progressively validates the integrity of each choice. If an invalid selection is made, it is either rejected outright or the user is provided with the ability to accept the selection, potentially overriding previous options or redefining the constraints set through the guided selling process. Oracle Configurator's interactive configuration engine provides real-time feedback about each selections' impact in the window of prompts and warning messages that guide the buyer to a solution that meets their requirements.

To maximize ease of use, the feature and option selection information is initially presented as a tree view. This allows you to understand the' big picture' before proceeding to make detailed inter-dependent selections. As the tree is expanded, additional nodes are exposed representing the levels of detail.

When integrated with Oracle Order Management, Oracle Configurator provides the following summary information: a list of the selected configuration options, quantity, list price, discounted price, extended price, and total price. Available to Promise (ATP) checks can be performed to provide an estimate on the product availability date based on material and resource constraints.

Entering Options

After the order header information is entered in the Sales Orders window, the user will go to the lines section to enter the models. The ITEM_TYPE_CODE for the model will be defaulted to MODEL (for ATOs and PTOs). For ATOs and PTOs, the user clicks the Configurator button and the Configurator window is displayed. Models, classes and options can also be imported using Order Import.

To configure a model:

1. Navigate to the Sales Orders window and enter the header information for your order.
2. Select the Line Items, Main tabbed region and enter a model in the Item field and a quantity.
3. Choose the Configurator button on the Sales Orders window.
4. Choose each option class folder to display the options.
5. Select the options for that model by choosing the box to the left. You may select any number of options for each class depending on rules defined in Oracle Bills of Material and Oracle Configurator.
6. Choose the Done button to save the configuration and return to the Sales Orders window.
7. Complete the order entry and book your order to release it to the next stage in the order flow.

See Also

Overview of Configurator, *Oracle Configurator User's Guide*

Order Management Profile Options on page 1-12

Repricing a Line

Before you book an order, you choose items and a price list for the order. If you modify a price list or discount after applying either to an item on your order, use Price Line in the Line Items tabbed region to update your order lines.

To update the price for an order line:

1. Navigate to the item you want to reprice in the Sales Orders, Shipment Schedules, or Line Options window.
2. Select the Line Items tabbed region.
3. Choose the Actions button.
4. Select Price Line.

   Order Management recalculates and displays the item's new Selling and Extended Prices, based on current list price and automatic discount information.

Note: If you have applied a manual Order- or line-level discount to an order and subsequently redefine the discount, you must remove it from the order, then re-apply it.

Sales Orders Customization

You can customize the appearance of the Sales Orders window to meet your needs. All order and line blocks including the Find window are designed as folder blocks. You have the ability to hide, show or change the appearance of your folders. See: Customizing the Presentation Data, Oracle Applications User's Guide.

Allowed Customizations

You can choose from these possible customizations.

- Hide an item (text item, button, check box, pop list, option group)

> **Attention: Do not hide any item required for entry or booking that is not defaulted. For example, do not hide the Order Type.**

- Display hidden items
- Resize an item
- Resequence an item
- Edit boilerplate labels

Function Security for Orders and Returns

Use function security to control user access to functions in the Order Organizer and Sales Orders window. Your system administrator customizes a responsibility at your site by including or excluding functions and menus in the Responsibilities window.

The functions listed below are available by default, but may be excluded from menus tied to restricted responsibilities:

- Sales Orders
- Order Organizer
- Order Organizer: View

> **Note:** The functions Returns: Enter and Returns: View are available for backward compatibility with older releases of Oracle Order Entry. Do not use these for new installations.

If you exclude both Sales Orders, Order Organizer and Order Organizer: View from a responsibility, that responsibility's users can neither access the Sales Orders window by selecting the Navigator menu nor query orders from the Orders Organizer. If you exclude all three functions, you should also remove the Orders, Returns menu item from the Navigator.

Sales Orders and Order Organizer gives you the right to both view and enter or modify the orders and returns. Order Organizer: View only allows you to view the orders in the Sales Orders window from the Order Organizer.

Function Security Example:

Your company employs some individuals whose tasks include viewing orders and returns. They do not enter orders or returns.

1. Navigate to the Responsibilities window.
2. Query an existing responsibility whose functionality you want to limit, or define a new one.
3. In the Function and Menu Exclusions block, choose Function as the type of exclusion rule to apply against the responsibility.
4. Select Sales Orders and Order Organizer as the name of the function.
5. Save your work.

6. Assign users to the responsibility.

See Also

Oracle Applications System Administrator's Guide

Copying Orders

You can create a new order or return by copying information from an existing order or return. You can specify how much information you want to copy from one order or return to another. Order Management provides the ability to copy an order or return at any stage in the order life flow including entering, booking, shipping, closed, and cancelled.

Note: When copying cancelled lines to a new order or return, the lines will be copied over with the original ordered quantity.

Multi-Select

The copy orders feature allows you to multi-select of multiple order or return records. In addition, Order Management allows you to facilitate the copying of order lines from within an order or across orders to a new order or appending them to an existing order.

Creation of Return Material Authorizations

If a customer returns items against an order, you can copy the order lines from the original order to create a return rather than creating a new RMA and then creating return lines by reference.

Access To Copied Order

You can maintain the copied order or order line when the original order is duplicated, without opening another window. Once you have copied an order, you can access the order using the "Today's Orders" node in the Order Organizer tree.

Validation

Copy Orders ensures the same validation for your orders and lines as the Sales Order workbench. If any validation errors occur, Order Management displays the messages in the Messages window.

Invalid Attributes

Order Management's copy orders feature supports creation of orders and order lines even when some of their attributes are invalid. This feature is to facilitate copying of outdated orders and order lines. The application will attempt to default invalid attributes.

Note: If the application cannot default a valid attribute then it is set to Null. If this occurs for a required attribute, and an attribute cannot be defaulted in, then the order or order line is not created. If any validation errors occur, Order Management displays the messages in the Error Messages window.

Attributes

Order Management allows you to change the following attributes of the copied to order:

- order type
- line type for order lines
- pricing date for order lines

Note: You need to specify the order number for a copied order that requires manual numbering. In addition, specify the return reason code when copying an order line to a return line.

Append Lines

You can copy lines from an existing order and append the lines to another order.

Copy Lines

You can select a number of lines from an order and copy the lines to a new order. If you choose to copy the header level information from another source you need to select an order, from the Order Information tabbed region, in the Sales Orders window.

Configurations

You can copy configuration information from one order to another. To copy all lines of a configuration, select all of the lines, then launch the Copy Orders window. If you select only the config item line, then it will be copied as an ATO item. An option line is copied as a standard item if you select the option line without selecting the model line. If you select a class line without selecting the model line the copy operation will fail. The included item lines will be copied over as standard items if you select the included item lines without selecting its parent line. Order Management supports this feature to facilitate the creation of order lines for spares.

Service Lines

Order Management allows you to copy a product line and its service. You cannot copy a service line by itself.

Pricing

The Pricing tab allows you to specify whether the new order or order line is copied at the original pricing or is repriced. To reprice, you can specify the pricing date. If you choose to reprice the order or order line, manual discounts and charges are removed and automatic discounts and charges are recalculated. If you choose to retain original pricing, all discounts and charges are retained and the Calculate PRice Flag is set to "No" for order lines and "Partial" for return lines.

Header Level Information

You can copy the header information without having to copy any lines. If you choose the Copy button on the Sales Orders window at the header level, you have the option of copying all or none of the order lines.

Line Level Information

You can specify whether to copy all lines from a given order. For example, if a customer requests the same exact order twice within the same month, you can create a new order with the same order line information and re-price the order. If you choose the Copy button on the Sales Orders window at the header level, you have the option of copying all or none of the order lines.

Entities and Attributes

You can specify the entities that you wish to copy to the new order or order line including:

- Holds--You can specify whether you want to copy over any one-time order-based holds.
- Attachments--You can specify whether you want to copy over the manual attachments that are tied to the order or order line.
- Sales Credits--You can specify whether you want to copy over the order or order line level sales credits.

The following attributes can be copied (optional):

- Descriptive Flexfields--You can specify whether you want to copy over Order or Line level Descriptive Flex information.

- Order Header Credit Card Information--The *OM:Credit Card Privileges* profile option determines whether you are able copy customer credit card information.

Copy Orders at Any Stage

You can copy an order at any stage in the order flow including, but not limited to, entered, booked, shipped, closed, and cancelled.

> **Note:** You can determine whether to include/exclude fully cancelled lines when using the copy feature. If fully cancelled lines are included, the lines are copied over with the original ordered quantity.

The copied orders or order lines start at the beginning of their assigned workflow. Order lines cannot be added to closed orders.

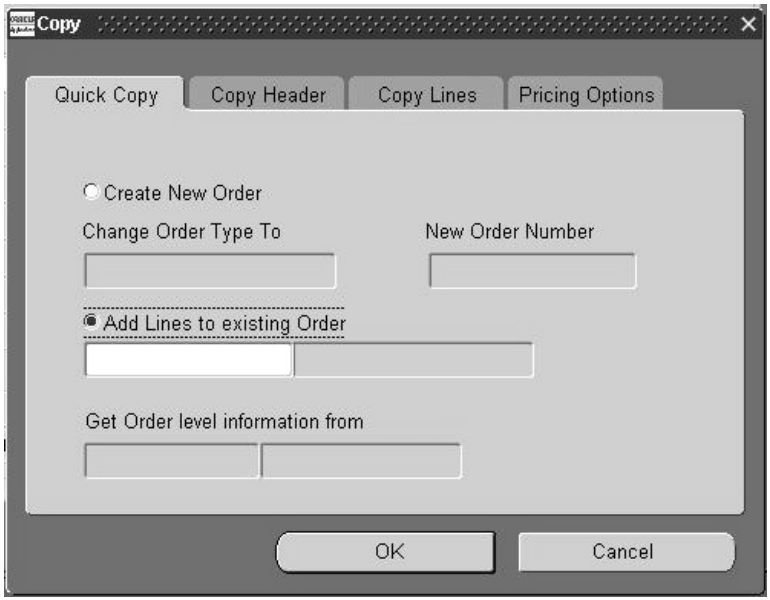
Returns

You can use the copy orders feature to create Returns by Reference orders. Select the orders or order lines, return order type, return line type, and return reason code. When creating returns for configurations, you need to copy the model line. Select the specific order lines and copy them as return lines to return individual components of PTO configurations.

Visibility of Source Order or Line Information on the Copied Order or Line

For a copied order, the order number of the original order will be visible in the Others tab on the Order Header tab. For a copied line, the order number and the line quadruplet (line, shipment, option & service line number) of the original line will be visible in the Others tab of the Lines tab.

The Copy Orders window is available from the Sales Order Workbench, from both the Order Information and the Line Items tab. It is also available from the Order Organizer where it can be accessed by pressing Actions.



To copy an order or orders:

1. Navigate to the Order Organizer window and query the order or return you want to copy.
2. Choose the Actions button and select Copy.

   The Copy window displays.
3. Specify an Order Type to change it.
4. Choose OK.

   This will perform the copy, close the window and the cursor will be placed on the new Order that was created.
5. To exclude child entities (lines, sales credits, notes, descriptive flex, and holds) or to re-price, navigate to the copy header, copy line and pricing options tabs and deselect options as desired.

   The newly copied order or orders are available through Today's Orders in the Order Organizer tree in the Sales Order Pad.

To add all lines from an order or orders to an existing order:

1. Navigate to the Order Organizer window and query the order or return you want to copy.
2. Choose the Actions button and select Copy.

   The Copy window displays.
3. Select Add Lines To and specify the existing order to append.
4. Choose OK.
5. To exclude child entities (sales credits, notes, and descriptive flex) or re-price, navigate to the copy line and pricing alternative tabs and deselect options as desired.

To copy a line or lines to a new order:

1. Navigate to the Order Organizer window and query the line or lines you want to copy.
2. Choose the Actions button and select Copy.

   The Copy window displays.
3. Select Create New Order.
4. Specify the order type for the new order.
5. Choose OK.

   This will perform the copy and close the window. The header information for the new order will come from the first line in the select list. You can also specify a different source for the Header information on the Copy Header tabbed region.
6. To exclude child entities (sales credits, notes, and descriptive flex) or to re-price, navigate to the Copy Header, Copy Line and Pricing Options tabs and deselect options as desired.

The newly copied order is available through Today's Orders on the Order Organizer tree in the Sales Order Pad.

To Append a Line or Lines to an Existing Order:

1. Navigate to the Order Organizer window and query the line or lines you want to copy.
2. Choose the Actions button and select Copy.

The Copy window displays.

3. Select Add Lines To.
4. Specify the Existing Order you want to append.
5. Choose OK.
6. To exclude child entities (sales credits, notes, or descriptive flex) or to re-price, navigate to the Advanced Order/Line and Pricing Options tabs and deselect options as desired.

Using the Pricing Options

With the Pricing Options tab, you can choose to retain original pricing or reprice. When copying only header information from an order, you cannot choose to retain original pricing. When you choose to reprice, the pricing date will default to the current date.

See Also

Order Management Profile Options on page 1-12

Pricing Special Orders on page 3-13

Shipment Schedules

If your customers place orders requiring multiple shipments over time, you can split the order line rather than enter separate order lines.

Once you have split a line into multiple shipments, you have access to them through the Line Items tab in the Sales Orders window. You can modify them like you would an order line.

If you split a model line into shipments, Order Management duplicates everything beneath the model to each shipment schedule. With PTO configurations you can change the options for that shipment schedule until the individual shipment schedule has been ship-confirmed. For example, your customer has a blanket order to ship 100 configurations each month for the next six months. After three months you no longer support one of the options they chose, and they still have three months' worth of shipments outstanding. You can update the remaining three shipment schedules, removing the obsolete option.

If you schedule shipments for multiple request dates, Order Management automatically manages the release of the shipment schedules. Order Management only releases the shipment schedule lines which match your pick-release criteria. For example, if two shipment schedule lines exist with request dates of 31-MAY-2000 and 31-OCT-2000 and you release orders with request dates through 31-MAY-2000, Order Management automatically checks the dates and releases only the first shipment schedule line.

See Also

Split Order Lines on page 2-44

Pricing Special Orders on page 3-13

Defining Ship Sets

You can group order lines to ship together in ship sets. Ship sets can be assigned on an individual order line or group of lines on an order. You can assign a single ship set to all the lines in an order to support customers that do not allow partial shipments. Or you can assign a ship set to only one line in an order with multiple quantities to ensure that the order line is not released until the full quantity is available.

If you define a single order line as a ship set, Order Management waits until the entire order quantity is available to ship before releasing that line for picking. If you define an order line for a configured product as a ship set, Order Management waits until all items you ordered in each configuration are available before releasing the line for picking.

Because the lines in a ship set must ship together, they must share the same schedule group attributes: schedule date, warehouse, ship-to location, shipment priority, and shipment method. If you put a model or several order lines in a ship set, the values for the Schedule Group Attributes cascade from the first line in the ship set, overriding what you entered for the other lines and schedule details.

Demand for Check ATP Items

If the item being demanded also requires an ATP check (the item attribute Check ATP is set to Yes), Order Management automatically performs the ATP check and does not allow demand to be placed unless the ATP check is successful. If you are placing demand on-line, all feedback on the ATP check is the same as the feedback for an ATP inquiry. If you are placing demand using the Demand Interface, and the ATP check is not successful, Order Management writes an error message to the exception file. You can run the Process Exceptions Report to review the errors in this file. The result for the workflow activity Demand Interface remains Eligible for the line if Order Management cannot successfully place demand. Once demand is successfully placed, the status is set to Interfaced. See: Process Exception Report.

Overview of Returns

Using the Sales Orders window, you can enter, view, and update return material authorizations (RMAs) and credit orders for your customers to return goods to you.

You can enter an order with both return material and outbound material using the Sales Orders window.

Order Management allows you to authorize the return of your sales orders. You can authorize returns for replacement, as well as returns with or without credit. If you require that items be returned for credit, Order Management can prevent customer credits until the items have been inspected, if necessary, and accepted by your organization. You can also apply attachments to provide additional information about your returns.

You can enter information in the Sales Orders window as you receive it. You can also copy existing orders and returns to begin a new return. Order acknowledgments can be sent for return orders as well as outbound orders.

Processing Constraints

Order Management processing constraints can be configured to restrict the updating of your RMAs. The following constraints are imposed by default:

- Order type or line type level--Order type and line type are associated with workflow, updating is not allowed after workflow processes have been started.
- Order source level--The order source information is retrieved upon the creation of the RMA and cannot be changed.
- Receiving warehouse level--After the receipt is created, the receiving warehouse cannot be changed.
- Inspecting Required Flag level--After items are received, you cannot change whether inspection is required or not.
- Return quantity level--You cannot cancel quantities already received.

Credit Order Line Types

You can have several types of credit orders by specifying the order and line type. Each order and line type is associated with a workflow process. You can customize order types and RMA line types to meet your business needs.

Credit order types have an order type category of Return. A Mixed order type category can contain both sales order and return lines. However, you cannot enter return lines into an order with a order type category of Regular.

RMA line types have a line type category of Return. The following are examples of the basic line types:

- return for credit without receipt of goods
- return for credit with receipt of goods
- return for replacement
- return for rework and return to customer
- free of charge issue of material in advance of material returns

The order and line transaction type are associated with the workflow process, update is not allowed after workflow process has started, unless the workflow associated with the transaction type does not change. See: Defining Transaction Types on page 1-71.

Credit Order Origination

Credit Orders may originate in many departments, for example:

- Service Department for an incident report.
- Order desk for a customer report.
- Account receivables for a collection query.
- Receiving department for sales orders or returns.

Pricing for Credit Orders

Order Management allows you to price credit orders:

- at the current price list value. You can change the pricing date to the current date and select a price list.
- at the price list value ruling on the date of the original order. You can update additional pricing information to fit your business needs.
- at the original price paid by customer. After a RMA is created and you didn't change any pricing information, Order Management will not change the pricing.

The price list can be set at the header and line levels. When an RMA line is created and the originating transaction is known, the pricing information such as Pricing Date, Price List, Sold Price copied from the originating order line. In this case, a price calculation is not necessary. You can change the pricing if needed. The List of

Values for price lists displays all the active price lists for a specific pricing date. To see active price lists on a given date, Pricing Date needs to be updated first.

Material Movements

Order Management allows you to enter lines on an order to receive the returned material and dispatch the reworked or replacement items. For revision controlled items, you can make one revision for one return line. If multiple revisions are shipped for an order line, separate return lines for each revision are created.

For a lot and / or serial number controlled item, the Sales Orders window allows you to enter the lot and serial numbers that the customer reports for a return line. A RMA line can be associated with one or multiple lot and / or serial numbers. Actual received lot and / or serial numbers are stored on receipt upon delivery of the items.

Order Management assists you in having order lines and credit lines in the same order. For example, if you have a customer who wants to purchase a new car, however, the customer also wants to trade-in an old vehicle, you can create an RMA order line in the sales order. A combination of the RMA line type and order type will process this RMA line appropriately. You indicate that you are entering a return line by keying a negative quantity or by selecting a return line type.

Related Transaction Information

You can record key originating transaction details for:

- Reference Type
  - Order Number, Line Number, Shipment Number and Option Number
  - Invoice Number and Line Number
  - Customer PO Number and Order Line Number, Shipment Number and Option Number
  - Serial Number and Item Number

You can restrict the items available to be returned to items on the originating transaction. Order Management allows you to have a RMA without the originating transaction. RMA lines without originating transactions, the pricing information needs to be available to calculate the credit for the order appropriately.

Order Management also controls the return of more than the original amount ordered. The system will not allow you to reference the originating order.

Credit Order Line Information

You can enter a RMA line in the Sales Orders window using the following information:

- Line Type--The line type category for RMA line type is Return.
- Originating transaction information--The originating transaction information such as the order number, order line number, option number and shipment number. (A Null value is allowed.)
- Quantity--You can enter positive or negative numbers. The quantity returned is displayed as a negative number and highlighted in red.
- Total Price--The extended price of a return line is displayed as negative number and highlighted in red.

Creating Credit Orders

You can easily create RMA orders by specifying in the Sales Orders window whether an order line is to be a standard or return item. For an RMA order or order lines creation, Order Management allows you to:

- query the order or return in the Order Organizer window to identify a sales order line to be returned. You can find the appropriate line by using the serial number of the item, original sales order number, customer's PO number, invoice number, or any other criteria available in the Order Organizer window. After you specify the criteria to identify the sales order or the order line, you can select Copy by choosing the Actions button to generate the return order or line(s) after specifying a RMA line type.
- specify the sales order number, customer's PO number, invoice number or serial number of the item directly in the Returns tabbed region of the Sales Orders window to find the sales order line to reference. If you change these reference fields, the existing line will get reset with the new referenced line.
- manually enter return line information and select the appropriate return line type for returns without originating sales order lines.

The reference of a return line references the original sales order line or invoice line. You can modify these fields. The *OM: Return Item Mismatch Action* profile option is used to allow mismatch value between item on the RMA line and item on the referenced line. For example, you need to allow mismatch when a wrong item is shipped and you want to put the correct item on the RMA line. See: Order Management Profile Options on page 1-12.

Order Management checks if the originating lines have been fulfilled. The *OM: Return Fulfilled Line Action* profile option is used to allow un-fulfilled lines to be used as referenced lines. See: Order Management Profile Options on page 1-12.

The Sales Orders window also captures lot and serial numbers suggested by the customer for the RMA line. Sales Orders window does not validate the lot and serial numbers against the inventory assigned lot and serial numbers because the lot or serial numbers may have been shipped from a legacy system or may be purged.

Attachments

You can apply attachments to your RMA orders or order lines.

Return Material Authorizations and Credit Orders

Order Management provides sophisticated tracking of your return material authorizations (RMAs). Returns from a customer occur for a variety of reasons including damage, shipment error, or sampling. Return material processing functionality allows you to manage customer expectations while controlling inventory receipts and customer credit processing.

Return Material Authorization

Order Management allows you to accept returns for credit, repair, or replacement for whatever reason you authorize. Order processing controls allow you to establish the appropriate activity for your different returned goods channels.

RMA Workflow Activities

Order Management provides the flexibility of using a workflow activity for RMAs. You define the activity an RMA follows from initial entry through receiving and the issuing of a credit memo. Order Management allows you to define as many different RMA workflows as your business requires. See: Setting Up Workflow on page 1-44.

Approvals and Holds

You can implement business practices affecting all RMAs in a workflow, such as Management Reviews, by including approvals in a RMA workflow. Manage exceptions to RMA processing at any point in a workflow with holds. Setting Up Workflow on page 1-44.

Return Policies

You control on an item-by-item basis which items are returnable and which items require inspection before being delivered to inventory.

Copy Orders

Order Management provides a convenient copy feature to save you time with data entry. Using the Sales Orders window, you can enter RMAs from information already entered on the original order or from other RMAs. Additionally, you can create replacement sales orders from your RMAs.

By utilizing Order Management's copy order functionality, you can create new RMA orders or append RMA lines into existing orders. The copy order feature allow you to

- create a new RMA order
- create a new order with the RMA order type. You must select the order type manually
- insert all the selected order lines into the new RMA order created. You can choose the line type for RMA lines to be created, or the default value you defined.
- append lines onto an existing RMA order:

  Insert all the selected order lines onto an existing RMA order specified in the parameter. You can specify the line type for RMA lines to be created, or the default value will be used.
- copy the pricing information, such as discounts, from the original order.
- re-calculate your prices based on the given current pricing date.
- copy the sales credit information of the originating order.
- retain key information of the originating order. The copy order function will stamp the copied to the order line with the reference information and original system reference information. Fields include the sales order, document number, version number, line number, shipment number, and option number.

Return for Credit

Accept returns for credit by applying credits to original invoices or creating on account credits. Through Order Management's integration with Oracle Receivables, application of your revenue rules and credit methods determines when the credit is recognized and issued. Control the currency of a credit by specifying a currency on the RMA. Reflect restocking charges or return fees by creating miscellaneous changes. Returns for credit also adjust sales credits. Setting Up Workflow on page 1-44.

Return for Replacement

Damaged deliveries or defective items upset your customer, sales organization, and materials management. Your returns for replacement are processed as you issue an RMA for the original order and process a fresh order for the replacement item.

Un-Invoiced Return

You can receive returned items from consignment without any accounts receivable activity, as with returned demo or sample items. You return these items to inventory without crediting the customer account or shipping a replacement item. To accomplish this task, choose a line type which does not have invoice interface subprocess in its workflow.

Reference Sources

Reference original documents while entering an RMA to speed data entry and ensure accuracy. On any RMA line you can reference the original sales order number, any purchase order number entered on a sales order, an invoice number or a serial number. Using a reference source provides default information from the sales order or invoice for the item, quantity, unit, credit price, and sales credits as you enter an RMA line.

RMA Tracking

Order Management captures the reason for returns for subsequent reporting and analysis. All original information tied to the item and the customer, such as original price and quantity, are also tracked. Upon receipt of returning items, specify lot and serial number information in compliance with inventory requirements.

Cause Analysis

You can use standard reports to generate a return cause analysis, and direct removal of error efforts for improved quality control. You control the options for detail or summary information, the sort sequence, and the selection of data you want to see on the report.

RMA Business Flows

Overview of Returns

Order Management supports a variety of methods for returning products so your return polices can respond to the changing needs of your marketplace. For example, a shipment is damaged in transit and your customer calls to return the item. The type of product, your customer's needs, and your company's polices can all affect the way you process this request for return.

Order Management lets you decide at the time you authorize the return how to process the request. You can accept the return and process a credit for the customer, updating all sales activity and credit balances. Or you can accept the return for replacement, and enter a replacement order instead of issuing a credit. To see other return options, look at the following table and figures. The table describes different RMA business flows, and the figures compare the steps required to process each business flow (optional steps are shown in dashed boxes). The Option column in the table corresponds to the Options columns in the figures. Defining Holds on page 1-171

Table 2–3 Return Material Authorization Types

Return Material Authorization Types		
Type of RMA	**Option**	**Description**
RMA with Credit Only	A	Your company issues a credit without the customer returning the product.
RMA with Repair	B	Your customer returns a damaged product. Your company repairs and returns the product to the customer.
RMA with Replacement	C	Your customer returns a product and your company sends a replacement product rather than issuing a credit.
RMA with Receipt and No Credit	D	Your customer returns a product you sent to them on a trial basis or at no charge, therefore they receive no credit.
With Receipt and Credit	E	Customer returns a product and receives credit.
Returned Item Fails Inspection (Exception case)	B, C, D, E	Customer returns product, Company inspects product and rejects it. Company scraps product or sends product back to Customer

RMA Setup

Below are setup features that have a significant impact on RMA processing.

Return Order Flows

Order Management provides diversity in RMA processing through order flows. Order flows control some of the steps required to process your returns from entry to completion. All RMA order flows begin with booking and end with closing, which is similar to the order flows for sales orders. Optionally, RMA order flows can contain approval steps just like sales order flows.

Receiving Returned Goods

You receive RMAs in Oracle Purchasing, the same way you receive any other planned receipt. Upon receipt creation, Oracle Purchasing calls an Order Management API to pass the amount received to Order Management as well as invoke'continue activity' for the workflow of the RMA line.

Once the receipt has been created, the RMA line cannot be cancelled and its quantity cannot be decreased to below the received quantity.

Invoicing Activity

If you want to generate credits for returns in Oracle Receivables, your workflow must include the Invoicing Activity. This program provides communication from Order Management to Oracle Receivables regarding returned items, quantities, sales credits, types of credits, and so on. If the Receiving results Partially Accepted or Completely Accepted are prerequisites to the Invoicing Activity in the workflow, only quantities of the item that have been received in a subinventory are credited. Items which are received for purposes of inspection are not eligible to be credited unless they pass inspection and are received into a subinventory. Also, you can setup the workflow to issue credit immediately when the material is not expected to be returned.

Item Attributes

Item attributes control properties of an item on a return and in Oracle Inventory. Enable items to appear on RMAs by setting the item attribute Returnable to Yes. This allows you to control which items you accept for return.

Physical items you expect to receive in Oracle Inventory must have the following item attributes: Returnable: Yes, Shippable Item: Yes, Transactable: Yes, and Stockable: Yes. Note that Transactable is under the Inventory attribute group and is

different from OM: Transactable, which is under the Order Management attribute group. To set the Transactable attribute to Yes, the Inventory Item attribute must also be Yes. Stockable is also under the Inventory attribute group.

To create credits for return items in Oracle Receivables, the item must have the item attributes Returnable: Yes and Invoice Enabled: Yes.

Intangible items, such as warranties or education services, should have the following item attributes: Returnable: Yes, Shippable Item: No, and Invoice Enabled: Yes. With these attributes, items do not interface to Oracle Inventory but can interface to Oracle Receivables to generate credits. By assigning items different attributes, you can mix shippable and intangible items on the same return using the same order flow without having to process intangible items in inventory.

You can require items to go through inspection before being received in a subinventory by setting the item attribute RMA Inspection Status to Inspection required. If RMA Inspection Status is set to Inspection not required, the item may still go through inspection before being received into a subinventory, but it is not required.

When returning an item, the current item attributes for that item are in effect, not the item attributes that were in effect when the item was originally ordered. Therefore, if you want to prevent an obsolete item from being ordered but still want to accept returns for it, set the item attributes Customer Orderable: No and Returnable: Yes. If you generate credits from returns, it is not advisable to modify an item's Invoice Enabled item attribute, as you may generate an invoice for the original order and later be unable to create a credit for the return because you modified the Invoice Enabled item attribute.

Document Sequences

Automatically number your RMAs by using document sequence. A document sequence must be assigned to the order type you use. You can create as many separate document sequences as desired. Transaction types can have a unique document sequences or can share sources. Consequently, you can have individual sources for each RMA order type, one source for all your RMAs, or a shared number source between RMAs and sales orders. See: Defining Document Sequences for Order Numbering on page 1-68.

Transaction Types

Define transaction types to control RMA processing and RMA entry defaults. You assign a number of properties to an order type such as a workflow and document

sequence. During RMA entry, you assign a line type to the RMA line so it inherits the properties of the transaction type.

If you create credits from your RMAs, the order type also determines credit methods for credit memos applied to invoices with split terms or multi-period accounting rules See: Defining Transaction Types on page 1-71.

RMA Default Sources

Order Management provides for defaulting of return information in the same fashion as for outbound orders.

Return Reasons

Order Management enables you to identify and track reasons for product returns by requiring a return reason on each return line. You can also set up a Defaulting Rule to default the return reason code at the header level if your order type is return only. If you generate credits from your RMAs, the return reason is carried through to the credit memo as the reason for the credit. To enable this audit trail, Order Management and Oracle Receivables share the Credit Memo Reason QuickCode, which provides values for the return reason. Since Credit Memos and Returns share reasons codes, departments controlling these documents should agree upon valid codes.

RMA Processing

This section describes in greater detail the steps for processing RMAs.

Authorize a Return

Order Management offers several options for authorizing returns. The Sales Orders window allows you to authorize a new return.

Reference Source

In the Returns tab of the Sales Order Line Items window, you can enter all the data for a return line or you can use reference sources to speed data entry. A reference source is usually a document currently existing in Order Management which supplies default information to the return line. A reference source can be a sales order line or invoice line. You reference a sales order either by the sales order number or a purchase order number you entered on the sales order. You reference an invoice by the invoice number. Once you specify a reference document, you must specify which line on the document the customer is returning. Order Management takes the item, quantity, unit, credit (selling) price, original price adjustments, and original sales credits information from the reference line and defaults it on the return line. The selling price defaults as the credit price on the return. You can modify this amount through price adjustments.

You can also use seriel numbers as reference types.

Credit Memos

If the return workflow includes the Invoicing Activity, you can create applied credit memos or on account credits from your returns. In this case, if you use a reference source, you can populate the Credit To Invoice field on the return line, and the return creates an applied credit memo. If you use an invoice as a reference source, it defaults as the Credit To Invoice. If you leave the field blank, the return creates an on account credit. If you do not use a reference source, you cannot specify a Credit To Invoice.

When you enter a Credit To Invoice, the return quantity defaults to the quantity on the invoice line, superseding the quantity defaulting from the reference source. Regardless of the default source, you can decrease the quantity if your customer is returning less than the original amount. You cannot, however, increase the quantity above the original amount on the Credit To Invoice line or reference source line if there is no Credit To Invoice. This has significance if you create multiple invoices for one order line. For example, you have an order for quantity 10; your first invoice was for a quantity of 3 and your second invoice was for a quantity of 7. If your

customer wants to return the full quantity and receive an on account credit, referencing the sales order line would allow you to return the full quantity of 10 on one return line. Referencing invoice numbers would require entering 2 return lines, one for a quantity of 3 and another for a quantity of 7. You also have the option of not using any reference source and entering all the information without defaults. This would result in one return line and an on-account credit. If your customer wants to return the full quantity and receive an applied credit memo, you would enter 2 return lines regardless of the reference document, as you must specify each invoice as a Credit To Invoice. You would not have the option of entering the line without a reference source because a reference source is necessary to create the applied credit memo.

Sales Credits

Order Management automatically manages your sales credits when interfacing a credit memo to Oracle Receivables. If you create an applied credit memo, the sales credits from the original invoice are reduced accordingly, regardless of the sales credits entered on the return. If you create an on account credit from a return, sales credits are reduced according to the sales credit information you enter on the return.

Configurations

Configurations are a special class of returning items. Configurations are unique to a sales order because customers may choose different options on each order line and the underlying bill of material may change between orders. Consequently, when returning a configuration, it is useful to copy the original sales order or have a reference source to tie the return to the sales order or invoice.

In Order Management, returning configurations is applicable for both ATO and PTO configurations.

- You can create a return if an item is returnable. For example, if you want to return a class because the price is on the class line, then you need to set the class to be returnable.
- You can receive in Oracle Purchasing's receiving module only if the item is returnable, shippable, stockable, and transactable.
- You can receive credit only if return lines are interfaced to AR. Return lines are interfaced to AR only if the item has proper invoicing attributes and the lines flow has invoicing activity in it.

Configuration Return with a Reference Source

Reference Order Line LOV lists the following:

- All of the configuration lines including Model, Class, and Options
- ATO configured items
- PTO included items.

Users can select any of those lines above. Order Management explodes the children underneath a referenced line, including the ATO configured item or PTO included items. The Sales Orders window displays the returnable configuration lines. Users can delete lines that they don't want to return.

Only'Returnable' children will be populated automatically. You need to make sure that you set the item attributes correctly.

ATO configured items will be populated only if the reference is to the configured item line or the ATO model line itself. Referencing an ATO class line or option line does not create any configured item lines.

You can use Copy Order functionality to create RMA lines. Copy Order will behave the same way as the Reference functionality from the Sales Orders window.

Configuration Return without a Reference Source:

- Order Management allows users to enter ATO / PTO configuration (model, class, or options as individual lines) without any reference information as long as items are returnable.
- Order Management does not automatically explode any configuration without reference.
- Order Management does not insert the ATO configured item or PTO included item of any configuration without reference.
- Order Management allows users to enter an ATO configured item or PTO included item as long as it is returnable.
- The ATO configured item or PTO included item should be on a price list to be Received and Credited.

Configuration Workflow Considerations:

Non-shippable, non-transactable, non-stockable return lines will complete Receiving Activity (Receiving and Inspection) with a Not Eligible result. Oracle Order Management automatically puts all return lines for a configuration in a fulfillment set. This ensures that goods are received before credit is generated for related return lines.

See: Copying Orders on page 2-98.

Table 2–4 Configuration Entry Using Reference Sources

Configuration Entry Using Reference Sources		
	Reference Source	**No Reference Source**
PTO and ATO Option Selection Method	List of values in Reference Line field for individual RMA lines.	Enter individual RMA lines.
Automatically Return PTO Included Items?	Yes, return lines automatically created for included items.	No, enter included items as individual RMA lines.
Automatically Return ATO Configured Item?	Yes, return lines automatically created for ATO configured item.	No, enter the ATO configured item on an RMA line to add the item back into Oracle Inventory.

Approve an RMA

You can institute business reviews of returns through approvals, such as legal or management reviews. If your return workflow has order level or line level approvals, use the Workflow Notifications window to approve the return. View approval history using the Workflow Monitor. See:

Create a Replacement Order

Create replacement orders for items your customer is returning using the Sales Orders window. You can copy the entire RMA, or just the lines, directly to a sales order. Once you copy an RMA or the RMA lines to a sales order, you can use the Sales Orders window to modify the new sales order. You can also directly enter the replacement order in the Sales Orders window.

You can create a replacement order for any RMA regardless of the return line type used. However, if your RMA generated a credit to the customer, then you probably want the replacement order to use a workflow that includes the Invoicing Activity so that your customer receives an invoice for the replacement order. If your RMA did not generate a credit to the customer, then you probably want the replacement order to use a workflow that does not include the Invoicing Activity to avoid double-billing your customer. See: Copying Orders on page 2-98.

Receive Customer Returns

Receive returning items into Inventory using the Purchasing Receipts window. Oracle Purchasing communicates quantities received in this window to Order Management. Entries in this window affect the order lines in Order Management. If

any partial amount of the returning quantity is accepted, Order management splits the lines into one part that is fully received and one part that is not. When the full returning quantity is accepted, the remaining line is then fulfilled.

Attention: It is not advisable to accept items requiring inspection directly into a subinventory and then process those items through inspection. When an item is accepted into a subinventory in the Receive Customer Returns window, it may become eligible for the next action in its workflow depending on the prerequisite, and the next workflow activity would be performed whether the item passed or failed inspection. If the next workflow activity is Invoicing Activity, it would result in creating credits for rejected and accepted items.

Return Items to Customer

Use the Return to Customers window in Oracle Purchasing to return items to a customer that you earlier received into a subinventory through the Receive Customer Returns window.

Generate Credits from Returns

Indicate RMA lines you want to generate credits for by running the Invoicing Activity. Order Management interfaces to Oracle Receivables any returns that include the Invoicing Activity in their return workflow and are eligible. Upon completion of the Invoicing Activity, you submit AutoInvoice from Oracle Receivables to import credit data into Oracle Receivables. See: Invoicing Activity on page 4-32.

Close Returns

Order Management automatically closes returns that have progressed through and successfully completed their order flow if you have the Close Orders activity in your orders flow.

View Returns

You can see the current status of a return or return lines using the Order Organizer and Sales Orders windows or the Workflow Monitor.

Report on Returns

Order Management provides reports to assist you in assessing your exposure and determining the reason for your returning items. Review detailed information about a return, including line reference, credit-to invoice, and expected, received, and accepted quantities and dollars. Identify returns that have been open beyond a user-specified number of days and that have outstanding receipts beyond a user-specified number of days. Perform cause analysis for your returns based on return reasons entered on RMA lines in the Return By Reason Report.

Managing RMA Exceptions

Modify an RMA

Before booking an RMA, you can change return information. Once you book an RMA, processing constraints control when you can modify return information such as deleting lines or changing quantities. You can partially or completely cancel a return or return line that has not yet been credited or received.

Over-Receive an RMA

Oracle Inventory allows you to over-receive against an RMA based on the over receipt tolerances you have set up. Once you receive an amount against an RMA line, it cannot be transferred to another RMA line. When an item is over-received in Oracle Purchasing, the RMA lines status is set to Received, which allows Order Management either to close the RMA line or to generate a credit, depending upon the workflow. If Order Management generates a credit, the total credit is either for the amount booked or the amount received, depending on the Overship Invoice Basis profile option or customization profile. To authorize additional credit for the return, you can create a credit memo directly in Oracle Receivables.

Under-Receive an RMA

When customers return less than the quantity authorized on the RMA and have no intention of returning the full quantity, the system can cancel the remaining amount on the RMA line if you have set up under-receipt tolerances. The line's status is set to fulfilled, which allows Order Management either to close the RMA line or to generate a credit depending upon the workflow. If Order Management generates a credit, the total credit does not exceed the original quantity authorized by the RMA less the cancelled quantity.

See Also

Copying Orders on page 2-98

Drop-ship Return Flow

Setup

Define a workflow that includes an approval action, receiving activity, and Invoicing Activity. If your business has no physical contact with returned items that are shipped directly to your supplier, the receiving activity enables you to track the return for accounting purposes. If you choose not to account for the returned item in inventory, you need not include the receiving activity in your order flow. Assign the workflow to a transaction type.

Entry and Booking

Enter, copy, or import a return material authorization using standard functionality. Ensure that the order type you select includes the workflow activities discussed above. If you have agreed with your supplier that customer returns proceed directly to them, the supplier must inform you of the customer's intention to return or of the actual receipt before you enter the RMA in Order Management.

Approval

If the drop-ship item will ultimately be returned to your supplier, you may want to wait to process the RMA until your supplier notifies you that they accept the returned item. To control processing, you can use an order -level or line-level approval action.

Receiving (Conditional)

You can use Oracle Purchasing's Receiving window to adjust inventory even if your business will not receive the returned item physically.

If the returned item ships directly to your supplier and you do not want to record a logical transaction for the return, you need not perform receiving or include it in your order flow. Subsequently running the Invoicing Activity credits your customer for the full amount on the RMA line.

If the returned item ships directly to your supplier and you want to record a logical transaction for the return, increment inventory by receiving the returned amount into a logical organization, so that your system records receipt but the item cannot be used accidentally by another order. Communicate the transaction to your buyer, who may enter a return in Oracle Purchasing, enter a miscellaneous transaction in Oracle Inventory, or perform a similar transaction according to how you have set up

your business. This decrements inventory to indicate that your supplier has ownership of the returned item.

If your customer returns the drop-shipped item to you and you pass it to the supplier for final receipt, communicate the transaction to the buyer after you have received the returned item. The buyer may enter a return in Oracle Purchasing, enter an issue transaction in Oracle Inventory, or perform a similar action according to how you have set up your business.

If your customer returns the drop-shipped item to you and you retain it in inventory, process the RMA as you would for a standard return.

Crediting Your Customer

Run the Invoicing Activity to communicate the RMA to Oracle Receivables, then use AutoInvoice to generate a credit memo for your customer.

Closing

After all lines on the RMA have completed all applicable workflow activities and after you have credited your customer, close the RMA.

See Also

Overview of Returns on page 2-108

Drop Shipments on page 2-52

Copying Orders on page 2-98

Order Import on page 4-2

Defining Return Material Authorizations

Order Management allows you to create return material authorizations in the Returns tabbed region of the Sales Orders window.

Note: The right mouse button is enabled in the Sales Orders window to process return material authorizations.

To create a return for an order or order line:

1. Navigate to the Find Orders window and query the sales order you want to apply a return.
2. Choose the Actions button and select Copy to generate the return order.
3. In the Quick Copy tabbed region of the Copy window and enable the Create New Order toggle.
4. Enable the Change Order Type To check box and select the return order type.
5. In the Copy Header tabbed region, select the header information you want to include in the return.
6. Enable the Change Line Type To check box to select the return line type in the Copy Lines tabbed region.
7. In the Return Reason Code field, select the return reason for the return.
8. In the Pricing Options tabbed region, enable the At Original Selling Price toggle to price the return at the original selling price.

   Enable the Re-price as of this date toggle to reprice the return as of a specific date.
9. Choose Ok.
10. Navigate to the Line Items, Returns tabbed region in the Sales Orders window and select the Return Reason for the return.
11. Select the Line Type for the return.
12. Enter the Reference Type for the return.

    Choose from--Sales order, invoice, customer purchase order, and serial number.

Note: The Reference field can be left Null.This is for a non-referenced RMA. When you supply the reference source information, the return line is automatically populated with the data from the referenced order such as items, quantities, and pricing information.

Note: Order, Order Line, Invoice, and Invoice Line fields are used for information purposes only. Each field displays the referenced order number, line number, invoice number and invoice line number information. The fields are populated automatically when reference source information is entered.

Note:

Note: The Credit Invoice field displays the Invoice number to apply the credit against. If reference type is set to Invoice, the credit invoice is automatically populated with the reference invoice line entered. If Other reference type is entered, then you need to enter the value in credit invoice manually. If the reference type is Null, the field is not enabled.

13. Enter the Item Revision Number.

Return controlled items--you can enter one item revision per return line. If multiple revisions are shipped for a sales order line, and you need to return multiple revisions, then you need to create separate return lines for each item revision. Order Management automatically defaults the revision, lot and serial numbers information of the return lines if all of the following conditions are met:

- Reference source information exists. Reference type must be Order or Invoice.
- The inventory transaction history is available.
- The full amount is returned for serial controlled item or when multiple lot numbers were shipped.

14. Save your work.

To create lot and serial number controlled item returns:

1. Navigate to the Sales Orders window, place your cursor on the return line, and choose the Actions button. Select the Return Lot/Serial Number option.

   The Return Lot/Serial Numbers window displays.

   Note: The Return Lot/Serial Numbers menu option is disabled if your cursor is not on a return line or if the item being returned is not lot/serial controlled.

2. Enter the Serial Number range in the From and To fields or the Lot information and quantities in the Lot Number fields.

   Order Management validates the entered serial number ranges. If the ranges are not validated, a message displays.

   Note: The Quantity Entered field displays the running total of quantity of lot/serial numbers. If you have entered too many lot/serial numbers than the returned quantity, an error message displays. If you have entered fewer lot/serial numbers than the returned quantity, a warning message displays.

3. Choose OK.

Entering Return Material Authorization Sales Credits

If the order flow for your return includes the Invoicing Activity and if you use a reference source for a return line, you can populate the Credit Invoice field. In this case, Oracle Receivables creates an applied credit memo, and the sales credits from your original invoices are reduced accordingly, regardless of the sales credits you enter on the return. If you create an on-account credit from a return, sales credits are reduced according to the sales credit information you enter on the return.

To apply sales credits for a return:

1. Navigate to the Order Organizer window.
2. Enter header and detail information for a new return, or query an existing return.
3. Select a return line.
4. Choose the Actions button and select Sales Credits.
5. Enter a sales credit type.

   If the sales credit type is applied toward quotas, the Revenue check box is enabled.
6. Enter the salesperson who will receive the sales credit.
7. Define the percentage of sales credit for the salesperson.

   Order Management maintains a running total of the sales credit percentages in the Revenue Total and Non Revenue Total fields.
8. Choose OK to save your work.

See Also

Overview of Returns on page 2-108

Required Fields for Entering Returns

Table 2-1 on page 2-57 and Table 2-2 on page 2-58 show the fields for which you must provide values when entering a return. You can achieve this by defaulting information according to your defaulting rules, as well as by entering values in the Sales Orders window, copying data from an existing order or return, or using Order Import.

See Also

Copying Orders on page 2-98

Overview of Returns on page 2-108

Order Import on page 4-2

Booking a Return Material Authorization

To book a return:

1. Navigate to the Sales Orders window.
2. Enter header and line information for a new return, or query an existing return. See: Overview of Returns on page 2-108.
3. Choose the Book Order button located on the bottom of the window.

See Also

Booking on page 4-42

Sales Order Cancellation

Oracle Order Management provides the features you need to cancel sales orders, returns, internal orders, and service orders. You can cancel entire orders or returns, or individual lines.

Cancellations look at constraints. If you are allowed to cancel sales orders, the system will perform cancellation. Constraints all you more flexibility. For example, you can allow cancellations after booking until time of pick release, or you can allow cancellations after pick release before shipping.

The order cancellation feature of Order Management enables you to specify who has the authority to perform a cancellation request.

You can define processing constraints for cancellations. Depending on how you set up constraints, the system may or may not have a cancellation concept. To set up a system without cancellation, define a system constraint that says cancel is not allowed after the line is shipped, and there are no user constraints. Decrementing is not allowed after the line is shipped, and all decrements in quantity before shipping will be treated as decrements, not cancellations. The reason for the change is recorded when provided by the user but it is not required for proper processing.

To use cancellation, you can define a system constraint that says cancel is not allowed after the line is shipped, and a user constraint that says cancellation requires a reason if the line is booked. Then, cancellation is not allowed if this line is picked. In this case:

- cancellation is not allowed after the line is shipped because of a system constraint.
- if quantity is decremented before the line is booked, then it is a decrement of quantity and not a cancellation. This reason is stored if provided, but it is not mandatory.
- if quantity is decremented after the line is in a booked status, the reason is required and the system treats the revised quantity as a cancellation.

Within Release 11, orders might have a cycle status of Cancelled. In Release 11i, however, cycle status is replaced by workflow. Once a line or order is cancelled, workflow closes the line.

Cancellations of complete lines can be made on the Sales Pad using the Actions button, or by directly modifying the quantity.

- Action button, Cancel

  Cancels the complete line, if done from the Lines tab.

Cancels the complete order, if done from the Orders Header tab.

- Directly modify quantity on the line

  For partial changes, you must directly modify the quantity on the line.

  Modifying the quantity directly will also cause a complete cancellation, if allowed by constraints.

You can prevent cancellation for a line or order if it is:

- closed
- shipped
- invoiced
- received

Note: Drop shipments cannot be cancelled once Oracle Purchasing obtains the receipt.

You can require a reason for the cancellations based on the status of the order or line. For example, you may want to capture the reason for the cancellation if the line has been scheduled and may not require a reason if the line is booked. Reasons are defined in Quick Codes.

Warning: You can prevent some responsibilities from cancelling, and you can allow some responsibilities to cancel if a reason is provided. This requires setting up two constraints.

To prevent a responsibility from cancelling:

1. Navigate to the Processing Constraints window in Oracle Order Management.
2. Select the entity to be constrained.
3. Select the operation to be constrained.
4. Enter the constraining conditions.
5. Select the responsibilities authorized to perform this operation.
6. Save the constraint.

To allow a responsibility to cancel when a reason is provided:

1. Navigate to the Processing Constraints window in Oracle Order Management.
2. Select the entity to be constrained.
3. Select the operation to be constrained.
4. Select the action to be taken if this constraint occurs.
5. Enter the constraining conditions.
6. Enter the responsibility constrained from performing this operation.
7. Save the constraint.

Multi-Select

Order Management allows you to multi-select orders or order lines to cancel them in one action.

Mass Changes

You can cancel by modifying the quantity, update the reason, and provide any comments using the mass change feature of Order Management. See: Overview of Mass Changes on page 2-49.

Pick Release

You can cancel a line after pick release and before shipping. The processing constraints can restrict cancellation of a line if it is partially picked, but will not handle any partial requests. Order Management will either cancel all lines or no line during the pick release.

Deletion

You can delete a order or order line if there is no need to record a reason for cancellation. For example, you can delete an order or order lines mistakenly entered into the order system.

Restrictions on canceling orders and lines

Your processing constraints for orders and returns determine whether you can cancel orders, returns, and lines based on their workflow status. In addition to your processing constraints are system defined rules. Under these rules you cannot cancel an order if:

- It has been closed.

- It has already been cancelled.
- A work order is open for an ATO line.
- Any part of a line has been shipped or invoiced.
- Any return line has been received or credited

Order Management honors processing constraints that you define for the Cancel operation that are stricter than these rules, but if you define any that conflict with these rules, they are ignored.

As long as an order is not subject to other restrictions that keep it from being cancelled, you can cancel an order:

- with a line that has been cancelled
- with a line that has reservations (reservations are automatically adjusted)

Results

Cancelling an order:

- Cancels the lines and sets open quantity to zero.
- Sets the order workflow status to cancelled.

Configurations

The allowed cancel quantity for a model line includes the complete configuration. You can cancel complete models from the model line, or cancel individual components below the model line as long as you maintain configurations in complete proportions. If you cancel a model from the model line, Order Management automatically cancels the option items, option classes, and included items in full ratios of the cancelled quantity. Partial models cannot be cancelled.

If you cancel an option or option class, you can only cancel whole integer multiples of the parent quantity of a model. Order Management gives you an error message if you try to cancel incomplete proportions of configurations. You cannot cancel partial quantities of option lines that would result in incomplete configurations.

Incomplete Configurations Remaining

If you have shipped partial quantities of components in a PTO configuration, you may cancel the leftover incomplete configurations.

Mandatory ATO Option Classes

In ATO configurations, Order Management prevents you from cancelling mandatory option classes, and from cancelling the last remaining option item from a mandatory option class. Such components cannot be cancelled because the AutoCreate Configuration Items program in Oracle Bills of Material would fail if an option class was missing a mandatory component in an ATO configuration.

Included Items

Included items are automatically cancelled when you cancel the option item, class, or model with which they are associated. If you have shipped some included items before their corresponding option item, class, or model and you attempt to cancel the option item, class, or model, Order Management automatically cancels the remaining included items. However, if you have shipped some required-for-revenue included items, your cancel quantity allowed on the included items' parent may be restricted to allow you only to cancel a parent quantity that includes whole ratios of any remaining required-for-revenue included items.

	Ratio	Ordered Qty.	Qty. Shipped	Complete Models Shipped	Proportion all items Unshipped	Remnant Shipped	Remnant Unshipped	Quantities Eligible for Cancellation
Model	1	100		1	99	0		99
Included Item A	3	300	3	3	297	0	0	297
Included Item B	4	400	4	4	396	0	0	396
Model	1	8		1	7	0		7
Included Item A	1	8	1	1	7	0	0	7
Included Item B	2	16	2	2	14	0	0	14

Returns

The allowed cancel quantity for a model line does not include the complete configuration for returns of PTO configurations. Return lines are entered as an individual line, not as configurations. Therefore, if you want to cancel a complete

configuration, you must cancel the model line and the individual components' option lines.

Internal Sales Orders

You can partially or fully cancel the line quantities on internal sales orders. If you cancel an internal sales order, order line, or backordered order line, you get a warning message that it is related to an internal requisition line that you also need to cancel.

Service Orders

You can attach service to an order at the time you place the order in Oracle Order Management or at a later time through the Oracle Service product. Base warranties are attached to items through the bill of material. If you order service after the serviceable part has already shipped, the service will be created as a delayed service with the appropriate service reference information.

When cancelling service orders and lines:

- You can partially cancel a serviceable item or an ATO or PTO model with service attached without cancelling the service itself.
- If you fully cancel a standard item, the service is also cancelled.
- You can fully cancel service that was attached to a line at order entry.
- You cannot partially cancel service that was attached to a line at order entry.
- In Order Management you cannot cancel a service order that was generated through the Oracle Service product. You must cancel it using the Service product.

See Also

Cancelling Orders on page 2-141

Defining Order Management QuickCodes on page 1-28

Cancelling Orders

You can cancel sales orders, order lines, returns, and return lines. Order Management automatically adjusts reservations for cancelled lines.

If you want to cancel an entire order, you need to do so before any of the order lines are shipped, or invoiced. If you want to cancel an entire return, you need to do so before you run RMA Interface or Invoicing Activity on any of the return lines.

Prerequisites

- Set up your Cancellation Code QuickCodes.
- Set up your processing constraints to determine when you allow cancellation of orders.

To cancel an entire order or return:

1. Navigate to the Order Organizer window and query the order you would like to apply the cancellation.
2. Choose the Open Order button.
3. From the Sales Orders window, choose the Actions button.
4. Select Cancel.

   The Cancel Order(s) window displays.
5. Select the reason why you are cancelling the order.

   You must enter a reason if you want to cancel the entire order or return.
6. Optionally, enter any Comments
7. Choose OK to cancel the entire order or return or select the Cancel Remaining Lines button and all the lines that are eligible for cancellation for that order will be cancelled without the order itself being cancelled.

Attention: Choosing OK performs the cancellation and saves your changes. This step is irreversible.

To cancel an order line or return line:

1. Navigate to the Order Organizer window and query the order line or lines you would like to apply the cancellation.

If you try to cancel a quantity for a line that would violate your processing constraints, you get a message telling you which processing constraint is preventing you from cancelling that line.

2. Choose the Actions button.
3. Select Cancel.
4. Multi-select the order lines you wish to cancel.
5. Select the Reason why you are cancelling the line.
6. Optionally, enter any Comments.
7. Choose OK to cancel the order line or return line.

Attention: Choosing OK performs the cancellation and saves your changes. This step is irreversible.

See Also

Defining Order Management QuickCodes on page 1-28

Defining Processing Constraints on page 1-90

Overview of Holds

Order Management allows you to hold an order, return, order line, or return line from continuing to progress through its workflow by utilizing the holds feature. Holds can be applied manually or automatically based on a set of criteria you define, such as a credit check hold.

You can define as many different holds as you need to manage your business. You can also multi-select orders, returns, order lines, or return lines from the Order Organizer and apply or release holds.

Credit Checking

Order Management performs an automatic credit check on your customers, based on credit rules and credit limits you define. You can set credit limits for a total of all the customer's orders and of individual order amounts; assign tolerance percentages; and exclude certain customers, types of orders, or payment terms from credit checking entirely. You can also place a customer's account on hold so that no new sales orders can be created for that customer.

Hold Sources

Hold sources allow you to apply a particular hold to a group of existing orders, returns, or their lines, and to new orders or lines meeting your hold criteria. Hold sources are valuable when you want to hold all current and future orders for an item, customer, order, warehouse or customer site (bill-to and ship-to locations). For example, you create a hold source to hold an unreleased item. Once the item is available, you simply remove the hold source for the item, and all holds on individual order lines are released. A hold source can:

- hold all existing orders, returns, or their lines and new orders, returns, or their lines that meet your hold source criteria.
- hold some existing orders, returns, or their lines and new orders, returns, or their lines from the Order Organizer window.
- hold only new orders, returns, or their lines that meet your hold criteria.

Hold Release

Order Management automatically releases holds when you supply a hold expiration date. Once the date is reached, the order can proceed along its workflow. Releasing a hold source releases all the orders, returns, and lines to which that hold source applied.

Note: You must set up and run Release Expired Holds concurrent program on a nightly basis to take advantage of the expiration date based release of holds.

Hold Security

Order Management allows you to control which responsibilities are able to define, apply, and remove holds.

Through the Order Management responsibilities and associated menus, you control who has the authority to define new holds or update existing ones. For each individual hold you define, you can also define which responsibilities have the authority to apply or release the hold. For example, you may have a quality hold that can be applied by any responsibility, but can be removed only by a Quality Assurance Supervisor responsibility.

Activity-Specific Holds

Order Management allows you to specify the activity that the hold prevents. For example, if your policy is not to commit raw materials to an order that has been placed on credit check hold, you would prevent the scheduling of the order line.

On-line Status

Order Management's on-line inquiry capability lets you easily determine whether an order, return, or line is on hold and review the hold status of all orders, returns, and their lines. Use the Orders Organizer and Sales Orders windows to view the hold status and history of a hold for an order or order line.

Multiple Holds

Order Management allows you to apply as many different holds as you need on a single order, return, order line, or return line. If there are two or more holds on an order or order line, the order processing will continue only after all holds are removed.

Tracking and Viewing Holds

Order Management maintains a complete audit trail of holds applied or removed so you can track who applied or removed each hold, the date it was applied or removed, and why.

All holds sources can be viewed in the Order Organizer and Sales Orders window. Use the Additional Order Information window to see the status of your hold sources and how the hold affects the order 's workflow. You can see the name of the hold, the level (such as customer, site, or item), the hold-until date, the release date, and who released the hold. You can use the Outstanding Holds Report to review all active holds for a particular customer or item and evaluate the effect on customer service and revenue. You can also use the Hold Source Activity Report to review holds placed and removed for a particular hold source during a specified time period. From the Sales Orders window, select Additional Order Information from the Action button and choose holds.

General Services Administration (GSA) Violation Hold

The GSA hold ensures that a specific group of customers always receives the best pricing. For example, in the United States, this customer group usually consists of government customers that purchase products from a list of pre-qualified suppliers. An order with the same discount level for any other customer outside the group is automatically placed on hold for further review.

Configurations

Pick Release does not release any part of a configuration if any line in the configuration is on hold, regardless of whether the model has the Ship Model Complete item attribute set to No.

If Oracle Configurator is installed, when you modify a configuration on a booked order, Oracle Configurator validates the new configuration and places the Configurator Validation Hold on invalid configurations to prevent further processing.

Automatically Apply Order Holds

You can check orders for conformance with certain business metrics and automatically place holds against the order if they are violated. Business metrics include (but are not limited to):

- Credit checking failure
- GSA pricing violation

The credit check failure hold and GSA violation hold are standard holds in Order Management. These holds are automatically applied if the order satisfies certain business rules.

Automatically Release Order Holds

You can automatically review the business metrics that caused the hold to be applied at activities in the order workflow. The appropriate holds should be released if the order or order line no longer violates the given business metric.

> **Note:** Credit check failure hold and GSA violation hold are automatically released if the order or order line is updated and no longer violates the business rule due to which the hold was applied.

Returns

You can apply holds to returns similar to holds for orders. By placing the Check Holds activity in workflow corresponding to return processes, this stops the return processing if there are any holds on that specific return. *Activity-specific* holds can also be defined for activities used in returns workflow.

Approvals

You can use holds to prevent an approval notification from being sent. The Check Holds activity can be placed before the approval notification in the workflow and until the check holds activity is completed with a result of *No Holds*, the notification will not be sent.

Combination of Entities

You can apply a hold on a given item from being sold to a specific customer. This feature supports the various export requirements such as *Table of Denial Orders* and export licenses.

See Also

Defining Holds on page 1-171

Applying Holds on page 2-147

Choosing Options using the Configurator on page 2-92

Applying Holds

Oracle Order Management provides you with the ability to apply holds to orders, returns, and lines in the Sales Orders window. In addition, you can apply holds for existing or future single or multiple orders, returns, and lines.

You can apply holds to orders, returns, order lines, return lines, or options. You can create hold sources to hold new orders automatically for a customer or to hold new lines for an item or customer site. You can set the hold source to be a specific order or return. A hold source is the combination of a parameter (for example, customer), value (ACME Inc.), and hold name that you specify. You can specify hold sources that use a combination of two parameters.

You can apply your holds to be effective immediately and universally. If you want to apply your hold specifically to certain orders, returns, order lines, or return lines, navigate to the Order Organizer window to indicate them individually.

Once you have created a hold source, you can release it from the Sales Orders window or Order Organizer.

Prerequisites

- Define your holds. See: Defining Holds on page 1-171

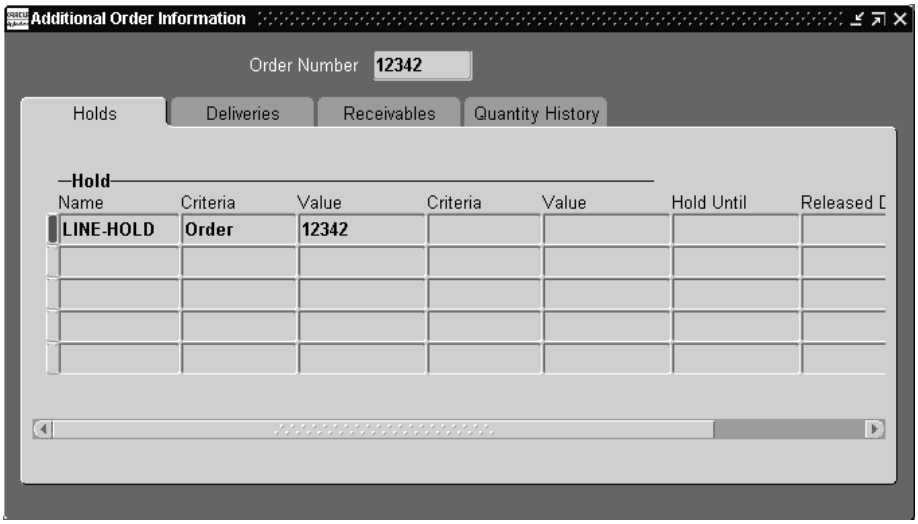
To view orders that are on hold source:

1. Navigate to the Order Organizer window and query the order or return you would like to view the hold information.

To view hold history:

1. Navigate to the Sales Orders window and query the order or return you want to view.
2. Choose the Actions button and select Additional Order Information.
3. Select the Holds tabbed region to view hold history information.

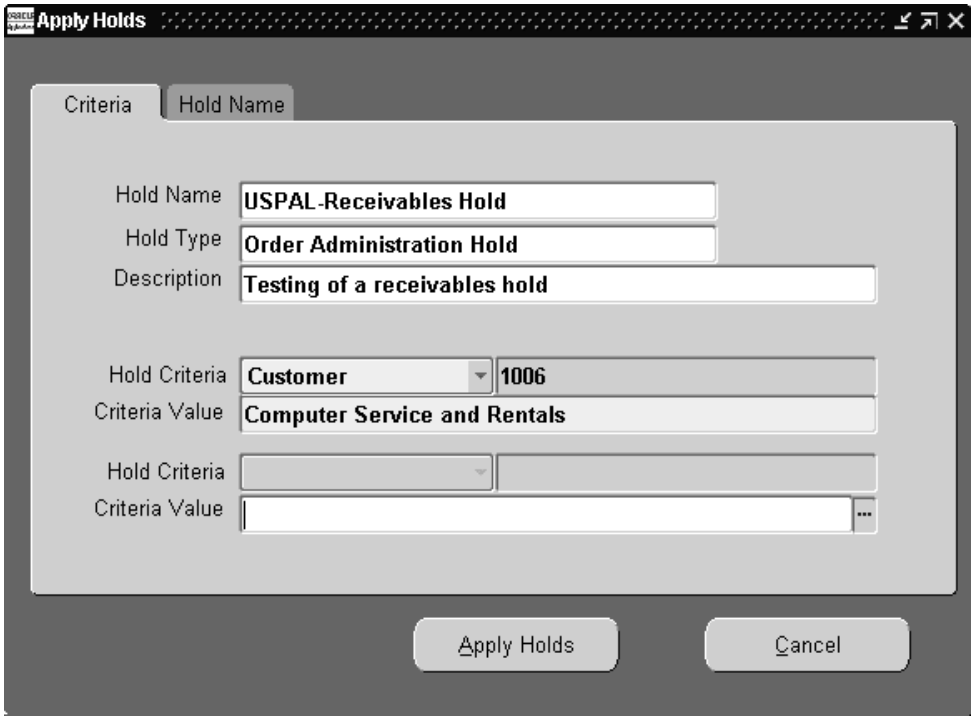
   The Additional Order Information window displays the hold history information.



To define a hold source:

1. Navigate to the Apply Holds window by selecting Create Hold Sources from the Tools menu.

   The Apply Holds window displays.



2. Select the Name of the hold source in the Criteria tabbed region.
3. Enter the Hold Criteria (up to two criteria can be used)
   - Customer--applies holds source to orders specific customers
   - Customer Site--applies holds to orders or returns specific customer sites.
   - Warehouse--applies holds to orders or returns specific warehouses.
   - Item--applies holds to orders or returns specific to an item.
   - Order--applies holds to orders or returns specific to an order.
4. Select the Criteria Value.
5. Navigate to the Hold Name tabbed region.
6. Enter the Hold Name of the hold source.
7. Optionally, define the Hold Until Date, which is the date when the hold is released automatically.

8. Optionally, enter a Hold Comment.
9. Enable the Hold Future Orders/Lines check box to activate the hold later to new orders and returns that satisfy the hold criteria. Enable the Hold Existing Orders/Lines check box to activate the hold for existing orders or returns only that satisfy the hold criteria. Enable both options to place holds on future and existing orders and returns.
10. Choose the Apply Holds button to create the hold source.

Note: To apply the same hold source to an order or return previously released, create another hold source with the same hold and apply the hold source to the same order.

To apply a hold to a single existing order or return:

1. Navigate to the Sales Orders window and query the order or return you would like to apply the hold.
2. Choose the Actions button and select Apply Hold.
3. In the Apply Holds window, select the Hold Name in the Hold Name tabbed region.
4. Optionally, define the Hold Until Date, which is the date when the hold is released automatically.
5. Optionally, enter a Hold Comment.
6. Choose the Apply Holds button.

To apply a hold to multiple orders or returns:

1. Navigate to the Order Organizer window and query the order or return you would like to apply the hold.
2. Multi-select all orders and returns you would like to apply the hold.
3. Choose the Actions button and select Apply Hold.
4. In the Apply Holds window, select the Hold Name in the Hold Name tabbed region.
5. Optionally, define the Hold Until Date, which is the date when the hold is released automatically.
6. Optionally, enter a Hold Comment.

7. Choose the Apply Holds button.

To apply a hold to a specific order line or return line:

1. Navigate to the Sales Orders window and query the order or return line you would like to apply the hold.
2. Navigate to the Line Items tabbed region and select the order or return line you would like to apply the hold.
3. Choose the Actions button and select Apply Hold.
4. In the Apply Holds window, select the Hold Name in the Hold Name tabbed region.
5. Optionally, define the Hold Until Date, which is the date when the hold is released automatically.
6. Optionally, enter a Hold Comment.
7. Choose the Apply Holds button.

To apply a hold to multiple order lines or return lines:

1. Navigate to the Order Organizer window and query the order or return you would like to apply the hold.
2. Navigate to the Line tabbed region.
3. Multi-select the lines you would like to apply the hold.
4. Choose the Actions button and select Apply Hold.
5. In the Apply Holds window, select the Hold Name in the Hold Name tabbed region.
6. Optionally, define the Hold Until Date, which is the date when the hold is released automatically.
7. Optionally, enter a Hold Comment.
8. Choose the Apply Holds button.

See Also

Defining Holds on page 1-171

Releasing Holds on page 2-152

Releasing Holds

Oracle Order Management provides you with the ability to release holds on orders, returns and lines and release hold sources. In addition, you can release holds for existing or future, single or multiple orders, returns, and lines.

You can release holds on specific orders, returns, or lines; release a hold source that holds many orders or lines; and view information about holds that you have already released. If a hold was defined with specific hold authorizations, you must be logged in as one of the responsibilities permitted to remove this hold.

After you release all order and order line or return and return line holds, that order or return becomes available for any subsequent workflow steps. If you release a hold source, the hold is automatically released for all appropriate orders, returns, or their lines.

Holds are released automatically when you run the Release Expired Holds program on or after the date that the hold source expires. This date is defined in the Hold Until Date field in the Release Hold Sources window.

Use the Find Orders window to select the orders, returns, lines, or hold sources to release. When you choose the Find button, Order Management queries all the orders, returns, or lines that match your criteria and that are or have been on hold. When you choose the Hold Sources button, Order Management queries hold sources that were created using the criteria you specify.

To view or release a hold source:

1. Navigate to the Find Orders window in the Order Organizer.
2. Enter search criteria, including the hold criteria and value or the name of the hold.
3. Choose the Hold Sources button to query the hold sources that meet your search criteria.

   The results display in the Release Hold Sources window.

4. Multi-select the orders or lines that you want to release.
5. Enter a release Reason.

To release a single existing order or return:

1. Navigate to the Sales Orders window and query the order or return you would like to release the hold.
2. Choose the Actions button and select Release Holds.
3. Multi-select the holds that you want to release.
4. Select the release Reason for the hold.
5. Optionally, enter a Comment.
6. Choose the Release button.
7. Save your work.

To release multiple orders or returns:

1. Navigate to the Orders Organizer window and query the order or return you would like to release.
2. Multi-select all orders and returns you would like to release.
3. Choose the Actions button and select Release Holds.
4. Multi-select the holds that you want to release.
5. Enter the Release name.
6. Select the Reason for the release.
7. Optionally, enter a Comment.
8. Choose the Release button.
9. Save your work.

To release a specific order line or return line:

1. Navigate to the Sales Orders window and query the order or return line you would like to release.
2. Navigate to the Line Items tabbed region and select the order or return line you would like to release.
3. Choose the Actions button and select Release Holds.
4. Multi-select the holds that you want to release.
5. Enter the Release name.

6. Select the Reason for the release.
7. Optionally, enter a Comment.
8. Choose the Release button.
9. Save your work.

To release multiple order lines or return lines:

1. Navigate to the Orders Organizer window and query the order or return you would like to apply the hold.
2. Navigate to the Line Items tabbed region.
3. Multi-select the lines you want to release.
4. Choose the Actions button and select Release Holds.
5. Enter the Release name.
6. Select the Reason for the release.
7. Optionally, enter a Comment.
8. Choose the Release button.
9. Save your work.

See Also

Defining Holds on page 1-171

Applying Holds on page 2-147

Process Messages

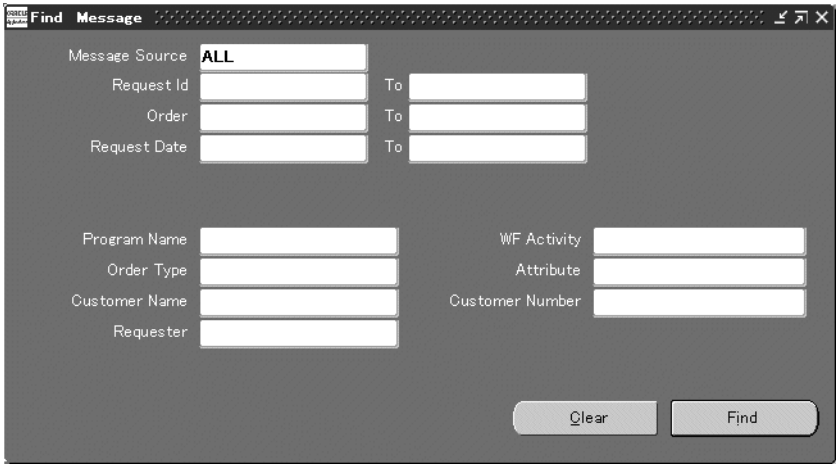
Order Management provides the ability to view context information for all messages generated by Order Management to indicate which message corresponds to which record or transaction. This feature provides you with further detail of the messages you receive during order entry. The process message feature:

- displays context information for any message generated
- stores messages in the database to view at any time
- provides the ability to query messages based on user-defined criteria
- provides the ability to save messages

To query messages:

1. Navigate to the Find Message window.

   The Find Message window displays.



2. Select the Message Source.

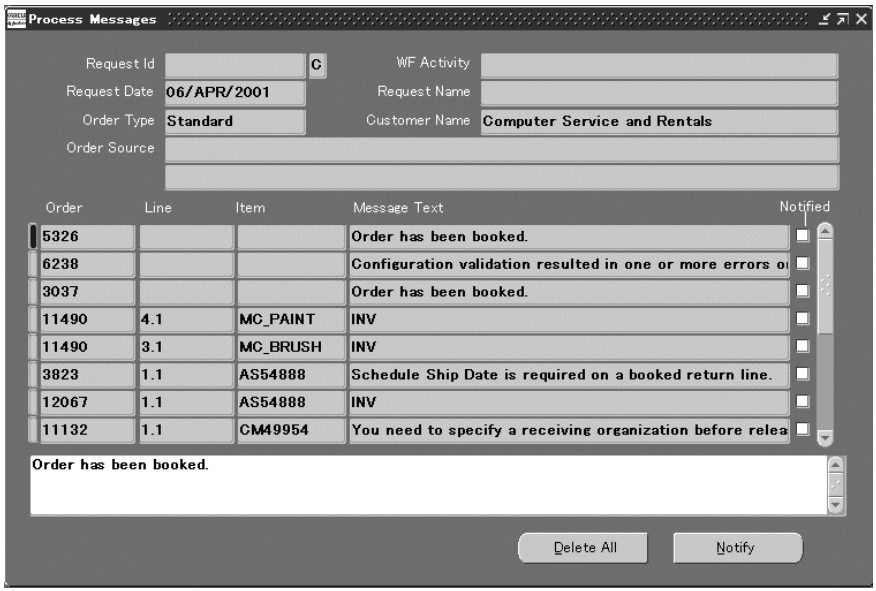
   The message source determines which database the message resides.

3. Enter the Request ID range for the message you want to query.
4. Enter the Order Number range of the message you want to query.
5. Enter the Request Date range of the messages you want to query.

6. Select the Program Name of the message you want to query.
7. Select the Workflow Activity for the message that has a workflow activity specified.

   The workflow activity refers to the actual stage of the order.
8. Select the Order Type of the message you want to query.
9. Select the Attribute. The default value is Null.
10. Select the Customer Name or Number.
11. Select the Requester.
12. Choose the Find button.

    The Process Messages window displays.



13. Choose the Delete All button to delete all queried messages.

3

Pricing

Overview

This chapter describes pricing in Order Management and includes the following topics:

- price your orders. See: Pricing an Order on page 3-4
- view your pricing adjustments. See: Viewing Pricing Adjustments on page 3-8
- modify your order prices. See: Modifying Order Pricing on page 3-10
- reprice your orders. See: Repricing an Order on page 3-12
- pricing your special orders. See: Pricing Special Orders on page 3-13

Overview of Pricing

Pricing adds features to Order Management to allow you to be a serious competitor where pricing plays a role. You can offer discounts from a single source rather than working with products from multiple vendors. With Pricing, you can price order lines either on-line as you enter them or in batch mode and you can automatically apply discounts. In addition, you can override prices and discounts in each sales order.

Warning: The features that are described for Advanced Pricing are only available if you have licensed Oracle Advanced Pricing.

Pricing allows you to:

- Give the following standard discounts:
  - Apply a surcharge
  - Discounts by percentage or amount
  - Substitute a new price.
- Calculate the price of order lines using list prices specified in price lists and pricing formulas.
- Price a service item at a percentage of the serviceable item.
- Price the entire order.
- Enter negative prices.
- Adjust prices either automatically or manually using discounts.
- Override standard discounts and prices and document the reason
- Choose the lowest discount.
- Support GSA Pricing.
- Give multiple benefits at both the header and the line levels.

Note: Since Order Management passes both the selling price and the currency to Oracle Receivables, invoices and credits have the same currency as their corresponding orders and returns.

- Freeze the price.
- Apply only certain types of adjustments, for example, freight charges, to a line.
- Calculate freight charges and show it as a separate component in Order Management.
- Apply price modifiers that you define.
- Calculate prices as of a specific date, for example, shipping date and invoice date.

Advance Pricing provides the following benefits resulting from promotions, deals or coupons:

- Item Upgrade
- Discount on another item
- Free item
- Favorable payment and shipment terms

Pricing an Order

To price an order line:

1. Enter order header details.
2. Price List defaults from one of the following sources:
   - An agreement
   - The sold-to organization
   - The ship-to organization
   - The bill-to organization
   - The order type

   If the order has an agreement, the price list is the one associated with the agreement. If the order does not have an agreement, you may not specify a price list which is associated with an agreement.
3. If you enter a price list, the currency of the order becomes the currency of the price list. If you enter a currency on the order, it limits the selection of price lists to those with the same currency.
4. Pricing date instructs the pricing engine to price the order using list prices and benefits that are valid on that day.
5. In the Line Items tabbed region, enter order line information. The order header price list, agreement id, and modifiers default to each order line.
6. The pricing engine prices the order line if there is no list price on the order line and you have entered Ordered Item, UOM, and Qty.

Note: If there is no entry on the eligible price lists for the item in the unit of measure that you entered, the pricing engine proceeds as follows:

- It sets the pricing unit of measure to the primary price list line's primary unit of measure and uses the unit of measure conversion information in Oracle Inventory to calculate a list price.
- It reports an error if the unit of measure conversion rate is not available or if there is no price list in ordered unit of measure and primary unit of measure available.
- Searches for other eligible price list for that item If cannot find any other eligible price lists, it reports that it can not find a price list.
- If you specify an agreement on an order line, the pricing searches only that price list for a price before it reports that it cannot find a price.
- Pricing returns negative prices only if the profile option *OM: Allow Negative Pricing* is set to Yes.

7. The Pricing tabbed region displays price list, list price unit selling price, and extended price.

   Pricing date defaults according to your defaulting setup.

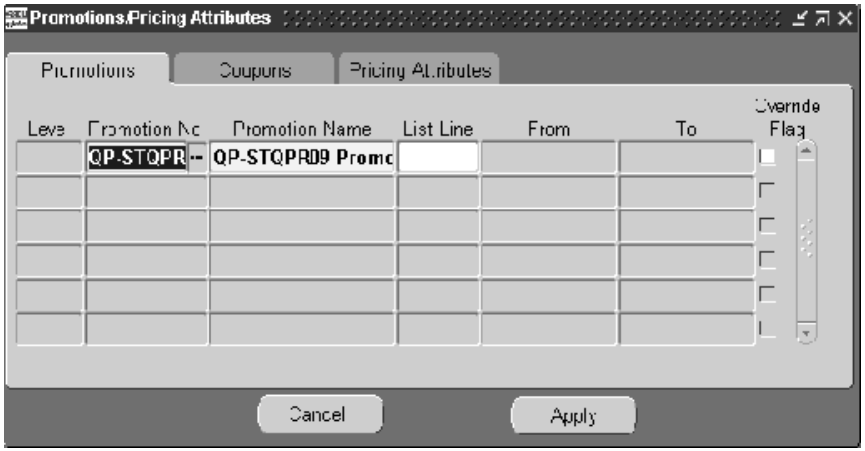
   Pricing UOM is the unit of measure in which the pricing engine priced the line.

   Pricing Quantity is order quantity expressed in the pricing unit of measure.

8. Clear Calculate Price if you never want the pricing engine to reprice the line.

9. To enter the pricing attributes for the line, choose the Actions button and select Promotion/Pricing Attributes in the Line Items tabbed region.

   The Promotions/Pricing Attributes window displays.



10. Enter the pricing attributes in Pricing Attributes tabbed region in the Promotion / Pricing Attributes window.

11. After entering all of the order lines either select the menu command to price the order or save the order. When you do, the pricing engine calculates header-level discounts.

12. Save your work.

Note: For Advanced Pricing, perform the following steps 1-5 if you want to enter promotions / deals or coupon information for the order header and / or order line.

The Promotions and Coupons tabbed regions are enabled only in Advance Pricing.

1. From Order Information tabbed region, choose the Actions button and select Promotion / Pricing Attributes to enter "asked for" promotions or coupons that apply to the whole order.

   To enter "asked for" promotions or coupons for a specific order line, click Actions and select Promotion / Pricing Attributes in the Line Items tabbed region. The Promotions / Pricing Attributes window appears.

2. Enter "asked for" promotions in the Promotions tabbed region.

For order level, the pricing engine applies the promotion to all lines of the order if the customer is eligible for them, unless you select Override Flag. For line level, the promtion is applied just to this line if eligible.

3. Enter coupon information in the Coupons tabbed region.

   For order level , the pricing engine applies them to all lines of the order if the customer is eligible for them, unless you select Override Flag.

   For line level, the coupon is applied just to this line if eligible.

4. Choose Apply.

5. After entering all of the order lines either select the menu command to price the order or save the order.

   The pricing engine calculates group-level and header-level discounts.

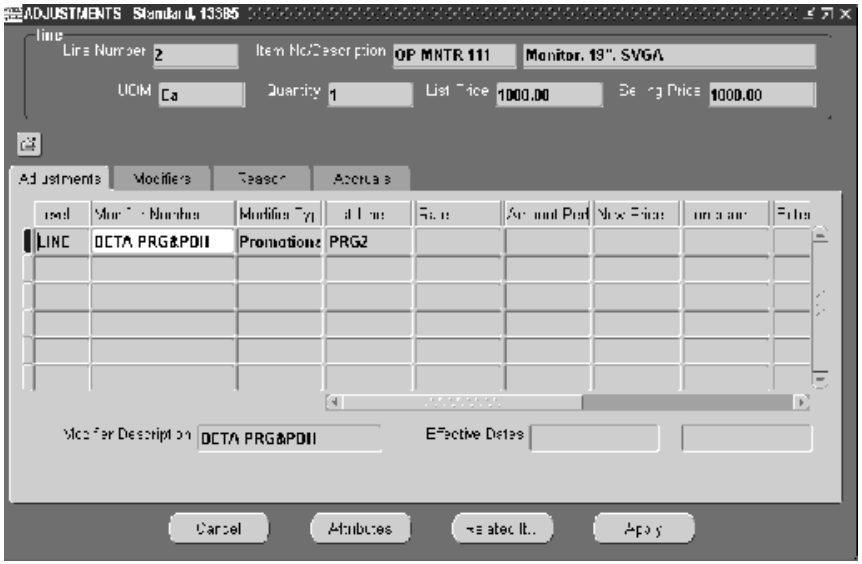
   The Advanced Pricing engine returns the following to Order Management:

   - When modifier type is promotional goods, Pricing creates new order lines in Order Management for the benefit.
   - When modifier type item upgrade, Pricing updates the item number to the new upgraded item number.
   - When the modifier type is terms substitution, Pricing updates shipment priority code, payment term or freight term in Order Management.

Viewing Pricing Adjustments

To view pricing adjustments:

1. From the Order Information tabbed region, choose the Actions button and select Adjustments and view the order-level adjustments in the Adjustments window.



2. From the Line Items tabbed region, select an order line, choose the Actions button and select Adjustments.

   View the order-level adjustments that apply to the line and view the line-level adjustments.

3. In the Adjustments window, navigate to the Adjustments tabbed region for information regarding the types of benefits and their values.

   Navigate to the Modifiers tabbed region for information about the promotions and deals that resulted in benefits.

   Navigate to the Reason tabbed region for information on the reason for manual updates to the benefits. You can create your own reason codes in the Oracle Order Management change code list.

4. To view the pricing attributes that caused the line to be eligible for benefits, select a benefit and choose Attributes.
5. For Advanced Pricing, view the Accruals tabbed region for information on accruals. The Accruals tabbed region is enabled only in Advanced Pricing.
6. To view additional lines that received a benefit, select a benefit and choose Related Items, and select the Related Lines tabbed region. This button is enabled only in Advanced Pricing.
7. To view information about the price break levels for a price break adjustment, select the Price Break Lines tabbed region.
8. Save your work.

Modifying Order Pricing

Use this process to modify order pricing.

Before changing the selling price, Pricing verifies:

- The profile option *OM: Discounting Privilege*.
- Enforce List Price on the order type.

To modify an order discount:

1. In the Order Summary region, navigate to the Adjustments window, and select the Adjustments tabbed region.
2. In Modifier Name field, select the list of values to view the unapplied manual adjustments for the line
3. Select an adjustment and choose Apply.
4. Requery the order to see the new selling price.
5. To remove an already applied adjustment, delete the adjustment and choose Apply.
6. If an adjustment has Override Allowed set, enter either the new adjustment rate, the amount reduced, or a new price and choose Apply.

   Note: Manual discounts are not subject to incompatibility checking.

7. Save your work.

To modify the selling price:

Perform either steps 1 and 2 or steps 3-5.

1. Navigate to the Sales Orders window, List Items tabbed region.
2. Enter a new value in Selling Price.

   The pricing engine verifies that:

   - The user has authority to manually override selling price
   - The order allows manual override of selling price (Enforce Price List checked)

- The order has a overridable manual discount (if there is more than one, you must select one from a list of values).

3. Access the list of values to view the unapplied manual adjustments for the line.
4. Select an adjustment and save your work. Pricing applies the adjustment to the line.
5. In the Order Summary region, navigate to the Adjustments window, Adjustments tabbed region.
6. In Modifier Name field, select the list of values to view the unapplied manual adjustments for the line
7. Select an adjustment and choose Apply.
8. Requery the order to see the new selling price.
9. To remove an already applied adjustment, delete the adjustment and choose Apply.
10. If an adjustment has Override Allowed set, enter either the new adjustment rate, the amount reduced, or a new price and choose Apply.

.

Note: You can enter a negative New Price for a discount if profile option *QP: Allow Negative Price* is Yes.

11. Save your work.

Note: If you override the selling price, the pricing engine retains all benefits that it applied before the override but only allows you to override the following benefits:

- Discount
- Surcharge
- Charge

It sets Calculate Price to P which only allows repricing during pricing phases which have Freeze Override selected; however, you can manually change Calculate Price to Yes or No.

Repricing an Order

To reprice an order:

1. Add or modify any of the following in the Sales Orders window:
   - Customer Item (Line Items tabbed region, Main tabbed region)
   - Ordered Item (Line Items tabbed region, Main tabbed region)
   - Qty (Line Items tabbed region, Main tabbed region)
   - Ordering UOM (Line Items tabbed region, Main tabbed region)
   - Pricing Date (Line Items tabbed region, Pricing tabbed region)
   - Price List (Order Information tabbed region)
2. Save your work.
3. Navigate to the Sales Orders window, Order Information tabbed region.
4. Choose Actions and select Price Order.
5. Navigate to the Sales Orders window, Line Items tabbed region:

   Select an order line.

   Choose Actions.

   Select Price Line.
6. Change any order header or order line field that you have defined in the event attributes database table as a repricing trigger event.

Pricing Special Orders

Use this process to price the following special order situations:

- a copied order
- an imported order
- a return
- a split line

To price a copied order:

1. Specify if you want the copied order to price:
   - At the selling price of the original order
   - As of the current date
   - As of another specific date
2. If you choose the selling price of the original order, the pricing engine converts header level discounts on the original order to line level discounts on the copied order.

   If you choose a specific date, the pricing engine does not copy any list prices and automatic or manual discounts to the copied order and prices it as of the pricing date.

   Note: If you copy order lines to an existing order, the process does not copy the header discounts from the original order.

To price an imported order:

1. Set the Order Import column `CALCULATE_PRICE_FLAG` to Yes or No.
2. To manually price the order, set the column to No.

   To instruct the pricing engine to price the order, set the column to Yes.

To price a return:

1. On the sales order, set Calculate Price to Yes, No, or Partial.
2. For return charge modifiers, select Include On Returns.

3. If Calculate Price is No or Partial, the pricing engine copies discounts, surcharges, and charges from the sales order and adds return charges modifiers.

   If Calculate Price is Yes, the pricing engine prices the line as a new order line.

To price a split line:

1. On the sales order, set Calculate Price to Yes or No.
2. Initiate the split.
3. If Calculate Price is Yes, the pricing engine:
   - Recalculates automatic adjustments.
   - Prorates manual fixed amount adjustments
   - Duplicates manual percent-based adjustments
   - Sets Calculate Price on the new portion to Yes.

   If Calculate Price is No, the pricing engine:
   - Prorates both automatic and manual fixed amount adjustments
   - Duplicates both automatic and manual percent-based adjustments
   - Sets Calculate Price on the new portion to No.

   Note: If Order Management initiates a split, the pricing engine prices split lines as if Calculate Price is No.

   Pricing acknowledges freight and special charges as adjustments.

4

Processes

Overview

This chapter provides you with an explanation of Order Management processes, including the following:

Order Import

Order Import is an Order Management Open Interface that consists of open interface tables and a set of APIs. Order Import can import new, change, and completed sales orders or returns from other applications such as a legacy system. The orders may come from any source such as EDI transactions that are processed by the Oracle e-Commerce Gateway or internal orders created for internal requisitions developed in Oracle Purchasing or returns.

Order Import features include validation and defaulting, processing constraint checks, applying and releasing of order holds, scheduling of shipments, then ultimately inserting, updating or deleting the orders in the base Order Management tables. Order Management checks all the data during the import process to ensure its validity within Order Management. Valid transactions are then converted into orders with lines, reservations, price adjustments, and sales credits in the base Order Management tables.

You can use the Order Import Correction window to examine the order and optionally correct data if it fails the import process. You can use the Error Message window to determine if your data failed to import.

Each time you run Order Import, Order Management produces a suumary of information letting you know of the total number of orders that Order Import evaluates, and succeeded or failed.

Transaction Sources

Importing from External Systems

You can import orders with any external source defined in the Define Document Sequences window.

Internal Sales Orders

Oracle Purchasing uses Order Import to transfer requisitions for internally sourced products to Order Management. Once imported, the internal sales orders are processed as regular sales orders.

Returns

Returns can be imported like a regular sales order. Order Management utilizes workflow activities to import returns.

Import Types

Configurations

Order Management provides you with the ability to import ATO and PTO configurations. For EDI orders, you can import valid and invalid configurations, however, you will not be able to book orders with invalid configurations.

Changes

You can import changes to orders that have been imported by passing all changed data through Order Import. You can update or delete orders, order lines, price adjustments, and sales credits. You can use change sequence numbers to control the sequence of changes you want to make to orders.

Order Status

You can import new, booked or closed orders. If an order is imported with an entry status of Booked, the order is automatically eligible to progress to the next step in the workflow cycle.

Order Import ensures that all required fields for entry or booking are validated appropriately as the orders are imported. Order Import imports the order in as Entered and attempts to book it. If any of the required fields for a booked order are not supplied, Order Management retains the order in the Entered status and notifies you of the error.

Line Sets

You can import grouped order lines, called sets, based on certain common attributes for a new or existing order. You can also add a line to an existing set. You will need to provide the set ID or name in the Order Import tables. If that set already exists, the line will be included in the set. However, if the set does not already exist, a new set will be created and the line will be added to the set. In addition, if any line attribute, which is also a set attribute, does not match with the set attribute value, the set attribute value will overwrite the line attribute.

Workflows

You can import an order within any valid order workflow activity. The order must be at the initial activity of Entered, Booked, or Closed. Orders imported using Order Import cannot be in the middle of a workflow activity.

Prerequisites and Set-Up

Before using this program to import orders, you should:

- Set up every aspect of Order Management that you want to use with imported orders, including customers, pricing, items, and bills.
- Define and enable your Order Import sources using the Order Import Sources window.

Parameter

The following parameter affects the operation of the Order Import program:

- *OM: Item Validation Organization*--Determines the organization used for validating items and bill of material structures.

Profile Options

- *OM: Reservation Time Fence*--This profile option controls automatic reservations during scheduling.
- *OM: Apply Automatic Attachments*--This profile option determines whether rule-based attachments are applied without user intervention.

Items and Bills

Order Management uses the same customer, item pricing, and bill attribute validation and logic for imported orders as for orders entered in the Sales Orders window.

You need to define items using Oracle Inventory for items to be orderable via Order Import. You also need to define bills of material in Oracle Bills of Material for models if you have any complex items that customers can order in various configurations.

Order Import provides the ability to import an item specified in the following supplier, customer or generic formats:

- Supplier Specific Internal Part number
- Customer Specific Item number
- Generic (depending on what you have set up in Oracle Inventory as cross-references):
  - CLEI (Common Language Equipment Identifier)
  - EAN (European Article Number) code

- ISBN (International Standard Book Number)
- JAN (Japanese Article Number) code
- UPC (Universal Product code) code

Defaulting Rules

You can setup your defaulting rules which allow you to default columns in the same way as for orders entered online. You can pass the column value Null to Order Import if you want the defaulting rules to populate the column. However, if the column is defined as Not Null or Mandatory column and the defaulting rules fail to default the column, for any reason, Order Import displays an error message without importing the order.

Data Values and Options

Manual and Automatic Pricing

You can indicate whether you want to manually enter prices for imported orders or allow Order Management to automatically price the order. You can use automatic pricing or manual pricing for your imported orders. If you want to use automatic pricing, you should set the column OE_LINES_INTERFACE.CALCULATE_PRICE_FLAG to Y, and define all your pricing setup including discounts, promotions, surcharges, free goods, etc. in Oracle Pricing and Order Management. However, if you want to use the manual pricing, you should set the column OE_ LINES_ INTERFACE.CALCULATE_PRICE_FLAG to N. In this case, you should define all your discounts as line level, overridable, and not automatic.

Note: Order Import does not support the importing of free goods, promotions, and other item discounts for manual pricing.

Pricing Agreements

You can specify an agreement name if you want to order against a specific customer agreement for an order or order line.

Scheduling

Order Import allows you to reserve orders as they are imported, using the same rules as online order entry. If the scheduling request is unsuccessful on an imported order, the order will still be imported, and the scheduling exceptions can be viewed

in the Error Messages of the Order Import Corrections window. You can use Schedule, Unschedule, Reserve or Unreserve as values for scheduling actions.

Validations

Process Order Interface (API)

The Process Order Interface is the central application process interface (API) provided by Order Management to perform all common operations such as inserting, updating, deleting, and validating an order or order line. The API also performs the scheduling and returns a promise date. This API is called by Order Import.

Order Import passes one order, with all lines and other entities, at a time to the Process Order Interface, along with the operations that need to be completed on the order or line such as, inserting or updating an order or line. Errors at any line or entity level will cause the order to fail the importing of the entire order. In addition, Order Import processes only those orders and lines which are not rejected and do not have the ERROR_FLAG column set to Y from previous processes.

Attachments

Order Management applies any automatic attachments to imported orders that meet your automatic note criteria based on the setting of the *OM: Apply Automatic Attachments* profile option.

Credit Checking

Order Management performs credit checking on all imported orders or changes, according to the credit checking rules you have defined in Order Management.

Holds and Releases

Order Management automatically applies all holds to imported orders and order lines that meet hold criteria. Order Import allows you to apply holds on imported orders for review, just as you would for orders entered through the Sales Orders window. You can also apply holds or release holds using the actions interface table.

Price Comparisons

Order Import performs a price comparison on your imported orders. For example, if you provide a selling price and also want the system to calculate a price, Order Import warns you of the differences, if any, between the two prices as discrepancies.

The warning can be viewed in the Error Message window of the Order Import Corrections window.

If there is a difference between your selling price and the system calculated price, Order Import raises a warning of the difference. Order Import saves your customer-provided value for the selling price in a column on the order line table, so you can have visibility to what your customer sent in.

Payment Term Comparison

Order Import performs payment term comparisons. If there is a difference between your payment terms, Order Import raises a warning of the difference. Order Import saves your customer-provided value for payment terms in a column on the order line table so that you can have visibility to what your customer sent in.

Processing Constraints

Order Import checks the processing constraints you have defined in Order Management to assure that any operation such as insert, update, and delete are acceptable by your security standards. Order Import displays an error message if it encounters a processing constraint that has been violated.

Corrected Data

Once the data is corrected, the ERROR_FLAG for the record is updated to N. You can set the REJECT_FLAG to Y for headers and line in case your data cannot be corrected by using the Order Import Corrections window.

Request Submission

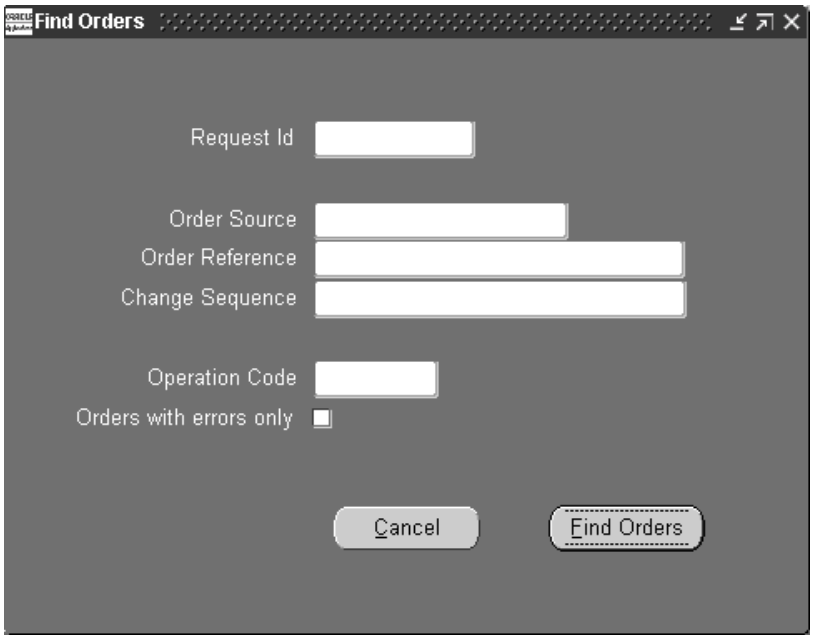
Validation-Only Mode

You can run the Order Import process in the validation-only mode. This mode allows the transaction to be validated against all the Order Management rules but not pass valid transactions to the base Order Management tables.

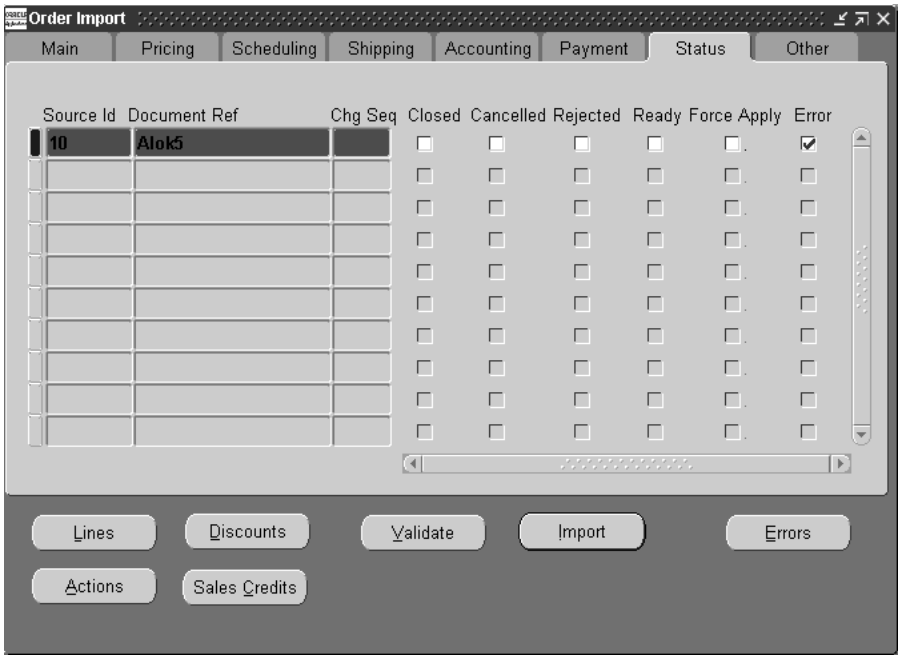
If you choose you can run production transactions in validation-only mode for a preview of exceptions. Make necessary corrections to the transactions in the Order Import window, then choose the Validate button to perform a validation check. The validation-only mode may also facilitate testing of transactions through Order Import even in a production environment to take advantage of all the setup is the production environment.

Order Import window

The Order Import window consists of the Find and Summary windows. The Find window allows you to find orders to be imported based on certain attributes such as Request ID, Order Source, Original System, Document Reference, and Change Sequence. Below is an example of the Order Import Find window:



The Summary windows displays order headers, lines, sales credits, price adjustments, lot serials, reservations and action requests information. You have the ability to remove columns from the folder. Below is an example of the Order Import Summary window with the available tabbed regions:



The Order Import window displays all orders or selected orders based on the criteria given in the Find window. You can modify the orders here. The orders that have errors display in red.

You can insert, update, and delete the orders and lines in the interface tables. You can update one or multiple orders or lines at the same time through the Summary window. You can also mark an order or a line to be rejected by setting the REJECTED flag. There are separate windows for the header and line level data. These windows have related fields grouped as tabs.

Buttons

- *Lines:* Displays line level information for orders.
- *Discounts*: Displays discount infomation for orders.
- *Validate:* Validates the data but does not import it. Only the selected orders will be validated and performed online.
- *Import:* Imports the orders. The data is validated before being imported. If an error is encountered while importing, the order will be rejected and the error

messages can be viewed by choosing the Errors button. Only the selected orders will be imported and the import is performed online. If an order is successfully imported, it also gets deleted from the interface tables. If you attempt to re-query the window, you will not be able to view that order in the Order Import Corrections window.

- *Errors:* Displays all the errors encountered while importing. The error messages are stored context sensitive. If you choose the Errors button from the Order Headers region, all the errors for that order are displayed. If you choose the Errors button from the Lines region, all the errors are displayed for that line. If you encountered errors while importing orders, you can also fix these errors in the window and try importing the order again. You can navigate from the Errors window to the Order Headers or Lines region where the error has occurred.
- *Actions:* Displays order actions for orders.
- *Sales Credits*: Displays sales credit information for orders.

Request

You can submit a request by selecting Order Import Request and select the appropriate parameter and choose Submit.

Parameters

The Order Import program provides the following parameters:

Order Source

Choose a specific Order Import source that you have defined in the Order Import Sources window so that only records with that source are processed, or leave this parameter blank so that all enabled sources are processed for data existing in the interface tables.

Order References

You can enter the System Document Reference if you want to run Order Import for a specific order.

Validate Only (Yes/No)

Choose whether to validate only the data in the interface tables. If Yes, the order will be validated, but not imported into the base orders tables. The default value is No.

Processing Results

Each time you run Order Import, Order Management automatically generates an

Order Import processing results summary log which identifies the total number of successful and failed imported orders.

See Also

Oracle Order Management Recommended Setup on page 1-12

Defining Order Import Sources on page 1-87

Inbound Purchase Order Changes

The inbound purchase order change transaction is an electronic data interchange transaction supported by Order Management and Oracle e-Commerce Gateway.

Validation

Oracle e-Commerce Gateway reads a transaction interface data file from the translator and writes the data into Order Management's Open Interface tables for processing by the Order Import program. Order Import validates the data and populates the Order Management tables with validated data. The validation is based on the same business rules applied to the data as if entered interactively and then imported into the system.

The following flows are followed to process a change request in Order Management:

- Receive the change requests data from Oracle e-Commerce Gateway into the Order Import interface tables.
- Manually in the Order Import Corrctions window, review the changes and set the change request as ready to be processed if appropriate.
- Run Order Import to process the change request.
- The change request will either get processed successfully or fail with errors.
- If failed, resolve the excepting manually and run Order Import again until all the exceptions are resolved.
- If all errors cannot be resolved for some reason, mark the change request as rejected.
- A purchase order change acknowledgment will be created if the required conditions are meet.
- Change request will be purged from the Order Import tables after a sucessful import.

Change Sequence

You can control the sequence of processing of multiple changes to a line such as, if you have multiple Oracle e-Commerce Gateway headers changing one order line. You control the sequence of processing the Oracle e-Commerce Gateway lines by specifying values in a column called CHANGE_SEQUENCE. These lines will be processed in the ascending value of the change sequence numbers. Once a change is applied, Oracle e-Commerce Gateway updates the sequence number in the base

tables against the appropriate order and line number. Any future Oracle e-Commerce Gateway processing compares incoming change sequence numbers against this sequence number to determine the process. The change sequence number in the base tables indicates the last change sequence number that was applied to an order or line.

Similarly, the change sequence number in the base order line table indicates the last change sequence number that was applied to that line of an order.

Different lines may have different change sequence numbers since a change sequence may or may not apply to all the lines of an order. But the change sequence number at the order header level will always be the latest change sequence that was applied to an order or any of its lines. At any point in time, the change sequence at any line of an order cannot be greater than the change sequence at the order header.

If an error is encountered while processing changes for any of the lines in a change sequence, the entire change sequence will not process. Either all the changes under a change sequence are processed or none.

The change sequence numbers must be ascending. You can force processing of out of sequence change request by setting OE_HEADERS_ INTERFACE.FORCE_ APPLY_FLAG to Yes. The default value is No.

For example, if the base order header tables has a change sequence number of 5 which means that the last change sequence that was applied to the order was 5. The following table describes how different actions are performed for obtaining different change sequences:

Change Sequence Number	Force Apply Flag	Ready FLag	Action by Oracle e-Commerce Gateway
4	N	Y	Error. The change sequence number 4 is less than the change sequence number in the master table 5.
6	N	Y	Processes
8	N	Y	Error. Waits for transaction with the change sequence number 7.
8	Y	Y	Processes since Force Apply Flag is set to Yes.

Change Request Types

For header level changes, a full order cancellation can be performed. You can set the CANCELLED _FLAG to Y in the order headers interface table to cancel the entire order.

For ship-to location changes, you can provide the new ship-to-location code in SHIP_TO_ORG_ID column in the order headers interface table to be applied to an existing order. This defaults the value for any new shipment. You can change this attribute for all outstanding shipments of that order. In the Sales Orders window, if you change this attribute at the header level, all outstanding line shipments will not change automatically.

Line/Shipment Level Changes

Order Management supports a two-level data where the shipments of a line are treated as a separate lines with the same line number, but a different shipment number. All the operations completed at the line level are completed at the shipment level.

- Adding a new line--New lines can be added to an existing order. Set the OPERATION_CODE at the line level to Insert.
- Deleting an existing line--Existing lines can be deleted from an existing order. Set the OPERATION_CODE at the line level to Delete.
- Cancelling an existing line--An existing line in an order can be cancelled by placing zero quantity in each of the shipment records.
- Item change--An item on a line can also be changed if the order is not booked.
- Ship-To location code change--A ship to location code can be changed at the line level of an order by providing the new code in SHIP_TO_ORG_ID column.
- Quantity change--The quantity ordered can also be changed at the line level by providing a new value in the ORDERED_QUANTITY column.

Change Acknowledgments

Order Management maintains a different set of tables for acknowledgment data. After a change request is processed, the acknowledgment data is written to the acknowledgment tables.

Table 4–1 HEADER LEVEL ACKNOWLEDGEMENT CODES

X12 CODE	DEFINITION	Determine in PO Change Request Process
AC	ACKNOWLEDGE - WITH DETAIL AND CHANGES	NO
AD	ACKNOWLEDGE - WITH DETAIL, NO CHANGES	NO
AE	ACKNOWLEDGE - WITH EXCEPTION DETAIL ONLY	NO
AH	ACKNOWLEDGE - HOLD STATUS	NO
AK	ACKNOWLEDGE - DETAIL OR CHANGE	NO
AP	ACKNOWLEDGE - PRODUCT REPLENISHMENT	NO
AT	ACCEPTED	YES
NA	NO ACKNOWLEDGEMENT NEEDED	NO
RD	REJECT WITH DETAIL	YES
RF	REJECT WITH EXCEPTION DETAIL ONLY	NO
RJ	REJECT, NO DETAIL	YES
RO	REJECTED WITH COUNTER OFFER	NO
ZZ	MUTUALLY DEFINED	NO

Table 4–2 LINE LEVEL ACKNOWLEDGEMENT CODES

X12 CODE	DEFINITION	Determine in PO Change Request Process
AC	ITEM ACCEPTED AND SHIPPED	NO
AR	ITEM ACCEPTED AND RELEASED FOR SHIPMENT	NO
BP	ITEM ACCEPTED - PARTIAL SHIPMENT, BALANCE	
DR	ITEM ACCEPTED - DATE RESCHEDULED	YES
IA	ITEM ACCEPTED	YES

Table 4–2 LINE LEVEL ACKNOWLEDGEMENT CODES

IB	ITEM BACKORDERED	YES
IC	ITEM ACCEPTED, CHANGES MADE (IF THERE ARE MORE THAN ONE CHANGE	YES
ID	ITEM DELETED	YES
IP	ITEM ACCEPTED, PRICE CHANGED	YES
IQ	ITEM ACCEPTED, QUANTITY CHANGED	YES
IR	ITEM REJECTED	YES
IS	ITEM ACCEPTED, SUBSTITUTION MADE	YES
SP	ITEM ACCPETED, SCHEDULE SHIP DATE PENDING (Oracle Order Management Schedule Ship Date.)	YES

Purge Change Requests

Once a request is processed successfully, the request is deleted from the Order Import tables. However, if there is an error, you need to resolve the exception then revalidate the transaction or you can delete the request if the error cannot be resolved for any reason. Otherwise, the request remains in the Order Import tables indefinitely.

Data Elements

Change Request Rejections

The REJECT_FLAG in the lines interface table specifies any reject lines. If a line is rejected, it will also be acknowledged and then deleted from the Order Import tables.

Change Request Status

Order Import interprets the statuses in the table in the business needs section the following way:

- Pending--The READY_FLAG is set to N in the headers interface table and the change request is not ready to be processed. Once the review process is completed, the READY_FLAG can be set to Y using the Order Import Corrections window and the change request will be processed.

- Deleted--The order or order line is deleted from the interface tables using the Order Import Corrections window.
- Rejected--The change request is not processed and no data will be updated. But However, an acknowledgement is necessary and the REJECT_FLAG is set to Yes using the Order Import Corrections window.

Change Request Type Codes

The CHANGE_REQUEST_CODE in the order header and lines interface tables specifies the type of the request. These are reference only codes and are retained in the Order Management tables. These codes assists you in determining the type of change.

Customer and Supplier Items/Parts

Order Management cross references between your customer and supplier part numbers. The customer part number takes priority over the supplier item number when both numbers are provided.

Customer Line Number

The CUSTOMER_LINE_NUMBER column in the order lines base table specifies the line number in the customer's purchasing system. This is a display only field and no processing will be based on this attribute. You can enter and update the customer line number on-line. The customer line number is copied to new line records if you split the shipments.

Customer Shipment Number

The CUSTOMER_SHIPMENT_NUMBER column specifies the order lines base tables to specify shipment number in your customer's purchasing application. This is a display only field and no processing is based on the attribute. You can enter and update the customer shipment number on-line. If you split the shipment, the customer shipment number will be copied to the new shipment record.

Operations Code

You can set the OE_ HEADERS_INTERFACE.OPERATION_CODE to Update or Delete if you are trying to update or delete an order respectively.

Original System Data

Header Level: You can identify which order is the change request for by providing the same value in ORIG_SYS_DOCUMENT_REF and ORDER_SOURCE_ID columns in the Order Import tables as in the same column in the base order header table. This is often the customer's purchase order number. If an existing order does not have any value in this column, you will not be able to process change requests against that order.

Line/Schedule Level: You can identify which line is the change request coming against by providing the same value in ORIG_SYS_LINE_REF, ORDER_SOURCE_ID, and ORIG_SYS_DOCUMENT_REF columns in the interface tables as exists in the same column in the base order lines table. This is often the customer's purchase order line number concatenated with the shipment number or current customer request date. A complex ORIG_SYS_LINE_REF may be the concatenation of the customer line number + current request date + ship to address ID.

If an existing line does not have any value in this column, you will not be able to process change requests against that order.

Order Source ID

You can set the ORDER_SOURCE_ID to 6 in the Order Import tables. ORDER_SOURCE_ID 6 is the code for the Order Source, EDI.

Payment Term

The CUSTOMER_PAYMENT_TERM_ID column contains the payment term derived by data in the transaction. If this is different from the one derived by Order Management, a warning is displayed. You can change the payment term in the Sales Orders window.

Price

The CUSTOMER_ITEM_NET_PRICE column in the order lines table contains the price sent by the customer. If this price is different from the price calculated by the system, Order Management provides you with a warning. You can then change the price using the Sales Orders window.

Outbound Purchase Order Acknowledgements

The outbound Purchase Order Acknowledge process generates data that is used to notify your customers of the latest status of their orders. This includes following information from Order Management:

- Acceptance or rejection of the entire order.
- Acceptance or rejection of the each line items.
- Shipment level detail about quantities, request, and promise dates.

These acknowledgments reflect the status given to the original purchase order, purchase order changes due to your customer's purchase order change request, or your changes. You may need to change shipment quantities or change shipment dates. All purchase order acknowledgments must contain adequate data to allow your customers' process to match the acknowledgment data from Order Management back to the purchase order in their purchasing application.

Three processes are involved in processing and extracting all purchase order acknowledgments from Order Management.

- Process a new or changed order through Order Management using standard procedures.
- Write PO acknowledgments and PO Change acknowledgments data to Acknowledgment tables. This is done automatically based on logic for new and change order in the Order Management. Only customers who are Trading Partners and enabled for the transactions in the Oracle e-Commerce Gateway have acknowledgment data written to these tables.
- Extract PO acknowledgments and PO Change acknowledgments data from the Acknowledgment tables. This is done by the Oracle e-Commerce Gateway.
- Update the Order Management base table with ACK_CODE and ACK_DATE.

Original Purchase Order Acknowledgments

After the new order has been created, booked and scheduled dates are determined, the PO acknowledgment records are flagged that this is the first time that the order is acknowledged. Erroneous new orders that have been marked as rejected are also flagged for the original PO acknowledgment. The original purchase order acknowledgment data with the flag is written to the acknowledgment tables.

Purchase Order Change Acknowledgments

The purchase order change acknowledgment data is written to the acknowledgment tables:

- when the entire order is impacted, such as an order cancellation through Order Import or Sales Orders window.
- after an order is created or all changes have been applied, the order is booked, and the schedule ship date is available for all the lines of the order.
- when any of the attributes such as the quantity, price, schedule ship date or location are changed on any of the lines of an order.

Change Request Types

Order Management accepts the following types of change requests that will initiate a purchase order acknowledgment:

- Header level-- PO number, PO date, change sequence, bill-to location, ship-to location (at the header level only).
- Cancelled purchase orders.
- Line and shipment levels--Customer line number, item (supplier), customer item, quantity ordered, unit of measure, unit price, ship-to location, request date (customer), and promise date (supplier).
- Cancelled and add line items

Sales Orders Window

The Sales Orders window is used to create new sales orders and change existing orders. If you entered or changed a sales order which is not acknowledged, such as, all the lines are not booked or the scheduled dates are not entered, the Process Order API is to create or update the sales order in the OME base tables, which In turn will call Acknowledgment Process to call acknowledgment. As all the lines are not Booked and Scheduled no acknowledgment records will be created in Acknowledgment tables at all.

Acknowledgment Process

The acknowledgement process determines whether Oracle e-Commerce Gateway is installed and if the Trading Partner sold to site is enabled for the acknowledgment transaction. If the Trading Partner is enabled for the specific transaction, the acknowledgement process verifies if the conditions for the acknowledgment are satisfied such as, if an order is booked or a schedule date is set up.

Note: The Trading Partner site for the acknowledgment is the site identified as the SOLD_TO customer. Add SOLD_TO code for the SITE_USE_CODE lookup type for the receivables setup (quick code). Add SOLD_TO usage for the customer and set one primary usage for it

Rejected Orders in the Order Import

Rejected changes are included in the acknowledgment process. The acknowledgment API picks up all rejected records from the Order Import interface tables.

When Acknowledgment Process is called from Order Import, all the records of the set are rejected such as, all records of the headers and lines have a REJECT_FLAG set to Yes. You must reject all the data since the data cannot be corrected. The acknowledgment process creates acknowledgments for all rejected data for the set. A verification for the data change is performed, if the acknowledgement is called from the Process Order API.

Note: The Process Order API calls the acknowledgement process which finds the required data and sends all the data simultaneously.

If the enabled condition is satisfied, then a new order can be entered using the Sales Orders window. The OE_ACKNOWLEDGMENT_PUB API will not create any records in the acknowledgment table until the order has a status of Booked. Unless all the lines of header are Booked and have Schedule Ship Date data, data will not be created in the acknowledgment tables. If the new orders are entered using the Sales Orders window, the API will be called and records will be created in acknowledgment tables.

You can correct the *Lines Forever* record or mark the record as Rejected by using the Order Import Corrections window. The following are combinations of possible cases and the action table in respect of the acknowledgement:

Condition	ERROR_FLAG	REJECT_FLAG	Acknowledgement
1	Yes	No	No record created.
2	No	No	Record created.

3	Yes	Yes	Record created.
4	No	Yes	Record created.

Only those lines satisfying Condition 2 are used to call Process Order API in order to create records in the base order table. Once Process Order API successfully creates the records, the OE_ACKNOWLEDGMENT_PUB API acknowledges all lines that can be corrected and query interface tables to find records with REJECT_FLAG set to Yes to acknowledge the lines that cannot be corrected as rejected lines.

If the changes are entered in the Sales Orders window, the Process Order API writes records to the acknowledgment tables. When you save the order, choose the Acknowledge button in the Sales Orders window and Order Management checks for when the Oracle e-Commerce Gateway Enabled Trading Partner, booking and schedule ship date will be performed. Save the new or updated order.

Order Import Interface Table	**Base Table**	**Acknowledgment Table**
O1 - Order changes can be corrected.	O1	O1
O2 - Order changes cannot be corrected.	No record created.	No record created.
O2 - Good (After Changes)	O2	O2
O3 - Bad Order (cannot be corrected)	No record created.	O3 - Lines cannot be corrected and are acknowledged.
O4 - Three lines that can be corrected and two lines that cannot be corrected.	O4- Three lines that can be corrected.	O4 - Acknowledgment of three lines that can be corrected and two lines that cannot be corrected.

Data Elements

Acknowledgement Indicators

Acknowledgment data such as first acknowledgment and last acknowledgment date, and acknowledgment codes are recorded in the Sales Orders master table. Acknowledgment indicators exists at the header and line levels only.

Table 4–3 LINE LEVEL ACKNOWLEDGEMENT CODES

X12 CODE	DEFINITION	Determine in PO Change Request Process
AC	ITEM ACCEPTED AND SHIPPED	NO
AR	ITEM ACCEPTED AND RELEASED FOR SHIPMENT	NO
BP	ITEM ACCEPTED - PARTIAL SHIPMENT, BALANCE	
DR	ITEM ACCEPTED - DATE RESCHEDULED	YES
IA	ITEM ACCEPTED	YES
IB	ITEM BACKORDERED	YES
IC	ITEM ACCEPTED, CHANGES MADE (IF THERE ARE MORE THAN ONE CHANGE	YES
ID	ITEM DELETED	YES
IP	ITEM ACCEPTED, PRICE CHANGED	YES
IQ	ITEM ACCEPTED, QUANTITY CHANGED	YES
IR	ITEM REJECTED	YES
IS	ITEM ACCEPTED, SUBSTITUTION MADE	YES
SP	ITEM ACCPETED, SCHEDULE SHIP DATE PENDING (Oracle Order Management Schedule Ship Date.)	YES

Line Item Status

Order Management maintains a Line Item Status code to return in the Purchase Order Change Acknowledgment transactions. The following code indicates the status of the Purchase Order Change Request after the request is applied to the sales order.

Header Level Acknowledgment Code

The process retains a Purchase Order Change Request Status code at the header level in order to return it in the Purchase Order Change Acknowledgment transaction.

Table 4–4 HEADER LEVEL ACKNOWLEDGEMENT CODES

X12 CODE	DEFINITION	Determine in PO Change Request Process
AC	ACKNOWLEDGE - WITH DETAIL AND CHANGES	NO
AD	ACKNOWLEDGE - WITH DETAIL, NO CHANGES	NO
AE	ACKNOWLEDGE - WITH EXCEPTION DETAIL ONLY	NO
AH	ACKNOWLEDGE - HOLD STATUS	NO
AK	ACKNOWLEDGE - DETAIL OR CHANGE	NO
AP	ACKNOWLEDGE - PRODUCT REPLENISHMENT	NO
AT	ACCEPTED	YES
NA	NO ACKNOWLEDGEMENT NEEDED	NO
RD	REJECT WITH DETAIL	YES
RF	REJECT WITH EXCEPTION DETAIL ONLY	NO
RJ	REJECT, NO DETAIL	YES
RO	REJECTED WITH COUNTER OFFER	NO
ZZ	MUTUALLY DEFINED	NO

Oracle e-Commerce Gateway Transactions

The purchase order and purchase order change acknowledgment process supports data for the following EDI standard transactions. This data can be extracted from Order Management acknowledgment tables and copied to the transaction interface file by the Oracle e-Commerce Gateway.

Transactions	Direction	e-Commerce Gateway Transaction Code	X12	EDIFACT
Original Purchase Orders Acknowledgment	Outbound	POAO	855	ORDRSP

Purchase Order Change Acknowledgment	Outbound	PCAO	865	ORDRSP

The first time that orders are acknowledged they are flagged as the original acknowledgment. These original acknowledgments are extracted by the POAO transaction process in the Oracle e-Commerce Gateway.

All subsequent acknowledgments for the given purchase order are flagged for the purchase order change acknowledgment extract for the PCAO transaction.

The translator maps the data to the chosen EDI standard transaction from the data in the Oracle e-Commerce Gateway transaction files. The translator determines which EDI standard transaction to map the data for the given Trading Partner.

The POAO and PCAO processes set the acknowledgment flag so that next POAO and PCAO extract processes do not retrieve the acknowledged order again. Also the order purge process can delete the data. The POAO and PCAO processes update the dates on the orders' and order lines' master tables to indicate when the acknowledgment is extracted.

See Also

Oracle e-Commerce Gateway User's Guide

Oracle e-Commerce Gateway Implementation Manual

Order Purge

The Order Purge Selection and Order Purge programs select and purge orders based on criteria you specify. Purging old data creates space in your database and can improve performance of transactions and maintenance.

Purge Restrictions

Orders can only be purged if they meet the following conditions:

- Orders must be closed.
- No open demand exist for orders, open work orders, open invoices, open returns, open requisitions.

Selection Process

Use the Order Purge Selection program to determine which orders you want to purge. The selection criteria available are:

- Order number (range)
- Order date (range)
- Creation date (range)
- Order category
- Order type
- Customer

Viewing Results

- Navigate to the Tools menu and select the Purge.
- Create a purge set.
- Review the set before purging the set.

Process Exceptions

If the selection criteria includes orders that do not meet the purge restrictions or if the purge process encounters a locked record a process error occurs. These errors can be viewed by viewing the purge set. See: Process Exception Report.

Purge Selection Table

Orders selected for purging are stored in the OE_PURGE_ORDERS table. The table consists of the following columns:

- HEADER_ID (NUMBER PRIMARY KEY, NOT NULL)
- CREATION_DATE (DATE, NOT NULL)
- CREATED_BY (NUMBER, NOT NULL)
- LAST_UPDATE_DATE (DATE, NOT NULL)
- LAST_UPDATED_BY (NUMBER, NOT NULL)
- LAST_UPDATE_LOGIN (NUMBER, NULL)
- REQUEST_ID (NUMBER, NULL)
- PROGRAM_ID (NUMBER, NULL)
- PROGRAM_APPLICATION_ID (NUMBER, NULL)

Purge Set Creation

A purge set is a set which will contain the orders to be purged based upon certain criteria. Purge set can be created in the two following ways:

Purge Set Creation by multi-selection

To create a purge set by selecting the orders the Order Organizer will be used. Orders can be selected using Order Organizer. All the records are displayed, now multiple or all records can be selected from the list of orders. The Purge option is available from the Tools menu. To create a purge set, select the option Create purge Set in the Sales Orders window.

Prerequisite

Basic criteria for an order being purged is the order should be closed.

Note: This method of creating purge set is recommended only when the volume of orders is low. For high volume of purge data the order purge selection (using the concurrent program) is recommended.

When Create purge set is selected the Purge window displays where the purge set name and purge set description can be specified. Choose the Submit button to create a purge set with all the records you have specified.

Purge Set Creation using the Create Purge Set Concurrent Program

To create a purge set by specifying the where (selection) condition:

1. Navigate to the Parameters window.
2. Enter the Purge Set Name.
3. Enter the Description and the desired selection criteria.
4. Choose OK and the Submit button on the Subsequent Request window.

Order Purge

After the creation of the purge set, the orders which are part of the purge set can be viewed in the Order Purge window. The purge set now can be either submitted for purge, or if required some of the orders can be excluded from the purge set using the Order Purge feature, or the purge set can be completely deleted.

To review the purge set:

1. Navigate to the Order Purge window.
2. Query using the purge set name.

   If the purge set has been created using a selection criteria the purge criteria can also be viewed.
3. Delete any specific orders or the entire purge set.
4. Choose the Submit Purge button to submit the purge set.

Parameters

Order Purge Selection

Enter any combination of the following optional parameters to select the orders to purge.

Order Category

Enter an order category to which to restrict the purge.

Order Type

Enter an order type to which to restrict the purge.

Customer

Enter a customer to which to restrict the purge.

Order Number (From/To)

Enter a range of order numbers to restrict the purge.

Order Date (From/To)

Enter a range of order dates to restrict the purge.

Creation Date (From/To)

Enter a range of creation dates to restrict the purge.

Order Purge

Enter the following required parameter to submit the orders to be purged.

Purchase Release

The Purchase Release program passes information about eligible drop-ship order lines to Oracle Purchasing.

After Purchase Release has completed successfully, run Requisition Import in Oracle Purchasing to generate purchase requisitions for the processed order lines.

The Purchase Release program is equivalent to the purchase release workflow activity. You need to use the Purchase Release program only if you have designed your workflow to make all the lines eligible for purchase release and then want to pick up the lines. The seeded workflow handles the purchase releasing of the lines as the flow reaches the defrerred workflow activity and the workflow engine picks up the lines.

Holds Effect on Eligible Order Lines

The Purchase Release program does not process orders or order lines with unreleased holds that specify no workflow activity or a workflow activity of Purchase Release. You must remove any such holds on orders or order lines that you want to interface to Oracle Purchasing.

Workflow Activity Results

The following workflow activity results are possible for Purchase Release:

- Eligible--The order line has booked successfully and has a source type of External.
- Complete--Order line information has interfaced successfully to Oracle Purchasing.
- Incomplete--The order line does not have enough information to release to purchasing.

Prerequisites

Before using this program, you should:

- Enter and book an order with lines that you want to fulfill externally.
- Satisfy any other order or order line prerequisites that you have defined for the order flow activity.

Submission

In the Purchase Release window, enter Purchase Release in the Name field, or select the Purchase Release, Requisition Import request set.

Parameters

When you request Purchase Release, Order Management provides you with the following parameters.

Order Number (Low/High)

Select an order number or range, or leave this parameter blank to run the program on eligible lines on all orders.

Request Date (Low/High)

Select a range of order request dates, or leave this parameter blank.

Customer PO Number

Select the number that corresponds with the purchase order received from your customer, or leave this parameter blank.

Ship-To Location

Select the ultimate location to which the line or lines will be delivered, or leave this parameter blank.

Order Type

Select a specific order type, or leave this parameter blank.

Customer

Select the customer associated with the order, or leave this parameter blank.

Item

Limit processing to a particular item, or leave this parameter blank.

See Also

Requisition Import Process Requisition Import Process, *Oracle Purchasing User's Guide*

Overview of Workflows on page 1-36

Drop-ship Order Flow on page 2-55

Invoicing Activity

The Invoicing workflow activity transfers shipped item information including quantities, selling prices, payment terms, and transaction dates to Oracle Receivables, which processes invoices and accounts for revenue. Additionally, you can process credit memos and credits on accounts created from returns using this process. Upon completion of the Invoicing workflow activity, you can submit AutoInvoice from Oracle Receivables to import invoice and credit data into Oracle Receivables.

Fully and Partially Interface Sales Order Lines, Return Lines, and Freight Charges and discounts

You can use the Invoicing workflow activity to:

- Interface foreign currency orders, returns, discounts, and freight charges.
- Interface partially shipped configuration lines.
- Interface the entire quantity or partial quantity of order lines including PTO configurable item.
- Interface discount names and amounts shown in negative quantities.
- Interface option class lines and option item lines in the same batch run as their parent model line (given that each line is eligible for Invoicing Interface).
- Interface partial credits for return lines based on RMA receipts in Inventory; over-received return lines result in credits for the authorized return quantity.
- Interface return lines as credits on account for the credit-to customer.
- Create credit memos from returns with reversed revenue and sales credits.
- Interface freight charges as soon as at least one order line associated with the pick slip is partially or completely interfaced.
- Interface freight charges for included items with associated order lines. If associated order lines have been completely interfaced, the freight is interfaced as a separate transaction.
- If freight charges are entered in the functional currency rather than the order currency, the Invoicing Interface converts the freight charges to the order currency using the conversion rules on the order. If the conversion type is spot or corporate, the shipment date is used to determine the conversion rate.
- Create different types of charges. All charge lines are invoicable. All cost lines are not invoicable.

- Interface more than one charge lines associated with one order header or one order line.
- Interface all charge lines associated with one shipment line with the same currency.
- Interface charge lines as invoice header level charges.
- Interfaces items, quantity, price, price adjustments, tax, payment methods, freight charges, delivery names, warehouse ids, currency, and sales credits.
- Interfaces currency information including currency codes, conversion types and conversion rates.
- Interfaces tax calculation information.
- Interfaces iPayment information for electronic payments including credit cards.
- Interfaces customer item descriptions if they exist. This information is passed instead of internal item descriptions.

Profile Options

The following profile options affect the operation of the Invoicing Interface:

- *OM: Invoice Numbering Method*--Determines whether or not the Invoicing activity generate invoice numbers based on the delivery name. If set to Delivery Name, invoice numbers for shippable lines (those lines assigned to a delivery) are generated based on delivery name while invoice numbers for non-shippable lines and RMA lines (those lines not assigned to a delivery) are created automatically based on the selected Non-Delivery Invoice Source profile. If set to Automatic, invoice numbers are generated based on the selected Invoice Source profile (which is based on the Automatic Transaction Numbering you define for the Invoice Source on the Transaction Sources window in Oracle Receivables). See: Transaction Batch Sources, *Oracle Receivables User's Guide*.
- *OM:Show Discount Details on Invoice*--Determines whether detailed discount information including extended amounts prints on the invoice.
- *OM: Invoice Source*--This profile option value is transferred to Receivables if no value is defined for the transaction type.
- *OM: Non-delivery Invoice Source*--This profile option value is transferred to Receivables if the *OM: Invoice Numbering Method* profile option is set to Delivery and the order line is non-shippable.

- *OM: Overshipment Invoice Basis*--This profile option value is used to determine whether to invoice the ordered or shipped quantity for over shipments. This value also applies on credit memos for returns that are over received.

  Note: The *Overshipment Invoice Basis* profile option can also be specified for the customer and the ship-to site. If they are specified there, those values will be used instead of the value of the profile option.

- *OM: Invoice Transaction Type*--This profile option value is transferred to Receivables if no value is defined for the lines transaction type.
- *OM: Credit Memo Transaction Type*--This profile option value is transferred to Receivables if no value is defined for the lines transaction type. This profile option is used for return orders or return order lines only.

Item Attributes

The following item attributes affect the operation of the Invoicing workflow activity:

- Invoiceable Item--See Invoicing Item and Bill Attributes 36 for details.
- Invoice Enabled.

Workflow Activity Results

The following activity results are possible for the Invoicing workflow activity:

- Complete--The order or return line has successfully interfaced to Receivables.
- Not Eligible--The order or return line contains items with the Invoice Enabled item attribute set to No.
- Partial--Only a partial quantity of the order line interfaced to Receivables.
- On-Hold--There is a hold on the order or order line that prevents invoicing.
- Incomplete--An error occurred in the Invoicing Activity.

  Suggestion: Use the Sales Orders window to view order and order lines workflow statuses from the Tools menu.

Internal Sales Orders

Order Management *does not* process internal sales order lines for the Invoicing Interface, even if the Invoicing workflow activity is present in the workflow for the internal sales order.

Exception Handling

Any errors that occur for this activity are recorded in the messages table. Use the Process Message window to view all the errors for the Invoicing Interface.

This program is only applicable for order flow activities that include the Invoicing workflow activity. An order process need not contain the Pick Release and Ship Confirm workflow activities, the Invoicing workflow activity interfaces all eligible lines on an order, depending on the workflow activity prerequisites.

Prerequisites

Before using this activity to interface sales orders, return orders, and freight charges to Receivables, you should:

- Define your transaction types.
- Define you accounting rule ID. Null is allowed in this field.
- Define your invoicing rule ID. Null is allowed in this field.
- Define the Credit Method for accounting (for return orders or order lines only). Null is allowed in this field.
- Define the Credit Method for installment (for return orders or order lines only). NULL is allowed in this field.
- Define your holds information in the Apply Holds window.
- Define at least one invoice source according to the following requirements:

  The list of values for the Invoice Source profile option requires that an invoice source (and a non-delivery invoice source if the *OM: Invoice Numbering Method* profile option is set to Delivery) be set up with specific values for AutoInvoice Validation. When defining Invoice Sources in Oracle Receivables, you must create at least one invoice source for Order Management use if you want to interface orders and returns to Oracle Receivables for processing by AutoInvoice.

Note: If you enter an invoice batch source for the Invoicing Interface, this source is known in all organizations for which orders are eligible to be interfaced.

Attention: If lines are eligible for the Invoicing Activity but show an Incomplete status when you run the Invoicing Activity, check to see which Oracle Receivables Transaction Type is associated with the order type for the lines in the Finance tabbed region on the Transaction Types window. Once you know the Receivables transaction type, make sure the transaction type has a defined Credit Memo Type using the Transactions Types window in Oracle Receivables

Invoicing of ATO Configurations

Invoicing Item and Bill Attributes

For ATO configurations, Order Management considers the base model's item attribute of a configuration to see if it should consider passing invoice information to Receivables, using the Invoicing Interface, for each order line in the configuration. If you have the item attributes *Invoiceable Item* and *Invoice Enabled* set to Yes for the base model, Order Management then considers these item attributes for each component in the bill of material for the model to see if they should be invoiced in Receivables. If the item attributes *Invoiceable Item* or *Invoice Enabled* are set to No for the base model item, Order Management does not pass invoicing information to Receivables for any order lines for the components within the configuration, regardless of the item attribute settings.

Interfacing Shippable and Non-Shippable Lines

Creating Invoices Based on Delivery Name

If you want to create invoices for all shippable lines based on delivery name, you must:

- Set the *OM: Invoice Numbering Method* profile option to Delivery Name.
- Define a Transaction Source (in the Transaction Sources window in Oracle Receivables) with Automatic Transaction Numbering toggled off to create an

invoice source that will allow you to create invoices for shippable lines based on delivery name.

- Define a Transaction Source (in the Transaction Sources window in Oracle Receivables) with Automatic Transaction Number toggled on to create an invoice source that will automatically create invoices for non-shippable and RMA lines based on the Last Number you define for the Automatic Transaction Numbering.
- Set the *OM: Invoice Source* profile option to the source you created for the shippable lines.
- Set the *OM: Non-Delivery Invoice Source* profile option to the source you created for non-shippable and RMA lines.

Attention: If you set the *OM: Invoice Numbering Method* profile option to Delivery Name, you must select a Non-Delivery Invoice Source. If you do not, the Invoicing Interface will exit with an error.

Creating Invoices Automatically

If you want to create invoices for all lines automatically:

- Set the *OM: Invoice Numbering Method* to Automatic.
- Define a Transaction Source (in the Transaction Sources window in Oracle Receivables) with Automatic Transaction Number toggled on to create an invoice source that will automatically create invoices for all lines based on the Last Number you define for the Automatic Transaction Numbering.
- Set the *OM: Invoice Source* profile option to the source you created in the Parameters window for the Invoicing Activity.

Attention: If you set the *OM: Invoice Numbering Method* profile option to Automatic, you do not need to select a Non-Delivery Invoice Source. If you do select a Non-Delivery Invoice Source, the Invoicing Activity will not use it.

See Also

Overview of Workflows on page 1-36

Schedule Orders Concurrent Program

You can schedule orders and order lines by running the Schedule Orders concurrent program. The concurrent program:

- obtains additional scheduling attributes including delivery lead times and shipping methods
- obtains a ship from location for order lines
- obtains the schedule date for order lines
- reserves order lines if the lines are within the reservation time period

If the program fails such as the schedule date for an item could not be found, Order Management returns an error for the line. The lines which fail scheduling can be scheduled in the next run of the program. All lines that are successfully scheduled are placed on demand and the next planning run and pick this line up as demand.

The parameters for Schedule Orders Concurrent Program are:

- Order Number (Low / High)
- Request Date (Low / High)
- Ship-To Location
- Order Type
- Customer
- Item

Schedule Orders concurrent program processes order lines you specify by using the parameters listed above, if the line is not already scheduled. The Schedule Orders Concurrent program performs the following:

- Checks for any holds on the order. If a hold exists and the profile option *OM: Schedule Lines on Hold* is set to No, the program ignores the order. If the profile option is set to Yes, the order continues to the next step.
- Query the lines of the order and lock the line. If locking fails, it will print a message and skip the order.

For each line of the order, the Schedule Orders Concurrent Program:

- Checks the workflow status to verify that the line is eligible for scheduling
- Checks if the line needs scheduling. Process only if it needs scheduling.

- Check if the line is on hold. If there is a hold and if the profile option *OM: Schedule Lines on Hold* is set to No, skip the line.
- Adds the line to the list of lines ready to be scheduled.
- Schedule the line.

Note: If scheduling was successful, it will complete the scheduling workflow activity with the result of Complete so that the line can progress to the next activity. If scheduling was unsuccessful, the workflow activity displays the result of Incomplete.

Process Messages

Order Management provides the ability to view context information for all messages generated by Order Management to indicate which message corresponds to which record or transaction. This feature provides you with further detail of the messages you receive during order entry.

Parameters

Find Messages window

Message Source

Select the Process Message Source to find the message source.

Request ID (From/To)

Enter the Request ID to find process messages that have the Request ID within the specified range of Request ID's.

Order (From/To)

Enter a range of Order Numbers to find process messages within the specified order number range.

Request Date (From/To)

Enter a range of Request Dates to find process messages within the specified range of request dates.

Program Name

Enter the Program Name to find process messages that have the program name specified.

Workflow Activity

Enter the Workflow Activity to find process messages that have the workflow activity specified.

Order Type

Enter the Order Type to find process messages that have the order type specified.

Attribute

Enter the Attribute to find process messages that have the attribute specified.

Customer Name

Enter the Customer Name to find process messages for the order that has the customer name specified.

Customer Number

Enter the Customer Number to find process messages for the order that has the customer number specified.

Requestor

Enter the Requestor to find process messages for the process the requestor specified.

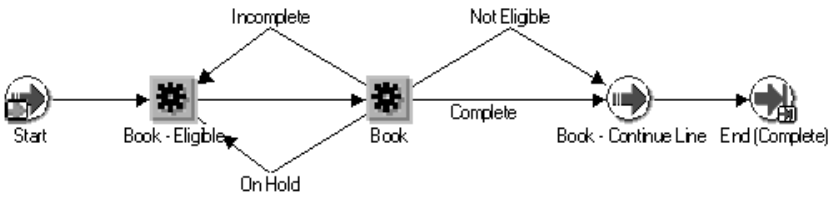
Booking

In Order Management, booking is workflow enabled. The application comes seeded with two types of Booking processes including manual and deferred booking processes.

Manual Booking Process

Book Order - Manual (BOOK_PROCESS_ASYNCH)

This version allows you to control when the order is booked. You can book the order by completing the Eligible for Booking block by selecting the Book button from the Progress Order list of values in the Sales Orders window. This is the version used with all the seeded order flows and can be used with orders that are created online.

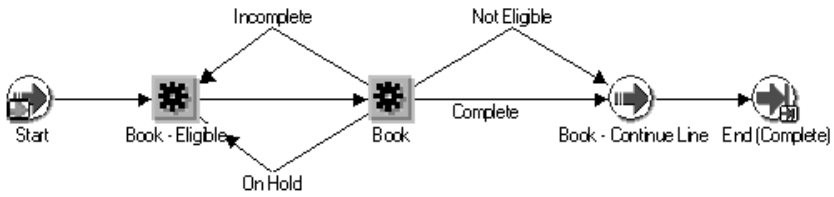


Deferred Booking Process

Note: You can copy the sub-process below and modify it such that the BOOK_DEFER activity is added before the BOOK_ORDER activity, this results in Booking being deferred to the Background Engine and thus performed off-line.

Book Order - Deferred (BOOK_PROCESS_DEFER)

This version enables Booking to be deferred once the header is created. This version can be used for orders that are created by batch processes.

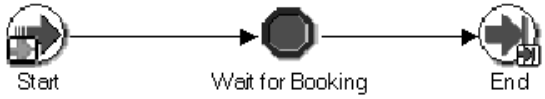


Note: You can copy this process and can have a variation where the BOOK_DEFER activity before BOOK_ORDER is deleted. This will result in Booking being executed synchronously.

Ensuring that Lines wait for the order to book

To ensure that Lines on an Order wait for the Booking event before progressing, the following Line level sub-process has to be included as the first activity or process in a line flow.

Enter - Line (ENTER) - This is included in all the seeded line flows:



Instead of the 'Enter -Line' sub-process you can also include just the 'Wait for Booking' (BOOK_WAIT_FOR_H) activity as the first activity in a line flow.

5

Standard Reports

Overview

Order Management provides you with a variety of flexible and easy-to-use reports to help you improve productivity and increase control.

Setup-related reports include the following:

Order-related reports include the following:

Credit Order-related reports include the following:

Exception reports include the following:

- Orders on Credit Check Hold Report on page 5-40
- Outstanding Holds Report on page 5-43
- Sales Order and Purchase Order Discrepancy Report on page 5-45
- Unbooked Orders Report on page 5-47

Administration reports include the following:

- Cancelled Orders Report on page 5-49
- Cancelled Orders Reasons Detail Report on page 5-51
- Order/Invoice Summary Report on page 5-54
- Orders By Item Report on page 5-56
- Salesperson Order Summary Report on page 5-58
- Workflow Assignments Report on page 5-61

Defaulting Rules Listing Report

The Defaulting Rules Listing Report displays the defaulting rules you have defined for various objects and attributes in Order Management. This listing includes objects, conditions, attributes, and seeded data.

Submission

In the Order Management Reports window, select Defaulting Rules Listing in the Name field.

Parameters

When you request a Defaulting Rules Listing Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all defaulting rules that meet your other parameter criteria. In order to obtain a single defaulting rule, enter the same defaulting rule in the From and To fields.

Object

Choose the object that you want printed in this report.

Condition

Choose the condition that you want printed in this report.

Attribute

If you chose an object for the Object parameter, you can choose the attribute that you want printed in this listing for that object.

Seeded

Yes--displays only seeded values in this report.

No--displays only non-seeded values in this report.

If you leave this parameter blank, both seeded and non-seeded values are printed in this report.

Column Headings

Attribute

Order Management prints the attribute associate with the defaulting rule.

Precedence

Order Management prints the precedence for the defaulting rules.

Condition

Order Management prints the conditions for the defaulting rules.

Seeded

Order Management prints the seeded values for the defaulting rules.

Sequence

Order Management prints the sequence of defaulting rules.

Source Type

Order Management prints the source type for the defaulting rules.

Default Source/Value

Order Management prints the default source / value for the defaulting rules.

Processing Constraints Listing

The Processing Constraints Listing report lists all processing constraints and the corresponding constrained entities, constrained attributes, constrained operations, validation entities, record sets, validation templates and responsibility to which this constraint is applicable.

Submission

In the Order Management Reports window, select Processing Constraints Listing in the Name field.

Parameters

When you request a Processing Constraints Listing, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all processing constraints that meet your other parameter criteria. In order to obtain a single processing constraint, enter the same processing constraint in the From and To fields.

Entity

Choose the constrained entity you want to print in this listing.

Attribute

Choose the attribute that you want to print in this listing. You must choose an object before choosing an attribute.

Operation

Choose the operation that you want to print in this listing: Cancel, Delete, Insert, Split, or Update.

Note: This field is only enabled if the Attribute is disabled.

Validation Entity

Choose the validation entities that are based on the processing constraint conditions to print in this listing.

Note: This field is only enabled if the Object is selected.

Record Set

Choose the record set parameter to include the processing constraints that have conditions based on the record set to print in this listing.

Validation Template

Choose the validation template parameter to include processing constraints that have conditions using the validation template.

Note: This field is only enabled if the Validation Entity is selected.

Seeded

Yes--displays only seeded values in this report.

No--displays only non-seeded values in this report.

If you leave this parameter blank, both seeded and non-seeded values are printed in this report.

See Also

Defining Processing Constraints on page 1-90

Transaction Types Listing Report

The Transaction Types Listing Report report lists displays the transaction types of orders and order lines and the attributes and controls for transaction types.

Submission

In the Order Management Reports window, select Transaction Types Listing Report in the Name field.

Parameters

When you request a Transaction Types Listing Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all transaction types that meet your other parameter criteria. In order to obtain a single transaction type, enter the same transaction type in the From and To fields.

Transaction Type Name (From/To)

Choose the range of the transaction type name you want printed in this listing.

Transaction Type Code

Choose the transaction type code for an order or order line.

Order Category

Choose the order category based on the transaction type code you want printed in this listing.

Note: \If the transaction type code is Order, possible values include Order, Return, or Mixed. If the transaction type code is Line, possible values include Order or Return.

Column Headings

Transaction Type Name

Order Management prints the transaction type name in this listing.

Description

Order Management prints the transaction type description in this listing.

Start and End Dates

Order Management prints the start and end dates in this listing.

Transaction Type Code

Order Management prints the transaction type code in this listing.

Order Category

Order Management prints the order category in this listing.

Comprehensive Order Detail Report

The Comprehensive Order Detail Report reviews comprehensive details of all orders. This report provides a detailed, comprehensive listing of information about each order, including sales credits, price adjustments, shipping, cancellation and schedule details.

Submission

In the Order Management Reports window, select Comprehensive Order Detail Report in the Name field.

Parameters

When you request a Comprehensive Order Detail Report, Order Management provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order, enter the same order in the From and To fields.

Attention: When running this report you must specify at least one of the parameters, for example, Order Number range. If no parameters are specified you will be selecting everything in your database.

Sort By

Choose from customer, request date, order type, or sales representative. The default value is Order Type.

Order Type (From/To)

Choose the range of order types you want printed in this report.

Line Type (From/To)

Choose the range of line types you want print in this report.

Order Number (From/To)

Choose the range of order numbers you want printed in this report.

Order Dates (From/To)

Choose the range of order dates you want printed in this report.

Customers (From/To)

Choose the range of customer names you want printed in this report.

Customer Number (From/To)

Choose the range of customer numbers you want printed in this report.

Salesperson (From/To)

Choose the range of salespeople you want printed in this report.

Entered By (From/To)

Choose the user id of the order entry clerk whose orders you want printed in this report.

Order Category

Sales Orders--includes all orders containing at least one (outbound) sales order line.

Credit Orders--includes all orders containing at least one (inbound) credit order line.

Both--includes all orders, whether Order, Return, or Mixed headers.

Show Open Orders Only

Choose whether you want to print only open orders or both open and closed orders in this report. The default value is Yes.

Show Sales Credits

Choose whether you want to print sales credits in this report. The default value is Yes.

Show Price Adjustments

Choose whether you want to print price adjustments in this report. The default value is Yes.

Show in Functional Currency

Choose Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the order. The default value is No.

Item Display

Choose from Ordered or Internal Number and/or Description. The default value is Description.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision.

Column Headings

Sales Credits

Order Management prints information about the sales credits for the order line.

Salesperson Number

Order Management prints the salesperson id number on the report.

Quota Credit

Order Management prints whether the credit type for this order is Quota.

Percent

Order Management prints the percentage of the sales credit this sales representative receives for this order.

Discount Name

Order Management prints the discount name of the item.

Amount

Order Management prints the line amount of the item.

Line Number

Order Management prints the line number of the item.

Ship Number

Order Management prints the ship set number of the item.

Option Number

Order Management prints the option number of the model item.

Item

Order Management prints the description of the item.

Selling Price

Order Management prints the actual selling price (list price with price adjustments) for this item.

Extended Price

Order Management prints the quantity multiplied by the selling price for this item.

Commitment

If you have Oracle Receivables fully installed, Order Management prints the number of the customer commitment, if any.

Promised

Order Management prints the promise date.

Scheduled

Order Management prints the schedule date.

Requested

Order Management prints the request date.

Line Details

Order Management prints information about the schedule detail.

Price Adjustments

Order Management prints information about any price adjustments for the order line.

Name

Order Management prints the name of the discount applied to this order line.

Amount

Order Management prints the monetary value of the price adjustment.

Percent

Order Management prints the percentage of the price adjustment.

Automatic

Order Management prints Yes or No to indicate whether this discount is automatic.

Prorate

Order Management prints whether this discount is prorated.

Order/Invoice Detail Report

The Order/Invoice Detail Report reviews detailed invoice information for orders that have invoiced. You can choose from a variety of parameters to print the invoice information for a specific order or group of orders. If there are no invoices for a particular order that meets your parameter criteria, Order Management prints in the report that no invoices exist for that order.

Submission

In the Order Management Reports window, select Order/Invoice Detail Report in the Name field.

Parameters

When you request an Order/Invoice Detail Report, Order Management provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order, enter the same order in the From and To fields.

Sort By

Choose from customer name, order type or salesperson. The default value is Customer Name.

Open Orders Only

Choose No if you want to include both open and closed orders in this report. The default value is Yes.

Item Display

Choose from Internal Item Only (F), Ordered Item Only (O), Internal Item Description Only (D), Ordered ITem Description Only (P), both Internal Item and Internal Item Description (I), and both Ordered Item and Ordered Item Description (C). The default value is Internal Item Description Only.

Customer Name (From/To)

Choose the range of customers on the orders you want printed in this report.

Salesperson (From/To)

Choose the range of salespeople you want printed in this report.

Order Type (From/To)

Choose the range of order types that you want printed in this report.

Order Number (From/To)

Choose the range of order number you want printed in this report.

Ship-To Country

Choose the country for the ship to addresses of the orders you want printed in this report.

Show in Functional Currency

Choose Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the return. The default value is No.

Order Category

Sales Orders--includes all orders containing at least one (outbound) sales order line.

Credit Orders--includes all orders containing at least one (inbound) credit order line.

Both--includes all orders, whether Order, Return, or Mixed headers.

Line Category

Sales Order Lines Only-- includes only sales order lines of Regular (outbound).

Credit Order Lines Only--includes only credit order lines of Return (inbound).

Both--includes all lines, whether Return (inbound) or Regular (outbound) headers.

Invoice Number

Order Management prints the invoice numbers for each order listed on this report. If an order has several invoices, you will see them listed separately.

Invoice Line

Order Management prints the invoice line number.

Invoice Item

Order Management prints the name or description of the item on the invoice, depending on your selection for the Item Display parameter.

Sales Order Acknowledgement

The Sales Order Acknowledgement communicates to your customers the items, prices, delivery dates, service, and installation details for orders they place with you. This report is designed for printing on pre-printed forms. Contact your Oracle Consultant for information regarding pre-printed forms.

This report is automatically sorted by order number, order date, bill-to address, ship-to address, and salesperson.

Submission

In the Order Management Reports window, select Sales Order Acknowledgement in the Name field.

Parameters

When you request a Sales Order Acknowledgement, Order Management provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all sales orders that meet your other parameter criteria. In order to obtain a single sale order, enter the same sales order in the From and To fields.

Item Display

Choose from Internal Item Description (D), Internal Item Only (F), Ordered Item Only (O), Ordered Item Description Only (P), Internal Item and Internal Item Description (I), and Ordered Item and Ordered Item DEscription (C) to be printed in this report. The default value is Internal Item Description Only.

Order Category

Sales Orders--includes all orders containing at least one (outbound) sales order line.

Credit Orders--includes all orders containing at least one (inbound) credit order line.

Both--includes all orders, whether Order, Return, or Mixed headers.

Booked Status

Choose the booked status of the orders you want printed in this report.

Order Number (From/To)

Choose the range of order numbers you want printed in this report.

Order Type

Select the order type you want printed in this report.

Order Date (From/To)

Choose the range of order dates you want printed in this report.

Ship-To Customers (From/To)

Choose the name(s) of the ship-to customer(s) you want printed in this report.

Deliver To Customers (From/To)

Choose the range of deliver to customers to include in this report.

Invoice To Customer (From/To)

Choose the range of invoice to customers to include in this report.

Request Date (From/To)

Choose the range of request dates you want printed in this report.

Promise Date (From/To)

Choose the range of promise dates to include in this report.

Schedule Date (From/To)

Choose the range of schedule dates to include in this report.

Salesperson

Choose the salesperson for the orders you want printed in this report.

Entered By

Choose the user id of the sales entry clerk whose orders you want printed in this report.

Show Open Orders Only

Choose No if you want to include both open and closed orders in this report. The default value is Yes.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision.

Show in Functional Currency

Choose Yes if you want to print any currency amounts in the functional currencies, or No if you want to print any currency amounts in the currency. The default value is No.

Column Headings

Order Line Number

Order Management prints the line number of the item for which detailed information is printed.

Item

Order Management prints the item in this report.

Quantity

Order Management prints the order quantity in this report.

Request Date

Order Management prints the request date in this report.

Promise Date

Order Management prints the promise date in this report.

Schedule Date

Order Management prints the schedule date in this report.

Unit

Order Management prints the unit number in this report.

Selling Price

Order Management prints the selling price in this report.

Extended Price

Order Management prints the quantity multiplied by the selling price for this item.

Line Type

Order Management prints the line type in this report.

Line Category

Order Management prints the line category in this report.

Agreement PO

Order Management prints the customer agreement purchase order number in this report.

Payment Terms

Order Management prints the payment terms of the order in this report.

Salesperson

Order Management prints the salesperson in this report.

Freight Terms

Order Management prints the freight terms in this report.

Carrier

Order Management prints the freight carrier in this report.

FOB

Order Management prints the freight on board information in this report.

Invoice To

Order Management prints the invoice to customer name and location in this report.

Ship To

Order Management prints the ship to customer name and location in this report.

Deliver To

Order Management prints the deliver to customer name and location in this report.

Service Details

Order Management prints the service details, if any, in this report.

Installation Details

Order Management prints the installation details, if any, in this report.

Credit Orders Detail Report

The Credit Orders Detail Report displays returned lines for a specific credit order type, line type, specific item, date range, order number, and salesperson.

Submission

In the Order Management Reports window, select the Credit Orders Detail Report in the Name field.

Parameters

When you request a Credit Orders Detail Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all returned lines that meet your other parameter criteria. In order to obtain a single return line, enter the same return line in the From and To fields.

Sort by

Choose from order number, order date, item, salesperson, or customer. The default value is Customer.

Credit Order Category

Choose credit orders as returns or mixed for the credit order category. The default value is Mixed.

Item

Enter the item number to include in this report.

Salesperson

Choose the salesperson to include in this report.

Customers (From/To)

Choose the range of customer names to include in this report.

Customer Number (From/To)

Choose the range of customer numbers to include in this report.

Credit Order Type

Choose the order types to include in this report.

Credit Order Line Type

Choose the range order line types to include in this report.

Credit Order Numbers (From/To)

Enter the range of credit order numbers to include in this report.

Credit Order Dates (From/To)

Choose the range of credit order dates to include in this report.

Include Credit Only Orders

Choose whether to include credit orders only in this report. The default value is Yes.

Item Display

Choose the item number, item description, or customer item number you want to display in this report. The default value is Description.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision. The default value is 2.

Show in Functional Currency

Choose the functional currency to include in this report. The default value is No.

Column Headings

Credit Order Number

Order Management prints the credit order number.

Customer Name

Order Management prints the customer name.

Customer Number

Order Management prints the customer number.

Credit Order Type
Order Management prints the credit order type.

Credit Order Date
Order Management prints the credit order date of the return.

Currency
Order Management prints the currency of the credit.

Open Credit Orders
Order Management prints all open credit orders.

Line Number
Order Management prints the line number of the credit order.

Item
Order Management prints the item of the credit order.

Line Type
Order Management prints the line type.

Reference Type
Order Management prints the reference type of the credit order.

Reference Number
Order Management prints the reference number of the credit order.

Expected Receipt Date
Order Management prints the expected receipt date of the credit order.

Authorized Quantity Amount
Order Management prints the authorized quantity amount of the credit order.

Received Quantity Amount
Order Management prints the actual amount received of the credit order.

Accepted Quantity Amount

Order Management prints the accepted quantity amount of the credit order.

Credit To Invoice

Order Management prints the credit to invoice amount once the credit order is received.

Credit Orders Summary Report

The Credit Orders Summary Report displays all return lines in an order. This report is used to rack material that is received from customers and the arrival dates. The report contains open credit orders, customers, warehouses, order types, line types, date ranges, expected receipt dates, credit order numbers, and number of return or receipt days.

Submission

In the Order Management Reports window, select Credit Orders Summary Report in the Name field.

Parameters

When you request a Credit Orders Summary Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all return lines that meet your other parameter criteria. In order to obtain a single return line, enter the same return line in the From and To fields.

Sort by

Choose from order number, order date, item, salesperson, or customer. The default value is Customer.

Open Credit Orders Only

Choose whether to include open credit orders only. The default value is Yes.

Credit Order Category

Choose credit orders as returns or mixed for the credit order category. The default value is Mixed.

Item

Enter the item number to include in this report.

Customers (From/To)

Enter the range of customer names to include in this report.

Customer Number (From/To)

Enter the range of customer numbers to include in this report.

Warehouse

Choose the location receiving the return to include in this report.

Credit Order Type

Choose the order types to include in this report.

Credit Order Line Type

Choose the range order line types to include in this report.

Credit Order Numbers (From/To)

Enter the range of credit order numbers to include in this report.

Credit Order Dates (From/To)

Enter the range of credit order dates to include in this report.

Credit Order Days (From/To)

Enter the range of credit order days to include in this report.

Expected Receipt Dates (From/To)

Enter the range of expected receipt dates to include in this report.

Receipt Days (From/To)

Enter the range of days from authorization to receipt to include in this report.

Item Display

Enter the item number, item description, or customer item number to include in this report. The default value is Description.

Mixed Precision

Enter the mixed precision to determine the decimal places to include in this report. The default value is 2.

Show in Functional Currency

Choose the functional currency to include in this report. The default value is No.

Column Headings

Line Number
Order Management prints the line number of the credit order.

Item
Order Management prints the item of the credit order.

Expected Receipt Date
Order Management prints the expected receipt date of the credit order.

Warehouse
Order Management prints the warehouse location.

Authorized Quantity Amount
Order Management prints the authorized quantity amount of the credit order.

Received Quantity Amount
Order Management prints the actual amount received of the credit order.

Receipt Days
Order Management prints the range of receipt days.

Return Days
Order Management prints the range of return days.

Line Type
Order Management prints the line type.

Open Credit Orders
Order Management prints all open credit orders.

Returns by Reason Report

The Returns by Reason Report reviews all return material authorizations for various return reasons. Order Management automatically sorts this report by currency, return reason, and then item.

Submission

In the Order Management Reports window, select Returns by Reason Report in the Name field.

Parameters

When you request a Returns by Reason Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all returns that meet your other parameter criteria. In order to obtain a single return, enter the same return in the From and To fields.

Return Reason

Choose the return reason that you want printed in this report.

Order Date (From/To)

Choose the range of return dates that you want printed in this report.

Item

Choose the item that you want printed in this report.

Item Display

Choose Description or Flexfield depending on whether you want the item name or description to be printed in this report under the Item column heading. The default value is Description.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision.

Order Management defaults this parameter from the profile option *Currency: Mixed Precision*. The default value is 2.

Column Headings

Item

Order Management prints the name or description of the item, depending on your selection for the Item Display parameter.

Hold Source Activity Report

The Hold Source Activity Report reviews holds placed and removed under a hold source during the time period you specify. This report indicates the date and the type of activity for each hold transaction.

Submission

In the Order Management Reports window, select Hold Source Activity Report in the Name field.

Parameters

When you request a Hold Source Activity Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all holds that meet your other parameter criteria. In order to obtain a single hold, enter the same hold in the From and To fields.

Hold Type (From/To)

Choose the range of hold types that you want printed in this report.

Hold Name (From/To)

Choose the range of hold names that you want printed in this report.

Activity Date (From/To)

Choose the range of activity dates that you want printed in this report.

Activity Type (From/To)

Choose the range of activity types that you want printed in this report. You can choose from Apply hold and Remove hold.

Column Headings

Apply Date

Oracle Management prints the apply date of the hold.

Release Date

Order Management prints the release date of the hold source.

Hold Name

Order Management prints the hold source name.

Hold Until

Order Management prints the hold until date of the hold source.

Hold Release

Order Management prints the hold release date of the hold source.

Internal Order and Purchasing Requisition Discrepancy Report

The Internal Order and Purchasing Requisition Discrepancy Report displays the differences between the purchasing requisition entered and the actual items ordered in the during order entry. This report includes all open and closed orders, order numbers, order date ranges, order types, requisition numbers, items, ship to information, scheduled dates, and internal requisition and internal sales order hold discrepancies.

Submission

In the Order Management Reports window, select Internal Order and Purchasing Requisition Discrepancy Report in the Name field.

Parameters

When you request a Internal Order and Purchasing Requisition Discrepancy Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order, enter the same order in the From and To fields.

Sort by

Choose order number, order date, or order type to include in this report. The default value is Order Date.

Internal Order Numbers (From/To)

Choose the range of credit order numbers to include in this report.

Internal Order Dates (From/To)

Choose the range of credit order dates to include in this report.

Internal Order Type (From/To)

Choose the range of order types to include in this report.

Internal Order Item (From/To)

Choose the range of items to include in this report.

Requisition Numbers (From/To)

Choose the range of requisition numbers to include in this report.

Show Open Orders Only

Choose whether you want to print only open orders, or both open and closed orders, in this report. The default value is Yes.

Item Display

Choose from Ordered or Internal Number and/or Description which displays in the item column heading. The default value is Description.

Column Headings

Internal Order

Order Management prints the internal order information in this report.

Purchasing Requisition

Order Management prints the purchasing requisition information in this report.

Order Discount Detail Report

The Order Discount Detail Report reviews discounts applied to orders by order line detail. This report provides detailed line pricing information, including price list price, selling price, and discount information.

Submission

In the Order Management Reports window, select Order Discount Detail Report in the Name field.

Parameters

When you request a Order Discount Detail Report, Order Management provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order discount, enter the same order discount in the From and To fields.

Sort By

Choose from customer or order number. The default value is Customer.

Customer (From/To)

Choose the range of customer names that you want printed in this report.

Salesperson (From/To)

Choose the range of salespeople that you want printed in this report.

Order Date (From/To)

Choose the range of order dates that you want printed in this report.

Order Type (From/To)

Choose the range of order types that you want printed in this report.

Line Type (From/To)

Choose the range of line types that you want printed in this report.

Order Number From/To)

Choose the range of order numbers that you want printed in this report.

Item Display

Choose from Ordered or Internal Number and/or Description to be printed in this report. The default value is Description.

Order Category

Sales Orders--includes all orders containing at least one (outbound) sales order line.

Credit Orders--includes all orders containing at least one (inbound) credit order line.

Both--includes all orders, whether Order, Return, or Mixed headers.

Line Category

Sales Order Lines Only-- includes only sales order lines of Regular (outbound).

Credit Order Lines Only--includes only credit order lines of Return (inbound).

Both--includes all lines, whether Return (inbound) or Regular (outbound) headers.

Show Open Orders Only

Choose whether you want to print only open orders, or both open and closed orders, in this report. The default value is Yes.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision. Order Management defaults this parameter from the profile *Currency: Mixed Precision*.

Column Headings

Line Number

Order Management displays the line number of the item for which detailed information is printed.

Ship Number

Order Management prints the ship set number of the item for which detailed information is printed.

Option Number

Order Management prints the option number of the model item for which detailed information is printed.

Item

Order Management prints the name or description of the item, depending on your selection for the Item Display parameter.

Order Discount Summary Report

The Order Discount Summary Report reviews discounts applied to orders. This report provides order level pricing information, including agreement, salesperson and total order discount.

Submission

In the Submit Requests window, select Order Discount Summary Report in the Name field.

Parameters

When you request a Order Discount Summary Report, Order Management provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order discount, enter the same order discount in the From and To fields.

Sort By

Choose from customer or order number. The default value is Customer.

Customers (From/To)

Choose the range of customer names that you want printed in this report.

Customer Number (From/To)

Choose the range of customer numbers that you want printed in this report.

Salesperson (From/To)

Choose the range of salespeople that you want printed in this report.

Agreement

Choose the customer agreement that you want printed in this report.

Order Type (From/To)

Choose the range of order types that you want printed in this report.

Order Number (From/To)

Choose the range of order numbers that you want printed in this report.

Order Date (From/To)

Choose the range of order dates that you want printed in this report.

Order Amount (From/To)

Choose the range of order total monetary amounts that you want printed in this report.

Order List (From/To)

Choose the range of total order list prices that you want printed in this report.

Show Open Orders Only

Choose No if you want to print both open and closed orders in this report. The default value is Yes.

Order Category

Sales Orders--includes all orders containing at least one (outbound) sales order line.

Credit Orders--includes all orders containing at least one (inbound) credit order line.

Both--includes all orders, whether Order, Return, or Mixed headers.

Line Category

Sales Order Lines Only-- includes only sales order lines of Regular (outbound).

Credit Order Lines Only--includes only credit order lines of Return (inbound).

Both--includes all lines, whether Return (inbound) or Regular (outbound) headers.

Column Headings

Order Number

Order Management prints the order number in this report.

Customer Name

Order Management prints the customer name in this report.

Customer Number

Order Management prints the customer number in this report.

Order Date

Order Management prints order date in this report.

Agreement

Order Management prints the customer agreement on this report.

Salesperson

Order Management prints the salesperson on this report.

Order List Amount

Order Management prints the total monetary value of this order, calculated from the applicable price list.

Order Selling Amount

Order Management prints the order selling amount on this report.

Order Discount Amount

Order Management prints the discount amount on this report.

Orders On Credit Check Hold Report

The Orders On Credit Check Hold Report identifies all of the credit holds currently outstanding for a customer within a date range, or identify why a particular order is on hold. Order Management allows you to perform a credit check on customer orders and automatically places orders on hold that violate your credit checking rules. This report is automatically sorted by customer, currency code, credit check rule, and order number.

All balances are calculated as they are using the online credit check rule, including the factor for shipments and receivables for a certain number of days.

Submission

In the Order Management Reports window, select Orders On Credit Check Hold Report in the Name field.

Parameters

When you request an Orders On Credit Check Hold Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all holds that meet your other parameter criteria. In order to obtain a single hold, enter the same hold in the From and To fields.

Customer Name

Choose the customer name that you want printed in this report.

Customer Number

Choose the customer number that you want printed in this report.

Order Type

Select the order type that you want printed in this report.

Order Number

Choose the order number that you want printed in this report.

Hold Applied Date (From/To)

Enter the range of dates on which the holds were applied.

Currency Code

Choose the currency code that you want printed in this report.

Column Headings

Currency
Order Management prints the current currency for the holds.

Credit Check Rule
Order Management prints the credit check rule you defined for the hold.

Order Type
Order Management prints the order type of the orders on credit check hold.

Order Limit
Order Management prints the order limit amount of the credit check hold.

Total Order Limit
Order Management prints the total order limit of the credit check hold.

Receivables Balance
Order Management prints the receivables balance of the credit check hold.

Uninvoiced Orders
Order Management prints the uninvoiced orders of the credit check hold.

Number of Days
Order Management prints the number of days of the credit check hold.

Order Number
Order Management prints the order numbers of the credit check hold.

Order Date
Order Management prints the order date.

Order Amount
Order Management prints the order amount of the credit check hold.

On Hold
Order Management prints the on hold amount of the order.

On Credit Hold

Order Management prints the on credit hold amount.

Outstanding Holds Report

The Outstanding Holds Report reviews order holds for the customer or customers you choose. This report displays the order number, order date, ordered items, and order amount for each order line on hold for each customer you select. It is automatically sorted by customer, order number, order line, and then order line detail.

Submission

In the Order Management Reports window, select Outstanding Holds Report in the Name field.

Parameters

When you request an Outstanding Holds Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all outstanding holds that meet your other parameter criteria. In order to obtain a single outstanding hold, enter the same outstanding hold in the From and To fields.

Customer Name (From/To)

Choose the range of customers whose held orders you want printed in this report.

Hold Name (From/To)

Choose the hold names you want printed in this report.

Item (From/To)

Choose the item or items you want printed in this report.

Item Display

Choose from Internal Number or Description to be printed in this report under the Item column heading. The default value is Description.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed

precision. Order Management defaults this parameter from the profile option *Currency: Mixed Precision*. The default value is 2.

Column Headings

Item

Order Management prints the name or description of the item, depending on your selection for the Item Display parameter.

Currency Code

Order Management prints the three-letter abbreviation for the order currency.

Amount

Order Management prints the value of the order line or option line that is on hold.

Sales Order and Purchase Order Discrepancy Report

The Sales Order and Purchase Order Discrepancy Report displays differences between the sales orders and purchase orders for a drop shipment so that you can identify where manual changes must be made. These differences arise when you modify the purchase order or requisition associated with a drop-ship sales order after successfully running Purchase Release.

Submission

In the Order Management Reports window, select Sales Order and Purchase Order Discrepancy Report in the Name field.

Parameters

When you request a Sales Order and Purchase Order Discrepancy Report, Order Management provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order, enter the same order in the From and To fields.

Sort by

Choose from customer name, order date, order type to include in this report. The default value is Customer Name.

Order Numbers (From/To)

Choose the range of order numbers you want to print on this report.

Order Dates (From/To)

Choose the range of order dates you want to print on this report.

Order Type (From/To)

Choose the range of order types you want to print on this report.

Customer Name (From/To)

Choose the range of customers whose orders you want to print on this report.

Customer Number (From/To)

Choose the range of customer numbers you want to print on this report.

Sales Order Item (From/To)

Choose the range of sales order items you want to print on this report.

Purchase Order Numbers (From/To)

Choose the range of purchase order numbers you want to print on this report.

Requisition Number (From/To)

Choose the range of requisition numbers you want to print on this report.

Show Open Orders Only

Choose No if you want to include both open and closed sales orders in this report. The default value is Yes.

Item Display

Choose from Internal Item Only, Ordered Item Only, Internal Item Description Only, Ordered Item Description Only, both Internal Item and Internal Item Description, both Ordered Item, and Ordered Item Description to be printed on this report. The default value is Description.

Unbooked Orders Report

The Unbooked Orders Report reviews orders you have entered but not booked. This report shows you the order number, order date, ordered item and line amount for each unbooked order line you choose, as well as the user who entered the order.

Submission

In the Order Management Reports window, select Unbooked Orders Report in the Name field.

Parameters

When you request a Unbooked Orders Report, Order Management provides you with the following parameters. If you leave any of the non-required parameters blank, this report includes all unbooked orders that meet your other parameter criteria. In order to obtain a single unbooked order, enter the same unbooked order in the From and To fields.

Sort by

Choose from created by or order number. The default value is Order Number.

Created By (From/To)

Choose the user ids of the order entry clerk who entered the order that you want printed in this report.

Order Date (From/To)

Choose the range of order dates you want printed in this report.

Column Headings

Order Number

Order Management prints the order number of the item on each order line.

Order Date

Order Management prints the order date of the item.

Created By

Order Management print the user who created the order.

Item

Order Management prints the Item Flexfield value of the item on each order line.

Description

Order Management prints the description of the item on each order line.

Extended Line Amount

Order Management prints the extended order line amount for each order line.

Cancelled Orders Report

The Cancelled Orders Report reviews all orders that have been cancelled. This report provides a summary of each cancelled order, including order number, customer name, line number and item, the date and reason the order or order line was cancelled, the quantity ordered and the quantity cancelled, and who cancelled the order.

This report can be used to report total dollars cancelled in a specified time-frame, and allow you to evaluate the most common cancellation reasons, review cancellations by salesperson, or review cancellations by customers.

Submission

In the Order Management Reports window, select Cancelled Orders Report in the Name field.

Parameters

When you request a Cancelled Orders Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all cancelled orders that meet your other parameter criteria. In order to obtain a single cancelled order, enter the same cancelled order in the From and To fields.

Sort by

Choose the order date, order number, item, customer, or salesperson. The default value is Customer.

Customer Name (From/To)

Choose the range of customers that you want printed in this report.

Order Number (From/To)

Choose the range of order numbers that you want printed in this report.

Salesperson (From/To)

Choose the salespeople that you want printed in this report.

Order Date (From/To)

Choose the range of order dates that you want printed in this report.

Order Category

Sales Orders--includes all orders containing at least one (outbound) sales order line.

Credit Orders--includes all orders containing at least one (inbound) credit order line.

Both--includes all orders, whether Order, Return, or Mixed headers.

Item

Choose the name of the item that you want printed in this report.

Item Display

Choose from internal item only, ordered item only, internal item description only, ordered item description only, both internal item and internal item description, and both ordered item and ordered item description in this report under the Item column heading. The default value is Description.

Show in Functional Currency

Choose Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the order. The default value is No.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision. Order Management defaults this parameter from the profile *Currency: Mixed Precision*.

Column Headings

Item

Order Management prints the name or description of the item, depending on your selection for the Item Display parameter.

Cancelled Orders Reasons Detail Report

The Cancelled Orders Reasons Detail Report displays the reasons for the cancelled lines and who entered the cancellation.

Submission

In the Order Management Reports window, select the Cancelled Orders Reasons Detail Report in the Name field.

Parameters

When you request a Cancelled Orders Reasons Detail Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all cancelled order details that meet your other parameter criteria. In order to obtain a single cancelled order detail, enter the same cancelled order detail in the From and To fields.

Sort by

Choose from order number, order date, item, salesperson, customer, cancel date, cancel reason, or cancelled by. The default value is Cancel Reason.

Cancel Reason

Enter the reason for cancellation.

Cancel Dates (From/To)

Choose the range of cancel dates to include in this report.

Cancelled by (From/To)

Choose the range of cancelled by users to include in this report.

Customers (From/To)

Choose the range of customers to include in this report

Order Numbers (From/To)

Choose the range of order numbers to include in this report.

Salesperson (From/To)

Choose the range of salespeople to include in this report.

Order Dates (From/To)

Choose the range of order dates to include in this report.

Order Category

Sales Orders--includes all orders containing at least one (outbound) sales order line.

Credit Orders--includes all orders containing at least one (inbound) credit order line.

Both--includes all orders, whether Order, Return, or Mixed headers.

Item

Enter the item number to include in this report.

Item Display

Choose from internal item only, ordered item only, internal item description only, ordered item description only, both internal item and internal item description, and both ordered item and ordered item description in this report under the Item column heading. The default value is Description.

Show in Functional Currency

Choose the functional currency to include in this report. The default value is No.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision. The default value is 2.

Column Headings

Line

Order Management prints the line number.

Item

Order Management prints the item number of the cancellation.

Date
Order Management prints the cancellation date.

Quantity
Order Management prints the cancellation quantity.

Amount
Order Management prints the cancellation amount.

Reason
Order Management prints the reason for the cancellation.

By Category
Order Management prints the category of the cancellation.

Salesperson
Order Management prints the salesperson for the cancellation.

Order/Invoice Summary Report

The Order/Invoice Summary Report reviews summary invoice information about orders that have invoiced, including ordered amount, invoiced amount, adjusted receivables, and balance due. Order Management automatically sorts this report by order type and lists all orders that have been invoiced.

Attention: Non-invoiced orders print which display a zero (0) balance due. Non-invoiced orders display the message, No Invoices Exist For This Order.

Submission

In the Order Management Reports window, select Order/Invoice Summary Report in the Name field.

Parameters

When you request a Order/Invoice Summary Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order, enter the same order in the From and To fields.

Sort by

Choose from customer name, order type, and salesperson to include in this report.

Open Orders Only

Choose No if you want to print both open and closed orders in this report. The default value is Yes.

Customer Name (From/To)

Choose the range of customers that you want printed in this report.

Salesperson (From/To)

Choose the range of salespeople that you want printed in this report.

Order Type (From/To)

Choose the range of order types that you want printed in this report.

Order Number (From/To)

Choose the range of order numbers that you want printed in this report.

Ship-To Country

Choose the country for the ship to addresses of the shipments you want printed in this report.

Show in Functional Currency

Choose Yes if you want to print any currency amounts in the functional currency, or No if you want to print any currency amounts in the currency for the order. The default value is No.

Column Headings

Total Credits/Adjustments

Order Management prints the total amount of receivable credits or adjustments applied to the invoice.

Balance Due

Order Management prints the outstanding balance for the invoice.

Ordered Amount

Order Management prints the quantity requested for each order.

Invoiced Amount

Order Management prints the invoiced amount for each order.

Orders by Item Report

The Orders by Item Report reviews all sales for a particular item or group of items. You can restrict the output of this report by customer, order number range or range of order dates. Order Management automatically sorts this report by item, customer name, and then order number.

This report provides a listing of each item, customer name and number, order number, purchase order number, order date, ordered quantity, shipped quantity, and quantity outstanding, and subtotals for each item and customer.

Submission

In the Order Management Reports window, select Orders by Item Report in the Name field.

Parameters

When you request an Orders by Item Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order, enter the same order in the From and To fields.

Customer Name (From/To)

Choose the range of customer names that you want printed in this report.

Order Number (From/To)

Choose the range of order numbers that you want printed in this report.

Order Date (From/To)

Choose the range of order dates that you want printed in this report.

Item (From/To)

Choose the range of item that you want printed in this report.

Item Display

Choose from Internal Item Only (F), Ordered Item Only (O), Internal Item Description Only (D), Ordered Item Description Only (P), Internal Item and Internal Item Description (I), and both Ordered Item and Ordered Item Description (C). The default value is Internal Item Description Only.

Show Open Orders Only

Choose Yes if you want to print only open orders or No if you want to print both open and closed orders in this report. The default value is Yes.

Column Headings

Item

Order Management prints the name or description of the item, depending on your selection for the Item Display parameter.

Salesperson Order Summary Report

The Salesperson Order Summary Report reviews orders for one or more salespeople. This report displays the order and each order line associated with each salesperson.

Your salespeople can use this report to see their current outstanding orders and their status. This report shows open orders, quantity ordered, shipped, cancelled, and invoiced and their potential commission.

The report displays all open and closed orders for a salesperson, customer or customer number, agreements, order numbers, order date ranges, order types, line type, and detailed sales credit information for lines in a selected range.

Submission

In the Order Management Reports window, select Salesperson Order Summary Report in the Name field.

Parameters

When you request a Salesperson Order Summary Report, Order Management provides you with the following parameters. If you leave any parameters blank, this report includes all orders that meet your other parameter criteria. In order to obtain a single order, enter the same order in the From and To fields.

Sort by

Choose from customer name, order date, salesperson or order number. The default value is Order Number.

Order Number (From/To)

Choose the range of order numbers that you want to print in this report.

Order Date (From/To)

Choose the range of order dates that you want to print in this report.

Order Type

Choose the order type that you want to print in this report.

Line Type

Choose the line type to you want to include in this report.

Agreement

Choose the customer agreement that you want to print in this report.

Salesperson (From/To)

Choose the range of salespeople that you want to print in this report.

Customer (From/To)

Choose the range of customer names that you want to print in this report.

Customer Number (From/To)

Choose the number of the customer that you want to print in this report.

Show Open Orders Only

Choose No if you want to print both open and closed orders in this report. The default value is Yes.

Show in Functional Currency

Choose Yes if you want to print any currency amounts in the functional currency for your set of books, or No if you want to print any currency amounts in the currency for the order. The default value is No.

Item Display

Choose from Internal Item Only, Ordered Item Only, Internal Item Description Only, Ordered Item Description Only, Both Internal Item And Internal Item Description, Both Ordered Item And Ordered Item Description to be printed in this report. The default value is Description.

Mixed Precision

If you are printing this report in multiple currencies you can use Mixed Precision to ensure that all currency values align at the radix character for easy readability. Mixed precision is the distance between the radix (the decimal, or any dividing symbol between the whole and parts of the currency) and the right side of the column. It is right padded if the currency's standard precision is less than the mixed precision. The default value is 2.

Column Heading

Item

Order Management prints the name or description of the item, depending on your selection for the Item Display parameter.

Workflow Assignments Report

The Workflow Assignments Report displays the header and line flow combinations and item types for order workflows. The report includes selected transaction types and header and line workflows.

Submission

In the Order Management Reports window, select the Workflow Assignments Report in the Name field.

Parameters

When you request a Workflow Assignments Report, Order Management provides you with the following parameter. If you leave any parameter blank, this report includes all workflow assignments that meet your other parameter criteria. In order to obtain a single workflow assignment, enter the same workflow assignment in the From and To fields.

Order Transaction Type (From/To)

Choose the range of order transaction types to include in this report.

> **Note:** If you enter a value for the order transaction type parameter, the workflow assignments will be listed for that order transaction type only. If you leave this parameter blank, the workflow assignments for all order transaction types will be displayed.

Column Headings

Line Type

Order Management prints the line type of the workflow.

Item Type

Order Management prints the item type of the workflow.

Line Flow

Order Management prints the line flow.

A

Windows and Navigator Paths

Order Management Windows and Navigator Paths

For windows described in other manuals:

See...	Refer to this manual for a complete window description.
AR	*Oracle Receivables User's Guide*
BOM	*Oracle Bills of Material User's Guide*
Flex	*Oracle Applications Flexfields Guide*
GL	*Oracle General Ledger User's Guide*
HR	*Oracle Human Resources User's Guide*
INV	*Oracle Inventory User's Guide*
MRP	*Oracle Master Scheduling/MRP and Oracle Supply Chain Planning User's Guide*
QP	*Oracle Pricing User's Guide*
SRV	*Oracle Service User's Guide*
SYS	*Oracle System Administrator's Guide*
User	*Oracle Applications User's Guide*
WSH	*Oracle Shipping Execution User's Guide*

These windows are accessible via the Order Management Super User Responsibility. Although your system administrator may have customized your navigator, typical navigational paths include the following:

Note: Text in brackets ([ ]) indicates a button.

Window Name	Navigation Path
Accounting Calendar	Setup > Financials > Calendar > Calendar
Accounting Calendar (See **GL**)	Setup > Financials > Calendar > Calendar
Add Items to Price List	Pricing > Lists > Add Items to Price List
Addition Rules	Setup > Orders > Attachments > Documents

Window Name	Navigation Path
Additional Line Information	Orders, Returns > Order Organizer > Lines Tab > [Actions] > Additional Line Information
Adjustments	Orders, Returns > Order Organizer > [New Order] > [Actions] > Promotion / Pricing Attributes > Adjustments
	Orders, Returns > Sales Orders > [Actions] > Promotion / Pricing Attributes > Adjustments
Adjust Price List	Pricing > Lists > Adjust Price List
Agreements	Pricing > Pricing Agreements
Application Utilities: DEMAND_CLASS Lookups	Setup > QuickCodes > Manufacturing
Application Utilities: DEMAND_CLASS Lookups (SYS)	Setup > QuickCodes > Manufacturing
Application Utilities: ITEM_TYPE Lookups	Setup > Items > Item Types
Application Utilities: ITEM_TYPE Lookups (INV)	Setup > Items > Item Types
Application Utilities: Order Management	Setup > QuickCodes > Order Management
Application Utilities: Order Management (AR)	Setup > QuickCodes > Order Management
Apply Holds	Orders, Returns > Order Organizer > [Action] > Apply Holds
	Orders, Returns > Sales Orders > Tools Menu > Create Hold Sources > Apply Holds
	Orders, Returns > Sales Orders > [Action] > Apply Holds
Assign Cross References	Items > Cross Reference > [Assign]
Assign Cross References (See **INV**)	Items > Cross Reference > [Assign]
Assign Security Rules	Setup > Financials > Flexfields > Key > Security > Define > [Find] > [Assign]
	Setup > Financials > Flexfields > Key > Security > Assign > [Find]
	Setup > Financials > Flexfields > Descriptive > Security > Define > [Find] > [Assign]
	Setup > Financials > Flexfields > Descriptive > Security > Assign > [Find]

Window Name	Navigation Path
	Setup > Financials > Flexfields > Validation > Security > Assign > [Find]
	Setup > Financials > Flexfields > Validation > Security > Define > [Find] > [Assign]
	Setup > Shipping > Flexfields > Validation > Security > Define > [Find] > [Assign]
Assign Security Rules (See **Flex**)	Setup > Financials > Flexfields > Key > Security > Define > [Find] > [Assign]
	Setup > Financials > Flexfields > Key > Security > Assign > [Find]
	Setup > Financials > Flexfields > Descriptive > Security > Define > [Find] > [Assign]
	Setup > Financials > Flexfields > Descriptive > Security > Assign > [Find]
	Setup > Financials > Flexfields > Validation > Security > Assign > [Find]
	Setup > Financials > Flexfields > Validation > Security > Define > [Find] > [Assign]
ATO Configured Item	Orders, Returns > Sales Orders > Line Items Tab > Configurator
ATP Details	Orders, Returns > Orders Organizer > [New Order] > Lines > [Availability] > [Global Availability] > [ATP Results] > [ATP Detail]
ATP Inquiry	Orders, Returns > Orders Organizer > [New Order] > Lines > [Availability] > ATP Inquiry
ATP Window	Orders, Returns > Sales Orders > [Availability] > ATP Inquiry
ATP Results	Orders, Returns > Orders Organizer > [New Order] > Lines Tab > [Availability] > [ATP Inquiry] > [ATP Results]
ATP Sources and Group Availability	Orders, Returns > Orders Organizer > [New Order] > Lines Tab > [Availability] > [Global Availability]
	Orders, Returns > Sales Orders > Tools Menu > Turn Auto Schedule > Availability
Attribute Defaulting Rules	Setup > Rules > Defaulting > [Defaulting Rules]
Bill Components Comparison	Bills > Comparison > [Compare]
Bill Components Comparison (See **BOM**)	Bills > Comparison > [Compare]
Bill Detail	Bills > Bills > [Find] > [Open] > [Bill Details]

Window Name	Navigation Path
Bill Detail (See **BOM**)	Bills > Bills > [Find] > [Open] > [Bill Details]
Bills Summary	Bills > Bills > [Find]
Bills Summary (See **BOM**)	Bills > Bills > [Find]
Book Order	Orders, Returns > Sales Orders > [Book Order]
Business Purposes	Customers > Standard > (Addresses) > [Open] > (Business Purposes)
Business Purposes (See **AR**)	Customers > Standard > (Addresses) > [Open] > (Business Purposes)
Cancel Orders	Orders, Returns > Orders Organizer > Order Information > [Actions] > Cancel
Cancel Lines	Orders, Returns > Orders Organizer >Lines Tab > [Actions] > Cancel
Catalog Groups	Setup > Items > Catalog Groups
Categories	Setup > Items > Categories > Category Codes > [New]
	Setup > Items > Categories > Category Codes > [Find]
Categories (See **INV**)	Setup > Items > Categories > Category Codes > [New]
	Setup > Items > Categories > Category Codes > [Find]
Category Assignments	Setup > Orders >Attachments > Document Categories> [Assignments]
Category Set	Setup > Items > Categories > Category Sets
Category Set (See **INV**)	Setup > Items > Categories > Category Sets
Change Type Processes	Setup > Bills > Change Types > [Processes]
Change Type Processes (See **BOM**)	Setup > Bills > Change Types > [Processes]
Change Types	Setup > Bills > Change Types
Change Types (See **BOM**)	Setup > Bills > Change Types
Child Ranges	Setup > Financials > Flexfields > Key > Values > [Find] > [Define Child Ranges]
	Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Define Child Ranges]
	Setup > Financials > Flexfields > Validation > Values > [Define Child Ranges > [Child Ranges]

Window Name	Navigation Path
Child Ranges (See **Flex**)	Setup > Financials > Flexfields > Key > Values > [Find] > [Define Child Ranges]
	Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Define Child Ranges]
	Setup > Financials > Flexfields > Validation > Values > [Define Child Ranges > [Child Ranges]
Component Changes	Bills > Mass Changes > Mass Change Bills> [Changes]
Component Changes (See **BOM**)	Bills > Mass Changes > Mass Change Bills > [Changes]
Configurator	Orders, Returns > Orders Organizer > [Find] > Sales Orders > Lines tab > [Configurator]
	Orders, Returns > Sales Orders >Lines Tab> [Configurator]
Configurator (See **CFG**)	Orders, Returns > Orders Organizer > [Find] > Sales Orders > Lines Tab > [Configurator]
	Orders, Returns > Sales Orders > Lines Tab > [Configurator]
Conversion Rate Types	Setup > Financials > Currencies > Rates > Conversion Type
Conversion Rate Types (See **GL**)	Setup > Financials > Currencies > Rates > Conversion Type
Copy Orders	Orders, Returns > Order Organizer > [Actions] > Copy
Copy Price List	Pricing > Lists > Copy Price List
Credit Check Rules	Setup > Rules > Credit
Cross Reference Types	Items > Cross Reference
Cross Reference Types (See **INV**)	Items > Cross Reference
Cross-Validation Rules	Setup > Financials > Flexfields > Key > Rules
Cross-Validation Rules (See **Flex**)	Setup > Financials > Flexfields > Key > Rules
Currencies	Setup > Financials > Currencies >Currencies
Currencies (See **SYS**)	Setup > Financials > Currencies > Currencies
Customer Addresses	Customers > Quick Addresses Tab > [New]
	Customers > Quick Addresses Tab > [Open]
Customer Addresses (See **AR**)	Customers > Quick Addresses Tab > [New]
	Customers > Quick Addresses Tab > [Open]
Customer Item Commodity Codes	Setup > Items > Customer Item Commodity Codes

Window Name	Navigation Path
Customer Item Commodity Codes (See **INV**)	Setup > Items > Customer Item Commodity Codes
Customer Item Cross References	Items > Customer Items > Customer Item Cross References > [Find]
Customer Items Summary	Items > Customer Items > Find Customer Items > [Find]
Customer Profile Classes	Setup > Customers > Profile Classes
Customer Profile Classes (See **AR**)	Setup > Customers > Profile Classes
Customer Summary	Customers > Summary
Customer Summary (See **AR**)	Customers > Summary
Customers	Customers > Standard
	Customers > Quick
	Customers > Summary > Find / Enter > [New]
	Customers > Summary >Find / Enter > [Open]
	Orders, Returns > Orders Organizer> [New Order] > Tools Menu > Quick Customer Entry
	Orders, Returns > Orders Organizer > [New Return] > Tools Menu > Quick Customer Entry
	Orders, Returns > Sales Orders > Tools Menu > Quick Customer Entry
Customers (See **AR**)	Customers > Standard
	Customers > Quick
	Customers > Summary > Find / Enter > [New]
	Customers > Summary > Find / Enter > [Open]
	Orders, Returns > Orders Organizer > [New Order] > Tools Menu > Quick Customer Entry
	Orders, Returns > Sales Orders > Tools Menu > Quick Customer Entry
Customers Merge	Customers > Merge
Customers Merge (See AR)	Customers > Merge
Daily Rates	Setup > Financials > Currencies > Rates > Daily
Daily Rates (See **GL**)	Setup > Financials > Currencies > Rates > Daily

Window Name	Navigation Path
Default Category Sets	Setup > Items > Categories > Default Category Sets
Default Category Sets (See **INV**)	Setup > Items > Categories > Default Category Sets
Defaulting Condition Validation Templates	Setup > Rules > Defaulting > [Defaulting Condition Template]
Defaulting Rules (Attributes)	Setup > Rules > Defaulting > [Defaulting Rules]
Defaulting Setup	Setup > Rules > Defaulting
Define Modifiers: Discounts / Charges	Pricing > Discounts > Discounts / Charges Tab
Define Security Rules	Setup > Financials > Flexfields > Key > Security > Define > [Find]
	Setup > Financials > Flexfields > Descriptive > Security > Define > [Find]
	Setup > Financials > Flexfields > Validation > Security > Define > [Find]
Define Security Rules (See **Flex**)	Setup > Financials > Flexfields > Key > Security > Define > [Find]
	Setup > Financials > Flexfields > Descriptive > Security > Define > [Find]
	Setup > Financials > Flexfields > Validation > Security > Define > [Find]
Deletion Constraints	Setup > Items > Delete Constraints
Deletion Constraints (See **BOM**)	Setup > Items > Delete Constraints
Descriptive Elements	Bills > Bills > [Find] > [Elements]
Descriptive Elements (See **BOM**)	Bills > Bills > [Find] > [Elements]
Descriptive Flexfield Segments	Setup > Financials > Flexfields > Descriptive > Segments
Descriptive Flexfield Segments (See **Flex**)	Setup > Financials > Flexfields > Descriptive > Segments
Discounts	Setup > Orders > Payment Terms > [Discounts]
Discounts (See **AR**)	Setup > Orders > Payment Terms > [Discounts]
Documents	Setup > Orders > Notes > Notes
Document Sequences	Setup > Documents > Define
Flexfield Qualifiers	Setup > Rules > Security > Flexfields > Segments > Segments > [Flexfield Qualifiers]
Finds Bills	Bills > Bills
Find Bills to Compare	Bills > Comparison

Window Name	Navigation Path
Find Bills to Compare (See **BOM**)	Bills > Comparison
Find Categories	Setup > Items > Categories > Category Codes
Find Categories (See **INV**)	Setup > Items > Categories > Category Codes
Enable Parameters	Setup > Parameters
Find Holds	Orders, Returns > Order Organizer > [Find Orders] > Order Information Tab > [Find]
Find Indented Bills	Bills > Indented Bills
Find Indented Bills (See **BOM**)	Bills > Indented Bills
Find Item WhereUsed	Bills > Item WhereUsed
Find Item WhereUsed (See **BOM**)	Bills > Item WhereUsed
Find Items	Items > Item Search > [Find] > Item Search
Find Items (See **INV**)	Items > Item Search
Find Order and Line Approvals	Orders, Returns > Approve
	Orders, Returns > Order Organizer > Tools Menu > Workflow Monitor
Find Orders	Orders, Returns > Orders Organizer
Flexfield Qualifiers	Setup > Financials > Flexfields > Key > Segments > [Segments] > Segments Summary > [Flexfield Qualifiers]
	Setup > Financials > Flexfields > Key > Segments > [Segments] > Segments Summary > [Open] > [Flexfield Qualifiers]
Flexfield Qualifiers (See **Flex**)	Setup > Financials > Flexfields > Key > Segments > [Segments] > Segments Summary > [Flexfield Qualifiers]
	Setup > Financials > Flexfields > Key > Segments > [Segments] > Segments Summary > [Open] > [Flexfield Qualifiers]
Header Sales Credits	Orders, Returns > Order Organizer > [New Order] > Order Information Tab> Main Tab> [Action] > Sales Credit
	Orders, Returns > Sales Order > Order Information Tab > Main Tab> [Action] > Sales Credit
Holds	Setup > Orders > Holds
Holds (Line)	Orders, Returns > Orders Organizer > Lines Tab > Tools Menu> Create Hold Sources> [Apply Holds]

Window Name	Navigation Path
	Orders, Returns > Sales Orders > Lines Tab > Tools Menu > Create Hold Sources > [Apply Holds]
Indented Bills of Material	Bills > Indented Bills > [Find]
Indented Bills of Material (See **BOM**)	Bills > Indented Bills > [Find]
Item Assignment	Setup > Items > Categories > Category Sets > [Assign]
Item Assignment (See **INV**)	Setup > Items > Categories > Category Sets > [Assign]
Item Attribute Controls	Setup > Items > Attribute Controls
Item Attribute Controls (See **INV**)	Setup > Items > Attribute Controls
Item Attributes	Items > Item Information > [Attributes]
Item Attributes (See **INV**)	Items > Item Information > [Attributes]
Item Catalog Groups	Setup > Items > Catalog Groups
	Setup > Items > Catalog Groups > [Details]
Item Catalog Groups (See **INV**)	Setup > Items > Catalog Groups
	Setup > Items > Catalog Groups > [Details]
Item Categories	Items > Item Information > [Categories]
Item Categories (See **INV**)	Items > Item Information > [Categories]
Item Relationships	Items > Item Relationships > Find Item Relationships > [Find] > Item Relationships
	Items > Item Relationships > [New]
Item Relationships (See **INV**)	Items > Item Relationships > [Find]
	Items > Item Relationships > [New]
Item Revision	Bills > Bills > View Bills of Material > [Revisions]
Item Revision (See **BOM**)	Bills > Bills > View Bills of Material > [Revisions]
Item Revisions	Items > Item Information > [Revisions]
Item Revisions (See **INV**)	Items > Item Information > [Revisions]
Item Search	Items > Item Search > [Find]
	Orders, Returns > Order Organizer > [New Order] > Tools Menu > Item Search
	Orders, Returns > Sales Orders > Tools Menu > Item Search

Window Name	Navigation Path
Item Search (See **INV**)	Items > Item Search > [Find]
	Orders, Returns > Order Organizer > [New Order] > Tools Menu > Item Search
	Orders, Returns > Sales Orders > Tools Menu > Item Search
Item Status	Setup > Item > Status Codes
Item Status (See **INV**)	Setup > Item > Status Codes
Item Template	Setup > Items > Templates > Item Templates Summary > [New]
	Setup > Items > Templates > Item Templates Summary > [Find] > [New]
	Setup > Items > Templates > Item Templates Summary> [Find] > [Open]
Item Template (See **INV**)	Setup > Items > Templates > Item Templates Summary > [New]
	Setup > Items > Templates > Item Templates Summary > [Find] > [New]
	Setup > Items > Templates > Item Templates Summarys > [Find] > [Open]
Item Templates Summary	Setup > Items > Templates
Item Templates (See **INV**)	Setup > Items > Templates
Item WhereUsed	Bills > Item WhereUsed > [Find]
Item WhereUsed (See **BOM**)	Bills > Item WhereUsed > [Find]
Key Flexfield Segments	Setup > Financials > Flexfields > Key > Segments
Key Flexfield Segments (See **Flex**)	Setup > Financials > Flexfields > Key > Segments
Line Information	Orders, Returns > Order Organizer > [Actions] > Line Information Tab
Line Sales Credits	Orders, Returns > Order Organizers> [Find] > Line Items Tab > Main Tab > [Actions] > Sales Credit
	Orders, Returns > Sales Orders > Line Items Tab > Main Tab > [Actions] > Sales Credit
Manufacturer Part Numbers	Items > Manufacturers' Part Numbers > By Manufacturers > [Parts]
	Items > Manufacturers' Part Numbers > By Items > Find Manufacturer Part Number > [Find]

Window Name	Navigation Path
	Items > Manufacturers' Part Numbers > By Items > [Find] > Find Manufacturer Part Number > [New]
Manufacturer Part Numbers (See **INV**)	Items > Manufacturers' Part Numbers > By Manufacturers > [Parts]
	Items > Manufacturers' Part Numbers > By Items > Find Manufacturer Part Number > [Find]
	Items > Manufacturers' Part Numbers > By Items > [Find] > Find Manufacturer Part Number > [New]
Manufacturers	Items > Manufacturers' Part Numbers > By Manufacturers
Manufacturers (See **INV**)	Items > Manufacturers' Part Numbers > By Manufacturers
Mass Change Bills	Bills > Mass Changes
Mass Change Bills (See **BOM**)	Bills > Mass Changes
Master Item	Items > Organizations > Master Item
Master Item (See **INV**)	Items > Master Items
Move Child Ranges	Setup > Financials > Flexfields > Key > Values > [Find] > [Move Child Ranges]
	Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Move Child Ranges]
	Setup > Financials > Flexfields > Validation > Values > [Move Child Ranges]
Move Child Ranges (See **Flex**)	Setup > Financials > Flexfields > Key > Values > [Find] > [Move Child Ranges]
	Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Move Child Ranges]
	Setup > Financials > Flexfields > Validation > Values > [Move Child Ranges]
Multiple Header Sales Credit	Orders, Returns > Order Organizer > [Actions] > Sales Credits
Multiple Line ATP Results	Orders, Returns > Sales Orders > [Availability]
New Order	Orders, Returns > Order Organizer > [Actions] > New Order
Note Categories	Setup > Orders > Notes > Note Categories
Note Usages	Setup > Orders > Notes > Note Categories > [Reports]
Notification	Orders, Returns > Order Organizer > [Actions] > Notification

Window Name	Navigation Path
Notifications (Approval)	Workflow Notifications > Worklist
Notifications List	Orders, Returns > Order Organizer > [Find] > Sales Orders > Tools Menu > Workflow Status
OE_FORM_TITLE_OEPCGEN: General Constraints Validation Package	Setup > Rules > Security > Generate Constraints Package
OE_SRS_TITLE_Purchase Release	Orders, Returns > Purchase Release > Parameters
OE_SRS_TITLE_SCHEDULE_ORDER	Orders, Returns > Schedule Order
ONT_SRS_TITLE_Import Orders	Orders, Returns > Import Orders > Order Import Request
Oracle Pricing Lookups	Pricing > Lookups
Oracle Receivables Lookup	Setup > QuickCodes > Receivables
Oracle Receivables Lookup (AR)	Setup > QuickCodes > Receivables
Order Management Lookup	Setup > QuickCodes > Order Management
Order Management Reports	Reports > Submit a New Request
Order Organizer	Orders, Returns > Order Organizer
Order Import Request	Requests > Submit Requests > Order Import Request> Parameters > Order Import
Order Import Sources	Setup > Orders > Import Sources
Organization	Change Org
Organization (See **MRP**)	Change Org
Parameters	Setup > Bills > Parameters
Parameters (See **BOM**)	Setup > Bills > Parameters
Payment Terms	Setup > Orders > Payment Terms
Payment Terms (See **AR**)	Setup > Orders > Payment Terms
Period Rates	Setup > Financials > Currencies > Rates > Period
Period Rates (See **GL**)	Setup > Financials > Currencies > Rates > Period
Period Types	Setup > Financials > Calendar > Period Types
Period Types (See **GL**)	Setup > Financials > Calendar > Period Types
Personal Profile Values	Setup > Profiles > Find Personal Profile Values
Personal Profile Values (See **SYS**)	Setup > Profiles > Find Personal Profile Values

Window Name	Navigation Path
Pricing Attributes	Pricing > PriceLists > Setup > [Pricing Attributes]
Price Breaks	Pricing > Discounts > [Discount Lines] > [Price Breaks]
Pricing Contracts	Pricing > Agreements
Price Lists	Pricing > Price Lists Setup
Pricing Formulas	Pricing > Pricing Formulas
Pricing: Qualifiers	Pricing > Price Lists > Setup
Processing Constraints	Setup > Rules > Security > Processing Constraints
Process Messages	Orders, Returns > Process Messages > Find Message
Process Messages	Import Orders > Corrections > [Find] > Orders > Errors
Purge Order	Orders, Returns > Order Purge
Qualifier-Line Level Qualifier	Pricing > Discounts > Line Qualifiers
Record Sets	Setup > Rules > Security > Record Sets
Reference Designators	Bills > Bills > [Find Bills] > View Bills of Material > [Designators]
Reference Designators (See **BOM**)	Bills > Bills > [Find Bills] > View Bills of Material > [Designators]
Release Holds	Orders, Returns > Order Organizer > [Find Orders] > Hold Information Tab > Release Sources > Release Tab Release
Release Sources (Holds)	Orders, Returns > Holds > Release > [Hold Sources]
Requests	Requests > Submit A New Request > Submit Requests > Help Menu
Requests (See **User**)	Requests > Submit A New Request > Submit Requests > Help Menu
Req Import	Orders, Returns > Requisition Import > Parameters
Review Sales Tax Rates	Setup > Tax > Sales Tax Rates
Review Sales Tax Rates (See **AR**)	Setup > Tax > Sales Tax Rates
Rollup Groups	Setup > Financials > Flexfields > Key > Groups > [Find]
Rollup Groups (See **Flex**)	Setup > Financials > Flexfields > Key > Groups > [Find]
Sales Credit Types	Setup > Sales > Credit Types
Sales Orders	Orders, Returns > Sales Orders
	Orders, Returns > Orders Organizer > [New Order]

Window Name	Navigation Path
Salespersons	Setup > Sales > Salespersons
Salespersons (See **AR**)	Setup > Sales > Salespersons
Schedule	Orders, Returns > Sales Orders > Tools Menu > Schedule > Scheduling Actions > [Schedule...]
	Orders, Returns > Sales Orders > Lines Tab > Shipping Tab > Scheduled Ship Date
Scheduling Actions	Orders, Returns > Sales Orders > Tools Menu > Scheduling
Security Rules	Setup > Rules > Security
Security Rules (block)	Setup > Rules > Security > [Block Rules]
	Setup > Rules > Security > [Field Rules]
Segment Values	Setup > Financials > Flexfields > Key > Values > [Find]
	Setup > Financials > Flexfields > Descriptive > Values > [Find]
	Setup > Financials > Flexfields > Validation > Values > [Find]
Segment Values (See **Flex**)	Setup > Financials > Flexfields > Key > Values > [Find]
	Setup > Financials > Flexfields > Descriptive > Values > [Find]
	Setup > Financials > Flexfields > Validation > Values > [Find]
Segments	Setup > Financials > Flexfields > Key > Segments > [Segments] > [New]
	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Open]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [New]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Open]
Segments (See **Flex**)	Setup > Financials > Flexfields > Key > Segments > [Segments] > [New]
	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Open]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [New]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Open]

Window Name	Navigation Path
Segments Summary	Setup > Financials > Flexfields > Key > Segments > [Segments]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments]
Segments Summary (See **Flex**)	Setup > Financials > Flexfields > Key > Segments > [Segments]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments]
Sequence Assignments	Setup > Document > Assign
Set of Books	Setup > Financials > Books
Set of Books (See **GL**)	Setup > Financials > Books
Ship-To and Bill-To Addresses	Orders, Returns > Orders Organizer > [New Order] >Line Items Tab > [Addresses]
	Orders, Returns > Orders Organizer > [New Order] >Order Information Tab > Main Tab > [Addresses]
Shorthand Aliases	Setup > Financials > Flexfields > Key > Aliases
Shorthand Aliases (See **Flex**)	Setup > Financials > Flexfields > Key > Aliases
Submit Request	Requests > [Submit a New Request...]
Submit Request (See **User**)	Requests > [Submit a New Request...]
Substitute Components	Bills > Bills > [Find] > View Bills of Material > [Substitutes]
Substitute Components (See **BOM**)	Bills > Bills > [Find] >View Bills of Material> [Substitutes]
System Options	Setup > Customers > System Options
System Options (See **AR**)	Setup > Customers > System Options
Tax Authorities	Setup > Tax > Authorities
Tax Authorities (See **AR**)	Setup > Tax > Authorities
Tax Codes and Rates	Setup > Tax > Codes
Tax Codes and Rates (See **AR**)	Setup > Tax > Codes
Tax Exemptions	Setup > Tax > Exemptions
Tax Exemptions (See **AR**)	Setup > Tax > Exemptions
Tax Groups	Setup > Tax > Groups
Tax Groups (See **AR**)	Setup > Tax > Groups

Window Name	Navigation Path
Tax Locations and Rates	Setup > Tax > Locations > Tax Locations and Rates
Tax Locations and Rates (See **AR**)	Setup > Tax > Locations > Tax Locations and Rates
Tax Options	Setup > Tax > GL Tax Assignments
Tax Options (See **GL**)	Setup > Tax > GL Tax Assignments
Tax Rate Exceptions	Setup > Tax > Exceptions
Tax Rate Exceptions (See **AR**)	Setup > Tax > Exceptions
Territories	Setup > Sales > Territories
Territories (See **AR**)	Setup > Sales > Territories
Transaction Types	Setup > Transaction Types > Define
Transaction Types (See **AR**)	Setup > Transaction Types > Define
Transaction Types	Setup > Financials > Transaction Types
Transaction Types (See **AR**)	Setup > Financials > Transaction Types
Unit of Measure Classes	Setup > UOM > Classes
Unit of Measure Classes (See **INV**)	Setup > UOM > Classes
Unit of Measure Conversions	Setup > UOM > Classes > [Conversions]
	Setup > UOM > Units > [Conversions]
Unit of Measure Conversions (See **INV**)	Setup > UOM > Classes > [Conversions]
	Setup > UOM > Units > [Conversions]
Units of Measure	Setup > UOM > Units
Units of Measure-Amount	Setup > UOM > Classes > [Units of Measure]
Units of Measure (**INV**)	Setup > UOM > Units
Units of Measure-Amount (**INV**)	Setup > UOM > Classes > [Units of Measure]
Validation Table Information	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Value Set] > [Edit Information]
	Setup > Financials > Flexfields > Key > Segments > [Segments] > Segment Summary > [Value Set] > [Edit Information]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > Segment Summary > [Value Set] > [Edit Information]

Window Name	Navigation Path
	Setup > Financials > Flexfields > Validation > Sets >Value Sets> [Edit Information]
Validation Table Information (See **Flex**)	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Value Set] > [Edit Information]
	Setup > Financials > Flexfields > Key > Segments > [Segments] > Segment Summary > [Value Set] > [Edit Information]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > Segment Summary > [Value Set] > [Edit Information]
	Setup > Financials > Flexfields > Validation > Sets >Value Sets> [Edit Information]
Validation Template	Setup > Rules > Security >Validation Template
Value Hierarchy	Setup > Financials > Flexfields > Key > Values > [Find] >[Value Set] > Segment Values > [View Hierarchies]
	Setup > Financials > Flexfields > Descriptive > Values > [Find] >[Value Set] > Segment Values > [View Hierarchies]
	Setup > Financials > Flexfields > Validation > Values > Value Set > [Find] > [View Hierarchies]
Value Hierarchy (See **Flex**)	Setup > Financials > Flexfields > Key > Values > [Find] >[Value Set] > Segment Values > [View Hierarchies]
	Setup > Financials > Flexfields > Descriptive > Values > [Find] > [Value Set] > Segment Values > [View Hierarchies]
	Setup > Financials > Flexfields > Validation > Values > Value Set > [Find] > [View Hierarchies]
Value Sets	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Value Set]
	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Open] > [Value Set]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Value Set]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [New] > [Value Set]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Open] > [Value Set]
	Setup > Financials > Flexfields > Validation > Sets

Window Name	Navigation Path
Value Sets (See **Flex**)	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Value Set]
	Setup > Financials > Flexfields > Key > Segments > [Segments] > [Open] > [Value Set]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Value Set]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [New] > [Value Set]
	Setup > Financials > Flexfields > Descriptive > Segments > [Segments] > [Open] > [Value Set]
	Setup > Financials > Flexfields > Validation > Sets
View Bills of Material	Bills > Bills
View Bills of Material (See **BOM**)	Bills > Bills
View Hierarchies	Setup > Financials > Validation > Value > [Find] > [View Hierarchies]
View Holds	Orders, Returns > Orders Organizer > [Find Orders] >Holds Tab> [Find] > [View Holds]
View Orders	Orders, Returns > Order Organizer > [Find Orders] > Order Information Tab
View Order Info	Orders, Returns > Order Organizer > [Find Orders] > Order Information Tab
View Requests	View > Find Requests
View Requests (See **User**)	View > Find Requests
Workbench (ATP)	Orders, Returns > Order Organizer > [Find] > [Open Order] > Lines Tab > [Availability] > [Global Availability] > ATP Sources and Group Availability > [ATP Results}
Workflow Notification	Flashlight Icon > Find Notifications > Subject > Detailed Notification

B

Item Attributes

Item Attributes Used by Order Management

This section identifies all the inventory item and bill of material attributes relevant to Order Management and describes how they are used. Several of these attributes are not effective unless you have specific Oracle Applications fully installed. Use the following table as a quick reference to see which applications make an attribute relevant to your use of Order Management.

Table 5–1 Inventory Item Attribute

Inventory Item Attribute	Oracle Inventory	Oracle Bills of Material	Oracle Purchasing	Oracle Receivables
Accounting Rule				X
Assemble to Order	X	X		
ATP Components	X			
ATP Rule	X			
BOM Allowed				
BOM Item Type	X	X		
Check ATP	X			
Cost of Goods Sold Account				
Customer Ordered Item				
Customer Orders Enabled				
Default Shipping Organization				
Internal Ordered Item			X	
Internal Orders Enabled			X	
Inventory Item	X			
Invoice Enabled				X
Invoiceable Item				X
Invoicing Rule				X
Lot Control	X			

Table 5–1 Inventory Item Attribute

Inventory Item Attribute	Oracle Inventory	Oracle Bills of Material	Oracle Purchasing	Oracle Receivables
OM Transactable				
Payment Terms				X
Pick Components				
Picking Rule	X			
Primary Unit of Measure				
Reservation Control	X			
Returnable				
Revision Control	X			
RMA Inspection Status	X			
Sales Account				X
Serial Number Control	X			
Ship Model Complete				
Shippable Item				
Stock Locator Control	X			
Stockable	X			
Subinventory Restrictions	X			
Tax Code				
Transactable	X			

Table 5–2 Bill of Material Item Attribute

Bill of Material Item Attribute	Oracle Inventory	Oracle Bills of Material	Oracle Purchasing	Oracle Receivables
Basis		X		
Check ATP	X			
Include on Shipping Documents				
Mutually Exclusive Options		X		
Required for Revenue				X
Required to Ship				

Organizations

Depending on the item attribute, Order Management looks either in the Item Validation Organization or the Shipping Warehouse (organization) to retrieve the value of an item attribute. The Item Validation Organization is defined by the *OM: Item Validation Organization* parameter.

Item Validation Organization

The following item attributes are taken from the organization specified in the *OM: Item Validation Organization* parameter**.**

Inventory Item Attributes

- Assemble To Order
- BOM Item Type
- Customer Ordered Item
- Default Shipping Org
- Invoice Enabled
- Invoiceable Item
- Item
- Pick Components
- Primary Unit of Measure
- RMA Inspection Status

- Ship Model Complete
- Tax Code

Shipping Warehouse

The following item attributes are taken from the organization specified in the Warehouse field of a sales order line or the Receiving Warehouse of a return line.

Inventory Item Attributes

- Accounting Rule
- ATP Components
- ATP Rule
- Check ATP
- COGS Account
- Customer Orders Enabled
- Invoicing Rule
- OM Transactable
- Lot Control
- Picking Rule
- Reservation Control
- Returnable
- Revision Control
- Sales Account
- Shippable
- Serial Number Control
- Stock Locator Control
- Stockable
- Subinventory Restrictions
- Transactable (Inventory)

The following item attributes are not retrieved directly by Order Management and are included as reference information:

- BOM Allowed
- Internal Ordered Item
- Internal Orders Enabled
- Inventory Item

Bill of Material Item Attributes

All bill of material item attributes are taken from the organization specified in the *OM: Item Validation Organization* parameter.

Bill of Material Item Attributes

- Basis
- Check ATP
- Mutually Exclusive
- Include on Shipping Documents
- Required for Revenue
- Required to Ship

Inventory Item Attributes

The values you enter for these attributes in the Define Item window are stored in the MTL_SYSTEM_ITEMS table in the columns stated to the right of the attribute name. The attribute grouping name is listed below each attribute.

Accounting Rule

`ACCOUNTING_RULE_ID`

Invoicing

Enter an accounting rule. Accounting rules identify special revenue recognition rules for an item, such as recognizing revenue over time.

Order Management uses item accounting rules when interfacing order transactions to Oracle Receivables. Unique item rules can take precedence over the order accounting rules in certain cases, based on your defaulting rules.

See Also

Integrating Oracle Order Management with Oracle Receivables, *Oracle Manufacturing, Distribution, Sales and Service Open Interfaces Manual, Release 11i*

Assemble to Order

`REPLENISH_TO_ORDER_FLAG`

Order Management

Choose Yes to identify this item as one that is generally built in response to sales order demand; a final assembly work order to build the finished product is created based on the sales order details.

An item cannot have the Pick Components attribute set to Yes and this attribute set to Yes at the same time. The BOM Item Type attribute can be set to Model, Option class, or Standard.

ATP Rule

`ATP_RULE_ID`

Order Management

Enter a user-defined ATP rule. ATP rules define supply and demand sources, time-fence parameters, and ATP calculation methods. You can give your ATP rules meaningful names, such as ATO ATP Rule.

If there is no ATP rule for the item, Order Management uses the organization's default ATP rule.

BOM Allowed

`BOM_ENABLED_FLAG`

Bill of Material

Choose Yes to define a bill of material for an item or to assign the item as a component on a bill.

BOM Item Type

`BOM_ITEM_TYPE`

Bill of Material

Choose one of the following options. These options describe bill of material types. Oracle Bills of Material controls bill functionality based on this type. You must enter a value if BOM Allowed is Yes.

> Option classes are used to group like options together. Order Management does not allow ordering of classes outside a model. This type cannot be used if you do not have Oracle Bills of Material installed.

Order Management does not allow ordering of Planning bills. This type cannot be used if you do not have Oracle Bills of Material installed.

Items ordered using internal sales orders must have this BOM item type.

Check ATP

`ATP_FLAG`

Order Management

Choose None, Material Only, Resource Only, Material and Resource.

Cost of Goods Sold Account

`COST_OF_SALES_ACCOUNT`

Costing

Identifies the Cost of Goods Sold Account (COGS) for the item. An item's COGS Account can be used as a source for one or more segments of the COGS Account dynamically generated by Order Management when shipment information is interfaced to Oracle Inventory. The account you enter must be a valid general ledger account. Order Management displays the COGS Account specified on the organization parameters as the default.

Customer Ordered Item

`CUSTOMER_ORDER_FLAG`

Order Management

Choose Yes to allow the item to be ordered only by external customers. You can add any customer orderable items to price lists in Order Management.

If you enter Yes, you can temporarily exclude an item from being ordered by setting Customer Orders Enabled to No.

Customer Orders Enabled

`CUSTOMER_ORDER_ENABLED_FLAG`

Order Management

Choose Yes to indicate that the item is currently customer orderable. Yes means that you can specify this item on the Sales Orders window in Order Management, if Customer Ordered Item is also Yes.

You can initially define an item with Customer Ordered Item set to Yes and Customer Orders Enabled set to No. This means prices can be defined for the item, but no orders can be placed for it.

This attribute can be automatically assigned by changing the Item Status attribute (General Information group).

Default Shipping Organization

`DEFAULT_SHIPPING_ORG`

Order Management

Identifies the primary shipping organization for an item. This is the organization that defaults to the Sales Orders window if *Item* is the source attribute of the Warehouse object in the defaulting rule for the order. This organization defaults to the Returns window if a receiving warehouse is not defined on the customer or order type.

Internal Ordered Item

`INTERNAL_ORDER_FLAG`

Order Management

Choose Yes to allow an item to be ordered on an internal requisition.

Yes means that you can temporarily exclude an item from being ordered on an internal requisition by setting Internal Orders Enabled to No.

Only items with BOM Item Type set to Standard can be defined as Internal Ordered Items. You can enter internal sales orders in Oracle Purchasing using the Enter Requisitions window.

Internal Orders Enabled

`INTERNAL_ORDER_ENABLED_FLAG`

Order Management

Choose Yes to indicate that you can currently order an item internally. Yes means that you can specify the item on an internal requisition, if Internal Orders Enabled is also Yes.

If you enter Yes for Internal Ordered Item, you can temporarily exclude an item from being ordered on an internal requisition by choosing No.

Inventory Item

`INVENTORY_ITEM_FLAG`

Inventory

Choose Yes to stock and transact this item in Oracle Inventory. Choosing Yes allows you to set the Stockable item attribute.

Invoice Enabled

`INVOICE_ENABLED_FLAG`

Invoicing

Choose Yes to activate an item for invoicing in Oracle Receivables. If you enter Yes for Invoiceable Item, you can temporarily exclude an item from being invoiced by choosing No.

Invoiceable Item

`INVOICEABLE_ITEM_FLAG`

Invoicing

Choose Yes to allow an item to appear on an Oracle Receivables invoice. If you enter Yes, you can temporarily exclude an item from invoicing by setting Invoice Enabled to No.

For ATO configurations, Order Management considers the base model's item attributes of Invoiceable Item and Invoice Enabled to see if it should consider passing invoice information to Oracle Receivables for each order line in the configuration.

Invoicing Rule

`INVOICING_RULE_ID`

Invoicing

Enter an invoicing rule. Invoicing rules determine which period you will send an invoice when you recognize revenue over time (using accounting rules).

Order Management uses item invoicing rules when interfacing order transactions to Accounts Receivable. Unique item rules take precedence over the order invoicing rules in certain cases, depending on your defaulting rules.

See Also

Integrating Oracle Order Management with Oracle Receivables, *Oracle Manufacturing, Distribution, Sales and Service Open Interfaces Manual, Release 11i*

OM Indivisible

Order Management

This option is used for the decimal quantities process.

Lot Control

`LOT_CONTROL_CODE`

Inventory

Choose one of the following:

Full lot control--Track inventory balances by lot number. This means that you must specify a lot number for the item whenever you issue the item from or receive it to inventory.

No lot control--Do not establish not control for the item. Order Management displays this option as the default.

You can establish lot number control only for an item that has no quantity on hand.

OM Transactable

`SO_TRANSACTIONS_FLAG`

Order Management

Choose Yes to indicate whether demand can be placed for an item by Order Management, and whether shipment transactions for the item are interfaced to Oracle Inventory. Most items with the attribute Shippable Item set to Yes will also have *OM: Transactable* set to Yes. For items you do not ship, you may still want to set *OM: Transactable* to Yes if you use the items in forecasting or planning. If you also want to reserve the item, set the attribute Reservation Control to Reservable.

Attention: See also the Transactable attribute.

Over Return Tolerance

Order Management

Over Shipment Tolerance

Order Management

Pick Components

`PICK_COMPONENTS_FLAG`

Order Management

Indicates whether an item has a bill of material with options, classes, or included items that are picked from finished goods inventory. Pick-to-order items and models must be set to Yes. Assemble-to-order items and models and regular items (without a bill of material) must be set to No.

Choose one of the following:

No--Item does not have a bill of material, or is an ATO (Assemble to Order) item.

Yes--Item has a bill of material with components that are picked from finished goods inventory.

Picking Rule

`PICKING_RULE_ID`

Order Management

Enter the picking rule for the item. Picking rules define the sources and prioritization for subinventories, lots, revisions and locators used when the item is pick released by Order Management.

Picking rules are defined in Oracle Inventory and a unique one can be assigned to each item, or one generic picking rule can be assigned for the organization. If subinventory, lot or revision is assigned before pick release, the assigned one is used, rather than the picking rule. If only subinventory was specified on an item that also has lot control, then Pick Release uses the picking rule to assign the lot.

Primary Unit of Measure

`PRIMARY_UOM_CODE`

General Information

Identifies the primary unit of measure for the item. This attribute represents the stocking and selling unit of measure for this item. Each organization can have a different primary unit of measure for the same item. Order Management can default the item unit of measure to your order line, based on your standard value rules.

Oracle Inventory bases any necessary conversion on this unit of measure.

Reservation Control

RESERVABLE_TYPE

Inventory

Choose one of the following options:

Not Reservable--You cannot create a material reservation for this item.

Reservable--You can create a material reservation for this item. Reservations can only be created when you have enough available inventory to support the reservation. Order Management displays this option as the default.

Attention: Reservation control for a subinventory overrides the type of reservation control you establish for an item. In other words, if an item is reservable but a subinventory is not, the quantity of the item in that subinventory is *not* reservable.

Attention: if set at Reservable, the Order Management allows the reservation of the item during order entry or scheduling and automatically created any necessary reservations when the item is released for picking.

Attention: You cannot change reservation control to Not reservable if reservations exist.

Returnable

RETURNABLE_FLAG

Order Management

Choose Yes to allow customers to return an item. If an item is returnable, it can be entered on a return line. Order Management uses this attribute along with the Stockable and Transactable attributes to determine which authorized returned items can be physically received into inventory.

Revision Control

REVISION_QTY_CONTROL_CODE

Inventory

Choose one of the following options:

Not under revision control--You ca issue and receive this item without specifying a revision. Order Management displays this option as the default.

Under revision quantity control--Track inventory balances by revision. This means that you must specify an existing revision number for the item whenever you issue the item from or receive it to inventory.

Attention: You cannot change revision control when an item has quantity on hand.

RMA Inspection Status

`RETURN_INSPECTION_REQUIREMENT`

Order Management

Choose Inspection required if inspection is required when the item is returned from the customer. If inspection is required, the item can be received for inspection and then must be separately transferred to inventory. If inspection is not required, the item can be received directly into inventory.

Sales Account

`SALES_ACCOUNT`

Invoicing

Indicates a general ledger account to provide for one side of all inventory transactions involving item sales. Oracle Receivables records the revenue in this account when you bill the customer**.** The accounting entries are created during AutoAccounting if your AutoAccounting is based on items.

Serial Number Control

`SERIAL_NUMBER_CONTROL_CODE`

Inventory

Choose one of the following:

Dynamic entry at inventory receipt--Create and assign serial numbers when you receive the item to inventory. Thereafter, for any material transaction, you must provide a serial number for each unit.

Dynamic entry at sales order issue--Create and assign serial numbers when you issue (ship) the item against a customer sales order. (Internal requisition orders do not require a serial number when you ship the item.) If you receive an item with this control option into inventory on an RMA, you must specify the serial numbers you created upon sales order issue. All other material transactions for this item bypass the serial number information.

No serial number--Do not establish serial number control for this item. Order Management displays this option as the default. All material transactions involving this item bypass the serial number information.

Predefined serial numbers--Assign predefined serial numbers when you receive the item into inventory. Thereafter, for any material transaction, you must provide a serial number for each unit.

You can establish serial number control only for an item that has no quantity on hand.

Note: Oracle Work in Process recognizes either lot control or serial number control for an item, but not both. You cannot transact an item into Oracle Work in Process if it has both lot and serial control defined.

Ship Model Complete

`SHIP_COMPLETE_MODEL_FLAG`

Order Management

Choose Yes to indicate that any configuration derived from this model can ship only when all required quantities of all configuration components (options or included items) are available.

If you choose Yes, the Pick Components attribute and the profile option *OM: Reservations* must be set to Yes; the BOM Item Type attribute can be set to Model or Standard.

Shippable Item

`SHIPPABLE_ITEM_FLAG`

Order Management

Choose Yes to indicate that the item will be picked from Inventory and sent to the customer. Shippable items are released by Order Management's Pick Release program, creating confirmable shipping lines, and are printed on the pick slip.

See Also

Overview of Delivery-based Shipping, *Oracle Shipping Execution User's Guide*

Stock Locator Control

`LOCATION_CONTROL_CODE`

Inventory

A locator is a predefined physical area of the stockroom where you store material. The type of locator control you define for an organization or for a subinventory overrides the control you define for an item. You cannot change stock locator control when an item has quantity on hand.

Choose one of the following options:

> **Attention: In Order Management, if the profile option *OM: Reservations* is set to Yes, Order Management uses the Inventory picking rules to assign the locator to a item that is being shipped.**

Stockable

`STOCK_ENABLED_FLAG`

Inventory

Choose Yes to stock this item in Oracle Inventory. You can set this attribute only when Inventory Item is Yes.

Choosing Yes allows you to set the Transactable item attribute.

> **Attention: Order Management uses this attribute along with the Transactable and Returnable attributes to determine which authorized returned items can be physically received in inventory.**

Subinventory Restrictions

`RESTRICT_SUBINVENTORIES_CODE`

Inventory

Choose one of the following:

Subinventories not restricted to predefined list--Issue or receive this item to or from any subinventory. Order Management displays this option as the default.

Subinventories restricted to predefined list--Issue or receive this item to or from a subinventory included in the list you specify. You define this list with the Define Item / Subinventory Information or the Define Subinventory / Item Information windows.

Tax Code

`TAX_CODE`

Invoicing

Enter a tax code you want to associate with this item. You assign specific tax rates to a Tax Code in the Define Tax Codes and Rates window. Tax codes are used when calculating tax based on location and tax codes.

Transactable

`MTL_TRANSACTIONS_ENABLED_FLAG`

Inventory

Choose Yes to enter Oracle Inventory transactions for an item. You can set this attribute only when Stockable is Yes.

> **Attention: Order Management uses this attribute along with the Stockable and Returnable attributes to determine which authorized returned items can be physically received in inventory. (See also the *OM: Transactable* attribute.)**

This attribute can be automatically assigned by changing the Item Status attribute (General Information group).

Under Return Tolerance

Order Management

Over Return Tolerance

Order Management

Bill of Material Item Attributes

The values you enter for these attributes in the Define Bill of Material window are stored in the BOM_INVENTORY_COMPONENTS table in the columns stated to the right of the attribute name.

Basis

`SO_BASIS`

You can only enter a value in this field for a component that is an option class item. Order Management uses the value you enter in this field when you enter sales orders. Choose one of the following options:

None--Allow override of the default quantity for the option class when you enter a sales order. Option components affect the mandatory standard components assigned to the option class. Order Management defaults the total quantity to release as the components quantity multiplied by the option class extended quantity.

Option class--Do not allow override of the default quantity for the option class when you enter a sales order. Order Management calculates the total quantity to release as the component quantity multiplied by the option class extended quantity.

> **Suggestion:** Set the basis to Option Class for an ATO option class component. When creating a configuration bill, Oracle Manufacturing computes the total quantity required for a mandatory standard component as the component quantity multiplied by the option class extended quantity, regardless of the quantity entered on the sales order.

Check ATP

`CHECK_ATP`

Indicates whether ATP checking must be done on this item each time demand is requested.

You can enter a value for this bill of material attribute only if you:

- Set the Check ATP attribute of the component item to Yes.
- Set the Check ATP item attribute of the assembly item to Yes, or the assembly item is not assemble-to-order or pick-to-order.
- Did not define the component as a phantom.

- Entered a component quantity greater than 0.

Include on Shipping Documents

INCLUDE_ON_SHIP_DOCS

Order Management uses the value in this field to determine whether to print the components on external shipping documents, such as the pack slip and commercial invoice. This can be used to print non-shippable items on the external shipping documents to make it easier for the customers to match orders / pack slip / invoice.

Mutually Exclusive Options

MUTUALLY_EXCLUSIVE_OPTIONS

You can only enter a value in this field for option class or model components. Order Management uses the value you specify with the value you specified for the Optional field in the previous zone to determine the number of option items you can or must choose when you order the components of the option class bill. Choose one of the following options.

No--If you specified Yes for the Optional field, then you can choose any number of options or no options on the option class bill. If you specified No for the Optional field, then you must choose at least one option on the option class bill. Order Management displays this option as the default.

Yes--If you specified Yes for the Optional field, then you can choose one option or no options on the option class bill. If you specified No for the Optional field, then you must choose one, and only one, option on the option class bill.

Required for Revenue

REQUIRED_FOR_REVENUE

Required for Revenue components prevent their parent item from invoicing until the component is shipped. For example, if you have an model with a non-optional component with the Required for Revenue attribute set to Yes, then the model will not be invoiced until the non-optional component has shipped. This attribute is recognized by the Receivables Interface.

If you entered Yes for the Assemble to Order item attribute for an item in the Define Item window, Order Management displays No and skips the field.

Attention: This attribute does not affect mandatory or optional components for an ATO item or configuration.

Required to Ship

`REQUIRED_TO_SHIP`

Identifies whether an item is required to ship the order. This information prints on the pick slip. If you entered Yes for the Assemble to Order item attribute for the assembly item in the Define Item window, Order Management displays No and skips this field. Choose one of the following:

No--this component is not required when you ship the order.

Yes--You must include this component when you ship the order.

C

Flexfields

Overview of Flexfields

Depending on your system's setup, Order Management may use some or all of the following key flexfields provided by other Oracle products. Order Management also provides the Pricing Attributes descriptive flexfield to capture information specific to product pricing.

For country-specific information, such as documentation for the Brazilian Additional Information descriptive flexfield, please see the appropriate country-specific user's guide.

This chapter describes:

- key flexfields.
- descriptive flexfields.

Key Flexfields

Accounting (Oracle General Ledger)

Defining your Accounting key flexfield is part of setting up your sets of books. See: Designing Your Accounting Flexfield, *Oracle General Ledger User's Guide*.

Item Catalogs (Oracle Inventory)

If you make entries for items in a standard industry catalog or if you want to group items according to certain descriptive elements, you need to configure this flexfield. Even if you do not use item cataloguing, you must enable at least one segment of this flexfield and compile it before you define your items. See: Oracle Inventory Flexfields, *Oracle Inventory User's Guide*.

Item Categories (Oracle Inventory)

You must set up this flexfield before you define items because all items must be assigned to categories.

Sales Orders (Oracle Inventory)

Use the Sales Orders key flexfield to differentiate sales order transactions that Order Management interfaces to Oracle Inventory. You must define this flexfield before placing demand or reservations in Order Management. The profile option *OM: Source Code* defaults the source code you use in the third flexfield segment.

Sales Tax Location (Oracle Receivables)

Use this flexfield to charge your customers for tax based on their shipping addresses. See: *Oracle Receivables User's Guide*.

Stock Locators (Oracle Inventory)

If you want to track items by a specific aisle or row, use this key flexfield to capture additional information about inventory stock locators. If you use this flexfield, you must set the*OM: Inventory Stock Location* profile option.

System Items (Oracle Inventory)

Before you define items, set up this flexfield in order to record and report item information. The *OM: Item Flexfield* profile option needs to be set. See: Oracle Inventory Flexfields, *Oracle Inventory User's Guide* .

Territory (Oracle Receivables)

The Territory flexfield can be associated with salespeople, invoices, and customer site addresses. Use it to record and report territory information. See: *Oracle Receivables User's Guide*.

Descriptive Flexfields

Additional Line Detail Information (Oracle Order Management)

This descriptive flexfield displays any additional line detail information at the time of order entry.

Industry Attribute (Oracle Order Management)

This descriptive flexfield records industry-specific information for items in your order.

Pricing Attributes (Oracle Order Management and Oracle Advanced Pricing)

Pricing attributes modify an item's price without requiring that you create a new item. For example, you sell computer software and the price of the software is different depending on the number of users. You define a pricing attribute called *Number Of Users*. When you enter an order line, the Pricing Attributes flexfield opens a window to capture the number of users. Order Management uses this information along with the item and unit of measure to derive the item list price.

The Pricing Attributes descriptive flexfield contains 15 user-definable flexfield segments to be used as pricing attributes. Once defined, the attributes can be used in the lines block of the Sales Orders window, the Line Options window, the Shipment Schedules window, the lines block of the Price Lists window, and the Item Groups window in Order Management; and in the Services and Renew Service windows in Oracle Service.

Industry Information (Oracle Release Management)

If your system includes Oracle Release Management, you can use this flexfield to record industry-specific data for an order line.

D

Account Generator

Account Generator

The Account Generator in Oracle Order Management utilizes Oracle Workflow. You can view and customize Account Generator processes through the Oracle Workflow Builder.

Order Management and Oracle Shipping Execution insert a Cost of Goods Sold Accounting Flexfield combination (COGS Account) for each inventory transaction line into Oracle Inventory via the Inventory Interface program. You can use the COGS Account as a basis for cost of goods sold analysis in Oracle Inventory.

The Account Generator dynamically creates a COGS Account to transfer from Order Management and Oracle Shipping Execution to Oracle Inventory for each order and return line when it completes the Inventory Interface cycle action. You can customize the default process to make your cost of goods sold analysis more meaningful.

You can customize the use of the Account Generator in Order Management, or you can use the default. The default process does not require any set up. The Account Generator default process for Order Management builds the COGS Account using the Cost of Sales Account for the item and organization for each inventory transaction line and inserts the COGS Account into Oracle Inventory via the Inventory Interface program.

Attention: If your organization does not use the Inventory Interface, you do not need to use this feature.

Using the Account Generator

In Release 10, several Oracle Applications products used FlexBuilder to derive account code combinations for certain account transactions. In Release 11, FlexBuilder is replaced by the Account Generator to provide implementation teams with even greater flexibility and a better user interface with Oracle Workflow.

If you are upgrading from Release 10 to Release 11i:

1. Use the default account generator process.

   If the default account generator meets your accounting requirements, you can use the account generator default process provided. No upgrade steps or setup steps are required.

2. Migrate customized business rules.

If you used Flexbuilder in Release 10, and want to continue to using your customizations, you can migrate those business rules into the account generator. A standard PL/SQL function OE_FLEX_COGS_PUB. Build has been provided which needs to call a PL/SQL function which will be generated as part of upgrade process.

3. Customize a default account generator process.

   If the default account generator process does not satisfy your accounting requirements, you can use Oracle Workflow. Create a new process or copy the existing default and change the name. Use the renamed process as a base for your changes.

If you are upgrading from Release 11 to Release 11i:

1. Use the default account generator process.

   If the default account generator meets your accounting requirements, you can use the account generator default process provided. No upgrade steps or setup steps are required.

2. Customize a default account generator process.

   If the default account generator process does not satisfy your accounting requirements, you can use Oracle Workflow. Create a new process or copy the existing default and change the name. Use the renamed process as a base for your changes.

To add a new item type to the account generator process:

The account generator uses a workflow process for generation of COGS account for an item type.

1. Call the API fnd_flex_wf_processes.set_session_mode.

   The parameter for this API is.Session Mode. Pass 'seed_data' if this is seed data or 'customer_data' if this is customer data. The API specifications are PROCEDURE set_session_mode(session_mode IN VARCHAR2).

2. Call the API fnd_flex_wf_processes.add_workflow_item_type.

   This procedure is used to set a workflow process as the process to use to build the combination for a Key Flexfield structure. The parameters are:

   - Application ID for the application owning the key flexfield (101 for the Accounting Flexfield).
   - Flexfield Code. (GL# for the Accounting Flexfield)

- Key Flexfield Structure number (101 for seed data)
- Workflow Item Type = ‘OECOGS’
- Workflow Process name (DEFAULT_ACCOUNT_GENERATION for seed data)

The specification for the API is:

```
PROCEDURE add_workflow_item_type(x_application_id IN NUMBER,
             x_code IN VARCHAR2,
             x_num IN NUMBER,
             x_item_type  IN VARCHAR2
             x_process_name IN VARCHAR2)
```

If you are implementing Oracle Order Management for the first time:

1. Review how Order Management uses the Account Generator to build Accounting Flexfield code combinations.
2. Consider whether the default Account Generator process is appropriate for each set of books that uses a unique Accounting Flexfield structure. For each structure and set of books, you can choose one of the following:

- Use the default Account Generator process
  - Generate Default Account
- Customize the default Account Generator process

This decision determines which setup steps your implementation team needs to perform.

Prerequisites

Before using the Account Generator on a production database in Order Management to create a COGS Account, you must:

- Define your Accounting Flexfield structure for each set of books.
- Define flexfield segment values and validation rules.
- Choose whether you want to use the default Account Generator process, or if you need to customize it to meet your accounting needs.
- Then do one of the following for each set of books:
  - Choose to use the default Account Generator process.

- Customize the default Account Generator process, test your customizations, and choose the process for a flexfield structure, if necessary.

Default Account Generator Process

Evaluate whether the Default Account Generator process meets your accounting requirements. No setup steps are required to use the default. The default process can also be updated later as your needs change. You can make minor changes to the default process without changing the name.

> **Note:** If you used FlexBuilder in Release 10 but did not customize the default configuration, you can use the default Account Generator process in Release 11i, which gives you the same result as the default assignments in FlexBuilder.

Each Account Generator workflow is called an *item type*. Order Management comes with the following Account Generator item type:

- Generate Cost of Goods Sold Account

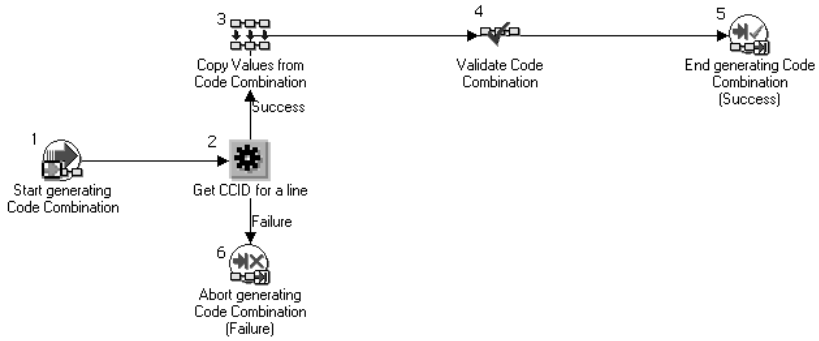
The Generate Cost of Goods Sold Account contains the following workflow processes:

- Generate Default Account
- Generate Account Using FlexBuilder Rules

Generate Default Account Process

The Generate Default Account Process consists of six unique activities to comprise the six activity nodes that appear in the workflow diagram.

In the workflow diagram shown below, the process activity nodes are numbered for reference in the descriptions that follow. (The numbers are not part of the process diagram.)



Start Generating Code Combination (Node 1)

This is a standard activity that marks the start of the process.

Get CCID for a Line (Node 2)

This function determines a value that is used by node 3 and node 6 to derive the Account CCID. The derivation of this value cannot be achieved using Oracle Workflow functions. Instead, a PL/SQL procedure is used to derive the COGS Account CCID for a line regardless of the option flag.

If the function executes successfully (gets a CCID), the process branches to node 3. If an error is encountered during execution of the function, the function branches to node 6.

Copy Values from Code Combinations (Node 3)

This is a standard function that copies all the segment values from a given code combination to the combination that is being generated. This function has two attributes:

- *Code Combination ID:* The CCID generated in node 2.
- *Replace Existing Value:* Set to *True* to always copy the segment values.

Validate Code Combination (Node 4)

This is a standard function which executes after node 3. This function validates the code combination that has been generated and has two attributes:

- *Validation Type:* Set to *Generate Code Combination ID* to do a full validation and generate a code combination ID.

- *New Code Combinations are Allowed:* Set to 'True' so that if the key flexfield structure has dynamic insert allowed, then the validation will not generate an error if the combination does not exist in the code combination table.

End Generating Code Combination (Node 5)

This standard function is called to end the Generate Default Account process. This function is marked as the End activity.

Abort Generating Code Combination (Node 6)

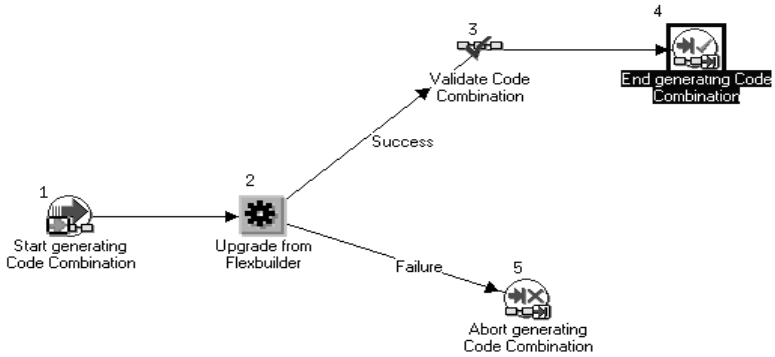
This standard function is invoked when a fatal error occurs. This function has one attribute:

- Error Message: Returns the error message for the failure condition.

Generate Account Using FlexBuilder Rules Process

If you used FlexBuilder in a previous release to generate account combinations, you can use the Generate Account Using FlexBuilder Rules process to replicate your FlexBuilder setup automatically, without changing any of your predefined FlexBuilder Rules, and without customizing the Account Generator. The Generate Account Using FlexBuilder Rules process includes a function generated during your upgrade from Release 10 to Release 11i.

If you are upgrading from Release 10, follow the guidelines in the FlexBuilder chapter of the *Oracle Applications Upgrade Preparation Manual*.



Start Generating Code Combination (Node 1)

This is a standard activity that marks the start of the process.

Upgrade from Flexbuilder (Node 2)

This function determines a value that is used by node 3 and node 6 to derive the Account CCID. The derivation of this value is achieved by using a PL/SQL function node.

Validation Code Combination (Node 3)

This is a standard function which executes after node 3. This function validates the code combination that has been generated and has two attribute:

- *Validation Type:* Set to *Generate Code Combination ID* to do a full validation and generate a code combination ID.
- *New Code Combinations are Allowed:* Set to 'True' so that if the key flexfield structure has dynamic insert allowed, then the validation will not generate an error if the combination does not exist in the code combination table.

End Generating Code Combination (Node 4)

This standard function is called to end the Generate Default Account process. This function is marked as the End activity.

Abort Generating Code Combination (Node 5)

This standard function is invoked when a fatal error occurs. This function has one attribute:

Error Message: Returns the error message for the failure condition.

Customizing the Account Generator

Oracle Order Management provides default Account Generator processes for you to use. If the defaults do not satisfy your accounting requirements, you can use the Oracle Workflow Builder to customize the default processes or create a new one.

If you want to create a new process to meet your company's needs, use the Oracle Workflow Builder to create a new process, or copy the existing default and change the name before making extensive changes to it.

For more information on the generic features and functions of the Account Generator, see the Customizing the Account Generator section of the *Oracle Applications Flexfields Guide*.

For more information on how to use the Oracle Workflow Builder, see the *Oracle Workflow Guide*.

Customization Example

In Order Management you can modify the Default Account Generator process. You can use the default Functions or you can define your own Functions, Lookup Types, and Lookup Codes if required.

You must test any modified Account Generator process before using it on a production database.

A Sample Customization to the Default Process

Suppose you want the COGS Account to use many of the segment values from the COGS Account that you have defined for each inventory item. You have several order types, but the majority of your orders use the Domestic and International order types. In the case of domestic orders, you want the COGS Account to convey some information about the primary salesperson for the line. Occasionally, your company processes international orders, in which case you want to include some different account segment values for the COGS Account. For any other order types, you simply want all segments to come from the COGS Account for each order line inventory item.

In this example, suppose you have a COGS Account with a five-segment structure.

Segment Number	Segment Name	Potential Sources
1	Company	COGS account for the Line OR Salesrep revenue account OR International company segment
2	Cost Center	COGS account for the Line OR Salesrep revenue account OR International cost center segment
3	Account	COGS account for the Line
4	Product	COGS account for the Line
5	Sub-Account	COGS account for the Line

The first two segments of the COGS Account structure are for the company and the cost center. You need to create a Workflow function that states under which circumstances the Account Generator should generate the first two segments based on the other segments. If the order type is Domestic, then fill in values from the sales representative's Revenue Account in the first two segments. In the case of

International Orders, fill in the values from the COGS Account for the International order type.

1. Create a Lookup Type for the order type (for example, *Order Type*).

   Create Lookup Code: DOMESTIC, INTERNATIONAL

2. Create a database procedure which returns the order type.

3. Create a new Workflow function (for example, *Get Order Type*), assign the procedure created in step 2 to the function, and assign the Order Type created in step 1 to the Result Type in the function properties window.

4. In the process window, the first activity should be *Start Generating Code Combination*.

5. Drag and drop the activity *Get Order Type* (created in step 3).

   This procedure returns DOMESTIC, INTERNATIONAL, or others (default) depending on the *Order Type*.

6. If the *Get Order Type* function returns DOMESTIC (Domestic Order Type) in step 5, then:

   a. Call the function *Get Salesrep's ID*. If it returns *Success*, then call *Get CCID from Salesreps's revenue segment*. If it returns *Failure*, call *Abort Generating Code Combination*.

   b. If *Get CCID from Salesrep's revenue segment* returns *Success*, call *Copy Segment Value from Code Combination*. If it returns *Failure*, call *Abort Generating Code Combination*.

   The *Copy Segment Value from Code Combination* function has four attributes:

   - *Code Combination ID attribute:* enter *Generated CCID from the Item Attribute*.
   - *Segment Identifier attribute:* enter either *Name* or *Qualifier*.
   - *Segment attribute:* use *Company* if *Name* is used for the previous attribute. Otherwise, use the qualifier name.
   - *Replace Existing Value attribute:* set to *True* or *False* as required.

   c. Call *Copy Segment Value from Code Combination* again for the next segment (for example, Cost Center). Define the four attributes the same as in step b above, except use *Cost Center* for the segment attribute if *Name* is used for the *Segment Identifier*. If *Qualifier* is used for the *Segment Identifier*, use the qualifier name.

d. Call the *Get CCID for a line* function to get the COGS Account for a line regardless of the option flag. If it returns *Success*, then call *Copy Values from Code Combination*. If it returns *Failure*, then call *Abort Generating Code Combination*.

Assign *Generated CCID* to the attribute *Code Combination ID* and set the *Replace existing value* attribute to *False*. The remaining three segments are automatically filled. The first two segments will not be overwritten if they are already filled since the *Replace existing value* attribute is set to *False*.

7. If the *Get Order Type* function returns INTERNATIONAL (International Order Type) in step 5, then:

a. Call the *Get CCID from the Order Type ID* function. If this function returns *Failure*, call *Abort Generating Code Combination*. If the *Get CCID from the Order Type ID* function returns *Success*, call *Copy Segment Value from Code Combination*.

The *Copy Segment Value from Code Combination* function has four attributes:

- Code Combination ID attribute: enter *Generated CCID from the Item Attribute*.
- Segment Identifier attribute: enter either *Name* or *Qualifier*.
- Segment attribute: use *Company* if *Name* is used for the previous attribute. Otherwise, use the qualifier name.
- Replace Existing Value attribute: set to *True* or *False* as required.

b. Same as step 6c.

c. Same as step 6d.

8. If the *Get Order Type* function returns *default* (Order Type other than DOMESTIC or INTERNATIONAL) in step 5, then:

a. Same as step 6d.

9. Call the *Validate Code Combination* function.

10. Call the *End Generating Code Combination* function.

The Account Generator takes the combination of segments for an order or return line and passes it to Oracle Inventory through the Inventory Interface program.

E

Defaulting Rules

Defaulting Rules

The following table shows the possible objects and attributes for which you can define defaulting rules. Each table displays all the fields for a block.

Attribute	Condition	Source Type	Default Source/Value
Accounting Rule	Always	1	Related
Agreement Accounting Rule	Always	Related Record	Order Type Account Rule
Credit Card Expiration	Payment Type	API	Credit Card Expiration Date
Credit Card Number	Payment Type	API	Credit Card Holder Name
Credit Card Type	Payment Type	API	
Currency	Always	Related Record	Price List Currency
Customer PO	Always	Related Record	Customer PO Number
Contact	Always	Related Record	Invoice To Contact
Invoice To Contact	Always	Same Record	Ship To Contact
Deliver To Contact	Always	Related Record	Deliver To Invoice To Ship To
Deliver To Organization	Always	Related Record	Customer Deliver To Organization
Demand Class	Always	Related Record	Ship To Demand Class
FOB Point	Always	Related Record	Ship To FOB Point
Freight Terms	Always	Related Record	Ship To Customer Order Type Price List

Attribute	Condition	Source Type	Default Source/Value
Invoice To	Always	Related Record	Invoice To Agreement Ship To Customer
Invoice To Contact	Always	Related Record	Invoice To Contact, Agreement Ship To Contact
Invoicing Rule	Always	Related Record	Invoicing Rule Agreement Order Type
Order Number	Always	API	Order Number
Order Type	Always	Related Record	Bill To Ship To
Ordered Date	Always	System Variable	System Date
		Same Record	Request Date
Ordered Date Type Code	Always	Related Record	Customer Request Date Type
Payment Term	Always	Related Record	Agreement Invoice To Ship To Customer Price List
Price List	Always	Related Record	Agreement Ship To Order Type
Pricing Date	Always	System Variable	System Date
Request Date	Always	System Variable	System Date

Attribute	Condition	Source Type	Default Source/Value
Salesperson	Always	Related Record	Invoice To
Ship To	Always	Related Record	Customer
Ship To Contact	Always	Related Record	Ship To Contact Invoice To Contact
Ship To Contact	Always	Same Record	Contact
Shipment Priority	Always	Related Record	Order Type
Shipping Method	Always	Related Record	Ship To Invoice To Customer Order Type Price List
Tax Exempt	Always	Constant Value	
Tax Exempt Number	Always	API	Get Tax Exemption Detail
Tax Exempt Reason	Always	API	Get Tax Exemption Detail
Version Number	Always	Constant Value	
Warehouse	Always	Related Record	Ship To Order Type
Accounting Rule	Always	Related Record	Agreement Line Type Inventory Item Order Header
Agreement	Always	Related Record	Order Header

Attribute	Condition	Source Type	Default Source/Value
Cancelled Quantity	Always	API	Get Cancelled Quantity
Customer	Always	Related Record	Agreement Order Header
Customer PO	Always	Related Record	Order Header
Deliver To Contact	Always	Related Record	Order Header Bill To Contact Ship To Contact
Deliver To Org	Always	Related Record	Order Header Ship To Bill To
Demand Class	Always	Related Record	Order Header Ship To Line Type
Departure Plan Required	Always	Related Record	Customer Item
FOB Point	Always	Related Record	Order Header
Freight Terms	Always	Related Record	Order Header
Invoice To	Always	Related Record	Order Header
Invoice To Contact	Always	Related Record	Order Header Ship To
Invoicing Rule	Always	Related Record	Agreement Line Type Inventory Item Order Header
Item Type	Always	API	Get Item Type

Attribute	Condition	Source Type	Default Source/Value
Line Category	Always	Related Record	Line Type
Line Number	Always	API	Get Line Number
Line Type	Return Line	Related Record	Order Header
Order Quantity UOM	Always	Related Record	Inventory Item
Order Quantity	Always	Constant Value	
Payment Term	Always	Related Record	Order Header
Price List	Always	Related Record	Agreement Order Header
Pricing Date	Always	System Variable	System Date
Pricing Quantity			
Pricing Quantity UOM	Always	Same Record	Order Quantity
Promise Date	Always	Related Record	Order Header
Request Date	Always	Related Record	Order Header
		System Variable	System Date
Return Reason	Always	Related Record	Order Header
Salesperson	Always	Related Record	Order Header
Schedule Arrival Date	Always	Related Record	Request Date
Ship To	Always	Related Record	Order Header Customer
Ship To Contact	Always	Related Record	Order Header

Attribute	Condition	Source Type	Default Source/Value
Ship Tolerance Above	Return Line	Related Record	Item Ship To Tolerance Item Bill To Tolerance Customer Item Tolerance Ship To Invoice To Customer Inventory Item
Profile	Always	Application	OM: Over Return Tolerance
Profile	Always	Application	OM: Over Shipment Tolerance Item Ship To Tolerance Item Bill To Tolerance Customer Item Tolerance Ship To Invoice To Customer Inventory Item
Ship Tolerance Below	Return Line	Related Record	Item Ship To Tolerance Item Bill To Tolerance Customer Item Tolerance Ship To Invoice To Customer Inventory Item

Attribute	Condition	Source Type	Default Source/Value
Profile	Always	Application	OM: Under Return Tolerance Item Ship To Tolerance Item Bill To Tolerance Customer Item Tolerance Ship To Invoice To Customer Inventory Item
Shipment Number	Always	API	Get Shipment Number
Shipment Priority	Always	Related Record	Ship Set Order Header
Source Type	Always	Constant Value	Internal
Tax Code	Always	API	Get Tax Code
		Constant Value	Exempt
Tax Date	Always	Same Record	Schedule Ship Date Promise Date Request Date

Glossary

A

accepted quantity

The quantity of inventory items received from a customer, based on a return authorization for which you credit the customer. **see received quantity.**

Account Generator

A feature that uses Oracle Workflow to provide various Oracle Applications with the ability to construct Accounting Flexfield combinations automatically using custom construction criteria. You define a group of steps that determine how to fill in your Accounting Flexfield segments. You can define additional processes and/or modify the default process(es), depending on the application. **see activity (Workflow), function, item type, lookup type, node, process, protection level, result type, transition, Workflow Engine.**

accounting rule start date

The date Oracle Receivables uses for the first accounting entry it creates when you use an accounting rule to recognize revenue. If you choose a variable accounting rule you need to specify a rule duration to let Oracle Receivables know how many accounting periods to use this accounting rule.

accounting rules

Rules that Oracle Receivables AutoInvoice uses to specify revenue recognition schedules for transactions. You can define an accounting rule where revenue is recognized over a fixed or variable period of time. For example, you can define a fixed duration accounting rule with monthly revenue recognition for a period of 12 months.

accrual

An entry in a Balance Sheet account to represent a liability that is known but not yet invoiced.

acknowledgment

An acknowledgment is a document that commits both parties to specific prices and delivery dates for a particular order.

action result

A possible outcome of an order cycle action. You can assign any number of results to a cycle action. Combinations of actions/results are used as order cycle action prerequisites. **see order cycle, cycle action.**

active schedule

A schedule currently running on a production line. A schedule can be active past its scheduled completion date or before its scheduled start date.

activity (item type, name, version)

An Activity is the definition of a unit of work performed in the course of some business process. All activities are associated with an Item Type, and are identified by name (e.g. item type: 'ORDER', name 'LEGAL_REVIEW'). Rows in this table represent the re-usable portion of the activity definition. Additional properties are associated with activities per usage in a process. Multiple versions of an activity definition are maintained in this table, which allows the definitions to be updated without disturbing processes that are in progress. Activities must be one of three possible types: function, notification, or process. Function Activities are defined by a PL/SQL function which is executed directly by the workflow engine. Function activities are used to perform fully automated steps in the process. The defining PL/SQL functions accept standard arguments and return a completion result. Functions have a cost which indicates the amount of work the function represents. Notification Activities are completed by some external entity (e.g. human). These activities have a "notification function" which is run to signal the external entity of its need to perform a task. Human notifications are associated with a Message defined in the Notification system. All notification activities may have a "time-out" limit within which the activity must be performed. Process Definitions are also modeled as activities, which can then be referenced by other processes. The network of activities and transitions that define the process are maintained by in the Process Activities and Activity Transitions tables.

activity attribute

A parameter for an Oracle Workflow function activity that controls how the function activity operates. You define an activity attribute by displaying the activity's Attributes properties page in the Activities window of Oracle Workflow Builder. You assign a value to an activity attribute by displaying the activity node's Attribute Values properties page in the Process window.

Activity Attribute Value (process activity, attribute name)

An Activity Attribute Value is an instance of an Activity Attribute, and is associated with a usage of the activity definition (the usage being a Process Activity). Each row stores the name of the attribute, the associated process activity, and the value set for this usage. For example, the 'THRESHOLD' attribute associated with the 'CHECK_TOTAL' activity definition might have a value of '1000.00' assigned for the usage of 'CHECK_TOTAL' in the 'ORDER_FLOW' process. For that specific usage of the activity, the function would return a result based on a threshold value of 1000.00.

agreement

A contract with a customer that serves as the basis for work authorization. An agreement may represent a legally binding contract, such as a purchase order, or a verbal authorization. An agreement sets the terms of payment for invoices generated against the agreement, and affect whether there are limits to the amount of revenue you can accrue or bill against the agreement. An agreement can fund the work of one or more projects.

An arrangement with a customer that sets business terms for sales orders in advance. Oracle Order Management lets you assign pricing, accounting, invoicing and payment terms to an agreement. You can assign discounts to agreements that are automatically applied. You can refer to an agreement when you enter an order for a particular customer, and have relevant default values automatically fill in the order using standard value rule sets. **see customer family agreement, generic agreement.**

agreement, contract, price list

The standard transactions can have a reference to a 'contract' number. This code may be used as a key to find a document containing the item's price. The appropriate Oracle document can be used in the PO change process to determine the source for the item's price. Full use of this document within the PO Change transaction needs to be reviewed.

agreement type

A classification for agreements. Reference agreement types in defining discounts or automatic note rules, classify your agreements to control selection of agreements during order entry, and for reporting purposes.

alert input

A parameter that determines the exact definition of an alert condition. You can set the input to different values depending upon when and to whom you are sending the alert. For example, an alert testing for users to change their passwords uses the number of days between password changes as an input. Oracle Alert does not require inputs when you define an alert.

alert output

A value that changes based on the outcome at the time Oracle Alert checks the alert condition. Oracle Alert uses outputs in the message sent to the alert recipient, although you do not have to display all outputs in the alert message.

allowance

A reduction in the amount owed a supplier because of damaged goods received or delays encountered.

API

An “Application Programming Interface (API)” is a published interface to accomplish a business or scientific function. An API defines a contract to its users by guaranteeing a published interface but hides it’s implementation details.

approval

A positive response to a notification.

approval action

A cycle action you can define in your order cycle to require explicit approval of an order or order line before it progresses further through the order cycle. You can define an approval step at the order or order line level. When you define an approval step, you must approve all orders or order lines using that order cycle, depending on the approval step level. You can also use approvals in order cycles for returns (RMAs). **see configure-to-order.**

archive

Data Repository for “Non Live” orders. Historical data that is independent from the “Live” standing and transaction data.

arrival set

A set of line shipments that are expected to arrive at the same time to an ultimate location, but possibly from different sourcing organizations.

assemble-to-order (ATO)

An environment where you open a final assembly order to assemble items that customers order. Assemble-to-order is also an item attribute that you can apply to standard, model, and option class items.

assemble-to-order (ATO) item

An item you make in response to a customer order.

assemble-to-order (ATO) model

A configuration you make in response to a customer order that includes optional items.

assembly

An item that has a bill of material. You can purchase or manufacture an assembly item. **see assemble-to-order, bill of material.**

assigned lines

A line which is assigned to a delivery.

ATO

See **assemble-to-order.**

ATO item

See **assemble-to-order item.**

ATO model

See **assemble-to-order model.**

ATP

See **available to promise.**

ATR

See **available to reserve.**

attachment

Any document associated with one or more application entities. You can view attachments as you review and maintain an entity. Examples include: operation instructions, purchase order notes, item drawings, or an employee photo.

attribute

A basic data element used by Oracle Pricing to control pricing activity. For example, Pricing uses attributes to define the eligibility of a customer order to receive a particular price or modifier. In Oracle Pricing, individual attributes are obtained from data sources that are called contexts. Pricing attributes may also be used as elements of a pricing formula.

Attribute / Domain

An Attribute, as used here, is a Web Applications Dictionary term used to describe the common properties of fields that have same semantics. For example, Customer name attribute can be reused anytime where the name of a customer need to be represented in the system. Syn. Domain. In some part of this document, the term WAD: Attribute is used instead, to avoid confusion with the generic usage of ‘Object. Attribute ‘

authorization

The act of marking a notification as approved or not approved. This would release or confirm the Hold on an Order.

authorized quantity

The authorized quantity is how many of an item that can be sent back to the warehouse from the customer. This is the booked quantity.

AutoAccounting

A feature used by Oracle Projects to automatically determine the account coding for an accounting transaction based on the project, task, employee, and expenditure information. A feature that lets you determine how the Accounting Flexfields for your revenue, receivable, freight, tax, unbilled receivable and unearned revenue account types are created.

AutoInvoice

A program that imports invoices, credit memos, and on account credits from other systems to Oracle Receivables.

Automatic Modifier

In Oracle Pricing, a control that allows you to specify that the Pricing Engine apply a modifier automatically to a transaction, assuming that the transactions meets the qualifier eligibility.

automatic note

A standard note to which you assign addition rules so it can be applied automatically to orders, returns, order lines, and return lines. **see one-time note, standard note.**

Available To Promise (ATP)

The quantity of current on-hand stock, outstanding receipts and planned production which has not been committed through a reservation or placing demand. In Oracle Inventory, you define the types of supply and demand that should be included in your ATP calculation.

available-to-promise rule

A set of Yes / No options for various entities that the user enters in Oracle Inventory. The combination of the various entities are used to define what is considered supply and demand when calculating available to promise quantity.

Available To Reserve (ATR)

The quantity of on-hand stock available for reservation. It is the current on-hand stock less any reserved stock.

B

backorder

An unfulfilled customer order or commitment. Oracle Order Management allows you to create backorders automatically or manually from released order lines. **see Pick Release.**

backordered lines

Unfulfilled order line details which have failed to be released at least once by Pick Release or have been backordered by Ship Confirm.

Base Price

The original price for an item obtained from the Price List; the price before any price adjustments are applied. Also known as List Price.

batch sources

A source you define in Oracle Receivables to identify where your invoicing activity originates. The batch source also controls invoice defaults and invoice numbering. Also known as **invoice batch sources**.

best discount

The most advantageous discount for the customer. For example, suppose you have a customer discount of 15% and a item discount of 25% for Product B. If you enter an order line for the customer for Product A, the line is discounted 15%. If you enter an order line for the customer for product B, the line is discounted 25%.

best price

The modifier which gives the lowest price or most advantageous price to the customer on the given pricing line will be applied.

bill of lading

A carrier's contract and receipt of goods transported from one location to another.

bill of material

A list of component items associated with a parent item and information about how each item relates to the parent item. Oracle Manufacturing supports standard, model, option class, and planning bills. The item information on a bill depends on the item type and bill type. The most common type of bill is a standard bill of material. A standard bill of material lists the components associated with a product or subassembly. It specifies the required quantity for each component plus other information to control work in process, material planning, and other Oracle Manufacturing functions. Also known as **product structures.**

bill-to address

The customer's billing address. It is also known as **invoice-to address**. It is used as a level of detail when defining a forecast. If a forecast has a bill-to address associated with it, a sales order only consumes that forecast if the bill-to address is the same.

booking

An action on an order signifying that the order has all the necessary information to be a firm order and be processed through its order cycle.

branch

A link between a Trading Partner Layer program unit and a Base Layer program unit.

business object

An independent item of significance in the business world, such as an order.

business purpose

The function a particular customer location serves. For example, you would assign the business purpose of Ship To an address if you ship to that address. If you also send invoices to that address, you could also assign the business purpose Bill To. Bill To and Ship To are the only business purposes recognized in Oracle Order Management. Each customer location must serve at least one function.

buyer

Person responsible for placing item resupply orders with suppliers and negotiating supplier contracts.

buyer/customer and supplier/vendor

The term supplier and Vendor are used synonymously in discussions about EDI transactions. The term buyer and customer are used synonymously in discussion about EDI transactions. The business entities are the trading partners for the PO Change transaction.

C

call out

A site-specific customization independent of a Trading Partner.

cancellation code

A reason that justifies the cancellation of an order or order line. To cancel an order you must enter a cancellation code to record why the customer wants to nullify the order or order line.

carrier

See **freight carrier**.

carrier pro number

A unique number assigned by the carrier to the shipment.

carriers code (SCAC)

The Standard Carrier Alpha Code is required on carrier supplied bills of lading.

Cascading

Passing down of information from an ATO model line to all options chosen for the model or from a PTO model line to all options defined for it or from a line to all child shipment schedule lines. For example, Project Id defined for an ATO model line gets passed down and associated with all options chosen for the model.

category

Code used to group items with similar characteristics, such as plastics, metals, or glass items.

category set

A feature in Inventory where users may define their own group of categories. Typical category sets include purchasing, materials, costing, and planning.

change Sequence Number

EDI standards provide a data element to count the order of the changes for the given purchase order. The first change should have Change Sequence Number 1, second change have Change Sequence Number 2, etc. This is an alphanumeric field created by the Purchasing application (the customer).

charge

An monetary amount that becomes liable from one party to another due to Order Activity.

closed order

An order and its order lines that have completed all activities in its process flow and for which the close activity has been completed.

Code Combination ID(CCID)

CCID is derived based on cost of sales account of Item, cost of goods sold account of order type, GL Revenue ID of salesrep. CCID is used to derive the COGS account segments from key flex fields. These terms have been used interchangeably in this document.

COGS Account

See **Cost of Goods Sold Account**.

column

A column, as used here, is a database column associated with database table or database View.

combination of segment values

A combination of segment values uniquely describes the information stored in a field made up of segments. A different combination of segment values results when you change the value of one or more segments. When you alter the combination of segment values, you alter the description of the information stored in the field.

commitment

A contractual guarantee with a customer for future purchases, usually with deposits or prepayments. You can then create invoices against the commitment to absorb the deposit or prepayment. Oracle Receivables automatically records all necessary accounting entries for your commitments. Oracle Order Management allows you to enter order lines against commitments. A journal entry you make to record an anticipated expenditure as indicated by approval of a requisition. Also known as **pre-commitment, pre-encumbrance** or **pre-lien.**

component item

An item associated with a parent item on a bill of material.

compound discounts

Discounts that are applied on top of already discounted prices. **See buckets, pricing.**

concurrent manager

Components of your applications concurrent processing facility that monitor and run time-consuming tasks for you without tying up your terminal. Whenever you submit a request, such as running a report, a concurrent manager does the work for you, letting you perform many tasks simultaneously.

concurrent process

A task in the process of completing. Each time you submit a task, you create a new concurrent process. A concurrent process runs simultaneously with other concurrent processes (and other activities on your computer) to help you complete multiple tasks at once with no interruptions to your terminal.

concurrent queue

A list of concurrent requests awaiting completion by a concurrent manager. Each concurrent manager has a queue of requests waiting in line. If your system administrator sets up simultaneous queuing, your request can wait to run in more than one queue.

concurrent request

A request to complete a task for you. You issue a request whenever you submit a task, such as running a report. Once you submit a task, the concurrent manager automatically takes over for you, completing your request without further involvement from you, or interruption to your work. Concurrent managers process your request according to when you submit the request and the priority you assign to your request. If you do not assign a priority to your request, your application prioritizes the request for you.

config item

An item which represents a unique configuration of model(ATO) and it's classes and options. A customer will enter his choice of classes and options for a given ATO model. This valid configuration of selected items is represented by a config item. A config item goes through the manufacturing process cycle, and is a shippable item.

configuration

A product a customer orders by choosing a base model and a list of options. It can be shipped as individual pieces as a set (kit) or as an assembly (configuration item).

configuration bill of material

The bill of material for a configuration item.

configuration item

The item that corresponds to a base model and a specific list of options. Bills of Material creates a configuration item for assemble-to-order models.

configurator

A window that allows you to choose options available for a particular model, thus defining a particular configuration for the model.

configure-to-order

An environment where you enter customer orders by choosing a base model and then selecting options from a list of choices.

consigned location

The physical location of inventories that resides on the property of buyers and sellers through a consigned agreement with the manufacturer.

consigned to (name of consignee)

Show the exact name of the receiver of the goods, whether an individual person, party, firm or corporation. Note: When tendering a “Collect on Delivery shipment, the letters C.O.D. must be inserted before the name of the consignee.

contact

A representative responsible for communication between you and a specific part of your customer’s agency. For example, your customer may have a shipping contact person who handles all questions regarding orders sent to that address. The contact’s responsibility is the **contact role.**

contact role

A responsibility you associate to a specific contact. Oracle Automotive provides ’Bill To’, ’Ship To’, and ’Statements,’ but you can enter additional responsibilities.

container

contest field prompt

A question or prompt to which a user enters a response, called context field value. When Oracle Applications displays a descriptive flexfield pop-up window, it displays your context field prompt after it displays any global segments you have defined. Each descriptive flexfield can have up to one context prompt.

context field value

A response to your context field prompt. Your response is composed of a series of characters and a description. The response and description together provide a unique value for your context prompt, such as 1500, Journal Batch ID, or 2000, Budget Formula Batch ID. The context field value determines which additional descriptive flexfield segments appear.

context response

See **context field value**.

context segment value

A response to your context-sensitive segment. The response is composed of a series of characters and a description. The response and description together provide a unique value for your context-sensitive segment, such as Redwood Shores, Oracle Corporation Headquarters, or Minneapolis, Merrill Aviation’s Hub.

context-sensitive segment

A descriptive flexfield segment that appears in a second pop-up window when you enter a response to your context field prompt. For each context response, you can define multiple context segments, and you control the sequence of the context segments in the second pop-up window. Each context-sensitive segment typically prompts you for one item of information related to your context response.

conversion

Converts foreign currency transactions to your functional currency. **see foreign currency conversion.**

corporate exchange rate

An exchange rate you can optionally use to perform foreign currency conversion. The corporate exchange rate is usually a standard market rate determined by senior financial management for use throughout the organization.

Cost of Goods Sold Account

The general ledger account number affected by receipts, issuances and shipments of an inventory item. Oracle Order Management allows dynamic creation of this account number for shipments recording using the OE Account Generator item type in Oracle Workflow. **see Account Generator.**

credit check

An Oracle Order Management feature that automatically checks a customer order total against predefined order and total order limits. If an order exceeds the limit, Oracle Order Management places the order on hold for review. S**ee credit profile class, credit check rule.**

credit check rule

A rule that defines the components used to calculate a customer's outstanding credit balance. Components include open receivables, uninvoiced orders, and orders on hold. You can include or exclude components in the equation to derive credit balances consistent with your company's credit policies.

credit memo

A document that partially or fully reverses an original invoice amount.

credit memo reasons

Standard explanations as to why you credit your customers. **see return reason.**

credit order type

This is any header level transaction type that allows for return lines. The type is used to specify defaulting values for this credit order and an associated workflow.

CSR

Customer Service Representative

cumulative discounts

Discounts whose percentages are summed up before applying the discount are referred to as Cumulative Discounts.

current date

The present system date.

current on-hand quantity

Total quantity of the item on-hand before a transaction is processed.

customer

The organization which is in the process of placing an order with the company.

customer address

A location where your customer can be reached. A customer may have many addresses. You can also associate business purposes with addresses. Also known as customer location. **see customer site.**

customer agreement

See **agreement.**

customer agreement type

See **agreement type.**

customer bank

A bank account you define when entering customer information to allow funds to be transferred from these accounts to your remittance bank accounts as payment for goods or services provided. **see remittance bank.**

customer business purpose

See **business purpose.**

customer class

A method to classify and group your customers. For example, you could group them by their business type, size, or location. You can create an unlimited number of customer classes.

customer family agreement

An agreement for a specific customer, available to any related customer. **see agreement, generic agreement.**

customer interface

A program that transfers customer data from foreign systems into Oracle Receivables.

customer interface tables

A series of two Oracle Receivables tables from which Customer Interface inserts and updates valid customer data into your customer database.

customer/item model

Allows you to define specific attributes for items per customer class, customer and ship-to / bill-to location. The loading order forward / reverse - inverted / non-inverted is an example of this attribute.

customer item number

Item Number used only by a particular customer, and it represents the item's name used in the customer's organization.

customer item Vs. supplier item

In Oracle Order Management, the term 'item' refers to the supplier's item. In Oracle Order Management, the term ' customer item' refers to the item as in the customer's application.

customer item/order item

In Oracle Order Management the term 'item' refers to the supplier's item. In Oracle Order Management the term 'customer item' is exactly that.

customer job number

The number customers assign to jobs on their production line. These numbers are arbitrarily assigned and not sequential.

customer line number Vs. supplier line number

The term ‘customer line number’ represents the line sequence number as defined in the Purchasing application. Once this number or code is assigned to a line in the *Purchase Order*, it should not be changed. The general term ‘supplier line number’ or Oracle Order Management’s ‘order line number’ represents the line sequence number as defined in the Order Management application. Once this number or code is assigned to a line in the *sales order*, it should not be changed.

customer merge

A program that merges business purposes and all transactions associated to that business purpose for different sites of the same customer or for unrelated customers.

customer phone

A phone number associated with a customer. You can also assign phone numbers to your contacts.

customer product line number

A customer (trading partner) may have several production lines at their manufacturing facility. The production line number identifies a specific production line, where goods should be delivered to as per the customers specifications.

customer production sequence number

A customer (trading partner) may have a particular sequence in which items are built into an assembly. For example, the customer may specify that the front axle of a car has a production sequence 45 assigned to it, while the production sequence of the rear axle is 46. **see loading order sequence, planning production sequence number.**

customer profile

A method used to categorize customers based on credit information. Oracle Receivables uses credit profiles to assign statement cycles, dunning letter cycles, salespersons, and collectors to your customers. You can also decide whether you want to charge your customers interest. Oracle Order Management uses the order and total order limits when performing credit checking.

customer profile class

These allow for grouping of customers with similar credit worthiness, business volume, and payment cycles. For each profile class you can define information such as credit limits, payment terms, statement cycles, invoicing, and discount

information. The customer profile class when assigned to a customer provides the default values for this information.

customer relationship

An association that exists between customers that allows you to share agreements and bill-to and ship-to addresses.

customer status

The Active/Inactive flag you use to deactivate customers with whom you no longer do business. In Oracle Order Management, you can only enter orders, agreements, and returns for active customers, but you can continue to process returns for inactive customers. In Receivables, you can only create invoices for active customers, but you can continue collections activities for inactive customers.

D

date

Attributes are used to communicate date values.

date effectivity

decimal precision

Decimal precision is the number of digits after the decimal point that will be displayed (with rounding).

defaulting

Defaulting refers to the supply of a value for a field that has no value.

defaulting condition

Defaulting condition is a Boolean condition built as a composite of defaulting criteria attribute validations, which will determine at run time how an object attribute should be defaulted.

defaulting criteria attributes

Defaulting criteria attributes are object attributes, that you can use to build defaulting conditions.

defaulting rules

Information Oracle Order Management automatically enters depending on other information you enter.

delivery

A set of order lines to be shipped to a customer's ship-to location on a given date in a given vehicle. Multiple deliveries can be grouped into a single departure. A single delivery may include items from different sales orders and may include backorders as well as regular orders.

delivery date

The date on which the product is to arrive at the Ship-To Location. This date is either specified by the customer on a delivery-based demand transaction, or calculated by applying in-transit lead time to a customer-specified Shipment Date.

delivery detail

Contains items to be shipped out of a warehouse. This may be a sales order line, an RMA line, a WIP line or a PO line. They can be referred to as deliverables.

Delivery Instruction (DELINS)

The Delivery Instruction Message is sent by a buyer to provide information regarding details for both short term delivery instructions and medium-to-long-term requirements for planning purposes according to conditions set out in a contract or order.

delivery lead time

Time (in days) is takes for items to reach the customer once it is shipped. It accounts for any non-working days in between.

delivery line

A shippable and booked line from the planning pool which has been allocated to a delivery. After allocation, the line is no longer available in the planning pool. After the delivery is closed, the delivery line will also be considered closed.

demand class

A classification of demand to allow the master scheduler to track and consume different types of demand. A demand class may represent a particular grouping of customers, such as government and commercial customers. Demand classes may also represent different sources of demand, such as retail, mail order, and wholesale.

departure

A set of order lines that will be shipped in a specific vehicle on a given date/time. The departure may include multiple deliveries if items being shipped are destined for different customers or customer ship-to locations.

departure planned lines

Scheduled delivery lines that have been planned for a specific departure.

departure planning

The process of planning the necessary vehicles and grouping the scheduled shipments that will be included in a given departure. Planning the departure requires consideration of vehicle load capacities, container capacities and, in the case of 866 (sequenced) transactions, the loading order required to satisfy the customer's specified unload order.

dependencies

Dependencies, as used here, means that cached values in the database, identified by table and column, are related to one or more other values, also identified by table and column. The dependency of the latter values to the former causes the latter values to be set to Missing if the former value is changed. Cascading Dependencies result when there are values dependent on one or more of the values changed to Missing, and they in turn are also made to be Missing.

deposit

A monetary amount charged to a customer, but returnable to a customer at a later date. For example security deposit on a container, or a deposit awaiting contract signature.

destination-city

The city or unincorporated community name is important as freight charges are based on the actual destination of the shipment.

destination-county

Some states have more than one city, town, or community with the same name. It is necessary to pinpoint the actual destination in these cases by indicating the county in which the destination is located.

destination-street

The destination street name and number are very important. The consignee is extremely difficult to locate without the exact and proper street address to which the shipment is to be delivered. Therefore to avoid additional delivery charges and possible delays, it is imperative that this information be furnished.

destination-zip

The zip is required to determine the exact location of the shipping point. Zip codes are the basis for many carriers freight charges.presented to the user as a workbench.

detail container

Inner container that is enclosed within the master container. **See master container.**

discount amount

This is the difference between the list price and the selling price for the item. If the discount was specified as an "amount" discount, then this value will not change even if the price list changes. For example, if Item A's list price is $10, and we have a 20% discount, then the discount amount is $2. If we then change price lists, and Item A will cost $20 on the new price list, the discount amount for that same 20% discount now becomes $4. If however, the discount was not a percentage and was an "amount" discount of $2, then whether the list price for the associated price list is $10, $20, or $5, the discount amount will always be $2.

discount percent

This is the selling price / list price (multiplied by 100 to make it a percentage). If the discount was specified as a "percent" discount, then this value will not change even if the price list changes. For example, if Item A's list price is $10, and we have a 20% discount, then the discount amount is $2. If we then change price lists, and Item A will cost $20 on the new price list, the discount amount for that same 20% discount now becomes $4, but the percentage is still 20%. If however, the discount was not a percentage and was an "amount" discount of $2, then whether the list price for the associated price list is $10, $20, or $5, the discount amount will always be $2. In that case, the percentage would be different for every price list.

discounts

Is a Modifier type in Oracle Pricing that creates Pricing Adjustments which allows Pricing Engine to extend a reduced price for an order, specific line item, or group of lines.

document

Any document that furnishes information to support a business object or an action on the business object. Examples include: a purchase order document, an invoice document, a word processing file listing receiving instructions, CAD files citing an item's specifications, or video instructions of an assembly operation.

document category

Document category is a document attribute that is used to control where a document can be viewed or maintained. Oracle Applications will seed some document categories to correspond with previous functionality. You can maintain document categories and the functions which can use them as necessary

document sets

A grouping of shipping documents you can run from the Confirm Shipments window.

drop shipment

A method of fulfilling sales orders by selling products without handling, stocking, or delivering them. The selling company buys a product from a supplier and has the supplier ship the product directly to customers.

dropship item

An item which is going to be sourced externally from the vendor directly to our customer.

dunning letters

A letter you send to your customers to inform them of past due debit items. Oracle Receivables lets you specify the text and format of each letter. You can choose to include unapplied and on-account payments.

E

EDI

See **Electronic Data Interchange (EDI).**

effective dates

Start date and end date that a price, discount, surcharge, deal, promotion, or change is active.

Electronic Data Interchange (EDI)

Exchanging business documents electronically between trading partners. EDI subscribes to standard formats for conducting these electronic transactions as stated by various standards.

end item unit number

End Item Unit Number, sometimes abbreviated as Unit Number, uniquely identifies which bill of material to be used for building a specific Model/Unit Number Effectivity controlled item.

entity

A data object that holds information for an application.

exchange rate

A rate that represents the amount of one currency you can exchange for another at some point in time. Oracle Applications use the daily, periodic, and historical exchange rates you maintain to perform foreign currency conversion, re-evaluation, and translation. You can enter and maintain daily exchange rates for Oracle Automotive to use to perform foreign currency conversion. Oracle Automotive multiplies the exchange rate times the foreign currency to calculate **functional currency.**

exchange rate type

A specification of the source of an exchange rate. For example, a user exchange rate or a corporate exchange rate. **see corporate exchange rate, spot exchange rate.**

export paper

A document required by governmental agencies that provides information on goods shipped out of or into a country.

export licenses

A government license to supply certain products to certain countries that would otherwise be restricted.

extended line amount

Oracle Order Management prints the extended order line amount for each order line.

extended price

The extended price is the cost of the line. This is computed by multiplying the selling price per unit by the number of units ordered on that line. Thus, if two of item A cost $10.00 each, the extended price is $20.00 for the line.

external forecast

This is the forecast that is created based on the customers transmitted “forecasted” demand for a specific time horizon. The transmission of this forecast is predominantly via EDI. In Release Management any forecast information that is interfaced to MRP by the Demand Processor is considered external forecast.

external system

Any application outside of the Oracle environment.

F

feeder program

A custom program you write to transfer your transaction information from an original system into Oracle Application interface tables. The type of feeder program you write depends on the environment from which you are importing data.

FIFO costing

Costing method where it is assumed that items that were received earliest are transacted first.

fixed price discount

A discount that fixes the final selling price of the item so it is not affected by changes to the list price of the item. It is a method of implementing discounts to the list price where the final price is contractually fixed regardless of changes to the list price, as is the case with GSA prices. For example, if Item A has a list price of $100, a fixed price discount specifying a selling price of $90 results in a selling price of $90 even if the list price later increases to $110.

flexfield segment

One of the parts of your key flexfield, separated from the other parts by a symbol you choose (such as -, /, or \). Each segment typically represents a cost center, company, item family, or color code.

FOB

See **freight on board**.

foreign currency

A currency you define for your set of books for recording and conducting accounting transactions in a currency other than your functional currency. When

you enter and pay an invoice in a foreign currency, Oracle Automotive automatically converts the foreign currency into your functional currency based on the exchange rate you define. **see exchange rate, functional currency.**

formula

A mathematical formula used in Oracle Pricing to define item pricing or modifier adjustments. You create a pricing formula by combining pricing components and assigning a value to the components.

Freight and Special Charges

Freight and special charges can be entered with the original order. The functionality of Freight and Special Charges for Order Management is not yet finalized. The layout of this report should eventually include display of the Freight and Special Charges.

freight on board (FOB)

The point or location where the ownership title of goods is transferred from the seller to the buyer.

freight carrier

A commercial company used to send item shipments from one address to another.

freight charges

A shipment-related charge added during ship confirmation and billed to your customer.

freight terms

An agreement indicating who pays the freight costs of an order and when they are to be paid. Freight terms do not affect accounting freight charges.

fulfilled quantity

In the Order Management schema, the accepted quantity was the number of items received from the customer on a given line that are approved to issue credit for. In Order Management, the accepted quantity is referred to as the fulfilled quantity.

fulfillment

Fulfilled sales order lines have successfully completed all Workflow processing activities up to the point of becoming eligible for invoicing.

fulfillment method

Fulfillment method is an activity which will be considered as a prerequisite before a line or a group of lines can be fulfilled. The fulfillment method must be associated with one and only one work flow activity. In this document fulfillment method and fulfillment activity have been used in the same context. If no fulfillment activity has been set in a flow for a line which is not part of any fulfillment set or PTO/KIT, the line will not wait at the fulfillment.

fulfillment set

Items in a fulfillment set will be available for scheduling and shipping only when all the items are available and ready to be scheduled/shipped. Fulfillment sets can be complete only, or partially allowed but in proportions. ATO model, and a PTO Ship model Complete will be in a fulfillment set.

function

A PL/SQL stored procedure referenced by an Oracle Workflow function activity that can enforce business rules, perform automated tasks within an application, or retrieve application information. The stored procedure accepts standard arguments and returns a completion result. **see function activity.**

function activity

An automated Oracle Workflow unit of work that is defined by a PL/SQL stored procedure. **see function.**

functional currency

Currency you use to record transactions and maintain your accounting information. The functional currency is generally the currency used to perform most of your company's business transactions. You determine the functional currency for the set of books you use in your organization. Also called **base currency**.

G

General Services Administration

See GSA.

generic agreement

An agreement without a specified customer, so it is available to all customers. **see agreement, customer family agreement.**

goods

The value before tax is calculated. The value on which tax is calculated.

goods or services.

This document also lists any tax, freight charges, and payment term.

GRN (Goods Received Note)

Goods Received Note. Synonym for receipt or material receipt.

gross weight

The weight of the fully loaded vehicle, container, or item, including packed items and packaging material.

Group API

An API intended for use by other Oracle Application modules that have been authorized by the owning module. This form of API is less strict in its controls as compared to the Public API.

group number

The group no. for conditions that should together evaluate to TRUE (AND conditions).

GSA (General Services Administration)

GSA (General Services Administration): a customer classification that indicates the customer is a U.S. government customer. For products on the GSA price list, a fixed price must be used, defined on the GSA contract. The items contained on the GSA price list cannot be sold to commercial customers for the same or less price than the government price. In other terms, the price offered to the government must be the minimum in the market.

GSA Discounts

Discounts that can be specifically defined for giving the lowest selling price to some or all of the GSA customers.

A customer classification that indicates the customer is a U.S. government customer and pricing for products on the GSA price sheet should reflect the fixed pricing of the GSA contract. Whenever a product is on the GSA price sheet, it cannot be sold to commercial customers for the same or less price than the government customer.

guarantee

A contractual obligation to purchase a specified amount of goods or services over a predefined period of time.

H

hold

A feature that prevents an order or order line from progressing through the order cycle. You can place a hold on any order or order line.

hold criteria

A criterion used to place a hold on an order or order line. A hold criteria can include customers, customer sites, orders, and items.

hold source

An instruction for Order Management to place a hold on all orders or lines that meet criteria you specify. Create a hold source when you want to put all current and future orders for a particular customer or for a particular item on automatic hold. Order Management gives you the power to release holds for specific orders or order lines, while still maintaining the hold source. Oracle Order Management holds all new and existing orders for the customer or item in your hold source until you remove the hold source.

hold type

Indicates the kind of hold you place on an order or order line.

I

Inbound/Outbound Lines

In the Order Management schema, lines on a header are either ALL outbound; meaning sales order lines, in which material on the header is leaving the warehouse to go to a customer, or they are ALL inbound; meaning return lines, in which material on the header is arriving at the warehouse to be credited back to the customer. In Order Management, headers can be 'RETURN' (all inbound), 'ORDER' (all outbound), or 'MIXED' (both inbound and outbound lines).

Inbound Purchase Order

Inbound Purchase Order refers to the action of receiving purchasing information from customers and creating valid sales orders within Oracle Order Management.

included item

A standard mandatory component in a bill, indicating that it ships (if shippable) whenever its parent item is shipped. Included items are components of models, kits, and option classes.

Installation or Installation

Detail Information about where your customers install product.

Installed Base

A collective noun to describe the sum total of all products that a company has responsibility to provide service for at customer sites.

intangible item

A non-physical item sold to your customers such as consulting services or a warranty. Intangible items are non-shippable and do not appear on pick slips and pack slips. **see shippable item.**

intermediate ship-to

The delivery point for a shipment prior to an ultimate destination.

internal item number

The internal representation of Item's Name within your organization.

internal order

A sales order in the Order Management system that is generated from an internal requisition in the Purchasing system and loaded into OM through Order Import.

internal requisition

A requisition in the Purchasing system that will directly result in the generation of a sales order in the Order Management system through the Order Import process in Order Management.

internal sales order

A request within your company for goods or services. An internal sales order originates from an employee or from another process as a requisition, such as inventory or manufacturing, and becomes an internal sales order when the information is transferred from Purchasing to Order Management. Also known as ***internal requisition*** or **purchase requisition.**

inventory allocation

The act of assigning on hand inventory to specific orders.

inventory item

Items you stock in inventory. You control inventory for inventory items by quantity and value. Typically, the inventory item remains an asset until you consume it. You recognize the cost of an inventory item as an expense when you consume it or sell it. You generally value the inventory for an item by multiplying the item standard cost by the quantity on hand.

inventory organization

An organization that tracks inventory transactions and balances, and/or that manufactures or distributes products.

invoice

A document you create in Oracle Receivables that lists amounts owed for the purchases of goods or services. This document may list any tax and freight charges.

A summarized list of charges, including payment terms, invoice item information, and other information that is sent to a customer for payment.

invoice amount

Oracle Order Management prints the invoice amount for each order listed on this report.

invoice batch

A group of invoices you enter together to ensure accurate invoice entry. Invoices within the same batch share the same batch source and batch name. Receivables displays any differences between the control and actual counts and amounts. An invoice batch can contain invoices in different currencies.

A Payables feature that allows you to enter multiple invoices together in a group. You enter the batch count, or number of invoices in the batch, and the total batch amount, which is the sum of the invoice amounts in the batch, for each batch of invoices you create. You can also optionally enter batch defaults for each invoice in a batch. When you enable you batch control system option, Multiple Organization in Oracle Applications automatically creates invoice batches for Payables expense reports, prepayments, and recurring invoices, and all standard invoices.

invoice item

Oracle Order Management prints the name or/and description of the item on the invoice, depending on your selection for the Item Display parameter.

invoice set

A invoice set is a group of order lines, linked by a common number, that you want the full quantity to invoice together. Thus, one invoice will contain amounts owed for the purchase of items put in one invoice set. ATO model, and a PTO Ship model Complete will be in a invoice set. Invoice sets can be complete only, or partially allowed but in proportion.

invoice to contact

How will we record or default the name of the person to whom the invoice will be sent. This is the person that the Accounts Receivable clerk will contact in the event of invoicing or collection queries.

invoice value

The total outstanding order value that needs to be invoiced.

invoicing rules

Rules that Oracle Receivables uses to determine when you bill your invoices. You can bill In Advance or In Arrears.

issue transaction

A material transaction to issue component items from inventory to work in process.

item

Anything you make, purchase, or sell, including components, subassemblies, finished products, or supplies. Oracle Manufacturing also uses items to represent planning items that you can forecast, standard lines that you can include on invoices, and option classes you can use to group options in model and option class bills.

item (item type, key)

Item identifies a specific process, document, or transaction that is managed by the workflow system. A row in the Items table is simply a proxy for the actual application item that is being workflow managed, it does not redundantly store application data in workflow tables. A workflow item is identified by its item type (e.g. “ORDER”) and a “key” which is generated by the application based on a unique key of the real item (e.g. key “1003”).

item activity status

Item Activity Status stores the runtime status, completion results, etc... for each activity an item encounters as a process is run (e.g. item type: “ORDER” key: ”1003”, PA#103 (“LEGAL_REVIEW”), state: “COMPLETE”, result: “REJECTED”). Other runtime attributes such as the begin/end time for each activity and the user and notification id for outstanding notifications is also stored here. This table only contains state for active items. State information for closed items is moved to a history table.

item attribute value (item type, key, attribute name)

An Item Attribute Value is an instance of an Item Attribute that is associated with a particular workflow item. For example, the ‘TOTAL’ attribute associate with the ‘ORDER’ item type would have a value row in this table for the specific instance of item ‘1003’. Using the Workflow API, Item Attribute Values can be looked up and set by any activity in the process, as well as by the external workflow managed application. Item attribute values are used to substitute runtime values into Message tokens when notifications are sent from Workflow.

item attributes

Specific characteristics of an item, such as order cost, item status, revision control, COGS account, etc.

item category

See **category**.

item groups

A group of related products that can be added to one or more price lists.

item type

A term used by Oracle Workflow to refer to a grouping of all items of a particular category that share the same set of item attributes, used as a high level grouping for processes. For example, each Account Generator item type (e.g. FA Account Generator) contains a group of processes for determining how an Accounting Flexfield code combination is created. **see item type attribute.**

item type attribute

A feature of a particular Oracle Workflow item type, also known as an item attribute. An item type attribute is defined as a variable whose value can be looked up and set by the application that maintains the item. An item type attribute and its value is available to all activities in a process.

item type code

Items can be of different types for example ‘STANDARD’ or ‘MODEL’ and Item type code along with the order transaction type determines the line flow for a line transaction type. Items in a fulfillment set will be available for scheduling and shipping only when all the items are available and ready to be scheduled / shipped. Fulfillment sets can be complete only, or partially allowed but in proportions. ATO model, and a PTO Ship model Complete will be in a fulfillment set.

Item Validation Organization

The organization that contains your master list of items. You define it by setting the OM: Item Validation Organization parameter. You must define all items and bills in your Item Validation Organization, but you also need to maintain your items and bills in separate organizations if you want to ship them from other warehouses. See also organization.

K

key indicators

A report that lists statistical receivables and collections information that lets you review trends and projections. Also, an Oracle Applications feature you use to gather and retain information about your productivity, such as the number of invoices paid. You define key indicators periods, and Oracle Automotive provides a report that shows productivity indicators for your current and prior period activity.

kit

An item that has a standard list of components (or included items) you ship when you process an order for that item. A kit is similar to a pick-to-order model because it has shippable components, but it has no options and you order it directly by its item number, not using the configuration selection screen.

L

LIFO costing

Costing method where it is assumed that items that were received most recently are transacted first.

line cancelled quantity

In the Order Management schema, the cancelled_quantity on a line represented the sum of all cancellations entered against that original ordered_quantity for that line. In the Order Management schema, the cancelled_quantity does not indicate how

many of the original ordered quantity has been cancelled. Since a cancellation causes the creation of a new order line, records with different line numbers would need to be summed up to represent the cancelled quantity of a line's original ordered quantity.

list price

In Oracle Pricing, the base selling price per unit of the item, item category or service offered. You define the list price on a price list. All price adjustments are applied against the list price.

live

Term to describe orders that are potentially subject to change.

load definition

You can record actual sequenced delivery for a departure at Ship Confirm after Pick Release for unplanned picking line details.

loading order

Determines the order in which items are loaded on a truck for delivery in the requested production sequence. The loading order can be forward, reverse - inverted, or non-inverted.

loading sequence number

The number that results by manually selecting loading order at Shipping Transaction window. **See Shipping.** This will be stored in the delivery line.

location

A shorthand name for an address. Location appears in address lists of values to let you select the correct address based on an intuitive name. For example, you may want to give the location name of 'Receiving Dock' to the Ship To business purpose of 100 Main Street. **See kanban location.**

Location Codes/ Trading Partner Site Codes

Typically the customer expects their own location codes in all transactions, e.g., bill to location code, ship to location codes for locations that they own. Supplier expects their own location codes e.g., supplier, warehouse for locations that they own in all transactions. Location codes, such as the ship to location and the supplier location, must be cross referenced in the EDI Gateway or the EDI Translator. so the appropriate codes can be written to the application open interface tables. Sample of these code are on the N1 segment in the ASC X12 860 sample transactions in the

Transaction Samples in this document. They will be found in the EDIFACT NAD segment also.

locator

Physical area within a subinventory where you store material, such as a row, aisle, bin, or shelf.

lockbox

A service commercial banks offer corporate customers to enable them to outsource their accounts receivable payment processing. Lockbox processors set up special postal codes to receive payments, deposit funds and provide electronic account receivable input to corporate customers. A lockbox operation can process millions of transactions a month.

logical organization

A business unit that tracks items for accounting purposes but does not physically exist. **See organization.**

LOOKUP

Attributes are validated by a lookup type. The lookup code is stored in the attribute, but the code's translated meaning will be displayed whenever the attribute value is viewed by an end user.

lookup code

The internal name of a value defined in an Oracle Workflow lookup type. **see lookup type.**

lookup type

An Oracle Workflow predefined list of values. Each value in a lookup type has an internal and a display name. **see lookup code.**

lot

A specific batch of an item identified by a number.

M

mandatory component

A component in a bill that is not optional. Bills of Material distinguishes required components from options in model and option class bills of material. Mandatory

components in pick-to-order model bills are often referred to as included items, especially if they are shippable.

manifest

A list of contents and/or weight and counts for one or more deliveries in a departure.

mass change

The ability to apply changes consistently to more than one record simultaneously.

material transaction

Transfer between, issue from, receipt to, or adjustment to an inventory organization, subinventory, or locator. Receipt of completed assemblies into inventory from a job or repetitive schedule. Issue of component items from inventory to work in process.

message distribution

A line on the bottom of your window that displays helpful hints, warning message, and basic entry errors. On the same line, ZOOM, PICK, EDIT, and HELP lamps appear, to let you know when Zoom, QuickPick, Edit, and online help features are available.**see distribution list.**

messages (type, name)

This table defines the messages that may be sent. A message is identified by both its type and name. In the case of workflow messages, type must be the Item Type for the item which the message relates to. The name must be unique within a type. The message definition consists of a Subject and message body. The subject is a line of text which summarizes the content of the message. It is used as the email Subject, and whenever a list of notifications or messages is displayed one per line. The subject may contain substitution tokens of the form:&TOKEN_NAME. For instance 'Please review bug &BUGNO, priority &PRIORITY' The message body contains text with substitution tokens (as above), tabs (for indentation only), and newlines (which delimit paragraphs). When a message is delivered, the body tokens are substituted, and the resultant text is word-wrapped as appropriate for the width of the output device. This table stores a list of attributes associated with a message. Attributes are either send or respond type for outgoing and incoming information. Attributes have a 'type' which provides some validation for their content.

missing

A value is considered Missing if no value has yet been assigned to the table and column for the current row of the table, or if the value has been cleared by a

Dependency. As used here, Null is a legitimate value, and is not the same as Missing. The actual value cached as Missing depends on the Data Type Group of the value, which is Character, Number, or Date. Missing values are never stored in the database.

model

An item whose bill of material lists options and option classes available when you place an order for the model item.

model (model item)

An item whose bill of material lists options and option classes available when you place an order for the model item.

model bill of material

A bill of material for a model item. A model bill lists option classes and options available when you place an order for the model item.

model item

An item whose bill of material lists options and option classes available when you place an order for the model item.

model/unit number effectivity

A method of controlling which components are used to make an end item based on an assigned end item model / unit number. **model/unit number effectivity**

A method of controlling what components go into making an end-item based on an assigned end item model / unit number. An end item model / unit number field is an alphanumeric field that is usually concatenated with a model prefix and a sequential unit number, e.g. FAN-0001. Unique configurations are specific by defining parent-component relationships for a particular end item model / unit number. Multiple unique configurations can be established for a single end-item part by assigning different model / unit number effectivities.

A Model is a control element that identifies a particular configuration of an end item and associates it with one or more contracts (e.g. Boeing 747). However, this information is embedded as a prefix in naming the unique end item model / unit number identifier, there is no link to ATO / PTO model items. A unit is a specific end item (e.g. a tail number) within the model designation.

Subassemblies or components at levels beyond major assembly can be under date effectivity control if there is no need to identify its configuration by end item unit number. You need to decide how deep in your bill structure that you are planning

to use Model/Unit Number Effectivity into the inventory so that you can distinguish your various configuration. Once you identify a part to be under model/unit number effectivity control, all its parent assemblies has to be under model/unit number effectivity control.

Component selection by MPS and MRP is based upon which components are valid for the specific end item model/unit numbers.

modifier

Defines the terms of how Oracle Pricing will make adjustments. For example, a modifier can take the form of: discounts, or surcharges. In Oracle Pricing, when you setup modifiers, you define the adjustments your customers may receive. You control the application of modifiers by the pricing engine by also setting up rules that specify qualifiers and attributes governing their use.

modifier list

A grouping of modifiers in Oracle Pricing.

N

name of carrier

It is important that the name of the carrier issuing the bill of lading be shown in this space to identify the second party to the bill of lading provisions. It also identifies the carrier who becomes responsible for the shipment and assumes responsibility.

Need by Date

The date in the purchase order system that indicates when the item needs to be received in order for it to be of value to the requestor.

net weight

Weight of the contained load. Commonly calculated as GROSS - TARE, this includes the weight of any packing materials (paper, cardboard separators, Styrofoam peanuts, etc.).

node

An instance of an activity in an Oracle Workflow process diagram as shown in the Process window of Oracle Workflow Builder. **See process.**

non-live

Term to describe orders that are no longer subject to change.

non-quota sales credit

See **non-revenue sales credit.**

non-revenue sales credit

Sales credit you assign to your salespeople not associated to your invoice lines. This is sales credit given in excess of your revenue sales credit. **See revenue sales credit.**

Non-Revenue Sales Credits Sales

Credit assigned to salespeople that is not associated to invoice lines. This is sales credit given in excess of your revenue sales credit and is not usually applied to a salesperson's quota.

Not authorized to ship

Demand that is planned to be ready on the date scheduled but not sent to the customers until some authorizing event occurs like Receipt of funds where prepayment has been requested. Credit approval for credit held orders. Customer Demand signal for Just In Time deliveries.

Notification

Activities are completed by some external entity (e.g. human). These activities have a "notification function" which is run to signal the external entity of its need to perform a task. Human notifications are associated with a Message defined in the Notification system. All notification activities may have a "time-out" limit within which the activity must be performed. Process Definitions are also modeled as activities, which can then be referenced by other processes. The network of activities and transitions that define the process are maintained by in the Process Activities and Activity Transitions tables.

Notification Attributes

(notification id, attribute name) For every notification, there will be a list of Notification Attributes, which hold the runtime value for each of the message attributes. These values are used to substitute subject and body tokens, and to hold user responses.

Notifications

(notification id) Notifications are instances of messages which were actually sent to some role. The row as status flags to record the state of the notification, as well as

date fields for when the notification was sent, due, and responded to. A new row is created in the Notifications table each time a message is sent to a role. The row persists even after the notification has been responded too, until a purge operation moves to closed notifications to an archive.

NUMBER

attributes are used to communicate number values.

O

object

A region in Order Entry such as order, line, or shipment schedule. You can provide Security Rules for objects. **see attribute, defaulting rules, processing constraints .**

object / data object

An object, as used here, is a Web Applications Dictionary term which corresponds to a database view. In some part of this document, the term data object or WAD: Object is used instead, to avoid confusion with the object technology term “Object”.

object attribute / data abject

Attribute An object attribute, as used here, is a Web Applications Dictionary term used to describe an attribute that is associated with a data object (view). In simpler terms, it corresponds to a column in a database View. In some part of this document, the term Data Object Attribute is used as a synonym to object attribute, in order to avoid confusion with the object technology term “Object Attribute”.

on account

Payments where you intentionally apply all or part of the payment amount to a customer without reference to a debit item. On account examples include prepayments and deposits.

on-account credits

Credits you assign to your customer’s account that are not related to a specific invoice. You can create on account credits in the Transaction window or through AutoInvoice.

on-hand quantity

The physical quantity of an item existing in inventory.

one-time item

An item you want to order but do not want to maintain in the Items window. You define a one-time item when you create a requisition or purchase order. You can report or query on a one-time item by specifying the corresponding item class.

one-time note

A unique message you can attack to an order, return, order line, or return line to convey important information.

option

An optional item component in an option class or model bill of material.

option class

A group of related option items. An option class is orderable only within a model. An option class can also contain included items.

option class bill of material

A bill of material for an option class item that contains a list of related options.

option class item

An item whose bill of material contains a list of related options.

option item

A non-mandatory item component in an option class or model bill of material.

option item or Option

A non-mandatory item component in an option class or model bill of materials.

optional matching attributes

Matching Attributes which can vary based on the business needs of specific business entities or schedule type associated with the demand.

order book

Collective term for unfulfilled orders.

order category

An Order Transaction Type can be for any of the following Order Categories: ‘ORDER’, ‘RETURN’ or ‘MIXED’. Line Transaction Types can be for any of the categories: ‘ORDER’ or ‘RETURN’. When an Order is created with a particular

Transaction Type, the Order Category code determines which lines are permitted for that order. If the category code is 'ORDER', then the order can have only regular Lines. If the category code is 'RETURN', then the order can have only return lines. If the category code is 'MIXED', then the order can have both kinds of lines.

order cycle

A sequence of actions you or Order Management perform on an order to complete the order. An order cycle lets you define the activity an order follows from initial entry through closing. You can define as many order cycles as your business requires. Order cycles are assigned to order types.

Order Import

Order Import is an Oracle Order Management's Open Interface that imports orders from an internal or external source, Oracle or Non-Oracle system, which performs all the validations before importing the order.

Order Processing Cycle

A sequence of actions you or Order Management perform on an order to complete the order. An order cycle lets you define the activity an order follows from initial entry through closing. Each order line goes through a cycle appropriate to the order type, line type (standard, return or internal) and item type (standard, model, shippable, transactable, etc.) of that line.

order scheduling

See **scheduling.**

order type

Classification of an order. In Order Management, this controls an order's workflow activity, order number sequence, credit check point, and transaction type.

organization

A business unit such as a plant, warehouse, division, department, and so on. Order Management refers to organizations as warehouses on all Order Management windows and reports.

original system

The external system from which you are transferring data into Oracle Automotive tables.

P

pack slip

An external shipping document that accompanies a shipment itemizing in detail the contents of that shipment.

Package level tags

Package level tags can appear anywhere after a “CREATE OR REPLACE” statement and before any uncommented package contents, including variables, program units, etc. For example,

--<TPA_LAYER=layer name>

indicates that the package belongs to the specified Trading Partner Layer.

packing instructions

Notes that print on the pack slip. These instructions are for external shipping personnel. For example, you might wish to warn your carriers of a fragile shipment or your customer’s receiving hours.

parameter

A variable used to restrict information in a report, or determine the form of a report. For example, you may want to limit your report to the current month, or display information by supplier number instead of supplier name.

passing result

A passing result signals successful completion of an order cycle approval action. Once an order or order line has achieved an approval action passing result, it no longer appears on the approval window. **see approval action, order cycle.**

past due order

An order that has not been completed on or before the date scheduled. It is also called delinquent order or late order.

payment terms

The due date and discount date for payment of an invoice. For example, the payment term ’2% 10, Net 30’ lets a customer take a two percent discount if payment is received within 10 days, with the balance due within 30 days of the invoice date.

pending

A status where a process or transaction is waiting to be completed.

pick release

An order cycle action to notify warehouse personnel that orders are ready for picking.

pick release batch

See **picking batch.**

pick release rule

A user-defined set of criteria to define what order lines should be selected during pick release.

pick release sequence rule

The rule for pick release that decides the order in which eligible order line details request item reservations from Oracle Inventory.

pick slip

Internal shipping document pickers use to locate items to ship for an order. If you use standard pick slips, each order will have its own pick slip within each picking batch. If you use the consolidated pick slip, the pick slip contains all orders released in that picking batch.

pick slip grouping rule

Criterion for grouping together various types of pick slips. The rule dictates how the Pick Slip Report program groups released lines into different pick slips.

pick-to-order

A configure-to-order environment where the options and included items in a model appear on pick slips and order pickers gather the options when they ship the order. Alternative to manufacturing the parent item on a work order and then shipping it. Pick-to-order is also an item attribute that you can apply to standard, model, and option class items.

pick-to-order (PTO) item

A predefined configuration order pickers gather as separately finished included items just before they ship the order. **See kit.**

pick-to-order (PTO) model

An item with an associated bill of material with optional and included items. At order entry, the configurator is used to choose the optional items to include for the order. The order picker gets a detailed list of the chosen options and included items to gather as separately finished items just before the order is shipped.

picking

The process of withdrawing items from inventory to be shipped to a customer.

picking header

Internal implementation of picking header that identifies distinct combinations of Pick Release criteria (Warehouse, Sales Order, Shipping Priority, Freight Carrier, Ship To, Backorder) in the previous product design. Picking Headers will be generated internally at Pick Release to ensure compatibility with the View Orders. However, when a delivery is closed in the Ship Confirm window, Picking Headers will be updated internally again to ensure all picking lines of a Picking Header are associated with the same delivery. The reason to maintain Picking Headers at Ship Confirm again is for the compatibility of the Update Shipment program. Update Shipment will process all Picking Headers associated with a delivery.

picking line

An instruction to pick a specific quantity of a specific item for a specific order. Each pick slip contains one or more picking lines, depending on the number of distinct items released on the pick slip.

picking rule

A user-defined set of criteria to define the priorities Order Management uses when picking items out of finished goods inventory to ship to a customer. Picking rules are defined in Oracle Inventory.

PO

See **purchase order.**

PO Change Request Vs. Sales Order

The term ‘sales order’ refers to the sales order data as stored in the base Oracle Order Entry tables. The term ‘PO Change Request’ or ‘PO Change Request process’ refers to the pending sales order data as stored and processed in this new change order process. Accepted PO Change Request result in an updated Sales Order in the base Oracle Order Management tables. There may be more than one pending change order request in the process for a given purchase order.

pooled location

The destination in which several shipments are delivered and then grouped together to form a larger shipment.

pooled ship-to

The delivery point for consolidated shipments, gathered from multiple locations, that will be shipped to an intermediate and/or ultimate ship-to location.

price adjustment

The difference between the list price of an item and its actual selling price. Price adjustments can have a positive or negative impact on the list price. Price adjustments that lower the list price are also commonly known as discounts. Price adjustments can be for an order line or the entire order.

price breaks

Discounts for buying large quantities or values of a particular item of a particular UOM, item category or any enabled pricing attribute.

price list

A list containing the base selling price per unit for a group of items, item categories or service offered. All prices in a price list are for the same currency.

pricing components

Combinations of pricing parameters you use when defining pricing rules. Pricing components can be made up of one or multiple pricing parameters.

pricing contracts

Used to setup a contract with associated contract lines which specifies the items that customer will purchase. Using the contract lines users will be able to setup items , their price, effective dates and price breaks for that item. Users will be able to have multiple versions of the contract and contract lines with different effective dates.

pricing information

Information that pricing calculation is based on such as pricing date, price list and unit price.

pricing parameters

A parameter you use to create components to be used in a pricing rule. Valid pricing parameters include segments of your item flexfield or Pricing Attributes descriptive flexfield.

pricing rule

A mathematical formula used to define item pricing. You create a pricing rule by combining pricing components and assigning a value to the components. Oracle Order Management automatically creates list prices based on formulas you define. **See pricing components.**

primary and secondary locations

Primary sites are the key locations required by the Oracle application to associate the transaction to the customer site, supplier site, or other business entity that is key to identify the trading partner (owner) of the transaction. All other locations in the transaction are considered to be secondary location sites, such as a bill to location for a purchase order. Some secondary locations are not likely to be found in the transaction from the trading partner.

primary customer information

Address and contact information for your customer's headquarters or principal place of business. Primary addresses and contacts can provide defaults during order entry.

primary role

Your customer contact's principle business function according to your company's terminology. For example, people in your company may refer to accounting responsibilities such as Controller or Receivables Supervisor.

primary salesperson

The salesperson that receives 100% of the sales credits when you first enter your order invoice or commitment.

primary unit of measure

The stocking unit of measure for an item in a particular organization.

private API

An API intended to be used by the owning module only, giving maximum flexibility to other calling APIs. Calling APIs / program units are able to control execution of logic based on type of operation being performed.

private label

Where a supplier agrees to supply a customer with product labeled as the customers product. The customer is generally a retailer.

process

A set of Oracle Workflow activities that need to be performed to accomplish a business goal. **see Account Generator, process activity, process definition.**

process activity (diagram icons)

A Process Activity represents an Activity that is referenced by a process. Each row specifies the usage of an activity as the child of a process (e.g. process: 'ORDER_FLOW', and child activity: 'LEGAL_REVIEW'). These instances are marked with machine generated ID's to uniquely identify multiple instances of the same activity in the same process (e.g. AND or OR activities). Rows in this table map directly to icons that appear in a process diagram, thus the rows also store the X/Y coordinates of the icon in the process diagram. Each process has one or more special 'Start' activities that identify activities which may start the process.

Process Activity Transition

(diagram arrow) Process Activity Transitions define the relationship between the completion of one process activity and the activation of another. Each row represents a transition ("arrow") from a process activity that completes with a particular result, to another process activity that is now becoming active. (e.g. PA#102 ("LEGAL_REVIEW") with result "REJECTED" transitions to PA#214 ("TERMINATE")).

process definition

An Oracle Workflow process as defined in the Oracle Workflow Builder. **See process.**

process item type

Workflow processes can be for different process item Types. A header flow will have a workflow process item type 'OEOH' and a line flow will have a workflow process item type 'OEOL'. Process Item Types enable high level grouping of Workflow Processes.

Process Manufacturing

Manufacturing processes that produce products (such as liquids, fibers, powders, or gases) which exhibit process characteristics (such as grade, potency, etc.) typified by the difficulty of planning and controlling yield quantity and quality variances.

processing constraints

Constraints to making changes to data on an entity that has effected downstream activities that are difficult or costly to undo. For example, changing options on an ATO order where the Item has already been built.

Processing Constraints Framework

A generic facility that will enable you to define processing constraints for application entities and attributes(database objects and columns) and the set of APIs that will enable to you to query the existence of any constraint against the operation you wish to perform on that entity or it's attributes. **See processing constraints.**

product

A finished item that you sell. **See finished good**.

product configuration

See **configuration.**

profile option

A set of changeable options that affect the way your applications run. In general, profile options can be set at one or more of the following levels: site, application, responsibility, and user.

proforma invoice

A detailed quotation prepared as to resemble the actual Receivables invoice likely to result if the quotation is successful, which shows the buyer what the seller is willing to do, as well as his or her expectations including (but not limited to): Terms of Payment, Terms of Delivery / Terms of Sale, Price of Goods, Quantity of Goods, Freight and Special Charges. The Proforma Invoice has no accounting and no Open Receivable.

Program Unit

Any packaged PL / SQL procedure or function.

Program Unit Level Tags

Program unit level tags must appear immediately after keyword 'IS'.

TPS Program Unit: --<TPA_TPS>

project

A unit of work broken down into one or more tasks, for which you specify revenue and billing methods, invoice formats, a managing organization, and project manager and bill rates schedules. You can charge costs to a project, as well as generate and maintain revenue,

project manufacturing

The type of project that uses Projects with Manufacturing to track the costs of a manufacturing-related project against a project budget.

project subinventory

A subinventory with a project reference into which terms can be delivered and out of which items can be issued and transferred.

project task

A subdivision of Project Work. Each project can have a set of top level tasks and a hierarchy of subtasks below each top level task. You can charge costs to tasks at the lowest level only. **See Work Breakdown Structure.**

promise date

The date on which the customer promises to pay for products or services. The date on which you agree you can ship the products to your customer, or that your customer will receive the products.

proof of delivery

A document that the customers receiving dock signs to show how much they received. It may be used as the basis of billing by a haulage company.

Prorated Discounts

Prorated discounts allocate the discount for one order line across multiple order lines for revenue purposes. When you define the discount, you indicate whether the allocation is across all lines on the order, or just lines in the same item category as the order line being discounted. Use prorated discounts to even out the revenue effect of sales if your salespeople discount some items more heavily than others and you do not want to affect the total revenue for the commonly discounted product.

protection level

In Oracle Workflow, a numeric value ranging from 0 to 1000 that represents who the data is protected from for modification. When workflow data is defined, it can either be set to customizable (1000), meaning anyone can modify it, or it can be

assigned a protection level that is equal to the access level of the user defining the data. In the latter case, only users operating at an access level equal to or lower than the data's protection level can modify the data. **See Account Generator.**

PTO item

See **pick-to-order item.**

PTO model

See **pick-to-order model.**

Public API

A tightly controlled API intended for use by all applications. The public API would not assume any pre processing of data and would fully validate all data before performing various operations.

Public Program Unit

Those program units published as customizable by Oracle Development teams. Layers can be built only on those program units that are designated by an Oracle Development team as public. These may also be referred to as "published" or "customizable" program units.

purchase order

A type of purchase order you issue when you request delivery of goods or services for specific dates and locations. You can order multiple items for each planned or standard purchase order. Each purchase order line can have multiple shipments and you can distribute each shipment across multiple accounts. ***See*** **standard purchase order and planned purchase order.**

Purchase Order (PO) / Sales Order (SO)

The term 'purchase order' represents the order as defined in the Purchasing application. The term 'sales order' represents the order data as defined in the Order Management application.

purchase requisition

An internal request for goods or services. A requisition can originate from an employee or from another process, such as inventory or manufacturing. Each requisition can include many lines, generally with a distinct item on each requisition line. Each requisition line includes at least a description of the item, the unit of measure, the quantity needed, the price per item, and the Accounting Flexfield you are charging for the item. **See internal sales order.**

purchased item

An item that you buy and receive. If an item is also an inventory item, you may also be able to stock it. **See inventory item.**

purge

A technique for deleting data in Oracle Manufacturing that you no longer need to run your business.

Q

quantity on hand

Current quantity of an item in inventory.

QuickCodes

Codes that you define for the activities and terminology you use in your business. For example, you can define QuickCodes for personal titles, (for example, 'Sales Manager') so you can refer to people using these titles. You can define QuickCodes for sales channels so that you can specify the various sales channels used for different kinds of orders. An Oracle Assets feature that allows you to enter standard descriptions for your business. You can enter QuickCode values for your Property Types, Retirement Types, Asset Descriptions, Journal Entries, and Mass Additions Queue Names.

A feature you use to create reference information you use in your business. The reference information appears in QuickPick lists for many of the fields in Payables windows. There are three basic kinds of QuickCodes: supplier, payables, and employee. With QuickCodes you can create Pay Groups, supplier types, and other references used in Payables.

quota sales credits

See revenue sales credit, non-revenue sales credit.

Quote

A document that commits the selling party to price and delivery date.

R

receipt

A shipment from one supplier that can include many items ordered on many purchase orders.

receipt date

The date in the order management system that indicates when the receipt for this return is created.

receipt days

Receipt days are the number of days since the Credit Order was requested before it is accepted. This is calculated as the accepted date - return request date. (Note accepted = fulfilled).

received quantity

The quantity of an inventory item returned by a customer for which you are not issuing a credit. Sometimes this is temporary, while you evaluate the condition of the item; at other times you return the items to the customer, or keep them but do not allow a credit. **See accepted quantity**.

receiving

Ad dock at the receiving facility to receive goods from suppliers or customers. PO owns the receiving software.

receiving and inspection

A condition of a returned inventory item signifying it has been received but is being inspected for damage. If in acceptable condition, the items are transferred to stock and a credit can be issued. If unacceptable, the items can be returned to the customer or scrapped.

receiving organization

For drop-ship orders, the purchasing organization that records receipt of a drop-shipped item.

reciprocal customer relationship

An equal relationship shared between two customers. Both customers share agreements, enter invoices against each others commitments, and pay off each other's debit items.

record set

A record set is a set of records that are bound by some common attribute values (e.g. invoice set). In processing constraints, when defining a constraint condition, a record set may be specified to be validated for a given condition.

reference document type

The kind of source used to provide default information on a return, such as a sales order, purchase order entered on a sales order, or an invoice. **See reference source.**

reference source

Provides default information on a return by allowing the user to enter a unique combination of reference document type, document number and line number, that identifies the original sales order for the returning item. **See reference document type.**

release criteria

The criteria specified in the Pick Release window which defines which eligible order lines to pick release.

Release of Hold

The action of removing the hold on an order.

release reason

Justification for removing a hold on an order or order line.

remit-to addresses

The address to which your customers remit their payments.

remittance advice

A document that lists the invoices being paid with a particular payment document.

remittance bank

The bank in which you deposit your receipts.

replacement order

A sales order created to replace goods being returned by a customer.

report

An organized display of Oracle Applications information. A report can be viewed on-line or sent to a printer. The content of information in a report can range from a summary to a complete listing of values.

request date

The date the customer requests the products be either shipped or received.

reservation

A guaranteed allotment of product to a specific sales order. A hold is placed on specific terms that assures that a certain quantity of an item is available on a certain date when transacted against a particular charge entity. Once reserved, the product cannot be allocated to another sales order or transferred in Inventory. Oracle Order Management checks ATR (Available to Reserve) to verify an attempted reservation. Also known as **hard reservation.**

Reservation Time Fence

Time (in terms of days) before the schedule date, before which a line should be reserved in inventory.

reserve

An action you take in Purchasing to reserve funds for a purchasing document or an action in Order Management to allocate products for a sales order. If the document passes the submission tests and if you have sufficient authority, Purchasing reserves funds for the document.

result

See **action result.**

result code

In Oracle Workflow, the internal name of a result value, as defined by the result type. **See result type, result value.**

result type

In Oracle Workflow, the name of the lookup type that contains an activity's possible result values. **See result code, result value.**

result value

In Oracle Workflow, the value returned by a completed activity, such as *Approved*. **See result code, result type.**

return

In Purchasing, an AutoCreate option that lets a buyer return a requisition line and all other unpurchased requisition lines on the same requisition to the requisition preparer. In Order Management, it is the opposite of a sales order. It involves receipt of goods previously sold to a customer, credit to a customer, and possibly replacement with an identical or similar product.

return days

Return days are the number of days since a return is entered before it is accepted. This is calculated as the accepted date - ordered date (Note accepted = fulfilled).

Return of Material Goods (RMG)

See **Return Material Authorization.**

return material authorization (RMA)

Permission for a customer to return items. Receivables allows you to authorize the return of your sales orders as well as sales made by other dealers or suppliers, as long as the items are part of your item master and price list.

return reason

Justification for a return of a specific product. Many companies have standard reasons that are assigned to returns to be used to analyze the quantity and types of returns. **See credit memo reasons.**

return to supplier

A transaction that allows you to return to the supplier items from a fully or partially received purchase order and receive credit for them.

revenue recognition

The schedule for which revenue for a particular transaction is recorded in your general ledger.

revenue sales credit

Sales credit you assign to your salespeople that is based on your invoice lines. The total percentage of all revenue sales credit must be equal to 100% of your invoice lines amount. Also known as ***quota sales credits***. **See non-revenue sales credit, sales credit.**

revision

A particular version of an item, bill of material, or routing.

revision control

An inventory control option that tracks inventory by item revision and forces you to specify a revision for each material transaction.

RFQ

See **request for quotation.**

RMA

See **Return Material Authorization.**

RMG (Return of Material Goods)

See **Return Material Authorization.**

S

sales credit

Credits that you assign to your salespeople when you enter orders, invoices and commitments. Credits can be either quota or non-quota and can be used in determining commissions. **See non-revenue sales credit, revenue sales credit.**

sales tax

A tax collected by a tax authority on the purchase of goods and services based on the destination of the supply of gods or services. You can set up your Sales Tax Location Flexfield structure to determine your sales tax rates and to validate your customer addresses. For example, in the United States, sales tax is usually calculated by adding the tax rates assigned to the shipping state, county, city.

sales tax structure

The collection of taxing bodies that you will use to determine your tax authority. 'State.County.City' is an example of a Sales Tax Structure. Oracle Automotive adds together the tax rates for all of these components to determine a customer's total tax liability for an order.

salesperson

A person responsible for the sale of products or services. Salespeople are associated with orders, returns, invoices, commitments, and customers. You can also assign sales credits to your salespeople.

Salesperson

The salesperson parameter in both reports is based upon a query of the default salesperson stored on the header for each order. Although the header level salesperson may not have actually received credit for any of the lines in the order, due to line level overrides, our parameter is based upon the header information.

Further, the Discount Summary report displays this header level salesperson on the report. If a user needs to truly check for salesperson level information, they should run the Salesperson Order Summary Report.

Salesperson and Ship to Country

Order Management prints the salesperson name and the Ship to Country if the line and the header level information differs from each other. If it is the same, than this information is not printed at the line level.

schedule and shipments

The EDI Standards refer to dates and quantities to be shipped below the item level to be 'Schedule' data (found on SCH Schedule segments). To Oracle Order Entry this data is 'Shipment' Data.

schedule arrival date

The date returned by the system on which your customer can receive the products.

schedule date

The date for a master schedule entry for an item. A schedule for an item has a schedule date and an associated quantity. For Order Management, it is considered the date the order line should be ready to ship, the date communicated from Order Management to Inventory as the required date any time you reserve or place demand for an order line.

scheduling

Order scheduling includes assigning demand or reservations, warehouses, shipment dates, and lots or subinventories to an order line.

scope

Given a record set and a condition, the Scope (All/Any) defines how the validation should be performed on records of the record set. 'All' will require the validation to be TRUE for all the records in the set where are 'Any' will require the validation to be TRUE for at least one record in the set, to make the condition TRUE.

selling price

The selling price is the unit cost for a particular item. Thus, if two of item A cost $10.00 each, the selling price is $10.00 for each unit.

senior tax authority

The first tax location in your sales tax structure. This segment does not have a parent location. For example, if your sales tax structure is 'State.County.City', then State is the senior tax authority.

sequenced lines

A method of sending demand to a supplier that indicates the order in which the customer wants the truck loaded. When the customer unloads the truck, the parts will match the sequence of the customer's production, so they can be taken right to the production line. The order quantity is 1, and it has a unique identifier that can be used to perform Load Sequence in Delivery Based Shipping.

serial number

A number assigned to each unit of an item and used to track the item.

serial number control

A manufacturing technique for enforcing use of serial numbers during a material transaction.

A benefit or privilege that can be applied to a product. Oracle Service categorizes the items you define as serviceable, thereby making them serviceable items. You can order or apply service to serviceable items.

service item

An inventory item used to define a service program or warranty. Service items can be recorded against serviceable products. A synonym for serviceable item is a serviceable product.

service item feature

A particular service component, such as implementation or telephone support, that you include with a service item. Once you classify an inventory item as a service type item and enter the service program related attributes for it, you can list the specific services your service item includes.

service order

An order containing service order lines. Service may be for new products or for existing, previously ordered products.

service program

A billable service item. Usually a service that customers purchase in addition to a product's base warranty.

serviceable item

An inventory item that your organization supports and services, either directly or through the supplier of the item, regardless of who actually manufactures the item. A serviceable item can be an end item, both an end item and a component or part in other end items, or just a component.

serviceable item class

A category that groups serviceable items. Each class must be of the type Serialized or Non-Serialized. You can group serialized serviceable items in a serialized serviceable item class; you can group non-serialized serviceable items in a non-serialized serviceable item class. A given item may be the member of only one item class at any given time.

serviced customer product

An entity that identifies a service your customer has recorded against a particular product installation. If you order service against a product in Oracle Order Management, Oracle Service automatically links the product and the service being recorded against the product by creating a serviced customer product. A customer product installation may have more than one serviced product.

set of books

A financial reporting entity that partitions General Ledger information and uses a particular chart of accounts, functional currency, and accounting calendar. This concept is the same whether or not the Multi-organization support feature is implemented.

ship confirmation

To enter shipped quantity and inventory controls for specific shippable lines. You can ship confirm the same delivery / departure repeatedly until you close the delivery / departure. Once it is closed, no more changes can be made into a delivery / departure.

ship date

The date upon which a shippable item is shipped.

Ship Delivery Pattern Code

Usually applied against a weekly quantity to describe how demand is allotted. This code indicates which days of the week the customer wants the quantity delivered and how the weekly quantity is to be divided between the different ship days.

Ship Partial

An order attribute indicating whether you allow partial shipments of an order. If you enter Yes for the Ship Partial field on an order, individual order lines can be shipped as they are available and you can assign different ship to locations and other order line details to different shipments in an order line. **See Ship Together.**

ship set

A group of order lines, linked by a common number, for which you want the full quantity to ship all together.

ship-to address

A location where items are to be shipped.

Ship Together

An order attribute indicating that you *do not* allow partial shipments of the order. You can also specify a configuration as Ship Together by setting the *Ship Model Complete* item attribute for the model item to Yes. **see Ship Partial, ship together model.**

Ship Together model

A model item with the *Ship Model Complete* item attribute set to Yes. This indicates that the entire configuration must be delivered in the same shipment. If the item attribute is set to No, components can ship separately. ATO items and configurations are inherently Ship Together models. **see ship set.**

ship via

See **freight carrier.**

shipment

An individual package sent to a customer. Thus, a shipment might contain an entire order, if all items in that order are pick released and packed together. A shipment might contain just part of an order that is pick released and packed. A shipment might also contain only part of a released order line, where some of the items on the picking slip are not in stock.

shipments and schedules

The EDI standards refer to dates and quantities to be shipped for an item to be 'Schedule' data. To Oracle Order Management, this is 'Shipment' data.

shipment priority

A term that indicates the urgency with which an order should be shipped to the customer.

shipment reference number

A unique reference number associated with a unique shipment date/time and quantity combination.

shipment schedule

An itemized list of when, how, where, and in what quantities to ship an order line.

shipment set

A group of items that must ship-together.

shippable item

An item with the Shippable inventory item attribute set to Yes, indicating that this item will appear on pick slips and pack slips. **See intangible item.**

shippable lines

Picking line details that have been pick released and are now eligible for Ship Confirm.

shipped quantity

Oracle Order Management prints the Total Shipped Quantity for an item for an order.

shipper bill of lading number

A number that can be pre-assigned by a carrier in the cases where the shipper's system generates the bill of lading.

shippers name

The complete corporate name should be shown in this space. In the event the shipment is being made for someone other than the actual shipper, their name should also appear in this space.

shipping documents

Shipping related reports, such as the Bill of Lading, Commercial Invoice, Mailing Label, Pack Slip, Vehicle Load Sheet Summary, and Waybill.

shipping instructions

Notes that print on the pick slip. These instructions are intended for internal use.

shipping schedule

An EDI document (862 / DELJIT / DELINS) used by a customer to convey precise shipping schedule requirements to a supplier, and intended to supplement the planning schedule transaction set (830 / DELFOR).

SIC code (Standard Industry Classification Code)

A standard classification created by the government used to categorize your customers.

site use

See **business purpose.**

soft reservation

The planning process considers sales order demand soft reservation.

sourcing

The action of identifying a purchasing source or supplier for goods or services. To identify the best sources for your purchases, you can create RFQs that you send to your suppliers, enter quotations from your supplier, and evaluate these quotations for each item you purchase.

sourcing externally

When a customer orders an item, we ship it from one of our warehouses. This is known as sourced internally. But we ask our vendor to ship to the customer directly, we say the item is sourced externally.

split amount

A dollar amount that determines the number of invoices over and under this amount, as well as the total amounts remaining. For example, your company generates invoices that are either $300 or $500. You choose $400 as your split amount so that you can review how much of your open receivables are comprised of your $300 business and how much corresponds to your $500 business. The split amount appears in the Collection Effectiveness Indicators Report.

spot exchange rate

A daily exchange rate you use to perform foreign currency conversion. The spot exchange rate is usually a quoted market rate that applies to the immediate delivery of one currency for another.

standard actions

Order Management provides a selection of predefined actions, called standard actions. Use these actions, along with those you define yourself, to create your customized order cycles.

standard bill of material

A bill of material for a standard item, such as a manufactured product or assembly.

standard component

A mandatory component used to assemble an ATO (assemble-to-order) item or configuration.

standard item

Any item that can have a bill or be a component on a bill except planning items, option classes, or models. Standard items include purchased items, subassemblies, and finished products.

standard note

A routine message you can predefine and automatically or manually attach to orders, returns, order lines, and return lines to convey important information. **see one-time note, automatic note.**

standing data

Data that is generally independent, not subject to frequent changes, consumption or transactions, i.e.,customer data, item data, address data.

status

See **customer status.**

stop

A point along the route a trip makes to its final destination. This point may also have some activity associated with it. The activity might include picking up a new delivery, dropping off a delivery or both. In Pick Release, stop is a release criteria for releasing items that have initial pick-up locations corresponding to the specified stop, or location.

subinventory

Subdivision of an organization, representing either a physical area or a logical grouping of items, such as a storeroom or receiving dock.

sublot

A subdivision of a lot which may be used when an entire lot is more than would be used or produced at any one time, but grouping of the material into a single lot is still desired. This maintains the integrity of the overall lot, but allows it to be consumed in manageable pieces.

summary

Data at master (header) level representing similar information contained in more than sources at the detail level.

supply reserved

A schedule status showing that Oracle Work in Process (WIP) has recognized the demand for an item or configuration and opened a work order to supply the demand. Once the work order is complete and the finished product is received in inventory, WIP transfers a reservation for the finished product to the sales order. The schedule status for the order line or order line detail is then changed to be Reserved.

system items flexfield

A flexfield that allows you to define the structure of your item identifier according to your business requirements. You can choose the number and order of segments (such as product and product line), the length of each segment, and much more. You can define up to twenty segments for your item. Also known as **Item Flexfield.**

T

Table of Denial Orders

A government restriction on exports of certain products to certain countries and organizations.

tare weight

The weight of an item, excluding packaging or included items.

tax amount

Tax which will be calculated based upon the extended selling price and freight charges.

tax authority

A governmental entity that collects taxes on goods and services purchased by a customer from a supplier. In some countries, there are many authorities (e.g. state, local and federal governments in the U.S.), while in others there may be only one. Each authority may charge a different tax rate. You can define a unique tax name for each tax authority. If you have only one tax authority, you can define a unique tax name for each tax rate that it charges. A governmental entity that collects taxes on goods and services purchased by a customer from a supplier. In some countries, there are many authorities (e.g. state, local and federal governments in the U.S.), while in others there may be only one. Each authority may charge a different tax rate. Within Oracle Automotive tax authority consists of all components of your tax structure. For example: (California.San Mateo.Redwood Shores) for (State.County.City) Oracle Automotive adds together the tax rates for all of these locations to determine a customer's total tax liability order invoice.

tax codes

Codes to which you assign sales tax or value-added tax rates. Oracle Receivables lets you choose state codes as the tax code when you define sales tax rates for the United States.

tax condition

A feature that allows you to define and evaluate one or more conditional lines. After execution, each tax condition may have one or more actions based on how each transaction against the condition validates.

tax engine

A collection of programs, user defined system parameters, and hierarchical flows used by Order Entry and Receivables to calculate tax.

tax exclusive

Indicates that tax is not included in the line amount for this item.

tax exempt

A customer, business purpose, or item free from tax charges.

tax group

A tax group that allows you to build a schedule of multiple conditional taxes.

tax inclusive

Indicates that the line amount for an item includes the tax for this item.

tax location

A specific tax location within your tax authority. For example 'Redwood Shores' is a tax location in the Tax Authority (California.San Mateo.Redwood Shores).

territory

A feature that lets you categorize your customers or salespeople. For example, you can group your customers by geographic region or industry type.

territory flexfield

A key flexfield you can use to categorize customers and salespersons.

total credits/adjustments

Oracle Order Management prints the (Originally Due Amount - Balance Due Remaining) for each order listed on this report.

trading partner flexfield

Descriptive flexfields reserved on several base tables for capturing additional attributes applicable to specific trading partners. They are provided for most of the base tables in Oracle Release Management, Shipping and Order Management.

trailer number

This number is used to track full truckload shipments.

transaction

Type Order and Lines can be grouped together loosely as certain Transaction Types. Accordingly, a transaction type can be used to default attributes/controls for an order or a line. Transaction Type Code determines whether the transaction type is an Order Transaction Type or a Line Transaction Type.

transaction batch source

A source you define in Oracle Receivables to identify where your invoicing activity originates. The batch source also controls invoice defaults and invoice numbering.

transaction interface

An open interface table through which you can import transactions. **See open interface.**

transaction manager

A concurrent program that controls your manufacturing transactions.

transaction type

A feature that allows you to specify default values for orders and order lines including the customer, the ship-to location, and internal or external orders.

transaction type code

Transaction type code determines whether the transaction type is an Order Transaction Type or a Line Transaction Type.

transition

In Oracle Workflow, the relationship that defines the completion of one activity and the activation of another activity within a process. In a process diagram, the arrow drawn between two activities represents a transition. **See activity, Workflow Engine.**

trip

An instance of a specific Freight Carrier departing from a particular location containing deliveries. The carrier may make other stops on its way from the starting point to its final destination. These stops may be for picking up or dropping off deliveries.

trip stop

A location at which the trip is due for a pick-up or drop-off.

U

ultimate ship-to location

The final destination of a shipment.

unit number effectivity

A method of controlling which components are used to make an end item based on an assigned end item unit number. **See model/unit number effectivity.**

unit of measure

The unit that the quantity of an item is expressed.

unit of measure class

A group of units of measure and their corresponding base unit of measure. The standard unit classes are Length, Weight, Volume, Area, Time, and Pack.

unit of measure conversions

Numerical factors that enable you to perform transactions in units other than the primary unit of the item being transacted.

unreleased lines

Order line details that are unfulfilled by Pick Release.

unscheduling

The removal of the schedule status for an order line or detail if a line or detail is either demanded or reserved; unscheduling will return the status to blank.

usage type

Usage type is a document attribute which specifies how the document will be used. There are 3 usage types:Standard Standard documents can only be referenced by an entity, not changed or modified. In order to change a standard document, you must use the Define Document window. If you attempt to modify a standard document that has been referenced, you will be warned that the document is referenced.

Template Template documents act as a starting point from which changes are made. When you first attach a template document to an entity, it is the template document itself that is referenced. However, as soon as you change the document through the Attachment window, a copy is made and it is the copy that is attached to the entity This method of copying template documents only when necessary allows the template to be modified and take affect as many places as possible. Due to the need to copy document records, Image and OLE Object documents cannot be template documents. Long Text documents can be template documents, however, the text may be truncated at 32K. One - Time One - Time documents are used to capture data to the specific entity that the document is being linked with. One-time documents can be created on-the-fly in the Attachments window.

V

validated quantity

The validated quantity is the quantity of an item that respects all of the following constraints: Atomicity, TUs, decimal precision, inter-class conversion tolerances.

validation entity

Entity for which the condition is to be validated.

validation template

A validation template names a condition and defines the semantics of how to validate the condition. These are used to specify the constraining conditions for a given constraint.

value

Data you enter in a parameter. A value can be a date, a name, or a code, depending on the parameter.

Value-added Tax (VAT)

A tax on the supply of goods and services that is paid for by the consumer, but is collected at each stage of the production and distribution chain.

vehicle

An exact instance of a vehicle type (for example, truck123). This information is sent to the customer through the Advance Ship Notice.

vehicle type

The outermost container, such as a truck or railcar.

vendor

See **supplier**.

view

As defined in case is “a means of accessing a subset of the database as if it were a table”. In simpler terms, a database view is a stored query.

W

warehouse

***See* organization.**

warranty

A non-billable, zero-monetary service item attached directly to a product at shipment.

waybill

A document containing a list of goods and shipping instructions relative to a shipment.

waybill number

The number associated with a waybill that you record for the shipping batch at ship confirmation.

Web Applications Dictionary

Oracle Web Applications Dictionary is a data dictionary that stores specific information about application data including information about views, columns, prompts, language, navigation, security, validation and defaulting.

WIP

See **work in process.**

work in process

An item in various phases of production in a manufacturing plant. This includes raw material awaiting processing up to final assemblies ready to be received into inventory.

Workflow

This determines the header flow for an order transaction type or line flows possible for a line transaction type. There can be only one header flow associated with an Order Transaction Type but a line Transaction Type can be coupled with different Order Types and Item Types and there can be different flow couplings for the permitted Transaction Type, Item Type combinations.

Workflow Engine

The Oracle Workflow component that implements a workflow process definition. The Workflow Engine manages the state of all activities, automatically executes

functions, maintains a history of completed activities, and detects error conditions and starts error processes. The Workflow Engine is implemented in server PL/SQL and activated when a call to an engine API is made. **See Account Generator, activity, function, item type.**

Workflow Process

This determines the header flow for an order transaction type or line flows possible for a line transaction type. There can be only one header flow associated with an order transaction type but a line transaction type can be coupled with different order types and item types and there can be different flow couplings for the permitted transaction type, item type combinations.

Z

zone

The area within a concentric ring from a warehouse. A zone is used as a charging mechanism for deliveries.

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