

# Buying and Managing Complex Work in Oracle Procurement Release 12

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## Introduction

This presentation highlights the key improvements Oracle has made to streamline the procurement and management of complex services that delivers a more comprehensive solution. Executing complex procurement services such as construction and maintenance have always been a challenge for procurement Organizations. R12 Oracle Services Procurement will take the management of these tasks to a new level of transactional excellence through deeper integration of Purchasing, iSupplier Portal, Sourcing, and Contracts.

## Problem Statement

Many companies struggle with managing complex service transactions such as construction or highly engineered items. The complexity is in managing those items outside of price and delivery. Typically that includes retainage, financing, and progress payments. Previous versions of Oracle left these pieces of the transaction to be managed manually and typically at the payment end of the process rather than including it from the sourcing event all the way through to project closure.

## What is new in Procurement for Release 12?

Oracle has introduced the concept of managing complex work into the procurement suite of applications. This has been accomplished by increasing the applications capabilities to negotiate contracts with financing and progress payments embedded, default or define progress schedules on a purchase order, collaborate with the supplier by tracking work progress, deliverables, and processing payment requests with less effort because retainage, financing, and approvals are defaulted and calculated automatically in the payables modules.

The primary applications involved in enabling the procurement of complex work include: iProcurement, Purchasing, Sourcing, iSupplier Portal, and Procurement Contracts.

The business flow that is now supported allows for a services request to be created in iProcurement. The requisition can then be fulfilled by creating a sourcing activity to negotiate price and agree to terms by authoring a contract. Once the award is made and work begins and a purchase order created, the supplier then reports progress via the iSupplier Portal. If the work is accepted by the buyer, then an evaluated receipt settlement can be issued or an approved invoice can be matched against the purchase order and the work confirmation information.

## iProcurement

iProcurement remains the initiating point for demand with complex work requests. Utilizing a non-catalog request or even better, a smart form, requesters can document their needs and send them through to be approved and sourced. Since the introduction of the Approvals Management Engine approvals of requisitions have become more robust. In a situation such as demand for construction services, requisitions can be sent to specific approvers or groups without customizing workflow. This kind of flexibility allows the appropriate people on the project to get notification such as the project manager or an engineering group. The rules and requirements of your organization are more easily implemented allowing the requisitions to be routed as needed for approvals. We will revisit iProcurement in more detail further into this paper.

## Sourcing

Once a request has been approved and is ready to be fulfilled, the next step can be to create a sourcing document such as a Request for Quotation (RFQ). By choosing an outcome of a complex document style the RFQ process has now been bolstered with the ability to manage information such as pay items, advancement, recoupment, and retainage. The Buyer also has the option to make these items negotiable or not by setting each attribute to the desired state:

FIGURE 1 – Manage negotiation strategy within sourcing

The introduction of pay items during the sourcing process allows both the buyer and the supplier to list out what they think the best set of paid deliverables is for a particular project. They can also be thought of as a schedule of services. By allowing those pay items to be negotiated, the buyer can rely on the participating supplier’s expertise in their field to adjust the pay items accordingly and without losing site of the original intent of the demand line. Additionally since some attributes can be set to be modified and others to remain “non-negotiable” the buying organization has more control over the direction of the request for quotation.

FIGURE 2 – Negotiate pay items and financing during the RFQ

Pay Items can be created in the following ways: Milestone, Lump Sum, and Rate of Work. Milestone pay items need to be fully completed before payment is release (recurring and non-recurring). Lump Sum pay items allow partial payments against a particular item such as a construction task. Rate of work pay items give the organization a way to make payment on units completed (install x number of items).

The integration of procurement contracts into sourcing is an integral part of the sourcing process. Procurement Contracts provides the core library of standard clauses and contract templates that can be utilized during the sourcing event.

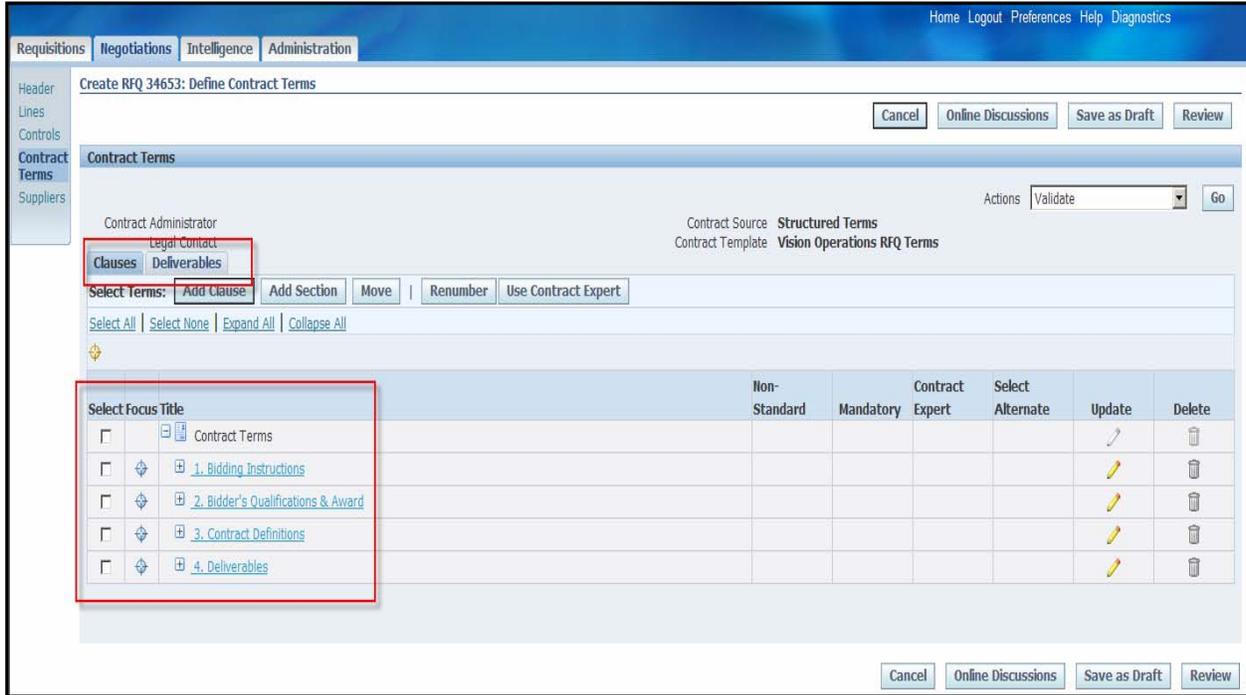


FIGURE 3 – Apply clauses from a template

In addition to a library of terms and conditions, the buyer can apply deliverables to the agreement. These deliverables are non-payment items that need to be accomplished as the project or service is in progress. There are several ways to define a deliverable and it can be recurring or one time. It is a very robust feature to help make sure that all of your contract deliverables are being met.

## Purchasing

Once the award is made after the sourcing event is over, if you chose an outcome of Purchase Order, the information from the RFQ defaults onto it. At this time the buyer can make additional updates to the pay items, deliverables, and financing information, but hopefully that will not be necessary.

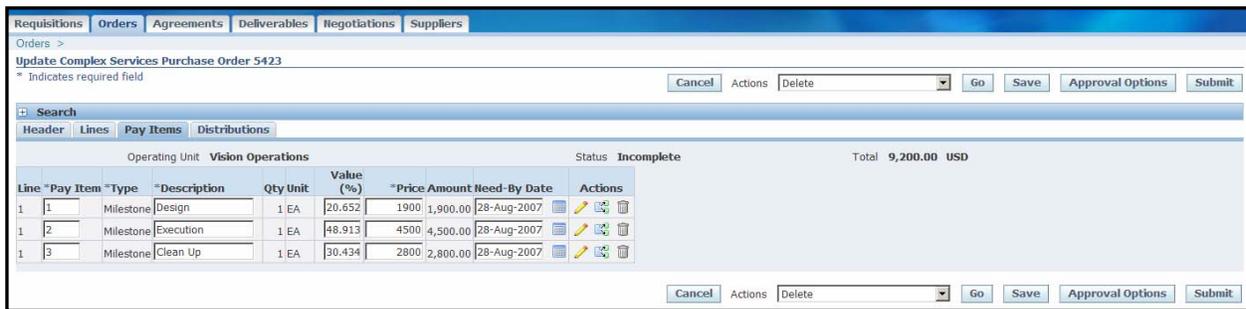


FIGURE 4 – Pay items

Sometimes it is necessary to create a complex purchase order from scratch and without a Sourcing document to default the information from. In those cases all of the necessary information can be entered right on the PO to support complex work. Enter retainage, financing, and manage contract terms & deliverables right from the purchase order creation screen.

FIGURE 5 – Details of a purchase order line

### iSupplier Portal

When a purchase order has been approved, iSupplier Portal becomes a major source of communication and collaboration for the supplier. Within the portal the supplier can: View the purchase order, submit a work confirmation request to get progress approved, view approved work so that invoicing can occur, and see what is left to complete.

Within the orders tab of the portal, the supplier can view their purchase order and manage work confirmations:

Select PO Number	Rev	Operating Unit	Document Type	Description	Order Date	Buyer	Currency	Amount	Status	Acknowledge By	Attachments
5423	0	Vision Operations	Standard PO		05-Aug-2007 14:30:40	Baker, Catherine	USD	9,200.00	Open		

FIGURE 6 – View PO and manage work confirmations

After drilling into the PO from the search results screen above, the supplier will be able to view the progress payment items and create work confirmations from this screen. Additionally, a summary of the PO transactions will be available:

**Oracle iSupplier Portal**

Home | Logout | Preferences | Help | Diagnostics

Home | Orders | Shipments | Planning | Finance | Product | Intelligence | Admin

Purchase Orders | Work Orders | Agreements | Purchase History | Work Confirmations | RFQ | Deliverables | Timercards

Orders: Purchase Orders >

Complex Services Purchase Order: 5423, 0 (Total USD 9,200.00)

Currency=USD

Actions: Request Changes, Request Changes, Request Cancellation, View Change History, View PDF, Manage Deliverables, **Create Work Confirmation**, View Work Confirmations, View Receipts, View Invoices, View Payments, View Shipments

**Order Information**

**General**  
 Total: 9,200.00  
 Supplier: Border States Electric  
 Supplier Site: SAN FRANCISCO  
 Address: 1007 Muir Woods, San Francisco, CA 94114  
 Buyer: Baker, Catherine  
 Order Date: 05-Aug-2007 14:30:40  
 Description: Open  
 Note to Supplier: Vision Operations  
 Operating Unit: 34653  
 Sourcing Document: Supplier Order Number  
 Attachments: View

**Terms and Conditions**  
 Payment Terms: 45 Net (terms date + 45)  
 Carrier: NONE  
 FOB: NONE  
 Freight Terms: Due  
 Shipping Control: Work Location

**Work Location**  
 Address: 90 Fifth Avenue, New York, NY 10022-3422

**Bill-To Location**  
 Address: 90 Fifth Avenue, New York, NY 10022-3422

**PO Details**

Show All Details | Hide All Details

Details	Line	Type	Item/Job	Supplier Item	Description	UOM	Qty	Price	Amount	Billed	Advance Amount	Advance Billed	Status	Attachments	Reason
Hide	1	Services			Complex Work Job	EA	1	9200	9,200.00				Open		

**Progress Payment**

Pay Item	Type	Description	Work Location	Owner	UOM	Qty	Value (%)	Price	Ordered	Approved	Billed	Promised Date	Need-By Date	Payment Status	Status	Split	Reason	Attachments
1	Milestone	Design	VI- New York City		EA	1	21	1900	1,900.00			09-Aug-2007 13:31:09	28-Aug-2007 14:47:21	Open				
2	Milestone	Execution	VI- New York City		EA	1	49	4500	4,500.00			15-Aug-2007 13:35:53	28-Aug-2007 14:47:21	Open				
3	Milestone	Clean Up	VI- New York City		EA	1	30	2800	2,800.00			30-Aug-2007 13:36:56	28-Aug-2007 14:47:21	Open				

FIGURE 7 – PO details from within iSupplier portal

To communicate work progress, the supplier will create a work confirmation. Depending on the type of pay item, the supplier will have the option to enter a percentage complete. Other available fields will be a period of performance start and end, a work confirmation number, and an attachment. The attachment can be any document type that the buying company has the ability to open. After previewing and submitting the work confirmation, the supplier can check the status of the request from the work confirmations function in the portal.

**Oracle iSupplier Portal**

Home | Logout | Preferences | Help | Diagnostics

Home | Orders | Shipments | Planning | Finance | Product | Intelligence | Admin

Purchase Orders | Work Orders | Agreements | Purchase History | **Work Confirmations** | RFQ | Deliverables | Timercards

Orders: Purchase Orders > View Order Details >

Create Work Confirmation (Complex Work Prg Paymt: 5423)

\* Indicates Required Field

Currency=USD

Cancel | Back | Save | Preview | Submit

Ordered: 9,200.00  
 Approved: 0.00

\* Work Confirmation: Mile1

Description: Period of Performance: 05-Aug-2007 To 05-Aug-2007 (example: 21-Jul-2007)

**Work Confirmation Details**

Add Pay Item

Line	Pay Item	Description	Need-By Date	UOM	Ordered	Previously Requested/Delivered	Requested/Delivered	Material Stored	Progress (%)	Attachments	Delete
1	1	Design	28-Aug-2007 14:47:21	EA	1	0	1		100		

Cancel | Back | Save | Preview | Submit

FIGURE 8 – Create a work confirmation

## iProcurement

After the Supplier has begun to complete the work, the communication cycle makes its way back to the buying organization. iProcurement can be a primary method to manage that communication. The first item is to receive a notification of work. This is the work confirmation that was submitted by the supplier via iSupplier Portal. The work confirmation works much like a goods receipt and can even be found on the receiving tab. The main difference is that a work confirmation is can be considered reactive rather than the proactive nature of a standard goods receipt.

The screenshot shows the 'Receiving' tab with 'Work Confirmations' selected. It features a table with columns for Work Confirmation, Request Date, Operating Unit, PO Number, Supplier, Supplier Site, Currency, Ordered, Previously Requested, Previously Delivered, Requested, Delivered, Progress (%), and Status. Two entries are visible, both for 'Staffing Services Inc.' with a PO number of 5380. The first entry is for 'number2' with a request date of 11-Apr-2007 and a status of 'Pending Approval'. The second entry is for 'Week 15' with a request date of 02-Apr-2007 and a status of 'Pending Approval'.

Work Confirmation	Request Date	Operating Unit	PO Number	Supplier	Supplier Site	Currency	Ordered	Previously Requested	Previously Delivered	Requested	Delivered	Progress (%)	Status
number2	11-Apr-2007 07:35:43	Vision Operations	5380	Staffing Services Inc.	STAF SERV MAIN	USD	1,000.00	200.00	0.00	200.00	0.00	40	Pending Approval
Week 15	02-Apr-2007 15:17:13	Vision Operations	5380	Staffing Services Inc.	STAF SERV MAIN	USD	1,000.00	100.00	0.00	100.00	0.00	20	Pending Approval

FIGURE 9 – View work confirmations from iProcurement receiving tab.

After receiving a work confirmation notice the responsible party can respond and choose to respond by approving and rejecting the work confirmation. A bonus of the work confirmation process is that the Approvals Management Engine can be utilized to update the work confirmation workflow to go to whoever the correct person is in your organization. Many organizations choose not to send the work confirmation to the requester of the goods or services, but will send it to a project manager or a responsible party out in the field.

The screenshot shows the 'Respond to Work Confirmation' screen for 'number2 (Complex Work Prq Paymt: 5380)'. It displays summary information such as 'Ordered 1,000.00', 'Approved 100.00', and 'Total 200.00'. The status is 'Pending Approval'. Below this is a table for 'Work Confirmation Details' with columns for Pay Line Item, Description, Need-By Date, UOM, Price Ordered, Previously Requested/Delivered, Material Stored, Total, Balance Remaining, Progress (%), Attachments, Actions, and Comments. A red box highlights the 'Actions' column for the first line item, which includes a dropdown menu and buttons for 'Approve', 'Reject', 'Cancel', and 'Submit'.

Pay Line Item	Description	Need-By Date	UOM	Price Ordered	Previously Requested/Delivered	Material Stored	Total	Balance Remaining	Progress (%)	Attachments	Actions	Comments
1 1	Bull Dozer Action	27-Apr-2007 00:00:00	Hour	10.00	20	20	200.00	600.00	40		<input type="button" value="Approve"/> <input type="button" value="Reject"/> <input type="button" value="Cancel"/> <input type="button" value="Submit"/>	

FIGURE 10 – Respond to work confirmation from iProcurement

## Invoicing – iSupplier Portal

The supplier will receive notification that the work confirmation has been approved. Ideally, after the approval, an evaluated receipt settlement would be generated, an invoice created, and payment set to be due. If the evaluated receipt is not implemented with this supplier, then the iSupplier portal is a great way to get an invoice into the system. The invoices entered through the portal will automatically calculate retainage and finance information as it was presented on the purchase order. Ideally the entry of the invoice by the supplier and automatic calculation of finance details will reduce the workload on the accounts payable group and allow them to focus on exceptions instead of bulk transactions.

Summary Tax Lines										
<input type="button" value="Calculate"/>										
Summary Tax Line Number	Tax Regime Code	Tax Code	Tax Status Code	Tax Jurisdiction Code	Tax Rate Code	Tax Rate	Tax Amount	Line Status		
No results found.										
Items										
PO Number	Line	Shipment	Item Description	Supplier Item Number	Ship To	Available Qty	Quantity To Invoice UOM	Unit Price	Amount	
110	1	2	Pole Foundations		Headquarters	0				1250.00
110	1	1	Pole Foundations		Headquarters	0				3750.00
Shipping and Handling										
Charge Type										
Freight										
Invoice Summary										
						Items	5000.00	ion		
						Less Retainage	-500.00			
						Freight	200.00			
						Miscellaneous	0.00			
						Tax	0.00			
						Total (USD)	4700.00			
						Calculate Total		Items	5000.00	
								Less Retainage	-500.00	
								Freight	200.00	
								Miscellaneous	0.00	
								Tax	0.00	
								Total (USD)	4700.00	
<input type="button" value="Save"/> <input type="button" value="Back"/> <input type="button" value="Next"/> <input type="button" value="Submit"/>										

FIGURE 11 – Retainage calculated on iSupplier Portal invoice

Quantity To Invoice	UOM	Unit Price	Amount																
30.00	Hour	10.00	300.00																
<table border="0"> <tr> <td>Items</td> <td>300.00</td> </tr> <tr> <td>Less Retainage</td> <td>0.00</td> </tr> <tr> <td>Freight</td> <td>0.00</td> </tr> <tr> <td>Miscellaneous</td> <td>0.00</td> </tr> <tr> <td>Tax</td> <td>0.00</td> </tr> <tr> <td>Subtotal</td> <td>300.00</td> </tr> <tr> <td>Less Advances and Financing</td> <td>0.00</td> </tr> <tr> <td>Total (USD)</td> <td>300.00</td> </tr> </table>				Items	300.00	Less Retainage	0.00	Freight	0.00	Miscellaneous	0.00	Tax	0.00	Subtotal	300.00	Less Advances and Financing	0.00	Total (USD)	300.00
Items	300.00																		
Less Retainage	0.00																		
Freight	0.00																		
Miscellaneous	0.00																		
Tax	0.00																		
Subtotal	300.00																		
Less Advances and Financing	0.00																		
Total (USD)	300.00																		
<input type="button" value="Printable Page"/> <input type="button" value="Create Another"/>																			

FIGURE 12 – Financing on iSupplier Portal invoice

## Key Set Up

To fully utilize the integration of services procurement there are several items that need to be taken into consideration:

- Set the Enable Services Procurement Profile Option to “yes”
- Work confirmations require the receiving transaction processor to run: set a schedule
- Document Styles are required to enable the necessary features of a complex document:

**Create Document Style**  
\* Indicates required field

Name:   
Description:   
Status: Active

**Document Types**

Enable Type	Display Name
<input checked="" type="checkbox"/> Standard Purchase Order	<input type="text"/>
<input type="checkbox"/> Contract Purchase Agreement	<input type="text"/>
<input type="checkbox"/> Blanket Purchase Agreement	<input type="text"/>

**Commodities**

Purchase Bases:  Goods,  Services,  Temp Labor  
Line Types: All (selected), Specified

**Complex Payments**

Advances,  Retainage,  Progress Payments

## Summary

Oracle has introduced a truly integrated set of functionality that allows organizations to negotiate needs up front and by doing so will free up the sourcing team to control more of the company's spend. The concept of a complex work document significantly automates downstream transactions and allows the associated departments to focus on strategic transaction needs rather than bulk. Collaboration with suppliers is increased by giving both parties a 360 degree view and communication path.