

Leverage R12 features of Order Management

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Learning Objectives

- As a result of this session you will be able to:
 - Understand R12 features of OM
 - How to use R12 OM features
 - Understand new features in Pricing and iStore modules

Speaker's Qualifications

- Vikas is a Consultant in Enterprise Solutions unit of Infosys Technologies Limited
- Vikas has presented papers in OAUG conferences
- Infosys Technologies Limited (NASDAQ: INFY) is a global leader in Consulting and IT services (www.infosys.com)
- Enterprise Solutions (ES) group at Infosys provides Consulting and End-to-End implementation solutions for almost all the ERP packages (<http://www.infosys.com/services/packaged-applications/default.asp>)
- Oracle Applications practice in ES provides Oracle consulting services to world's leading corporations across industry verticals
- Infosys is a "Certified Advantage Partner (CAP - Worldwide)" of Oracle in i-Platform and E-business Suite track
- Infosys has the highest number of EBS certified professionals globally

Presentation Agenda

- **R12 OM Enhancements**
 - MOAC – An Insight
 - Scheduling Enhancements
 - Cascading Enhancement
 - Exception management
 - Other Enhancements
 - Advanced Pricing Enhancements
 - iStore Enhancements
 - Conclusion
 - FAQ

R12 Features

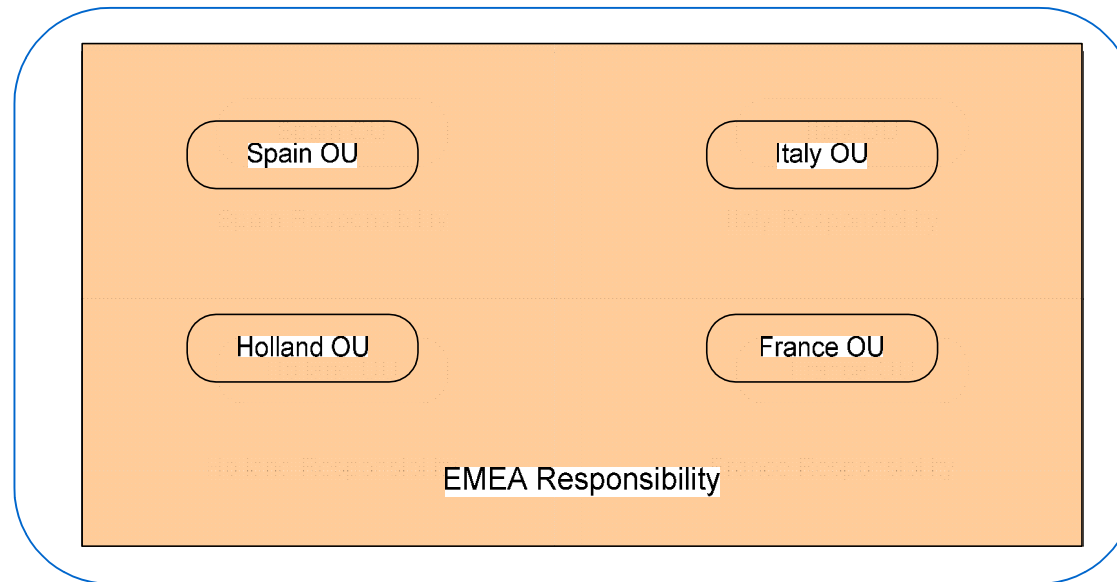
- Multi Org Access Control (MOAC)
- Scheduling Enhancements
- Cascading Attributes from Header to Line
- Exception Management
- Credit card payment related enhancements

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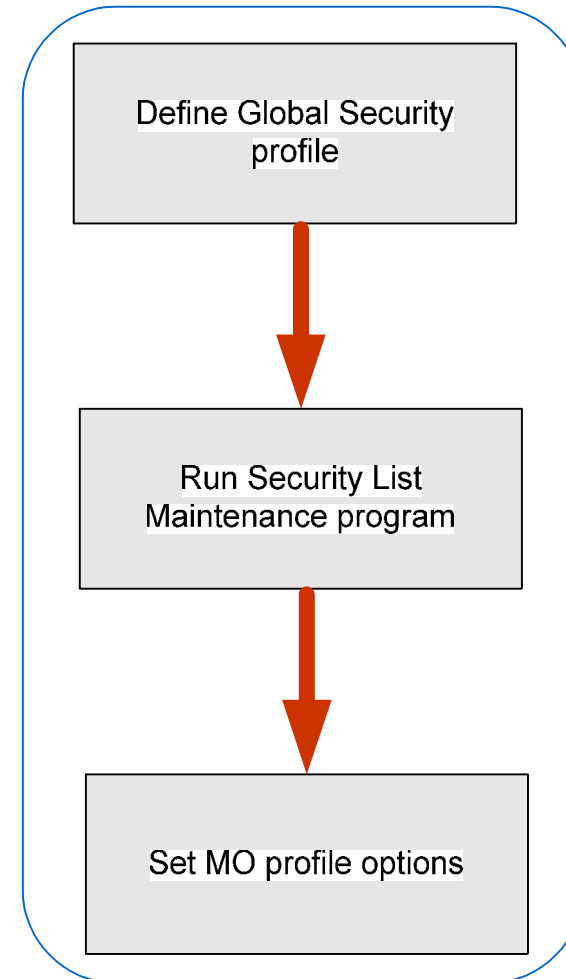
MOAC

- New feature in R12 EBS
- Provides data access across OU's – Single responsibility



MOAC – Setups

- Define Security profile
- Set MO Profile options
- Set User level preferences



MOAC – Setups

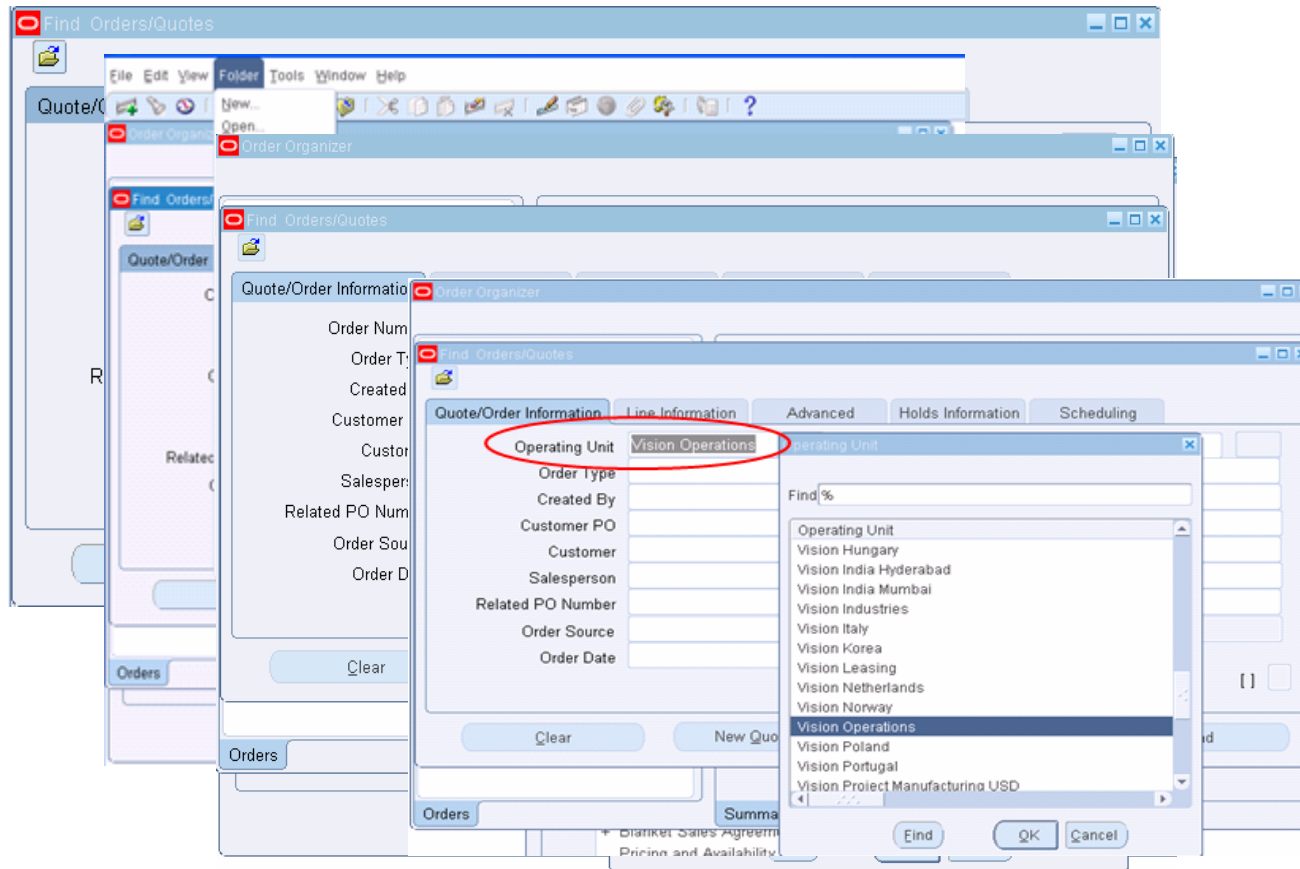
The screenshot displays the Oracle MOAC Multi-Org Preferences window. The window title is "ORACLE Multi-Org Preferences" and it includes "Diagnostics", "Preferences", and "Close Window" buttons. The "User Name" is OPERATIONS, "Responsibility Name" is Order Management Super User, Vision Operations (USA), and "Security Profile" is Global Vision. The "Default Operating Unit" section shows "User Level Default Operating Unit" set to Vision Operations. The "Preferred Operating Units" section includes a search bar and a table of operating units.

Select Operating Unit	Preferred	Business Group	Ledger
<input type="checkbox"/> ITSA OU/BW		ITSA Bus Group/IE	FED Set of Books
<input type="checkbox"/> PRU-Vision Process Industries (US)		Vision Corporation	OPM US
<input type="checkbox"/> Progress Administration		Progress Master	Progress State & Local
<input type="checkbox"/> Progress BE		Progress BE	Progress BE
<input type="checkbox"/> Progress Canada		Vision Canada	Progress Canada

MOAC – Order Management

- OU added as a hidden field to OM Transaction forms
- OM Profile Options migrated to System parameters
- OU added as a hidden field to OM Setup forms
- Perform Actions to Orders across OU's
- Operating Unit added as a parameter to Concurrent programs and Reports
- Operating Unit added as a parameter to OM PUB API's

MOAC – Order Management



Concurrent Requests / Reports

Order Import Request

Run this Request... Copy...

Name: **Order Import**

Operating Unit:

Parameters:

Language: American

At these Times...
Run the Job: As Soon as Possible

Upon Completion...
 Save all Output Files

Layout:

Notify:

Print to: noprint

Parameters

Operating Unit: (circled in red)

Order Source:

Order Reference:

Validate Only?: **No**

Instances: 4

Change Sequence:

Trim Trailing Blanks: **No**

Validate Descriptive Flexfield: **Yes**

OK Cancel Clear Help

Order Management Reports

Run this Request... Copy...

Name: **Sales Order Acknowledgement**

Operating Unit: **Vision Operations** (circled in red)

Parameters:

Language: American English

Language Settings... Debug Options

At these Times...
Run the Job: As Soon as Possible Schedule...

Upon Completion...
 Save all Output Files

Layout:

Notify:

Print to: noprint Options...

Help (C) Submit Cancel

OM Schema changes

SN	Object Name	11i	R12
1	OE_ORDER_HEADERS	OU based View	Synonym
2	OE_ORDER_LINES	OU based View	Synonym

Customization Methodology

- mo_global.set_policy_context can be used to set policy context for a given OU

```
mo_global.init(<application short name>)  
mo_global.set_policy_context('S',<ORG_ID>)
```

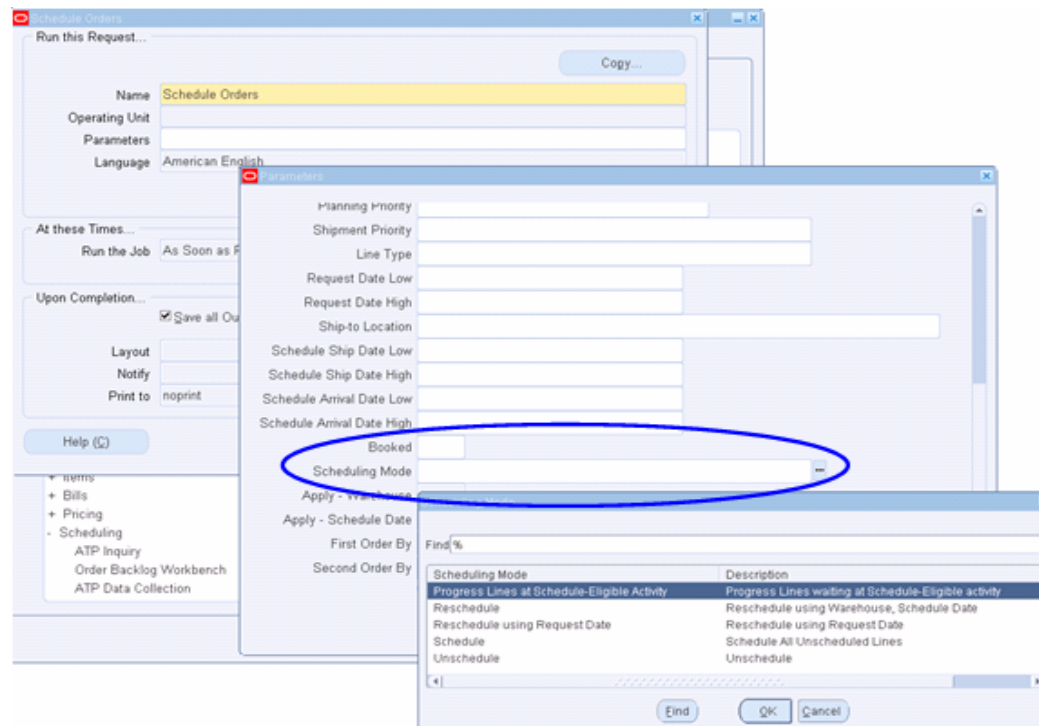
- Execute the step before calling the OM standard API

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Scheduling Enhancements

- Enhancements to Schedule Orders program
- Ability to Schedule lines that were never picked up for Scheduling
- Uncheduling
- Rescheduling

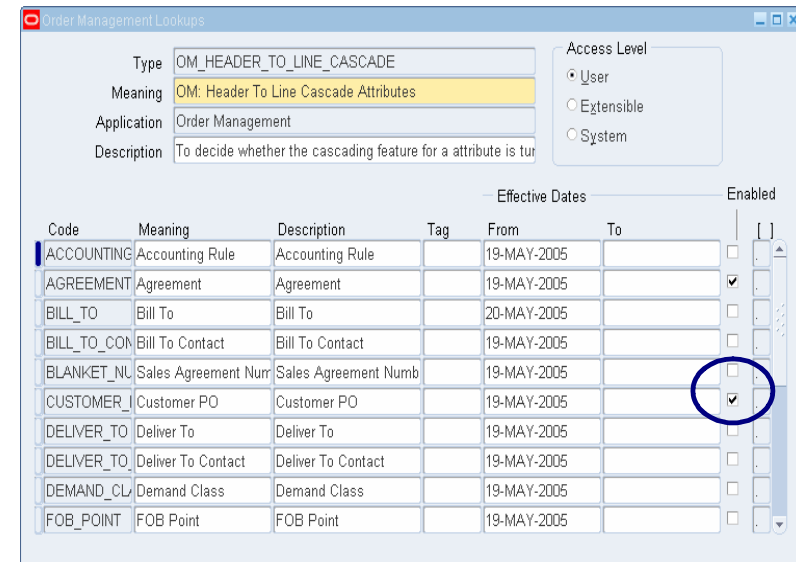
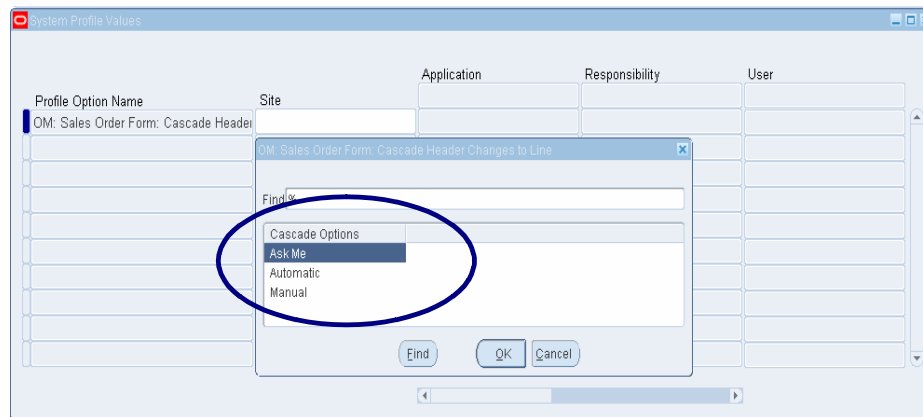


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Cascading Enhancements

- Changes to Header Attributes can be conditionally cascaded to Lines
- Profile Option / Lookup based



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Exception Management

- Improved Error reprocessing

The screenshot displays the Oracle Exception Management interface. The main window is titled 'Submit Request' and contains the following fields and options:

- Run this Request...:** Includes a 'Copy...' button.
- Name:** 'Retry Activities in Error' (highlighted in yellow).
- Operating Unit:** (empty field).
- Parameters:** (empty field).
- Language:** 'American English'.
- Language Settings...** and **Debug Options** buttons.
- At these Times...:** 'Run the Job' set to 'As Soon as Possible' with a 'Schedule...' button.
- Upon Completion...:** Includes a checked 'Save all Output' checkbox, 'Layout' (empty), 'Notify' (empty), and 'Print to' set to 'noprint'. A 'Help (C)' button is also present.

Overlaid on the main window are several smaller windows:

- Parameters:** Shows 'Order Number' (empty), 'Item Type' (empty), 'Activity in Error' (empty), 'Activity Error Date From' (empty), and 'Activity Error Date To' (empty). A 'Mode' dropdown is set to 'Preview' (highlighted in yellow). A 'Help (C)' button is at the bottom.
- Item Type:** A list of item types with 'OM Order Import' selected and highlighted in yellow. The list includes: OM Change Order, OM EDI Workflow, OM Error, OM Negotiation Header, OM Open Interface Track, OM Order Header, OM Order Import, OM Order Line, OM Sales Agreement He, OM Send Acknowledgme, and OM Show Sales Order. An 'Eind' button is at the bottom.
- Activity in Error:** A search window with a 'Find%' field and a table of results. The table has two columns: 'Activity in Error' and 'Internal Name'.

Activity in Error	Internal Name
Check Order Import execution Mode	CHECK_MODE
End	END
Generate XML Integration Event	GENERATE_CLN_EVENT
Is Delivery Required	IS_DELIVERY_REQD
Is Order Import Complete?	IS_OI_COMPLETE
Is Outbound Confirm BOD Required	IS_CBOD_OUT_REQD
Raise CBOD Out Event	RAISE_SEND_CBOD_OUT_EVENT
Raise Send Acknowledgment Event	RAISE_SEND_ACK_EVENT
Receive Event	RECEIVE_EVENT
Run Order Import	RUN_ORDER_IMPORT
Set CBOD Event Key	SET_CBOD_EVENT_KEY
Set User Key	SET_USER_KEY
Start	START

 'Eind', 'OK', and 'Cancel' buttons are at the bottom.

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Other Enhancements

- Create / Edit Orders in Contact Center (TeleService)
- Credit card Security Code Enhancements

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Advanced Pricing Enhancements

- Price Book
- Continuous Price Breaks
- MOAC – Pricing Security
- Pricing Parameters

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iStore Enhancements

- Telecommunication specific features
- Self – service online Account creation
- Duplicate Carts
- Ability to capture End Customer
- Multi Org Access Control

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Conclusion

- Enables Shared service operations
- Provides a way to View and Manage data across OU's from a single responsibility
- Provides a global consolidated view of sales data across OU's
- Reduces processing time

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- **FAQ**

FAQ

1. Can MOAC be used to restrict to certain list of OU's?

Yes. By using Custom Security Profiles.

2. Can Actions be performed on Orders across OU's from a single responsibility?

Yes.

3. Can Cascading for Header to Line Attributes be done conditionally?

Yes. By using the lookup.

References

- R12 TOI: OM Functional
- R12 TOI: OM Technical
- R12 OM RCD

Q & A

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Thank You!