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# Ten Things You May Not Know About Sales & Service Contracts

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**Oracle Corporation**

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# Presentation Agenda

- Session Objectives
- Target Audience for this presentation
- R12 Features That You May Not Know
- Key Benefits of Implementing R12 Features

# Session Objectives

- Learn about new Release 12 features in Oracle Sales and Service contracts
- Take away tips and techniques to use Oracle Sales and Service Contracts
- Review the benefits of implementing the new Release R12 features

# Target Audience For This Presentation

- Oracle Customers currently evaluating Oracle Contracts Suite modules
- Oracle Customers who are planning to upgrade to R12 from prior releases
- Oracle Implementers who are planning to implement Oracle Contract suite modules

# Oracle Sales and Service Contracts Overview

## Oracle Sales Contracts

- Oracle Sales Contracts is a comprehensive solution that enables companies to standardize their corporate contract policies, improve internal controls, and comply with all contractual obligations and regulatory requirements.
- Oracle Sales Contracts enables easy, consistent, and secure creation and management of sales agreements across all selling channels, including field sales, telesales, and e-commerce.

## Oracle Service Contracts

- Oracle Service Contracts simplifies contract management and provides a centralized repository for entitlement information.
- Using Oracle Service Contracts rapidly create, manage, and update service contracts, warranties, and extended warranties on sales of goods or services.
- Use Oracle Service Contracts to provide service based on real-time entitlement data. As a result, you minimize contract leakage, increase recurring revenues, and provide targeted services while reducing operational costs.

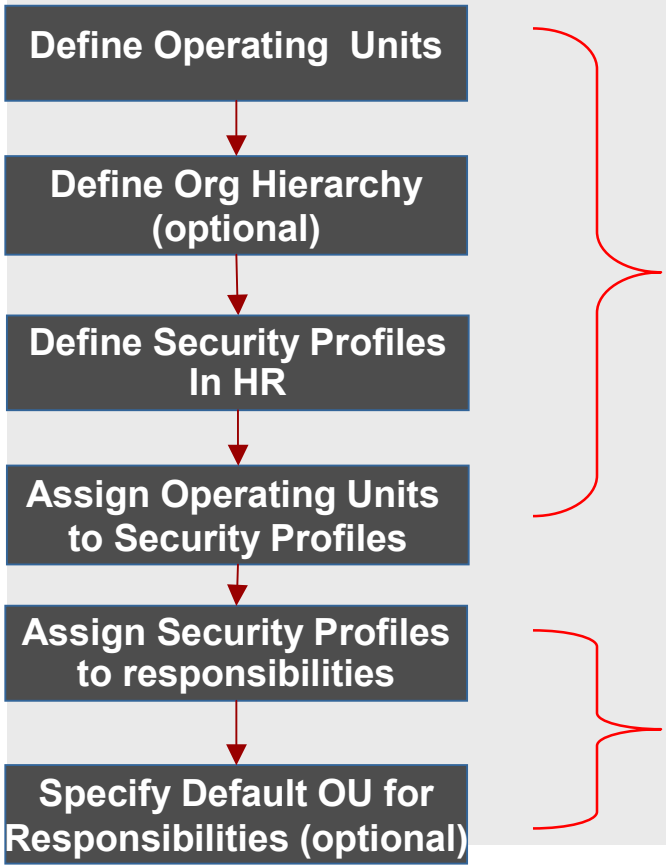
# 10 Things You May Not Know

1. **Shared Services Center Support**
2. Contract Negotiation Lifecycle
3. Service Contracts Admin Workbench
4. Flexible Approval Rules
5. Enhanced Communication Templates
6. Installed Base Mass Updates
7. Cancellation Enhancements
8. Sales Contracts Workbench
9. Enhanced 360º Sales Contracts view
10. R12 Upgrade Tips

# Multi-Org Access Control Setup

- Setup security profile/s for the implementation
  - You can setup one or more security profiles depending on the nature and level of access you need to provide to different users
- Assign the security profile/s to the profile option ‘MO: Security Profile’ for each responsibility used
- Optionally setup the profile option ‘MO: Default Operating Unit’
- Optionally setup the profile option ‘MO: Operating Unit’
  - This profile option is used to determine the relevant operating unit if no value is defined for the ‘MO: Security Profile’ profile option
- For Sales Contracts, set up the following information in the Organization Definition Form (was a profile option in previous releases and has now been migrated):
  - OKC: Clause Sequence Category

# Multi-Org Access Control

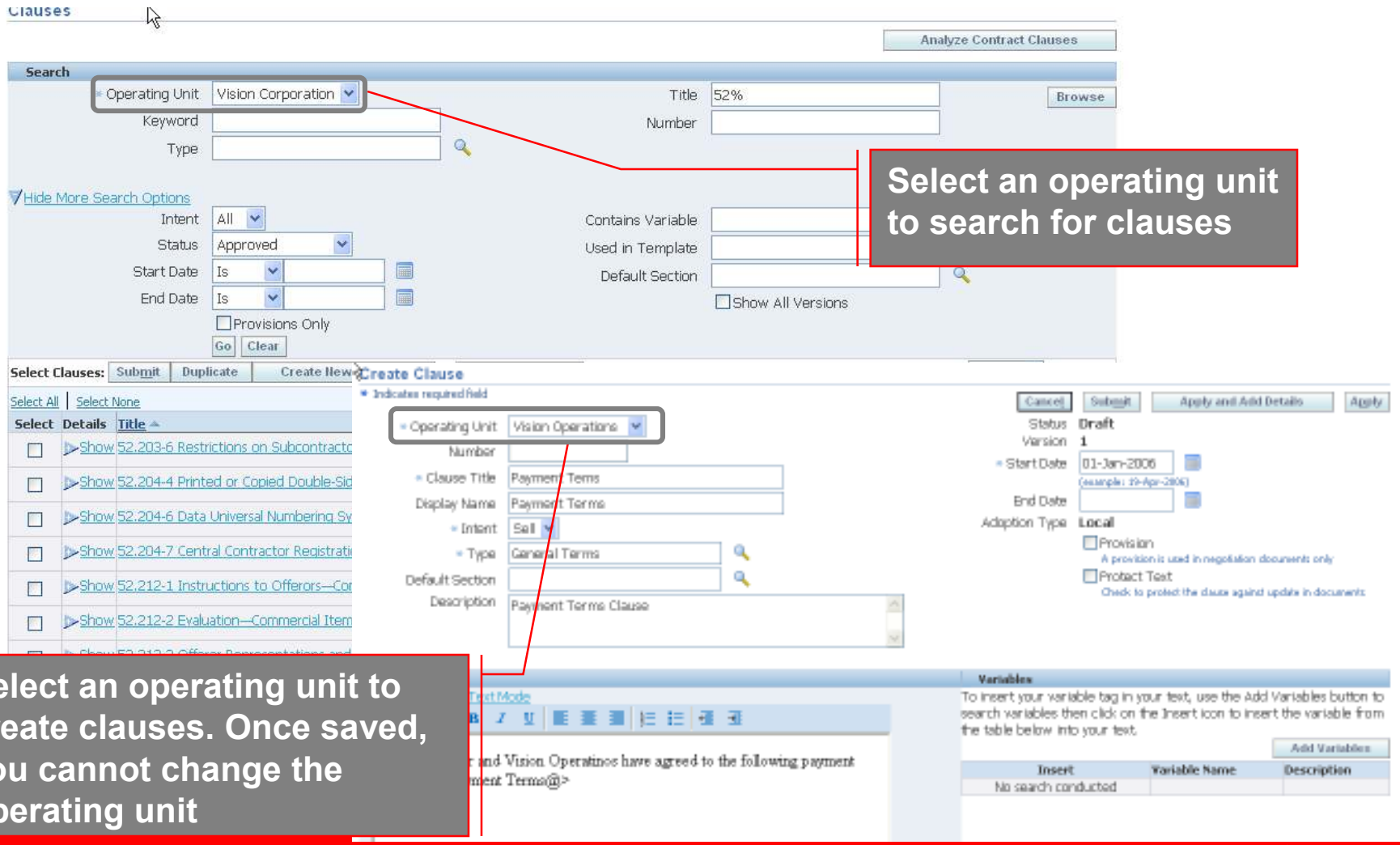



General MOAC Setup

For Service Contracts responsibilities, set the following profiles:

- MO: Security Profile
- MO: Default Operating Unit

# Sales Contracts: Multi-Org Access Control For Search / Create Clauses

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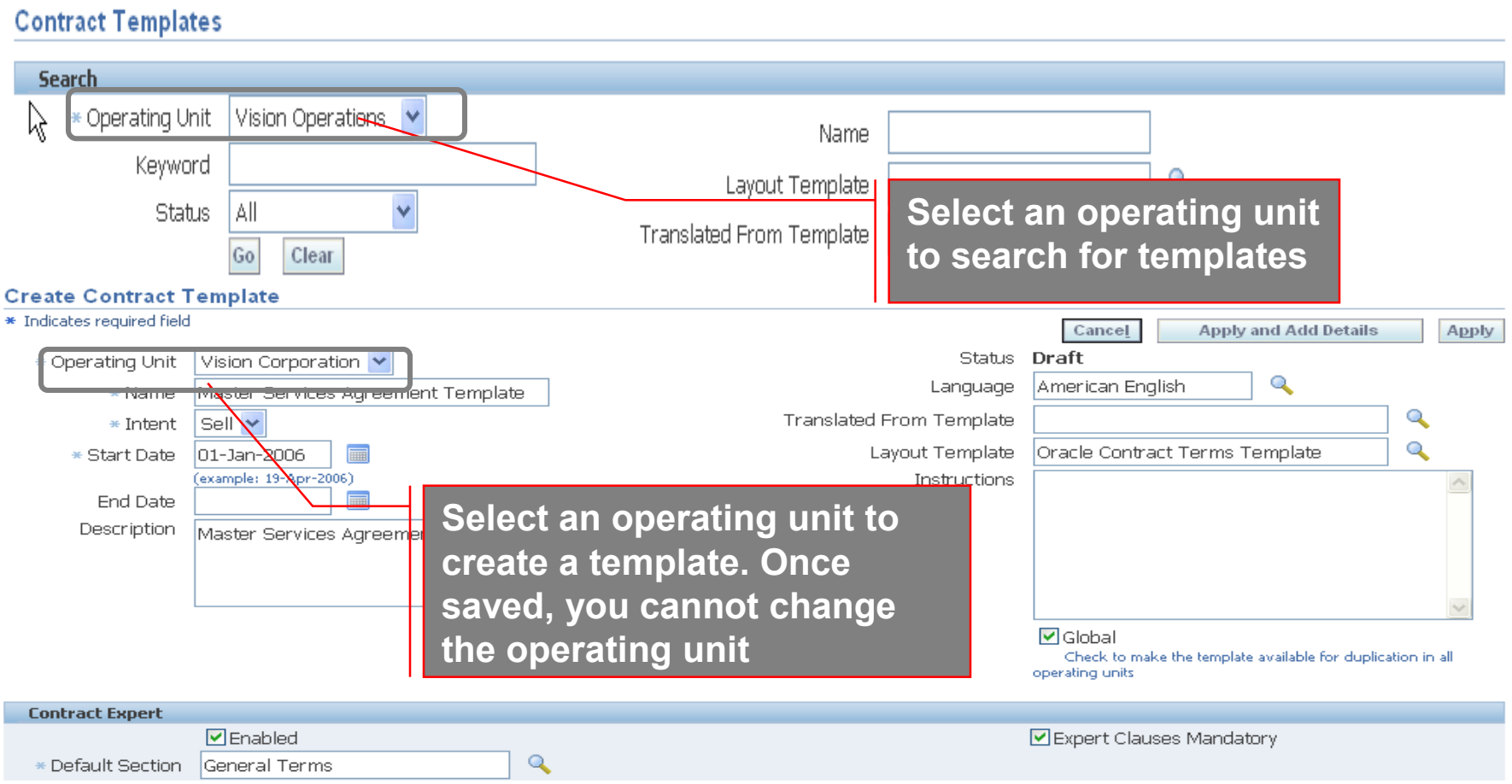
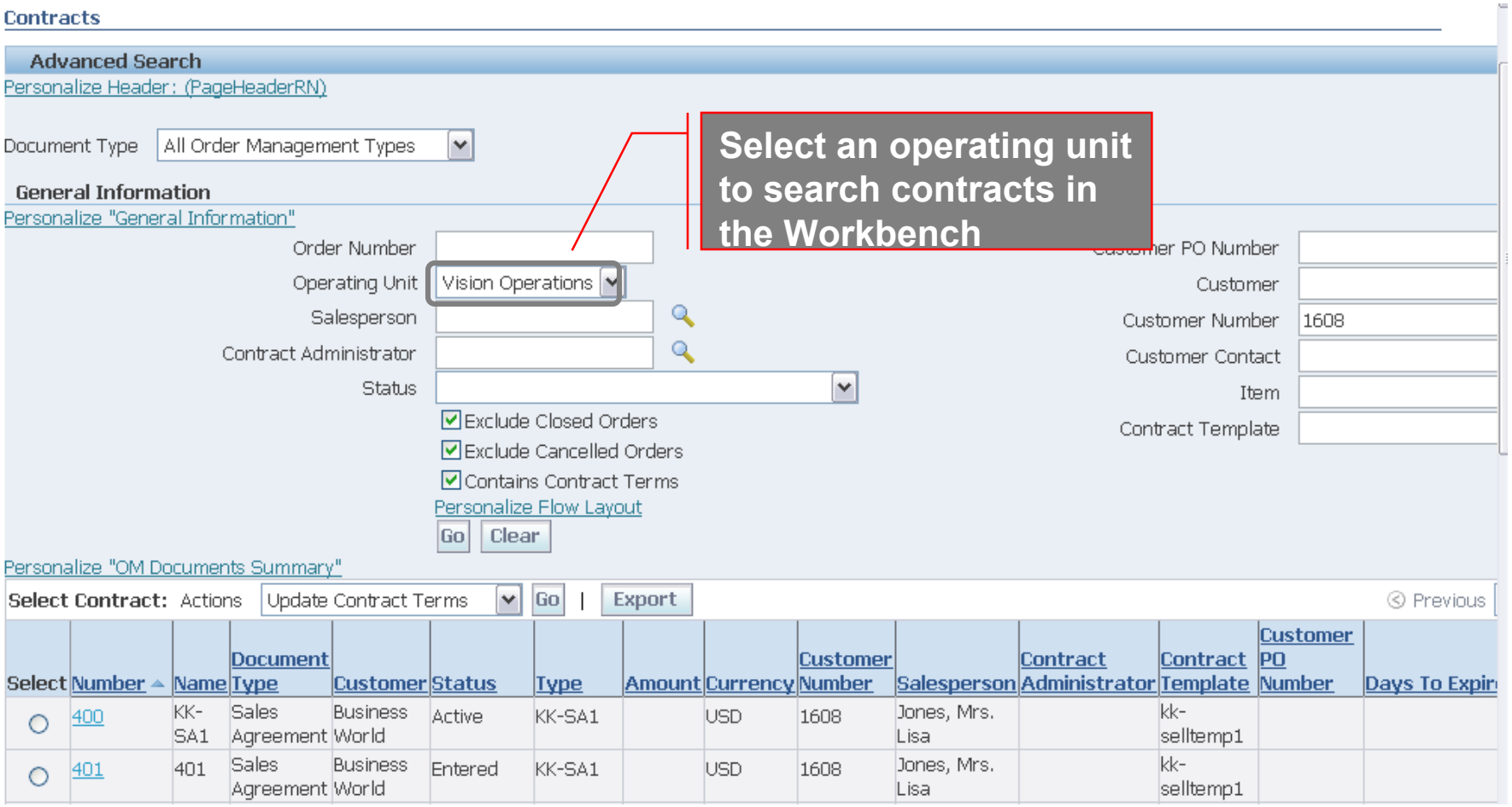
# Multi-Org Access Control – Sales Contract Templates

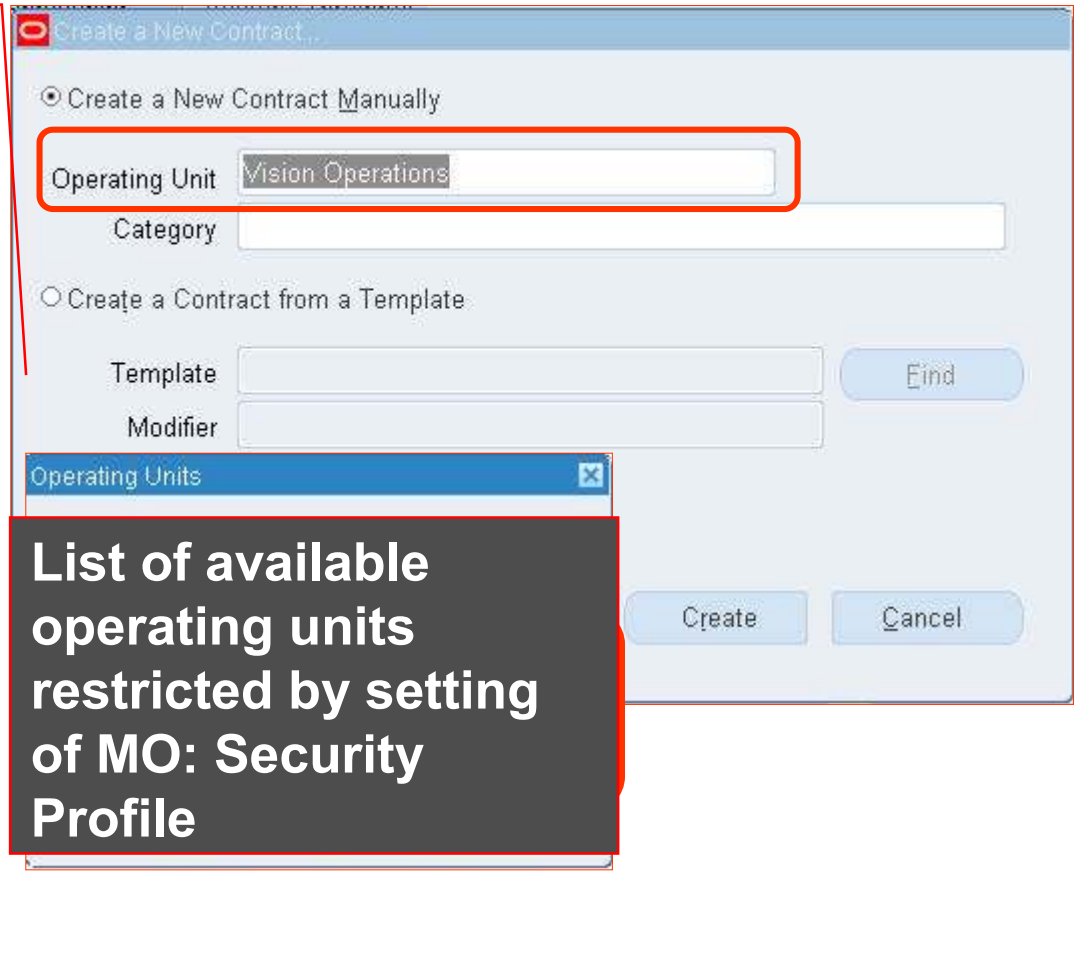


# Multi-Org Access Control Process – Sales Contracts Workbench



# MOAC for Service Contract Authoring

**Operating Unit must be specified when creating a contract. The initial value is defaulted from MO: Default Operating Unit**




**List of available operating units restricted by setting of MO: Security Profile**

# MOAC Feature Enabled For

- Searching Templates and Contracts
- Entitlement Search
- Viewing Contracts in Launchpad / Navigator
- Copying Contracts
- Mass Change
- Reports

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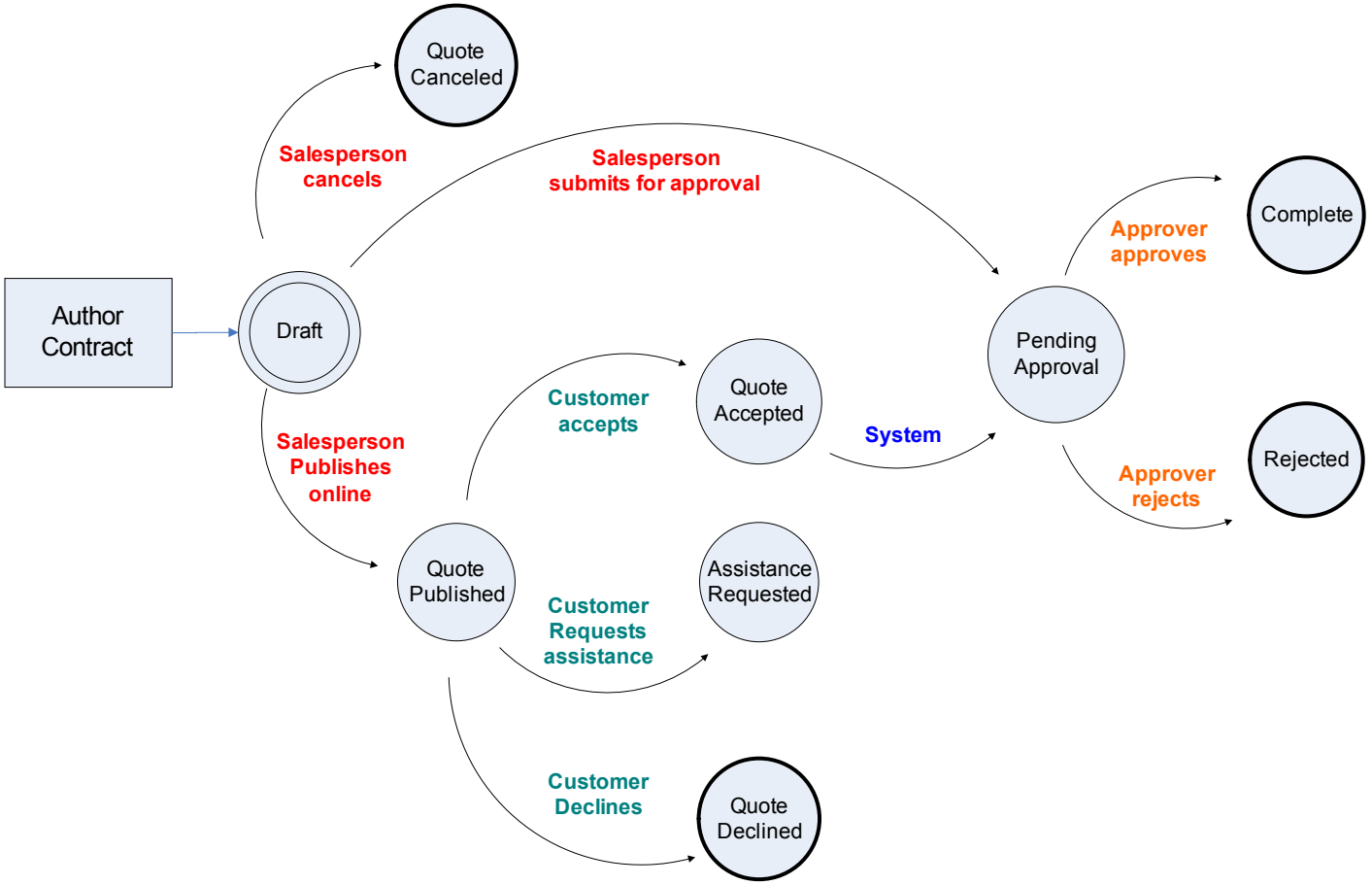
# Contract Lifecycle Management

- Negotiation Status: More granular status tracking to allow proactive process monitoring
- Internal and External Notifications to alert users: notifications to contract administrators and customers
- New Approval Options: Support for various contract approval scenarios ranging from manual to fully automated approvals
- New Workflow – Contract Approval Process (OKSPRCS) for entire contract lifecycle

# Negotiation Statuses



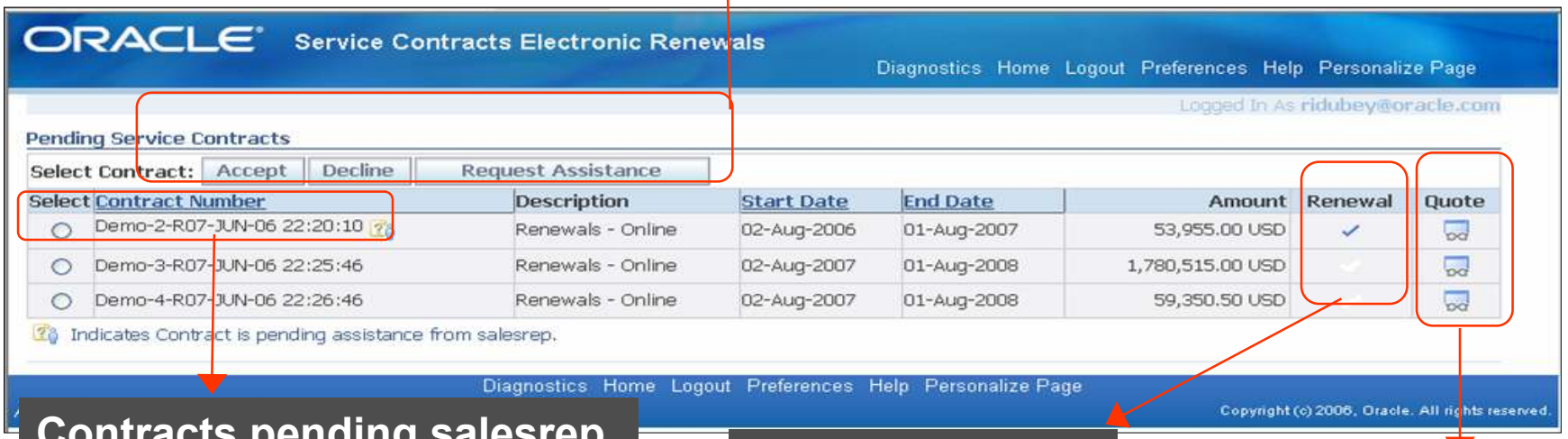
# Select Contracts for Publishing

**Select contract and select action 'Publish to Customer'**

| Select | Contract | Customer | Status | Negotiation Status | Start Date | End Date | Due Date | Follow-Up Action | Amount | Currency | Request Status |
|---|---|---|---|---|---|---|---|---|---|---|---|
| ☐ | 22016 | General Technologies | Entered | Publish QA Failed | 27-May-2006 | 26-May-2007 | 27-Apr-2008 | 30 Days Notification Verification | | USD | |
| ☐ | 22018 | Business World | Entered | Publish QA Failed | 07-May-2006 | 06-May-2007 | 27-Apr-2006 ⚠ | Call Customer | | USD | |
| ☐ | 22019 | Computer Service and Consulting | Entered | Draft | 31-May-2006 | 30-May-2007 | 01-May-2006 ⚠ | 30 Days Notification Verification | | USD | |

# Customer Acceptance Portal

Available actions are – accept, decline and request assistance




Contracts pending salesrep assistance are marked. These contracts can be accepted or declined

Flag indicates if the pending contract is a renewal

Clicking quote displays quote in .pdf format

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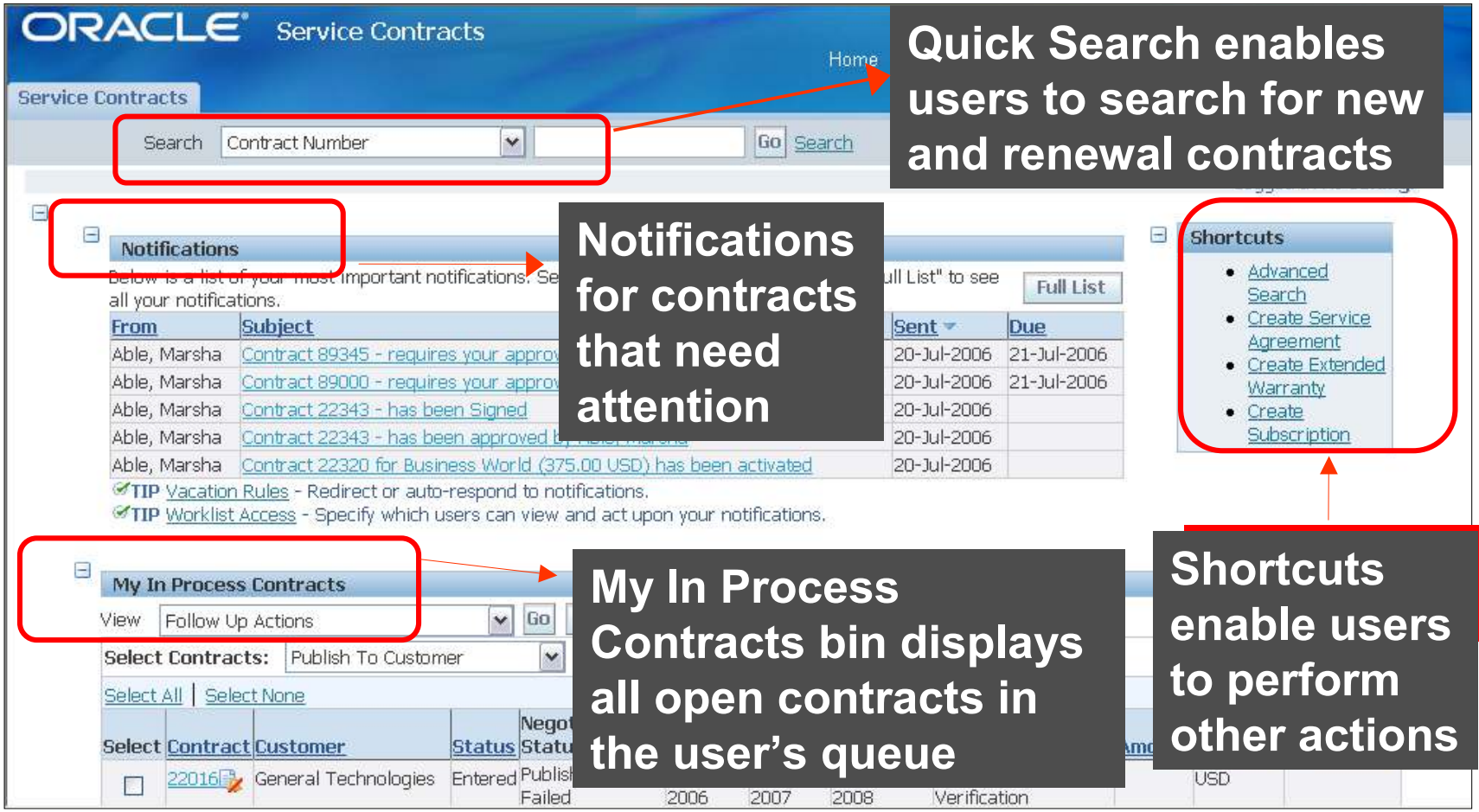
# Administrator Workbench

- A configurable workbench that enables sales reps to easily track progress of open service contracts
- Notifications Bin allows users to view their workflow notifications
- Simple and Advanced Search
- Seeded Bins enable users to view contracts in various stages of negotiation
- Administrator Actions

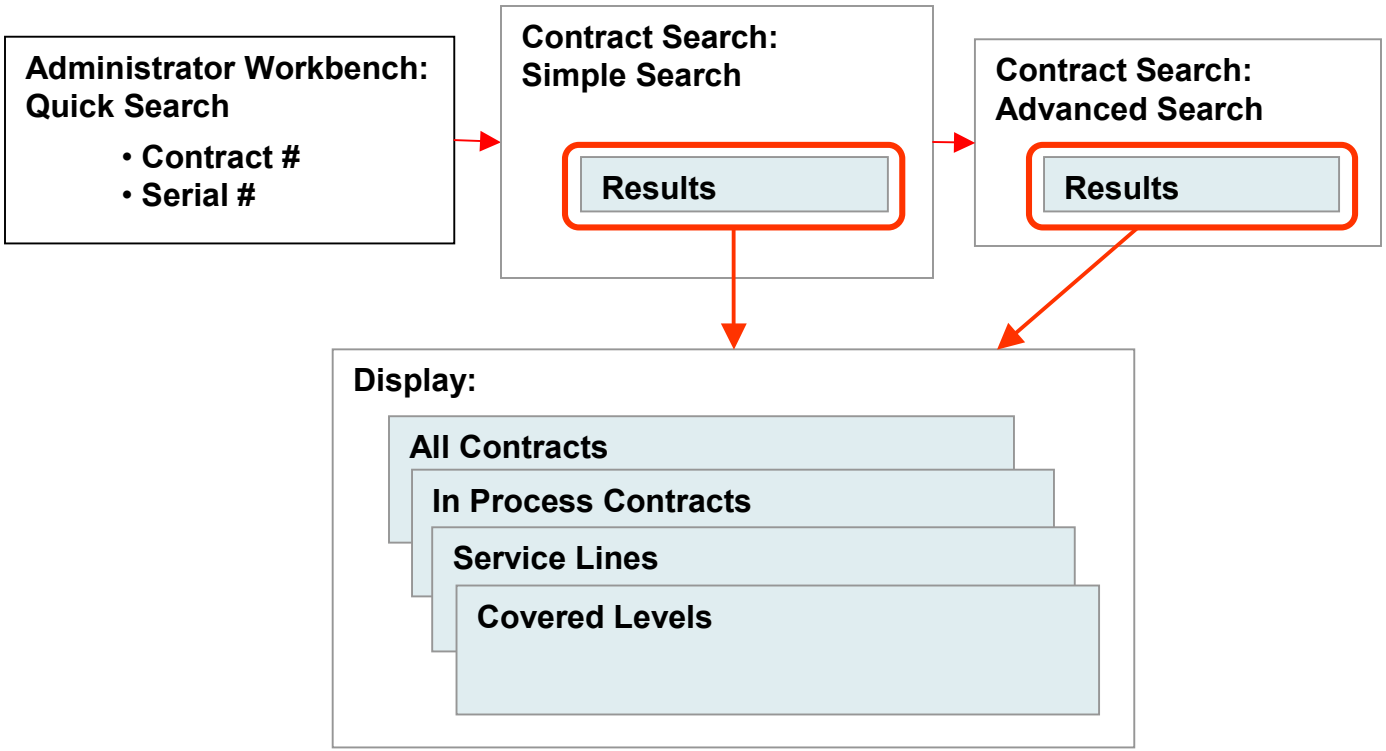
# Administrator Workbench



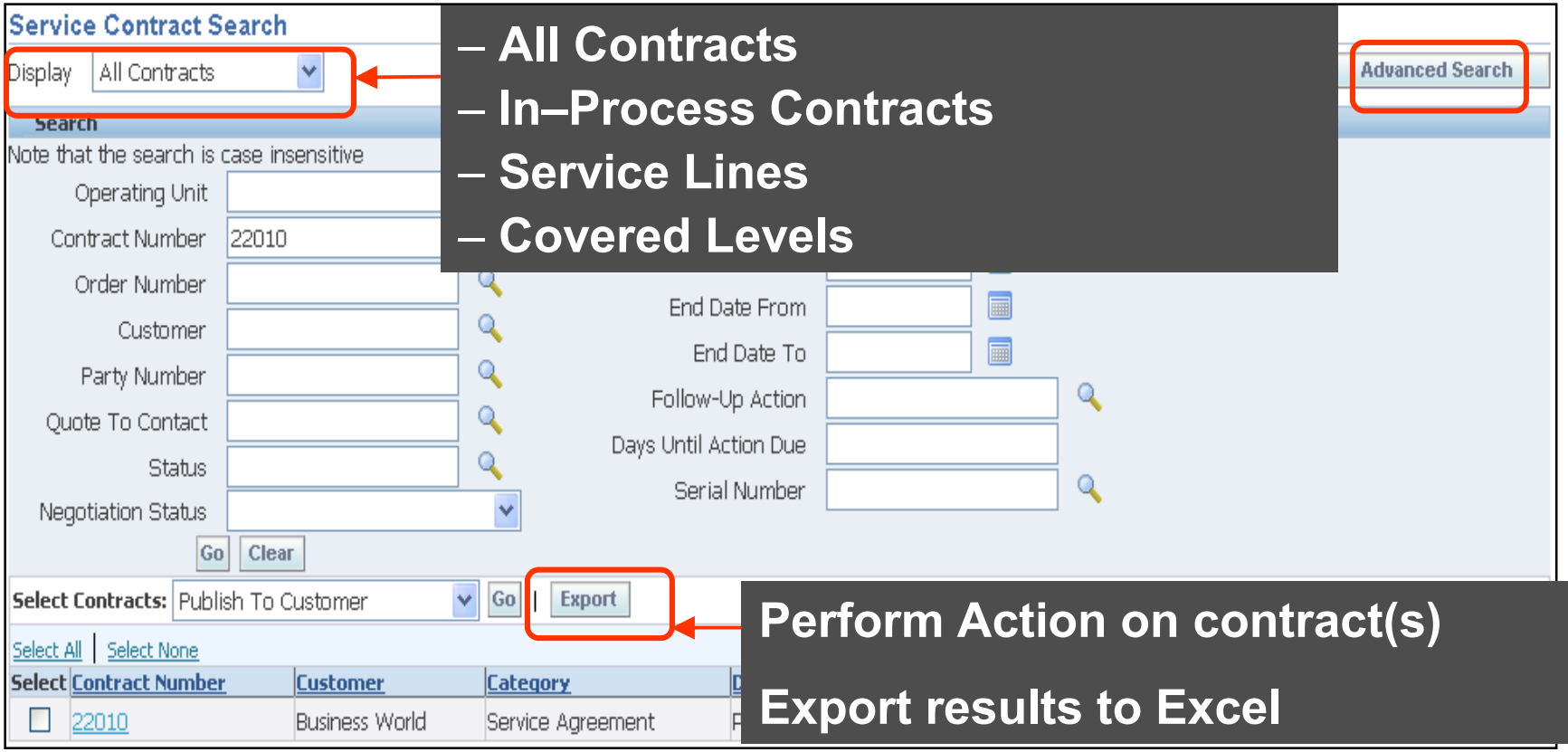
# Contract Search Enhancements

- New HTML search pages
- Search by contract, service line or covered level attributes and display results as contracts, service lines or covered levels
- Drill into contract, service line or covered level details from results set
- Personalize results set. Export results to Excel
- Perform actions like ‘Print/Publish Quote’, ‘Submit for Approval’ etc. from results set

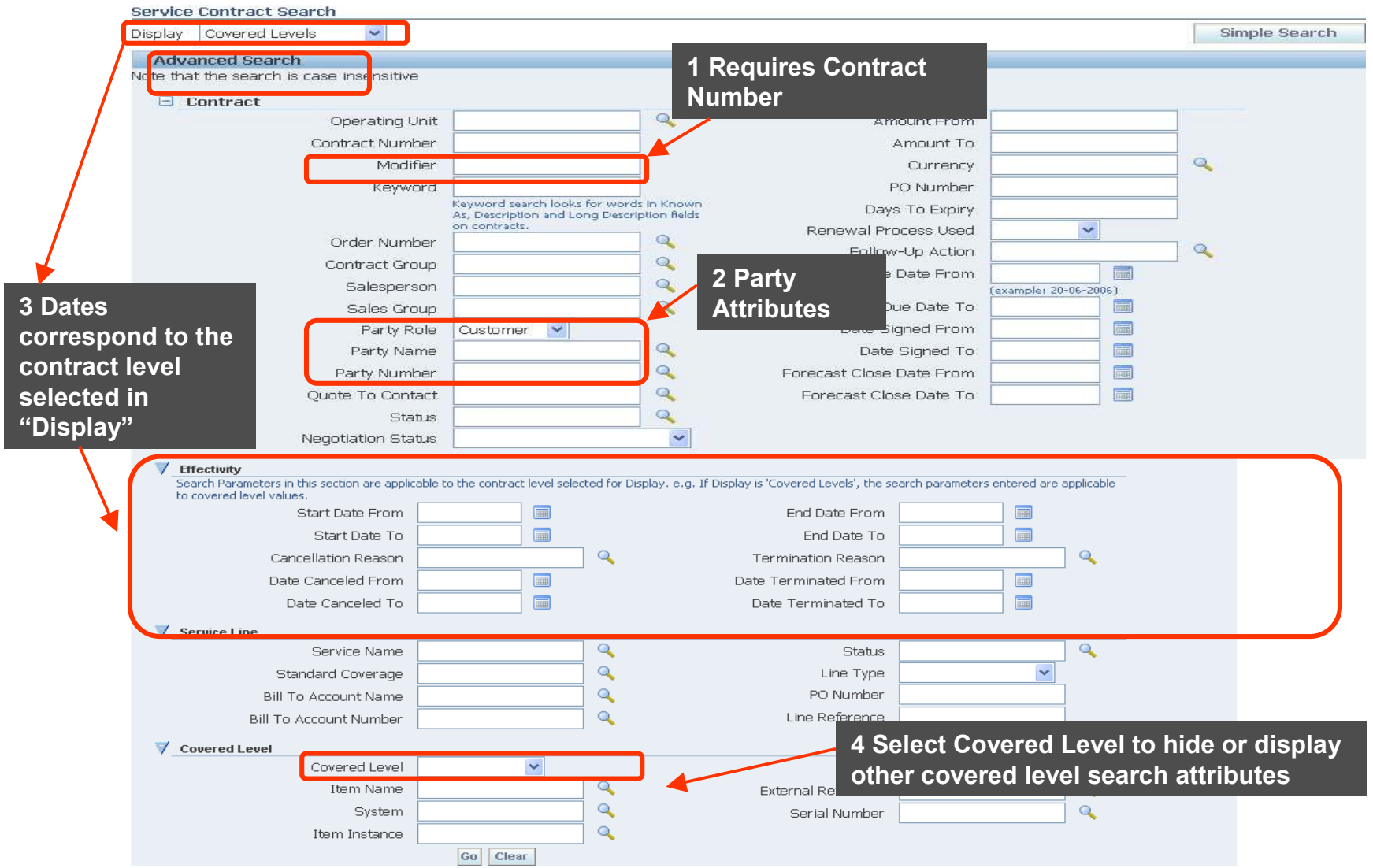
# Contracts Search



# Contracts Search



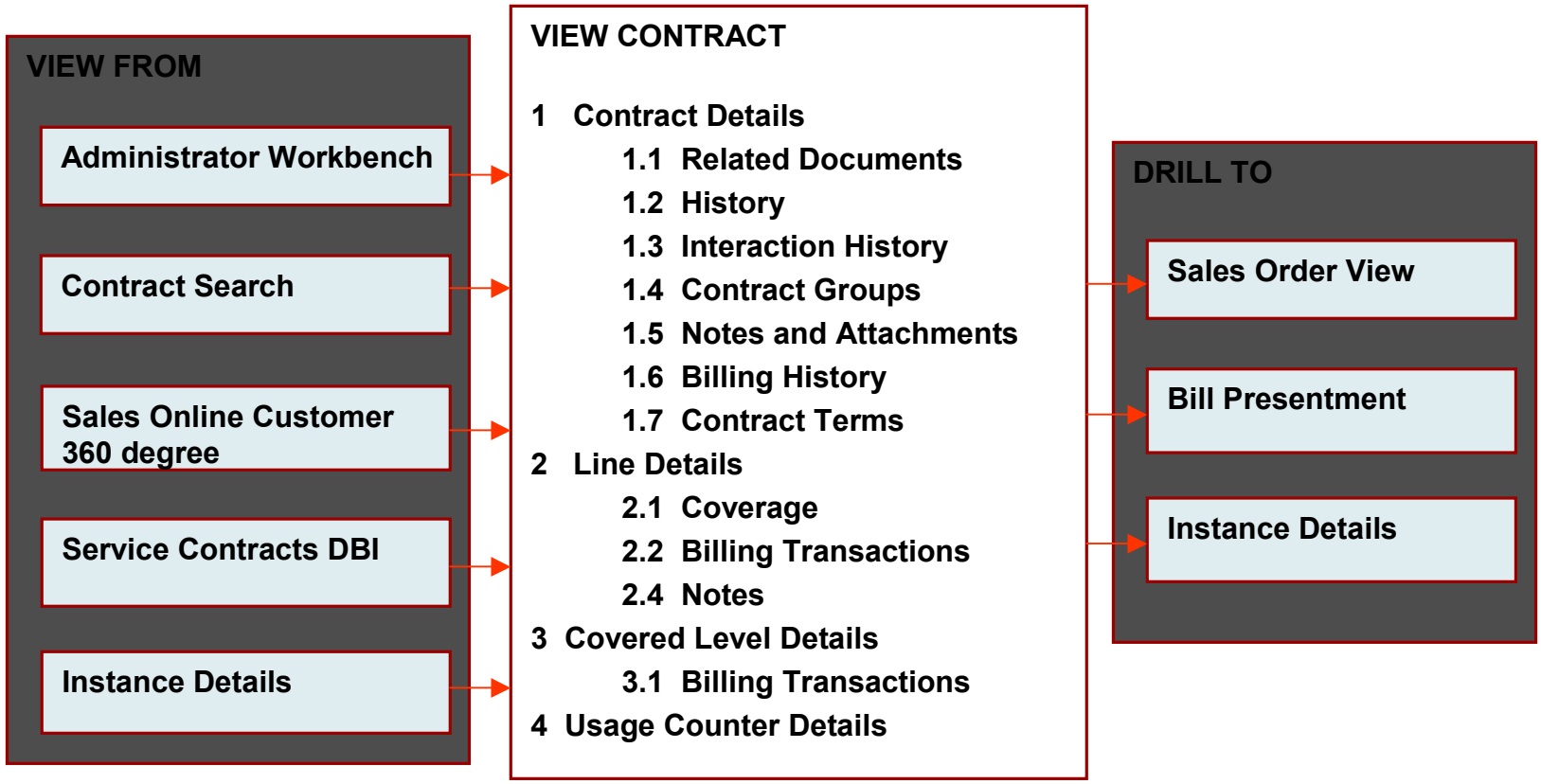
# Advanced Search



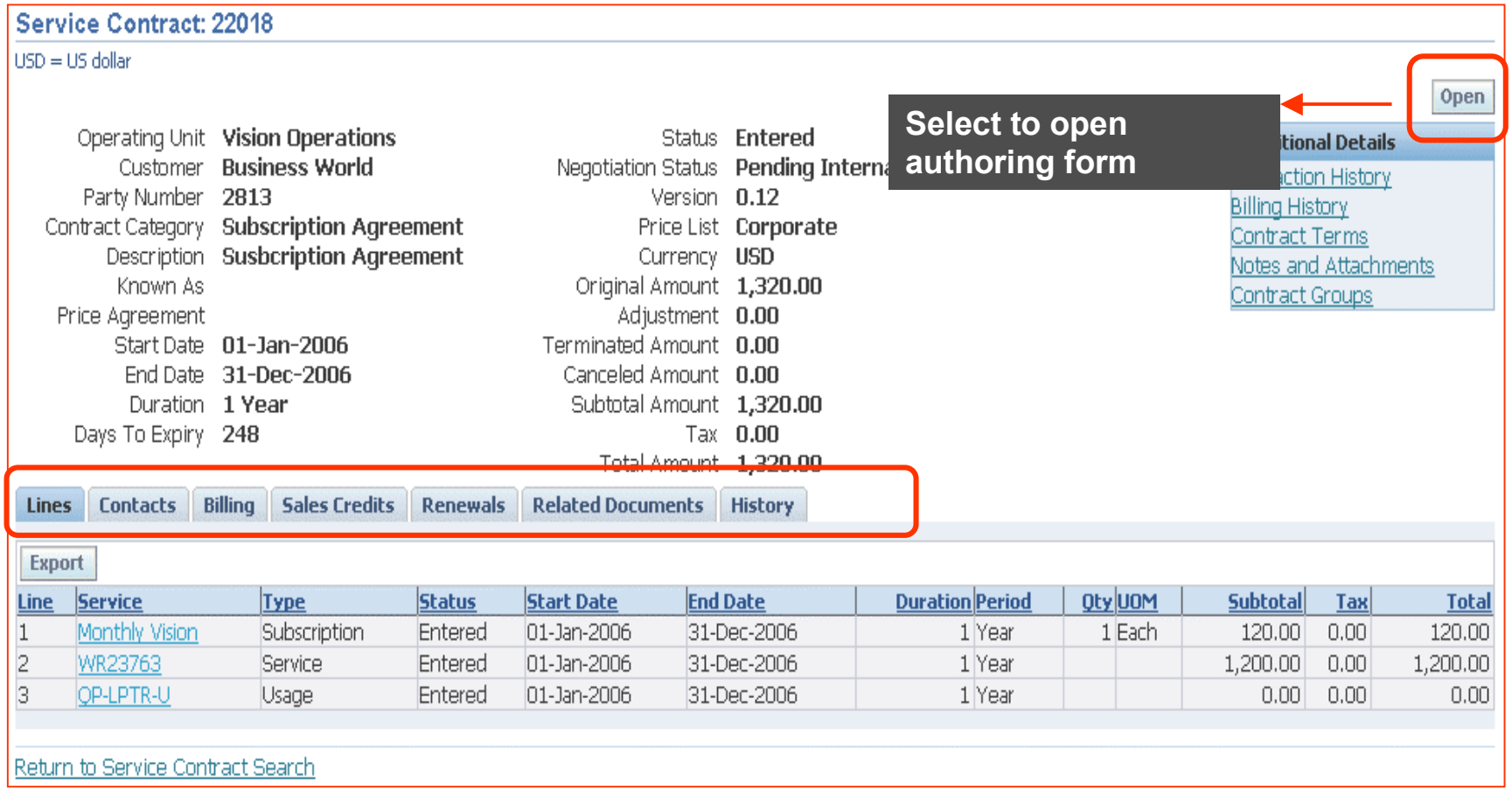
# View Contract Details in HTML

- View Service Contract Details in HTML pages can be accessed from Administrator Workbench, Contract Search, Sales Online, Service Contracts DBI and Installed Base
- It provides all details of a contract, service line, covered level and usage counter
- It is fully integrated with Bill Presentment page and Instance Details page

# Contract Details in HTML



# HTML View


Service Contract: 22018
USD = US dollar
Open
Select to open authoring form
Operating Unit Vision Operations
Customer Business World
Party Number 2813
Contract Category Subscription Agreement
Description Susbcription Agreement
Known As
Price Agreement
Start Date 01-Jan-2006
End Date 31-Dec-2006
Duration 1 Year
Days To Expiry 248
Status Entered
Negotiation Status Pending Interna
Version 0.12
Price List Corporate
Currency USD
Original Amount 1,320.00
Adjustment 0.00
Terminated Amount 0.00
Canceled Amount 0.00
Subtotal Amount 1,320.00
Tax 0.00
Total Amount 1,320.00
tional Details
action History
Billing History
Contract Terms
Notes and Attachments
Contract Groups
Lines
Contacts
Billing
Sales Credits
Renewals
Related Documents
History
Export
Line
Service
Type
Status
Start Date
End Date
Duration
Period
Qty
UOM
Subtotal
Tax
Total
1 Monthly Vision Subscription Entered 01-Jan-2006 31-Dec-2006 1 Year 1 Each 120.00 0.00 120.00
2 WR23763 Service Entered 01-Jan-2006 31-Dec-2006 1 Year 1,200.00 0.00 1,200.00
3 OP-LPTR-U Usage Entered 01-Jan-2006 31-Dec-2006 1 Year 0.00 0.00 0.00
Return to Service Contract Search

# 10 Things You May Not Know

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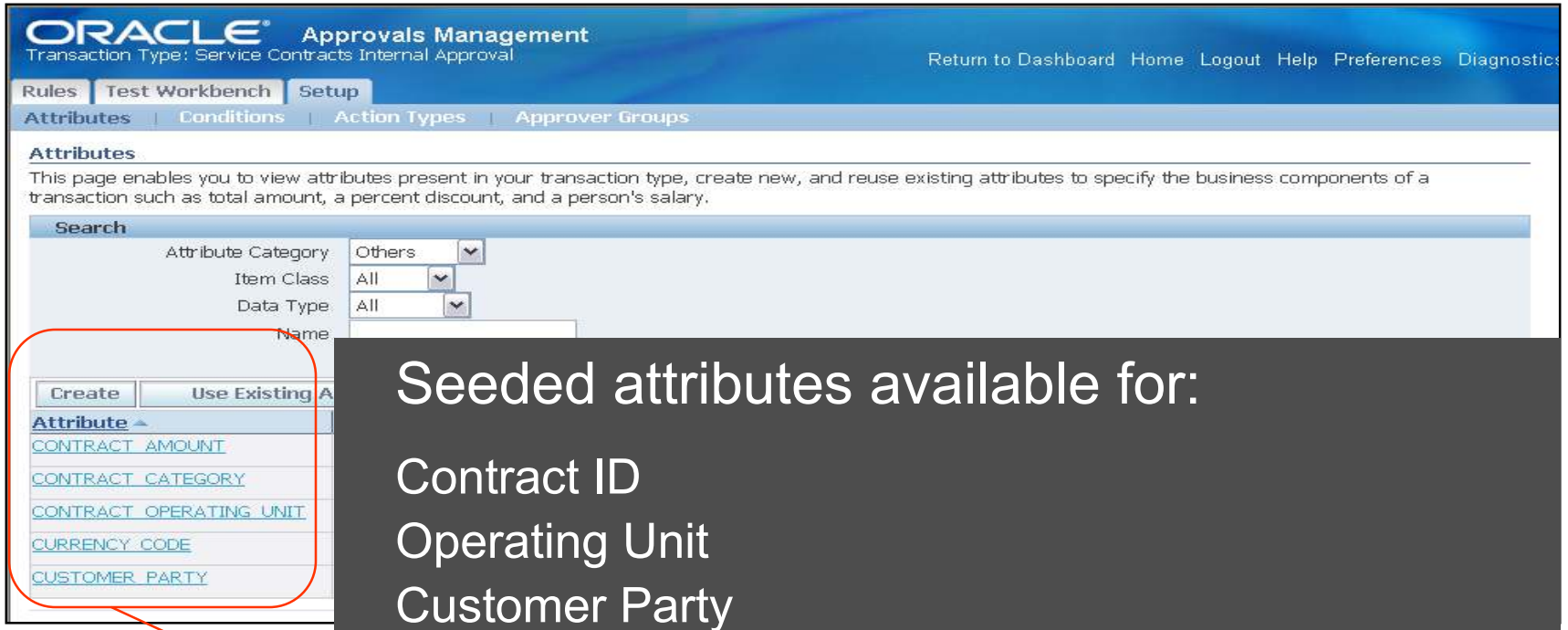
# Flexible Approval Rules

- Standard contract approval workflow integrates with Oracle Approvals Management (AME) to drive the approval process
- Standard approvals management features such as rules based approval routing, definition of approval groups are supported

# Approval Rule Setup Steps

- Create new Service Contract Attributes in AME
- Define an AME Condition based on the attributes
- Define an AME Approval Group containing approvers as members
- Define an Action in AME
- Define a Rule based on Conditions and Actions

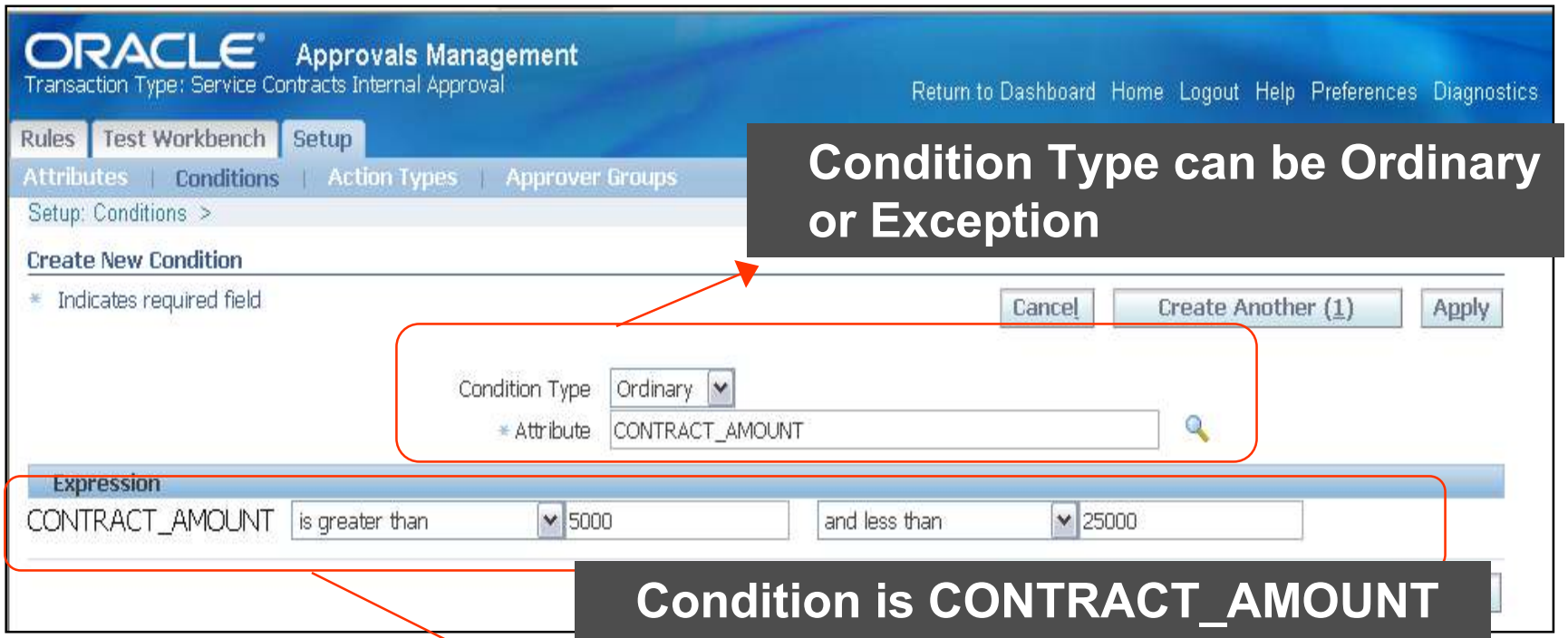
# Create or Review Attributes



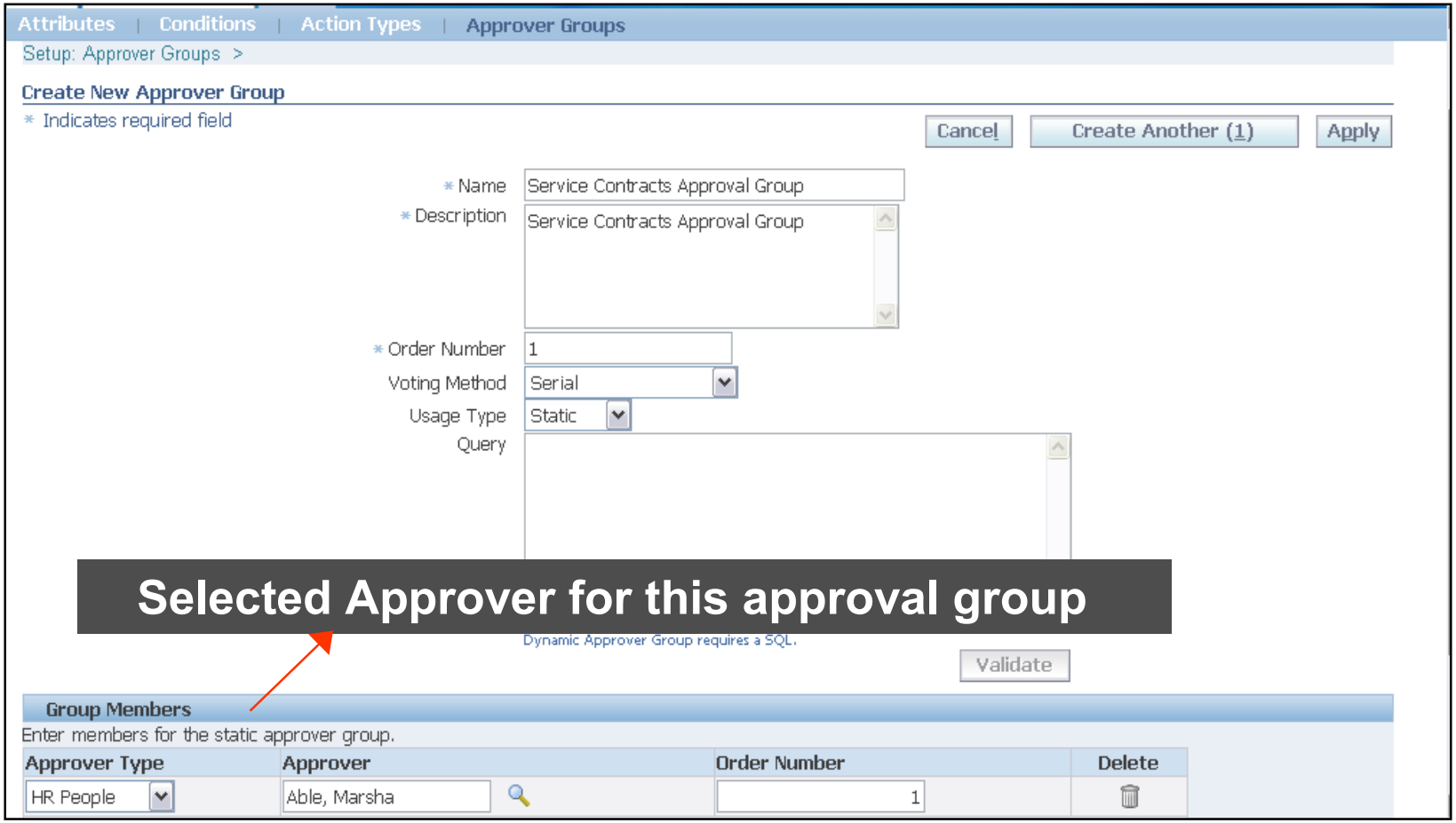

Seeded attributes available for:

- Contract ID
- Operating Unit
- Customer Party
- Contract Category
- Contract Amount

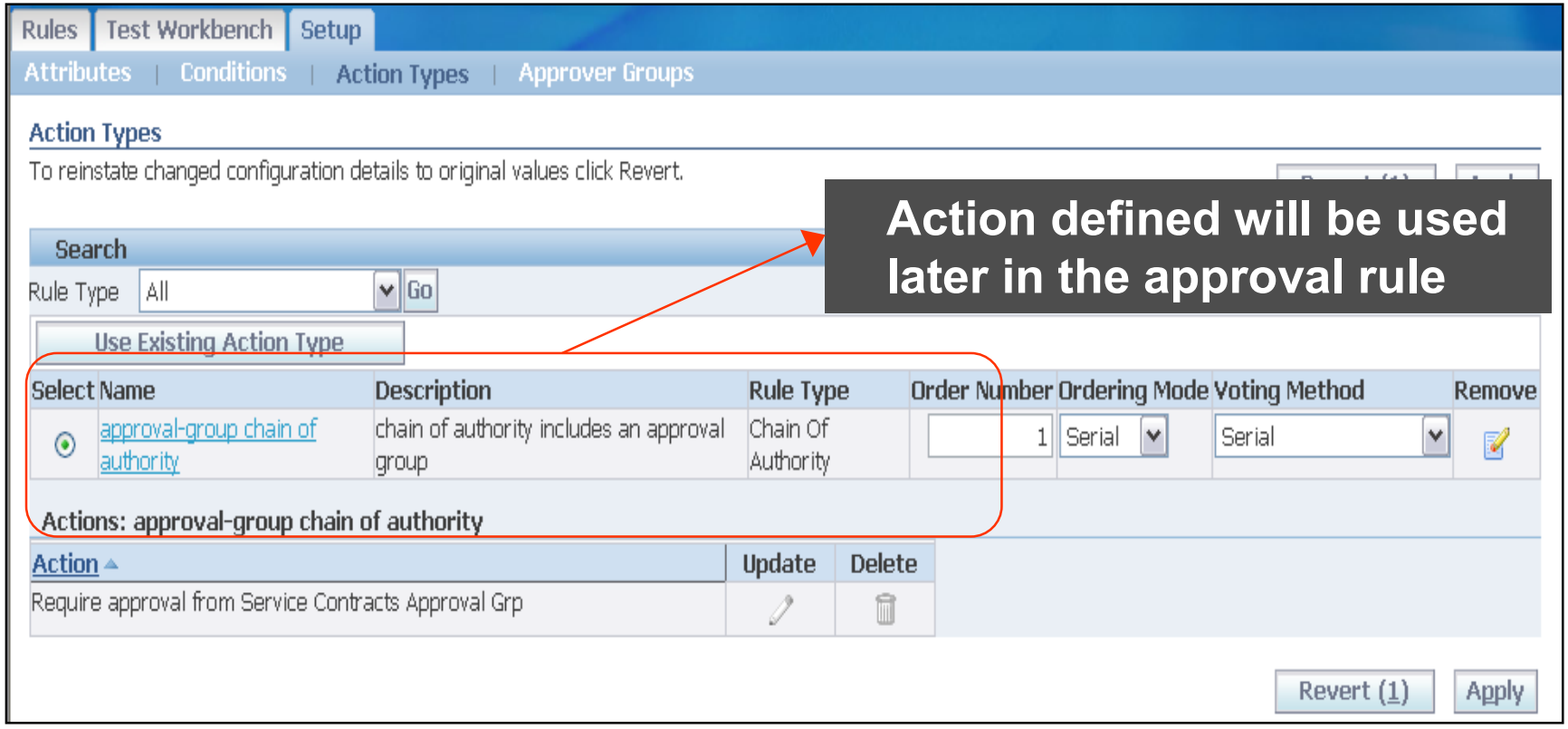
# Define Approval Condition



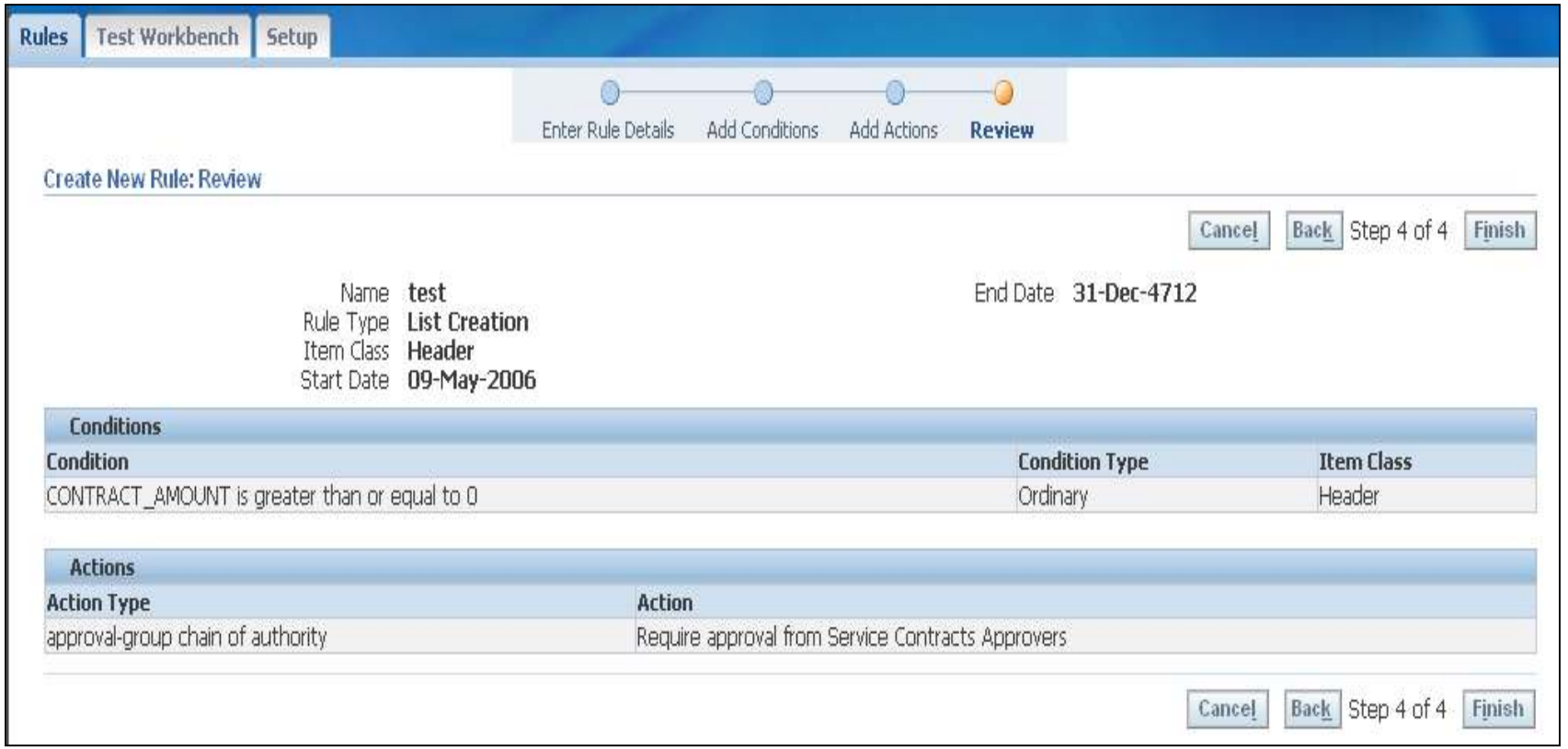
# Define Approval Group



# Define Approval Action



# Rule Using Conditions & Action



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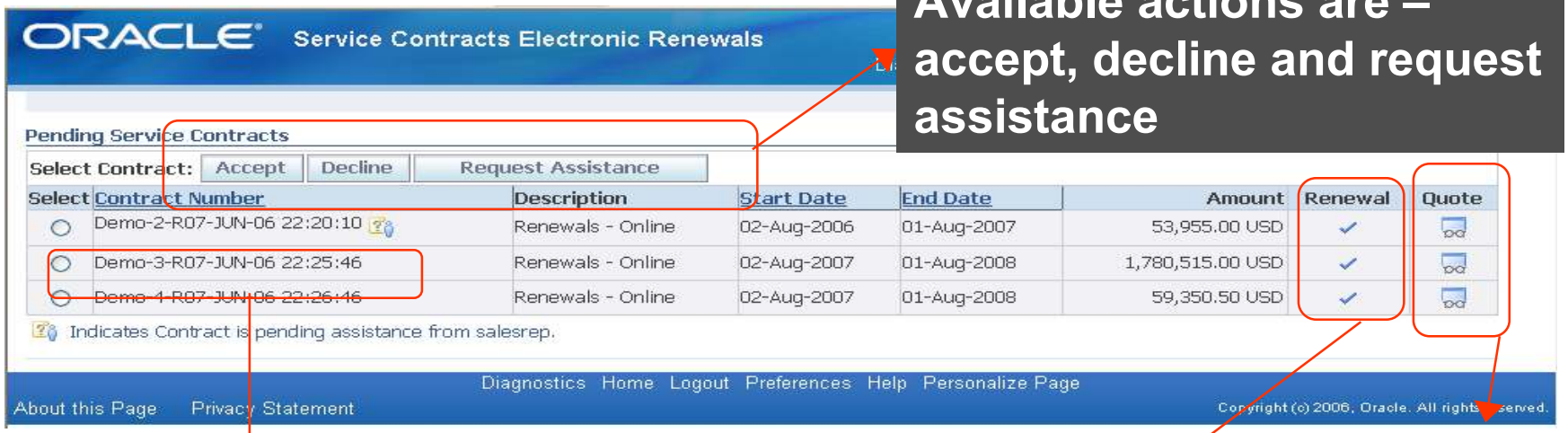
## Configuration Steps

- Setup Single Sign-on Portal
- Create Communication Templates in XML Publisher
- Define Communication Template Set
- Assign Communication Template Set at site, operating unit or party levels
- Define acceptable payment methods in global contracts defaults for Online Customer Acceptance

# Online Portal




**Available actions are – accept, decline and request assistance**

**Contracts pending salesrep assistance are marked. These contracts can be accepted or declined**

**Flag indicates that the pending contract is a renewal**

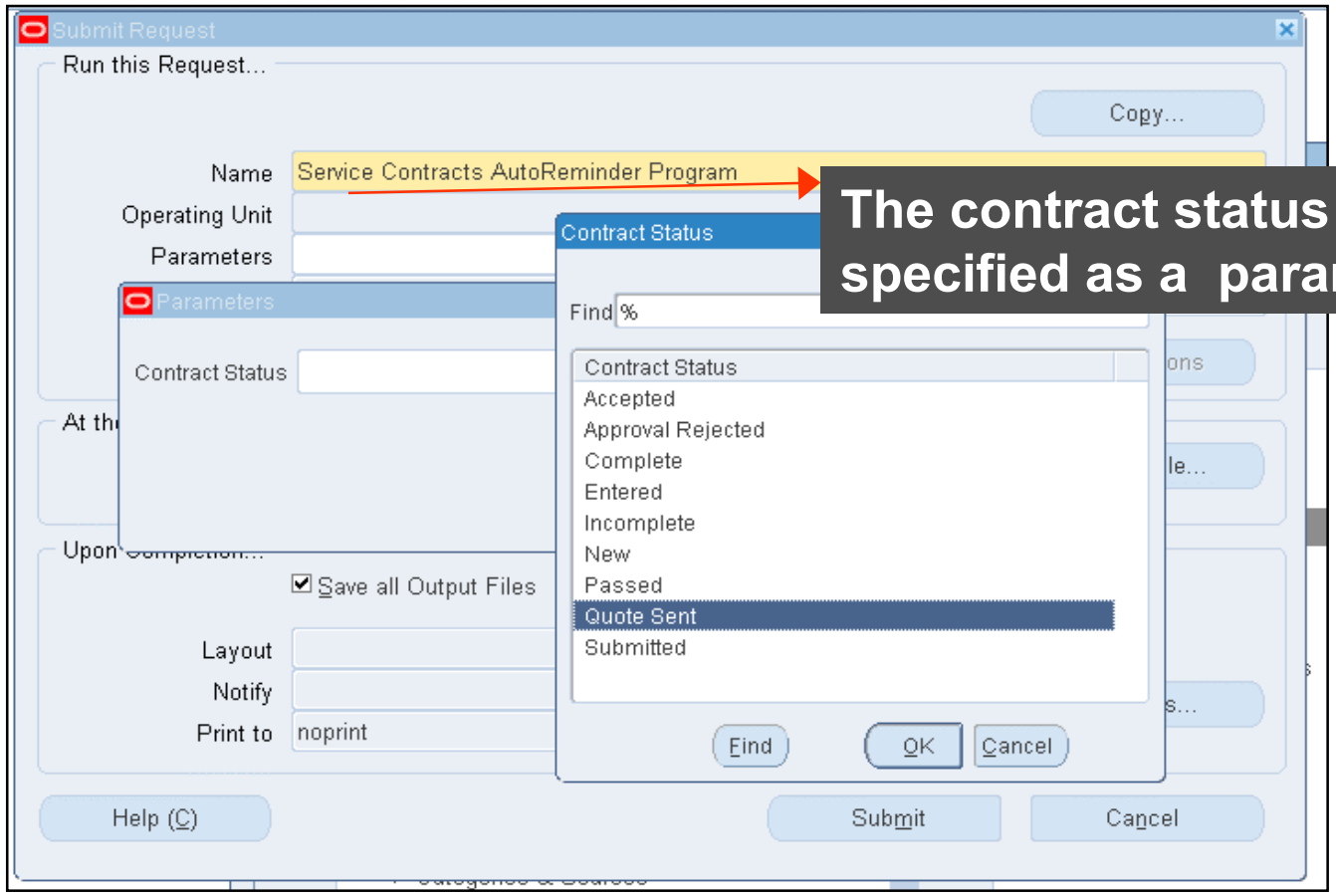
**Clicking quote displays quote in .pdf format**

# Auto-Reminders

- Auto-reminder process can be used for both manual and online contracts
- Online Contracts - all contracts for which quote has been published online
- Manual Contracts - Contract Status will be used to send reminders

# Auto-Reminder Program

- Program is usually scheduled to run daily



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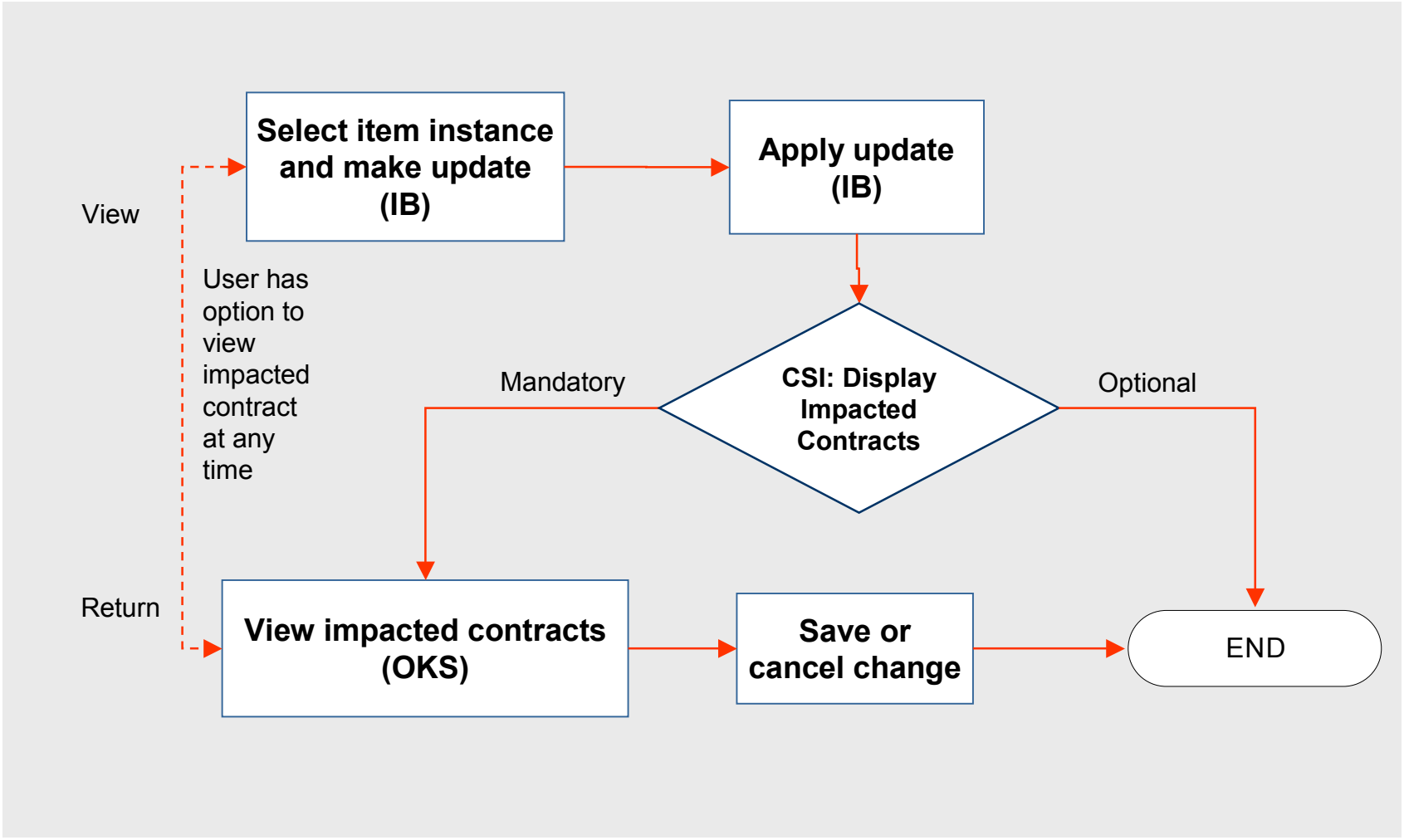
# View Impacted Contracts



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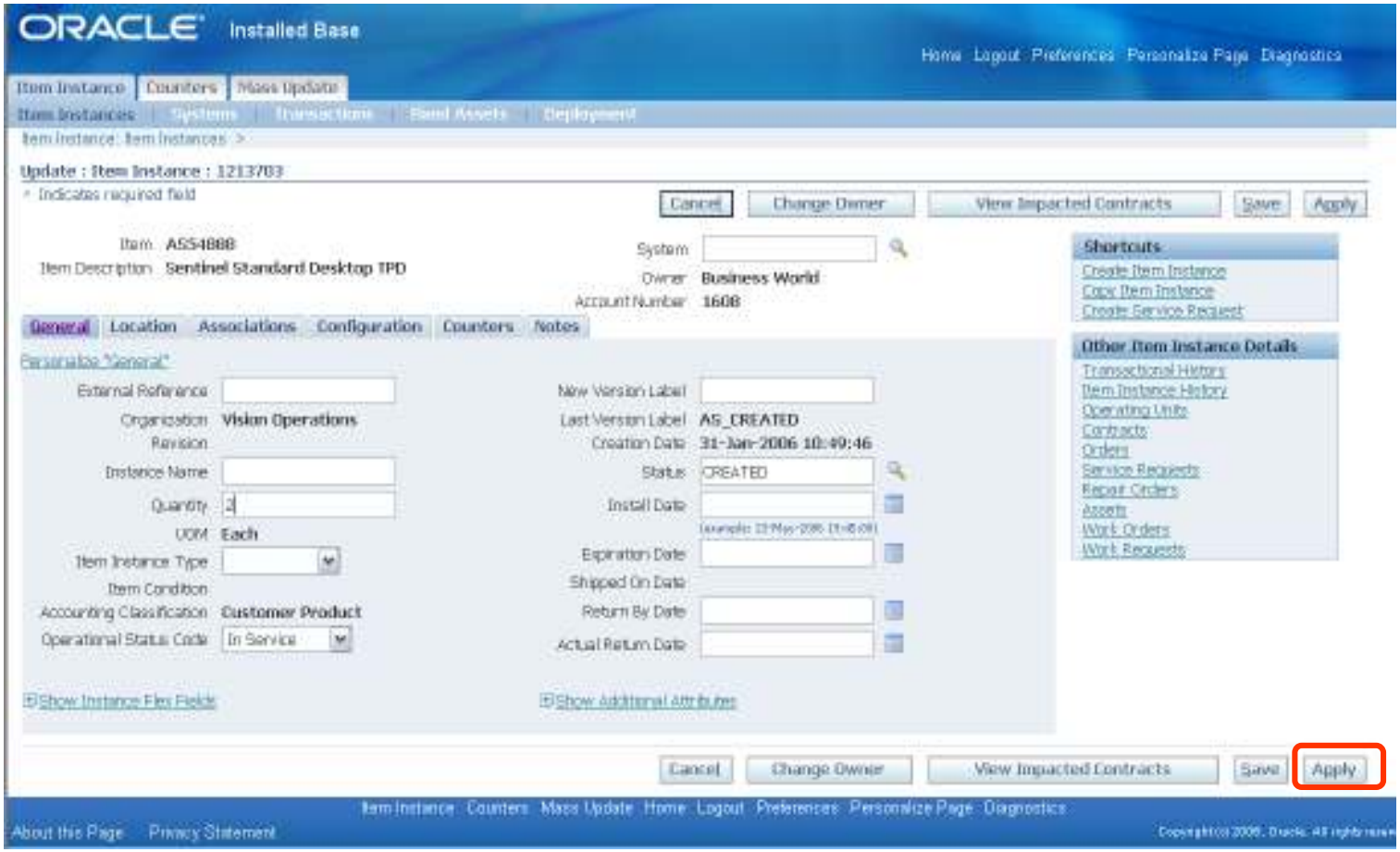
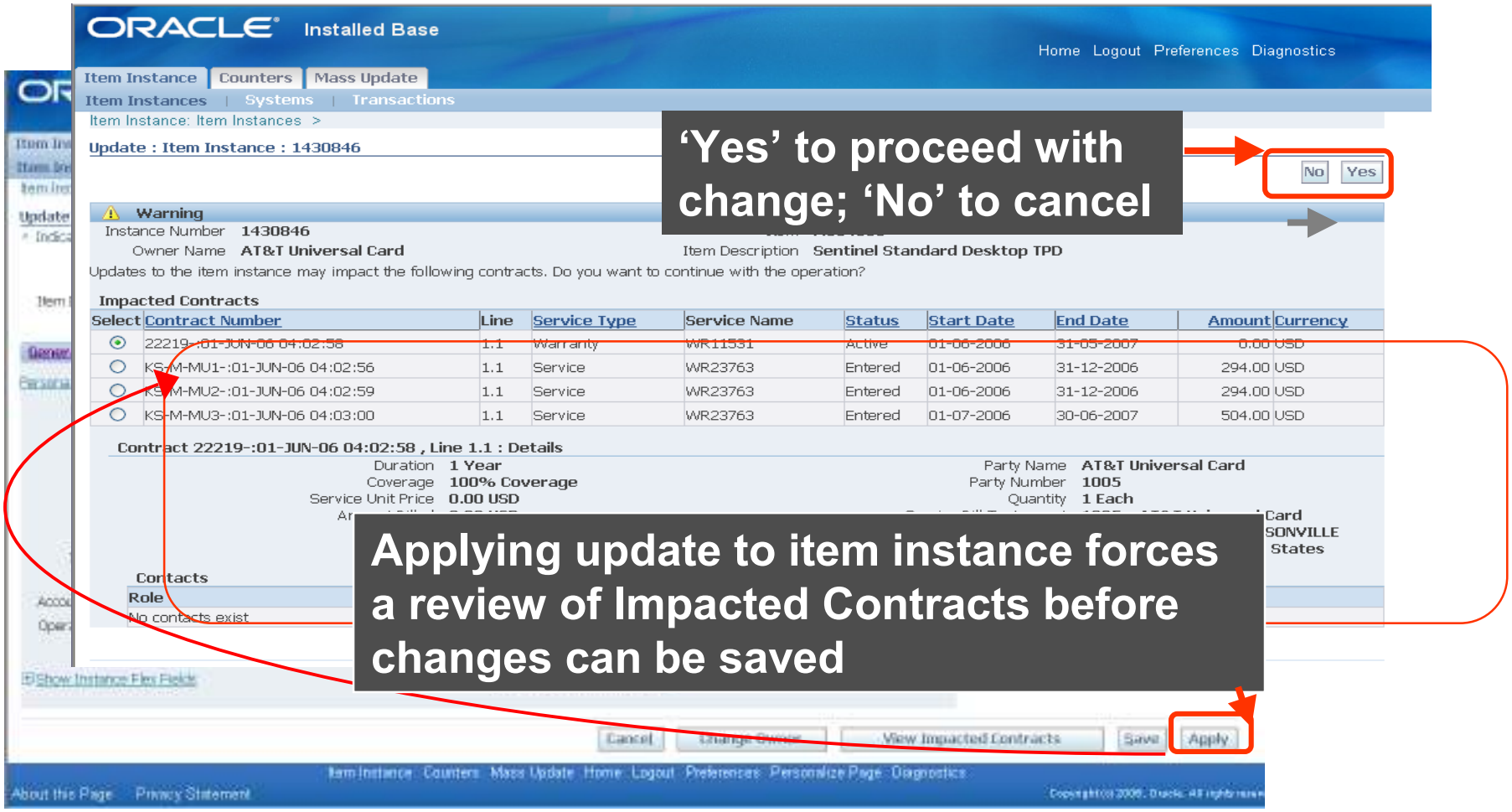
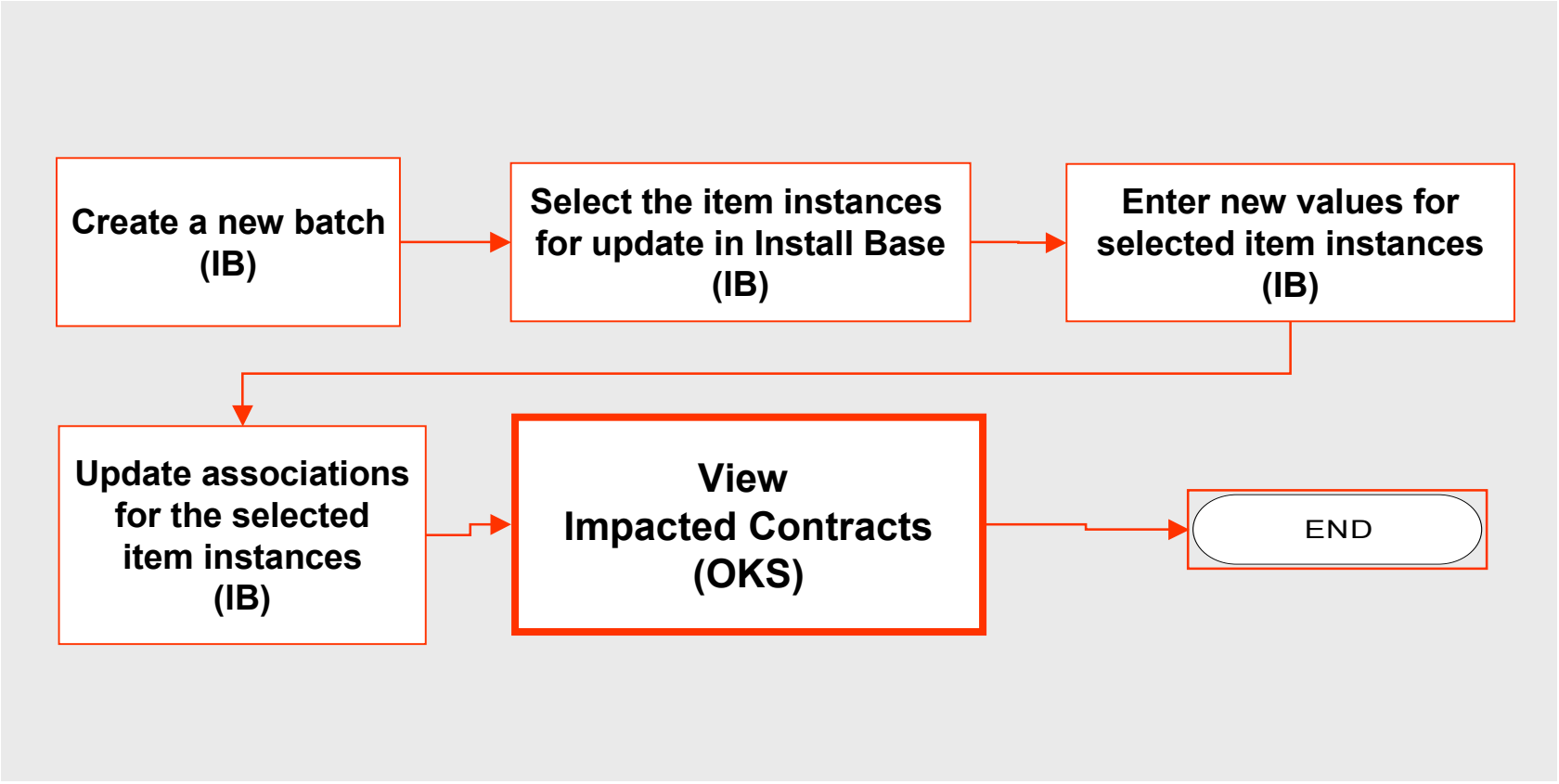


# Item Instance Updates

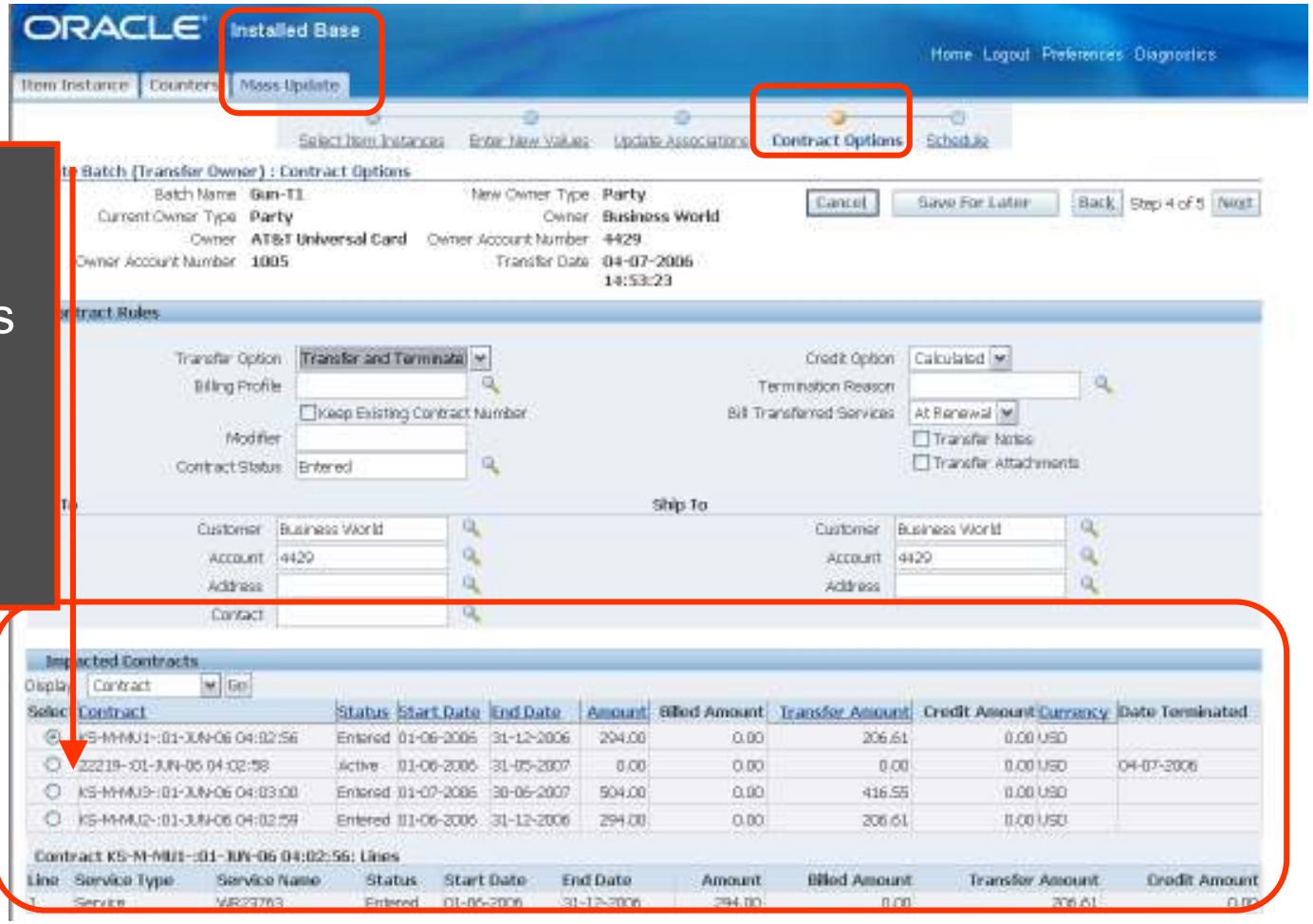


# IB Mass Updates – View Impact



# View Impacted Contracts

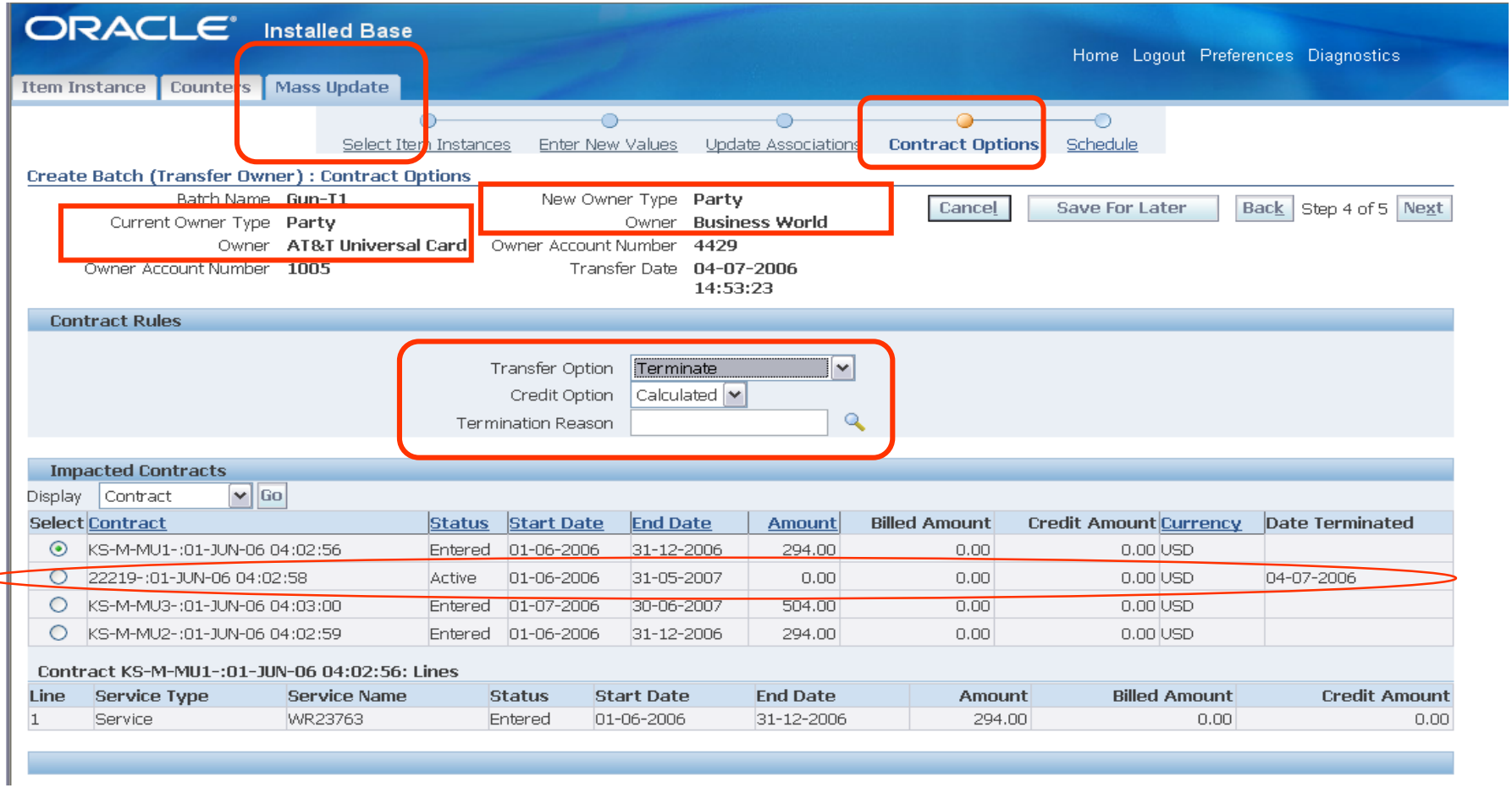
Display Options
- Contracts Service Lines
- Covered Levels



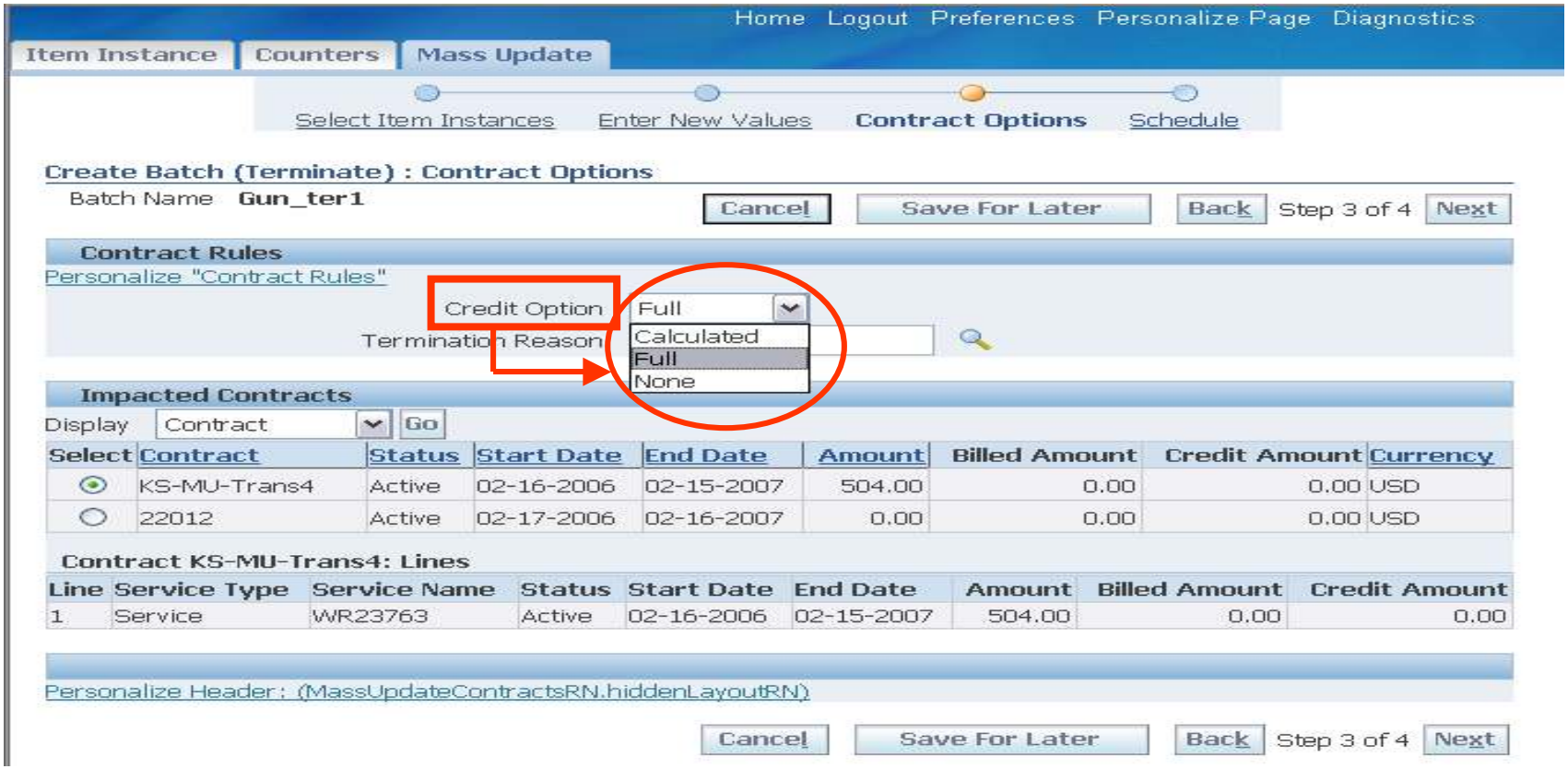
# Specify Impact of IB Mass Updates

- Specify service transfer option for mass changes of item instance ownership:
  - No Update to Contracts
  - Terminate
  - Transfer & Terminate
  - Use Coverage Terms
- Specify credit option for service termination due to mass item instance termination

# Mass Transfer: Terminate



# Mass Termination: Credit Option



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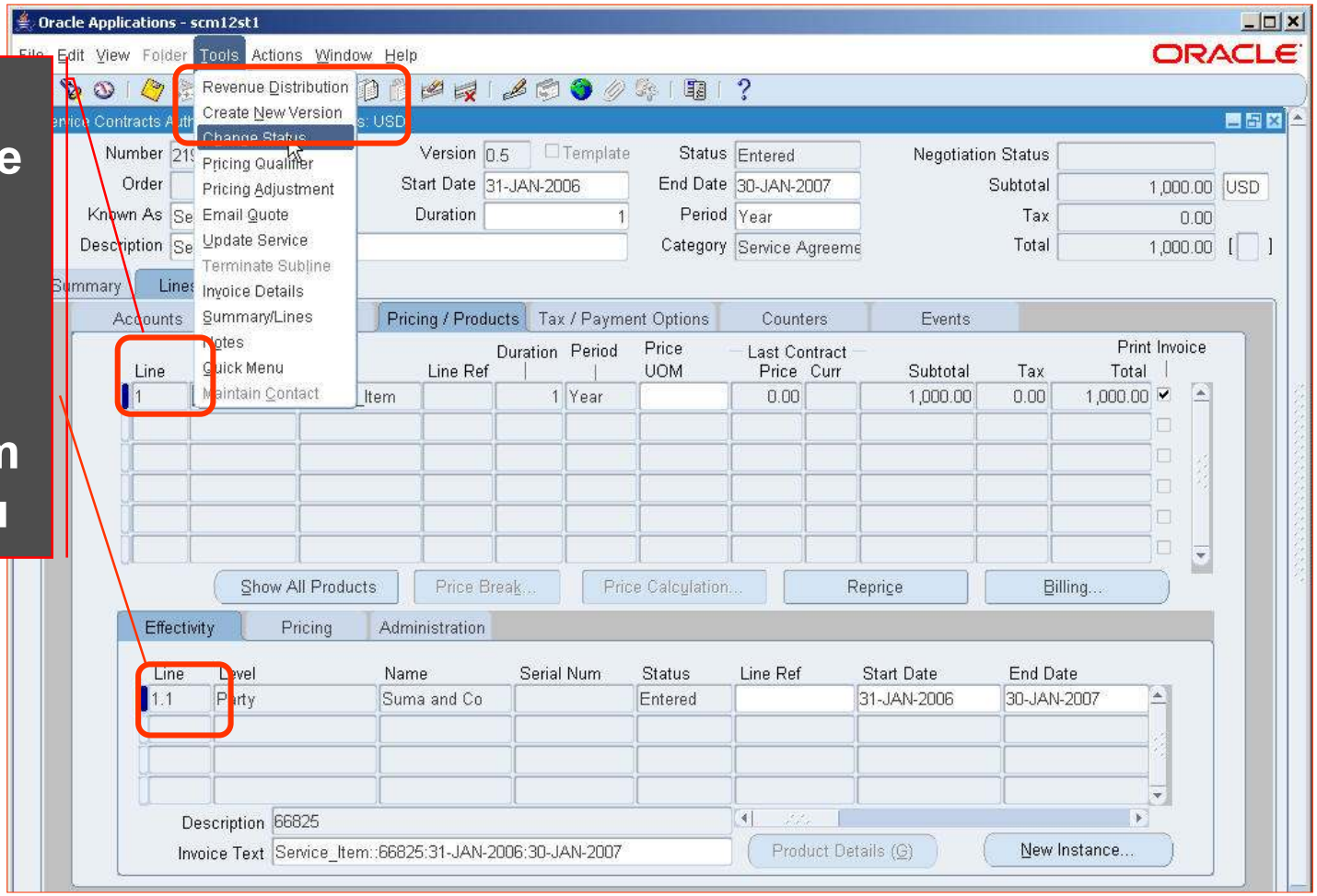
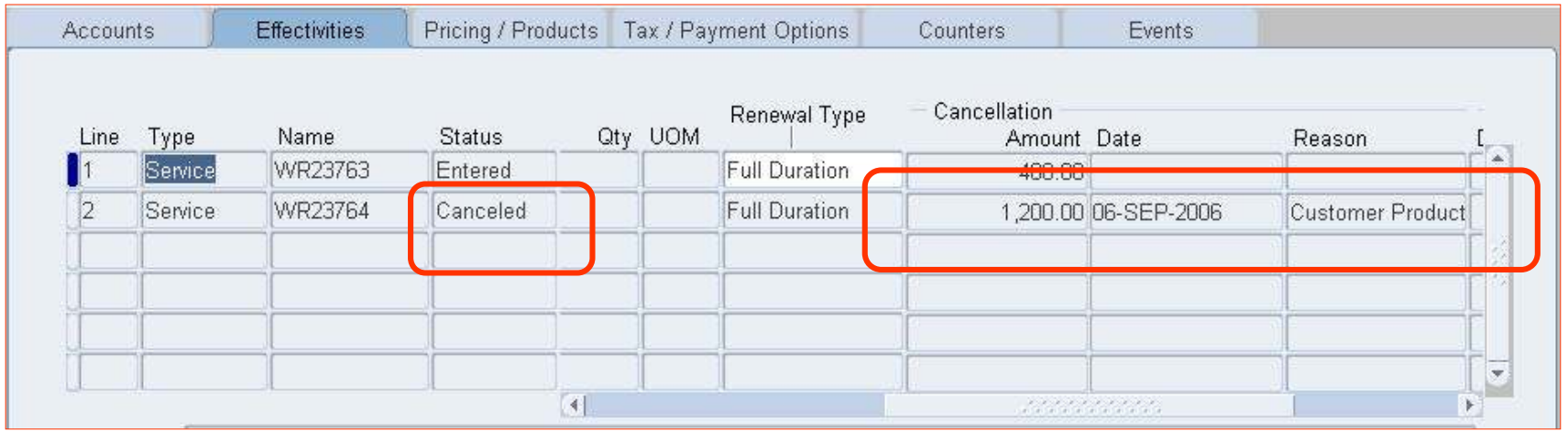
# Line Level Cancellation

**Highlight Service Line or Covered Level and select 'Change Status' from Tools menu**



# Line Level Cancellation

- Service line status updated to canceled
- Cancellation Amount, Date & Reason displayed



## Line Level Cancellation

- Canceled lines can be changed back to an Entered status
- Service automatically cancels when covered products are transferred, terminated, returned or replaced in IB
- View amount, date & reason canceled in authoring form
- Canceled lines remain on contract after activation. Canceled lines are not carried forward when contract renews

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# Sales Contracts Workbench Description

- Sales Contracts Workbench is a configurable portal that provides contract administrators:
  - Easy access to all their contracts via bookmarks and user-created views
  - Simple and advanced search capabilities for adhoc queries or reporting
  - Launch pad  for all contract activities. For instance, users can create sales order, sales agreements or quotes directly from the workbench obviating the need to switch responsibilities to perform these tasks
  - Supports configuration of user security privileges providing or restricting access to features based on customers' specific business needs

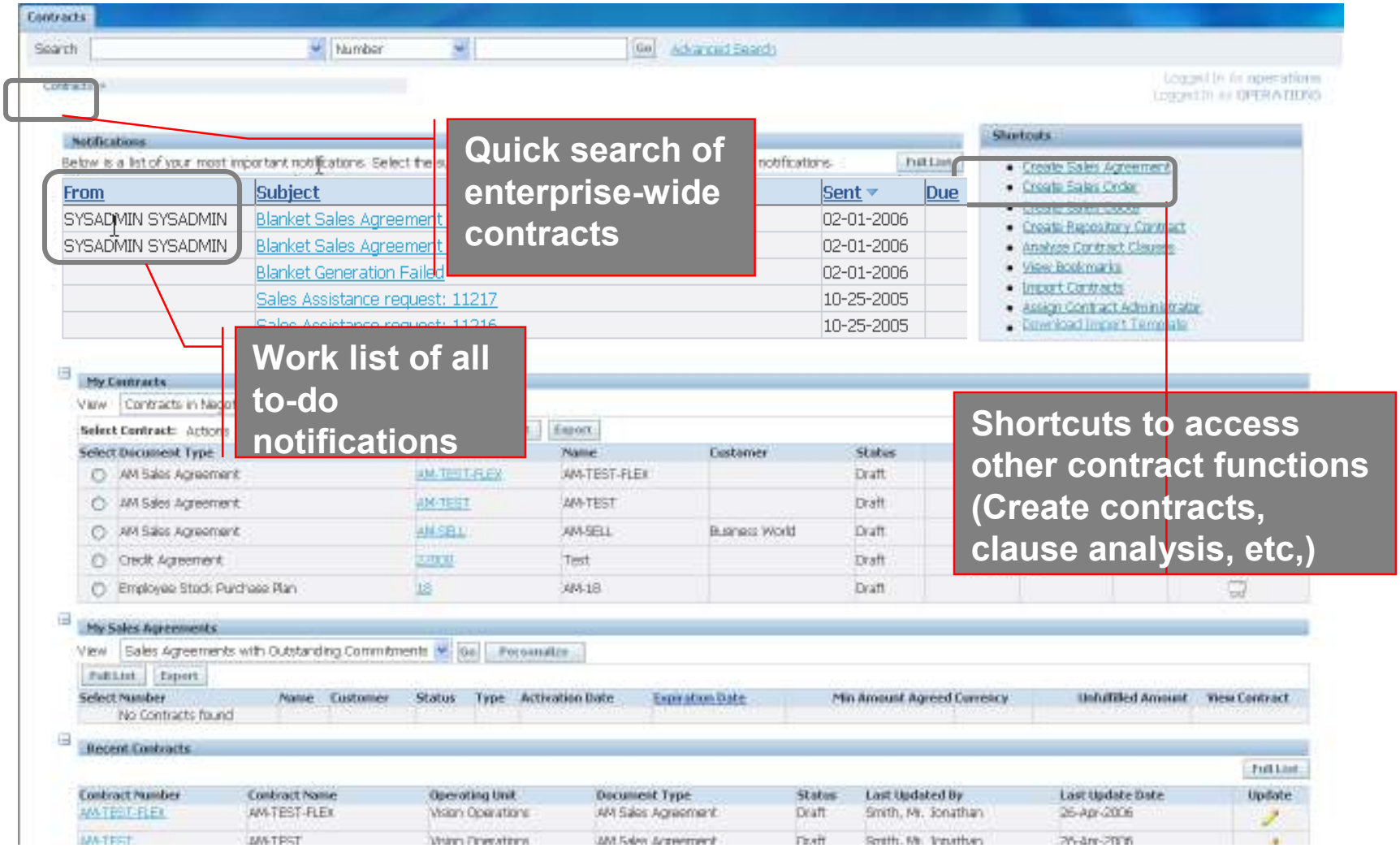
# Sales Contracts Workbench Benefits

- Global Contracts Access:
  - Provides business centralized access to view and manage its enterprise-wide contracts without having to switch responsibilities to access different operating units
- Enables adhoc reporting:
  - The search and analytical query tools aids tactical and operational decision making based on analysis of products and services in contract and monitor status of current contractual obligations
- Enables informed decision making by allowing administrators to stay on top of their contracts
  - Provides contract administrators real-time information on contracts requiring approval, contracts in negotiation, contracts with outstanding commitments, etc

# Sales Contracts Workbench Setup – Prerequisites

- You must be setup as an employee to access this feature
- Multi-org access control (MOAC) must be setup to determine which operating units can be accessed from the Workbench. If it is not setup, you can still access this feature for a single operating unit

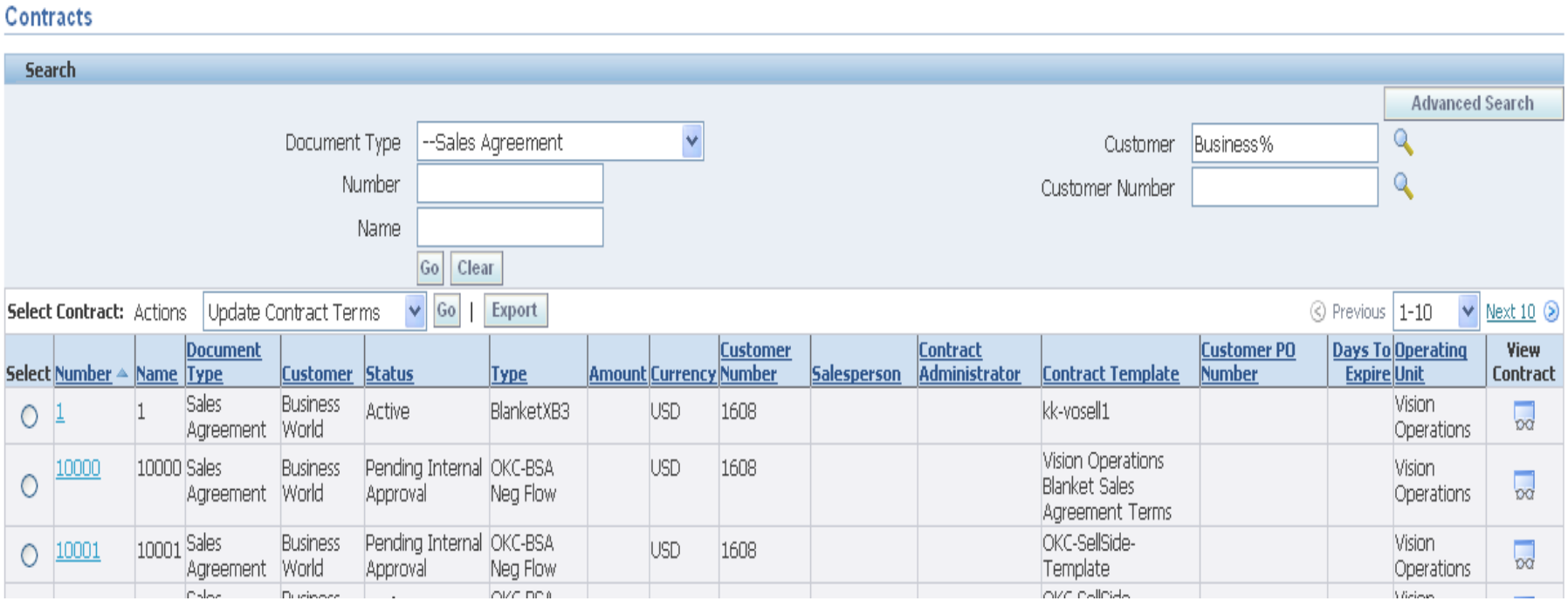
# Sales Contracts Home Page



# Sales Contracts Workbench – Seeded Contract Bins

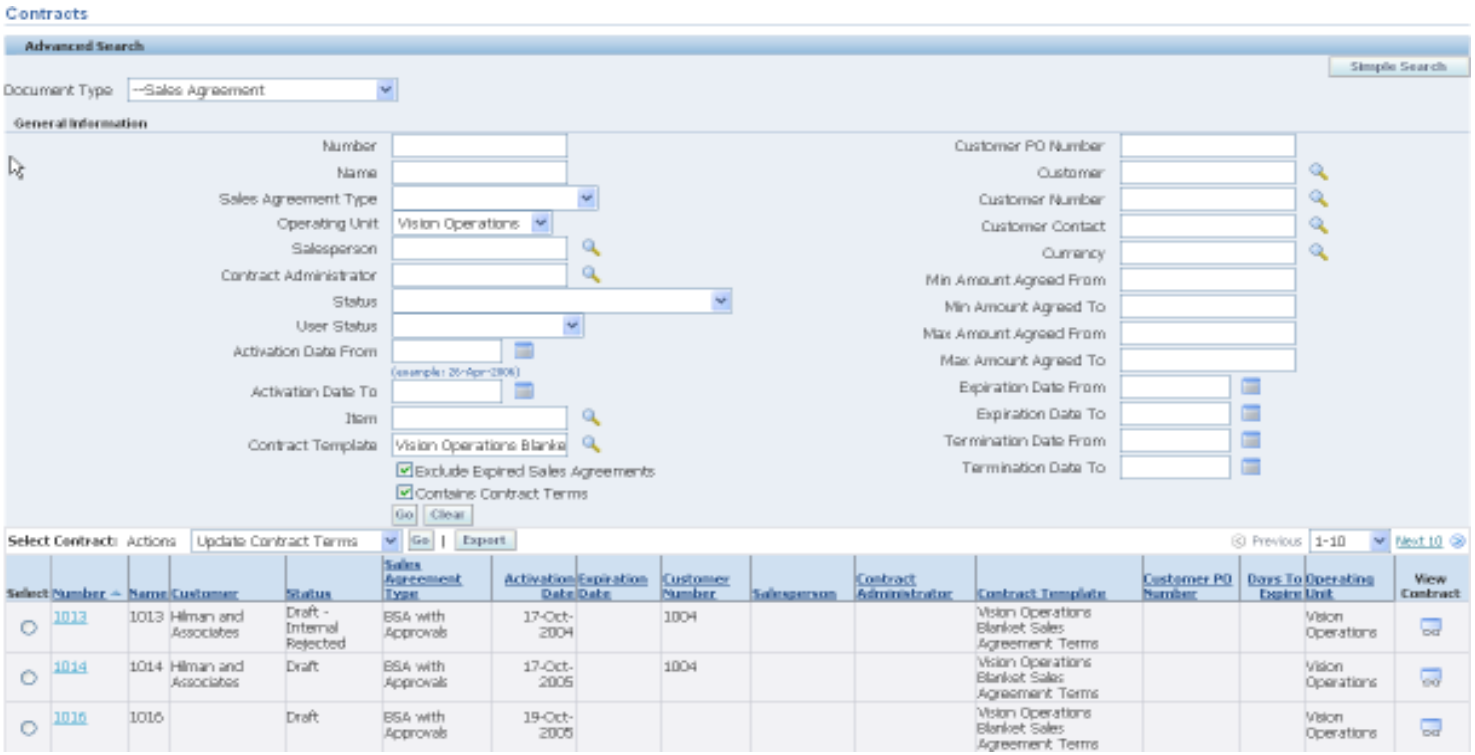
- My Contracts
  - Displays all the contracts for which you are the contract administrator (agreements, quotes and orders)
  - Use seeded views to display contracts in draft status or in pending approval status
- My Sales Agreements
  - Focuses on agreements you are the administrator for
  - Use seeded views to display agreements in draft status, in expired status or those about to expire in the next **60** days and agreements with outstanding commitments > **$100,000**
- Recent Contracts
  - Displays all contracts that you have viewed or accessed from the Workbench
- All Contracts
  - Users must personalize this bin and create their own views to generate required information for analysis

# Sales Contracts Workbench – Simple Search




- Simple search
  - Allows you to search for different types of contracts such as sales agreements, quotes etc
  - Search using any combination of criteria including, Contract Name, Number, Customer Name or Number
  - Allows you to open and update the contract or simply view the PDF document

# Sales Contracts Workbench – Advanced Search

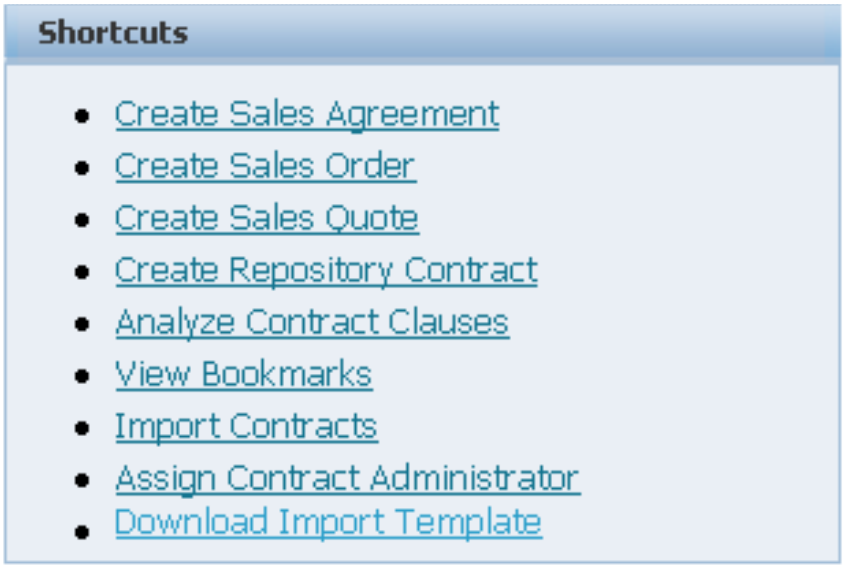



- Allows search based on criteria sensitive to the document type you are searching on across one or many operating units
- Search using a combination of criteria: Customer, Status, Date ranges, contract template etc
- You can drilldown to contract details from search results to update the contract or simply view the PDF document

# Sales Contracts Workbench - Details Drilldown

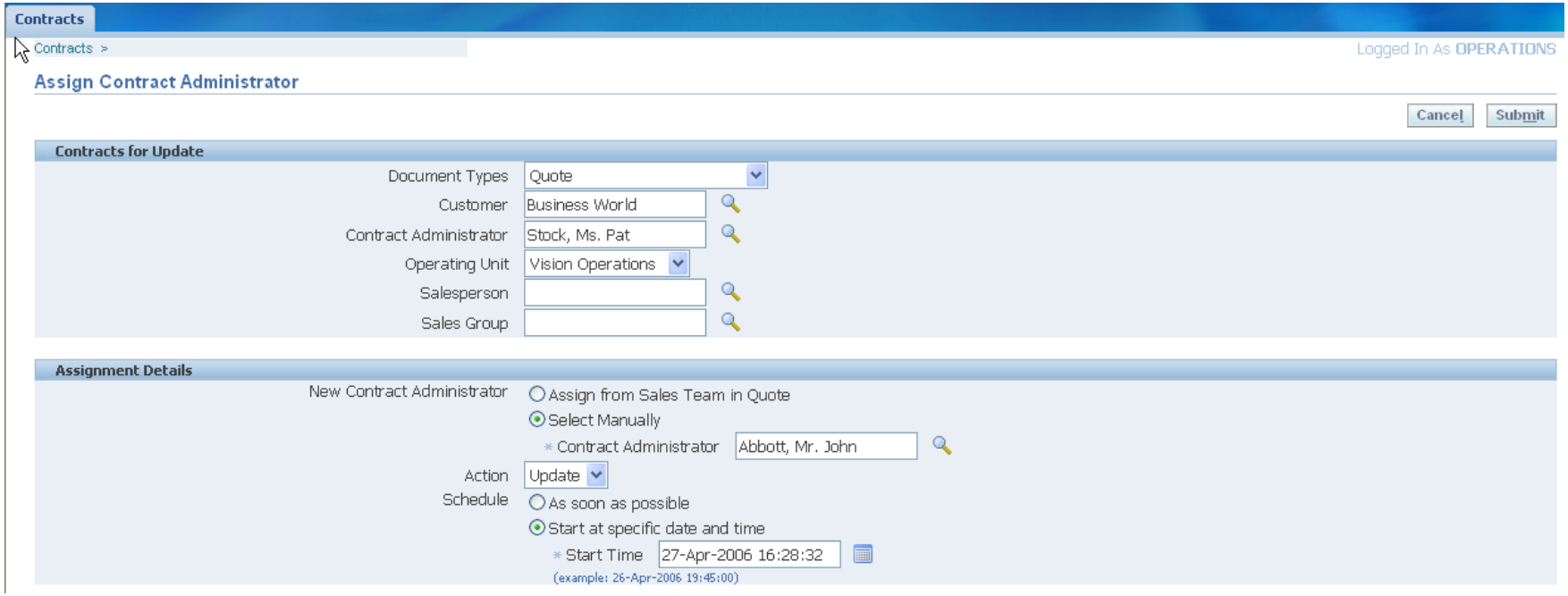
**Enabled based on function security defined in Quoting or Order Management**

# Contract Actions from the Workbench




- From the home page, you can:
  - Create contracts including quotes, agreements and orders
  - Create sell intent repository contracts
  - Analyze contract clause usage
  - Import legacy contracts into the repository
  - Mass update administrators on contracts

# Assign Contract Administrator




- Allows you to assign or update contract administrators on multiple contracts en masse
- You can update specific contracts based on additional criteria (document type, customer, operating unit, etc)
- You could run a report to first view the contracts that would be affected by this change before updating the contracts

# 10 Things You May Not Know

1. Shared Services Center Support
2. Contract Negotiation Lifecycle
3. Service Contracts Admin Workbench
4. Flexible Approval Rules
5. Enhanced Communication Templates
6. Installed Base Mass Updates
7. Cancellation Enhancements
8. Sales Contracts Workbench
9. Enhanced 360º Sales Contracts view
10. R12 Upgrade Tips

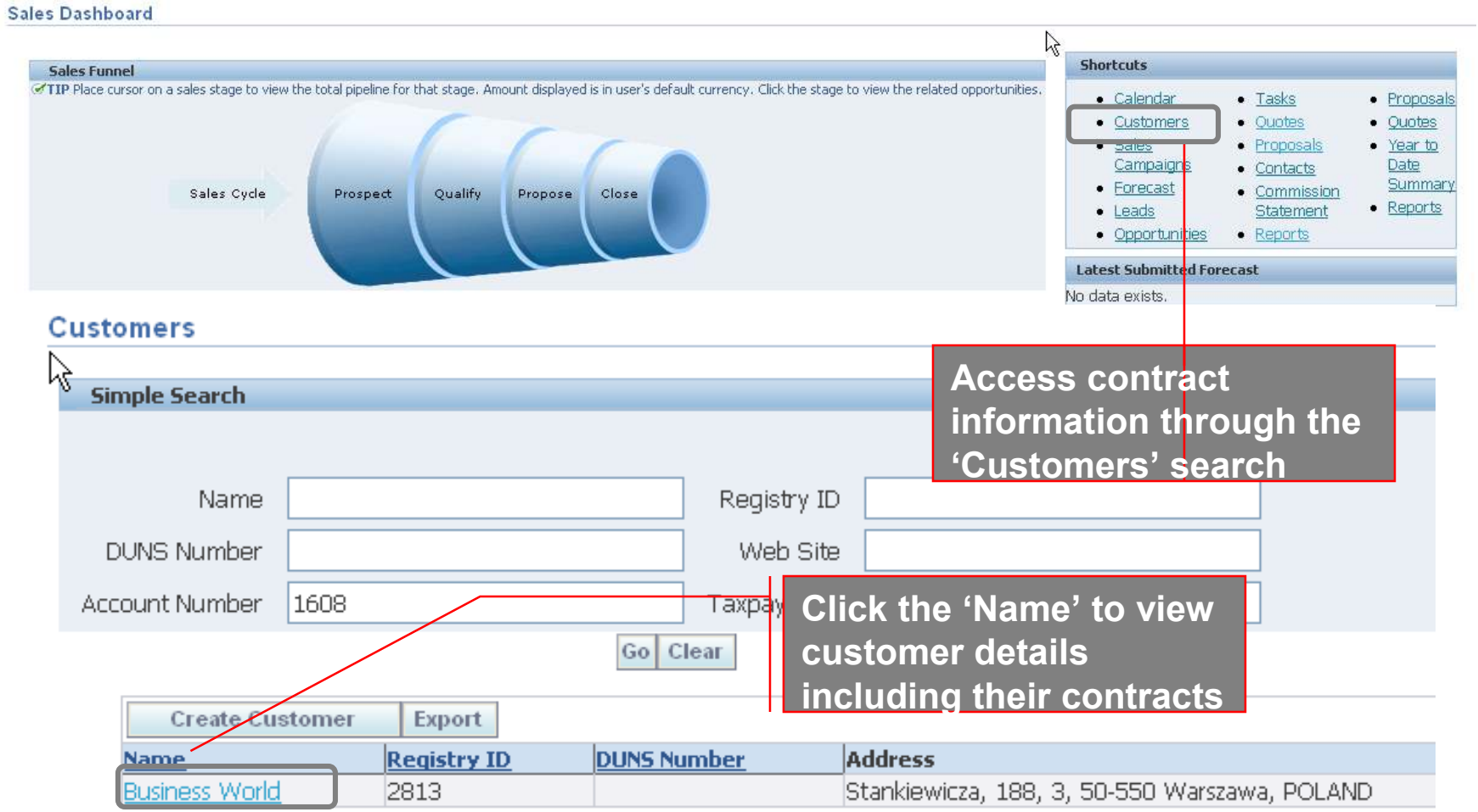
# Access Contracts from Sales Online Description

- Access to contracts from Sales Online
  - Release 12 enhances the existing 360° view by providing additional views that display active sales agreements and all existing contracts for a given customer
  - Sales Managers, through Sales Online, can now view details of specific contracts including the signed contract documents and if necessary download them from the central repository

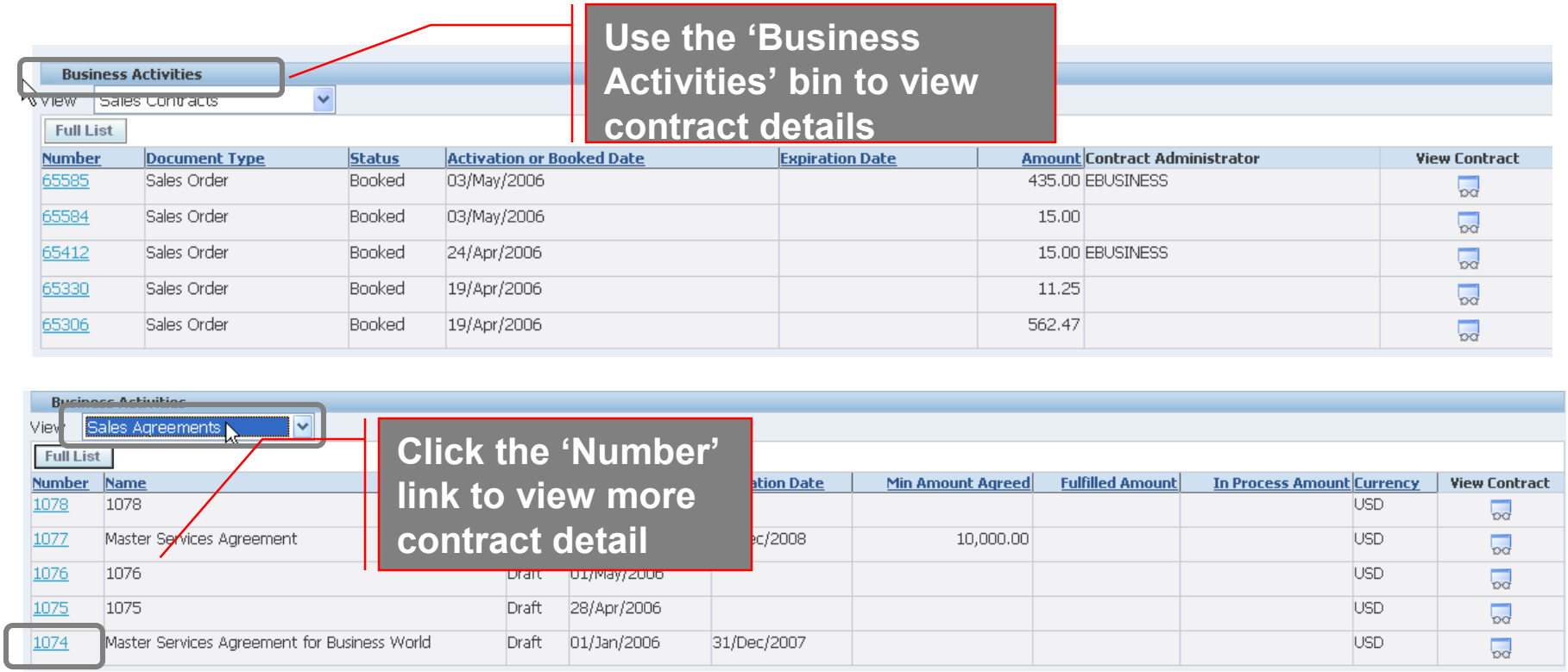
# Access Contracts from Sales Online Benefits

- Increase information access and improves contract efficiency for decision making
  - By providing easy access to contracts for a customer, sales managers can track outstanding commitments, past performance and make better negotiation decisions
  - Enabling sales managers to view all contract documents including signed documents to understand what has been negotiated to help manage ongoing deals better
- Facilitates better customer interactions
  - With information on customer contracts easily available, any customer queries or clarifications can be provided quicker enhancing customer serviceability

# Access Contracts from Sales Online Process – Customer View from Sales Dashboard

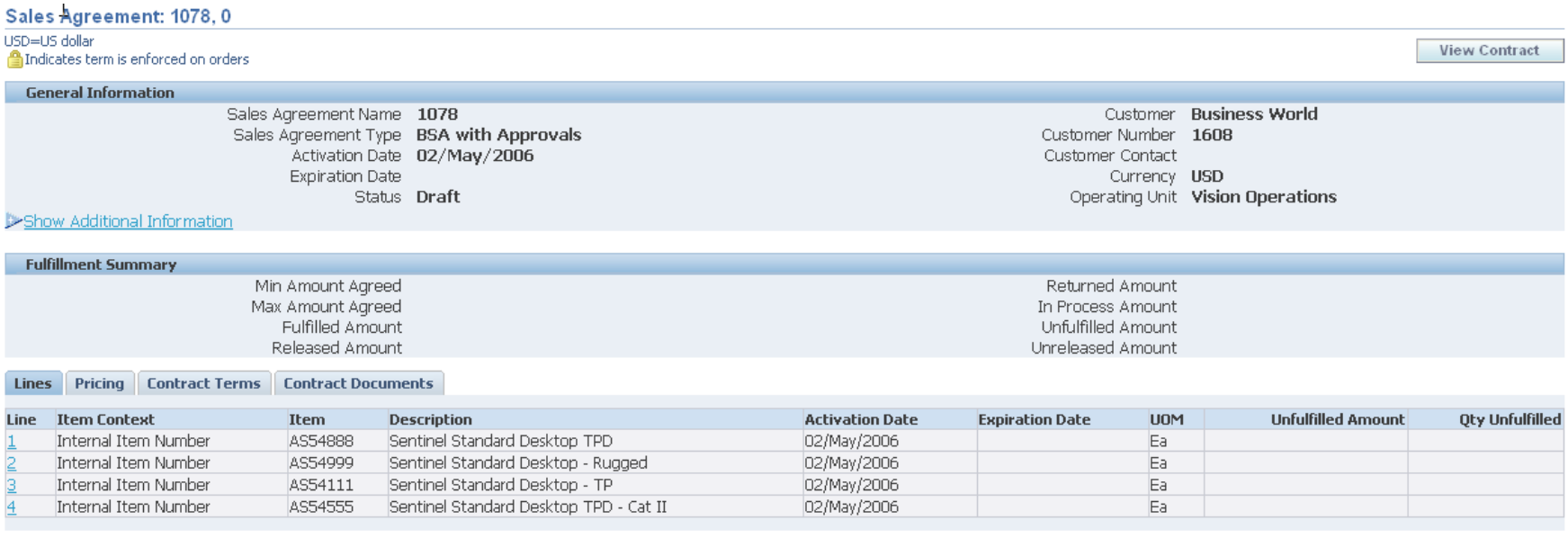


# Access Contracts from Sales Online Process – View Sales Contracts and Sales Agreements




- You can either view all your sales agreements or all your contracts including agreements and orders
- You can personalize these bins to include additional fields. For instance for Sales Agreements, fields include Blanket Type, Customer PO Number, Salesperson, User Status, etc,

# Access Contracts from Sales Online Process – View Contract Details



Sales Agreement: 1078, 0

USD=US dollar

Indicates term is enforced on orders

View Contract

**General Information**

| | | | |
|---|---|---|---|
| Sales Agreement Name | 1078 | Customer | Business World |
| Sales Agreement Type | BSA with Approvals | Customer Number | 1608 |
| Activation Date | 02/May/2006 | Customer Contact | |
| Expiration Date | | Currency | USD |
| Status | Draft | Operating Unit | Vision Operations |

Show Additional Information

**Fulfillment Summary**

| | | | |
|---|---|---|---|
| Min Amount Agreed | | Returned Amount | |
| Max Amount Agreed | | In Process Amount | |
| Fulfilled Amount | | Unfulfilled Amount | |
| Released Amount | | Unreleased Amount | |

Lines | Pricing | Contract Terms | Contract Documents

| Line | Item Context | Item | Description | Activation Date | Expiration Date | UOM | Unfulfilled Amount | Qty Unfulfilled |
|---|---|---|---|---|---|---|---|---|
| 1 | Internal Item Number | AS54888 | Sentinel Standard Desktop TPD | 02/May/2006 | | Ea | | |
| 2 | Internal Item Number | AS54999 | Sentinel Standard Desktop - Rugged | 02/May/2006 | | Ea | | |
| 3 | Internal Item Number | AS54111 | Sentinel Standard Desktop - TP | 02/May/2006 | | Ea | | |
| 4 | Internal Item Number | AS54555 | Sentinel Standard Desktop TPD - Cat II | 02/May/2006 | | Ea | | |

- You can view basic details about the contract including the customer, effective dates, current status, amount agreed (min and max), fulfilled amount etc
- View current fulfillment status of each line as shown here. You can drilldown further for item-level details

# Access Contracts from Sales Online Process – View Contract Details

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10. R12 Upgrade Tips

# R12 Upgrade Insight

- Prior to Oracle Applications 11.5.10, Oracle Service Contracts uses a set of Rules and Time Values tables to store contract attributes that were not included in base Oracle Core Contracts or Oracle Service Contracts header and lines tables. This storage approach resulted in data volume and performance issues for some customers.
- From Release 11.5.10, Service Contracts has been re-architected to eliminate the rules and time values generic data structures. Service Contracts now stores the relevant attributes in specific OKS/OKC tables and columns, better leveraging Oracles database technology and delivering higher performance with lower data volumes.
- R12 has introduced Multi-Org Access Control, Contract Lifecycle Management using new workflow process (OKSPRCS) and Oracle E-Business Tax support. Upgrade programs synch the data to R12 schema.

# Upgrade Steps For Releases Before 11.5.10

1. Assess Volume, Validate and Correct Data Types
2. Apply Pre-Upgrade Data Model Changes
3. Apply Rules Bulk Data Processor
4. Reprocess Errors and Synchronize New Records
5. R12 Upgrade
6. Reprocess Errors and Synchronize New Records
7. Run R12 Post Upgrade Programs

## Step 1 – Assess Data Volumes

- Check number of lines in OKC_K_LINES_B. If more than 500,000 then follow Steps 1-4, otherwise start from Step 5
- Apply Patch 4684603 .
- Get Service Contracts Validate Rule Data concurrent program and Rules Migration Utility form as a result of the patch.

# Step 2 –Data Model Change

- Apply Patch 3335269
- OKS_RULE_REPROCESS stores error data, if any
- Rule attributes are migrated from OKC_RULES_B table to:
  - OKC_K_HEADERS_ALL_B
  - OKS_K_HEADERS_ALL_B
  - OKC_K_LINES_B
  - OKS_K_LINES_B
  - OKS_K_LINES_TL

# Step 3 - Apply Rules Bulk Data

- Apply Patch 5212775
- Processes large volumes of Rules data efficiently.
- If the processing encounters any data type validation error, the entire transaction set is rolled back and will need to be corrected in Step 4.

## Step 4 - Reprocess Errors

- Submit Service Contracts Reprocess/Synchronize rule data concurrent program
- View and correct errors, if any, in Rules Migration Utility Form

# R12 Post Upgrade Programs

- Ensure the following R12 Upgrade Programs complete successfully to upgrade your data to R12 schema:
  - Launch Process Workflow for existing Service Contracts
  - Service Contracts Update Base Annualized Factor Manager
  - Service Contracts Update History Annualized Factor Manager
  - Service Contracts eBTax Migration
  - Service Contracts ASO Queue Migration
  - Service Contracts Update Base Tax Columns Manager
  - Service Contracts Update History Tax Columns Manager
  - Create Contract Header Text Index

# Key Benefits of Implementing R12 Features

- Increase Support Revenue
- Reduce Contract Leakage
- Increase Sales Efficiency
- Increase Customer Satisfaction
- Improve Information and Reporting Capabilities
- Maximize Sales Person Performance

# Key Takeaways For R12 Adoption

- R12 Sales & Service Contracts now meets the needs of global organizations having shared service centers
- R12 Sales & Service Contracts have more user friendly HTML forms for transactions and search
- R12 Sales & Service Contracts enhances your customer interaction experience
- R12 Sales & Service Contracts improves operational efficiency
- R12 Sales & Service Contracts is easy to upgrade and provides a launch pad for Oracle Fusion

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