ALL I WANTED WAS A DATE - COME & SEE ALL THE OPTIONS I FOUND IN THE OM SUITE

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Introduction

Order Management, along with shipping offers many possibilities of trapping, calculating, managing data for different types of 'dates'. For example, Ordered Date, Request Date, Scheduled Ship Date, Earliest Acceptable Date, Latest Acceptable Date & Promise Date are just a few of the 'dates' that businesses need to determine how they will use to process various transactions. We will review the various date types & how they map between Order Management & Shipping.

Order Management Dates

The Order Management system allows capture of dates that can answer the following questions:

- When was the order placed?
- When was it entered in the system
- What date did the customer request shipment or arrival of product?
- What date did we promise the customer?
- What is the earliest / latest the customer will accept delivery?
- When is the product scheduled to ship?
- When did the product actually ship?
- When is the product scheduled to arrive?
- When did the product actually arrive?
- What date was used to price the order?
- If ordering a service, what is the start date of the service?
- What date was used for taxing calculations?

For each of the above questions / dates, we will examine the following:

- Description: what is the intended use of the date
- Header / Line: is the date available on the order header and / or line. If both, what is the difference?
- Defaulting: what options, if any, are available for defaulting the date
- Query: is the date available for querying in the Order Organizer

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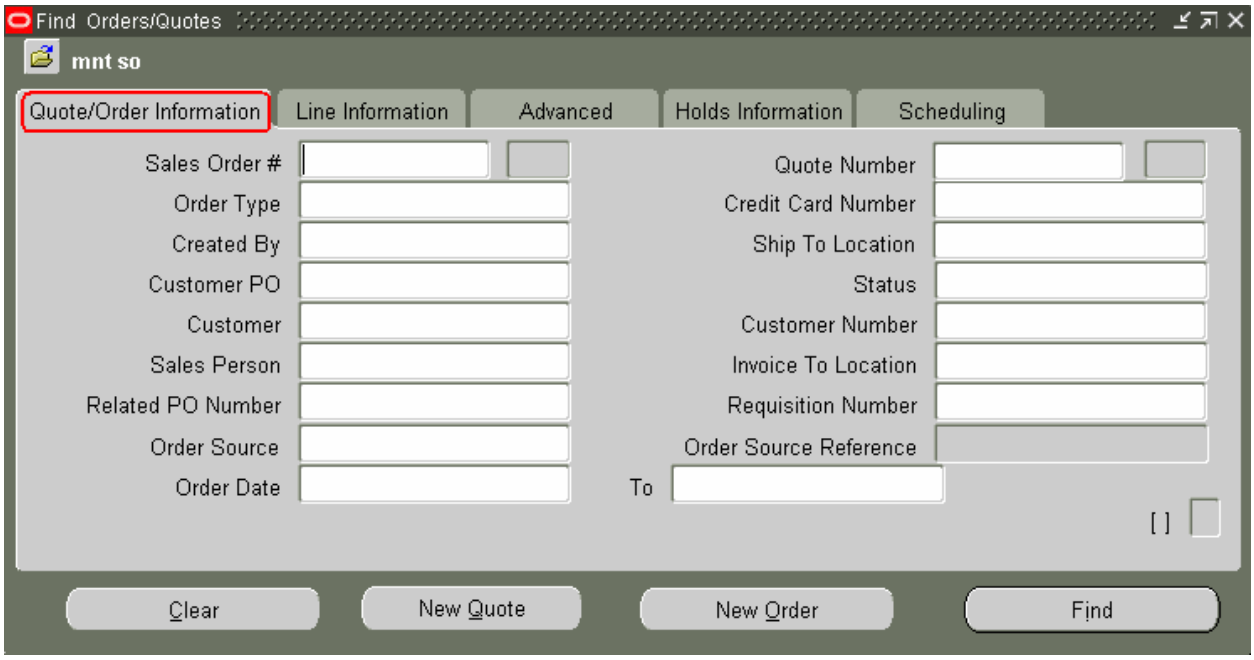
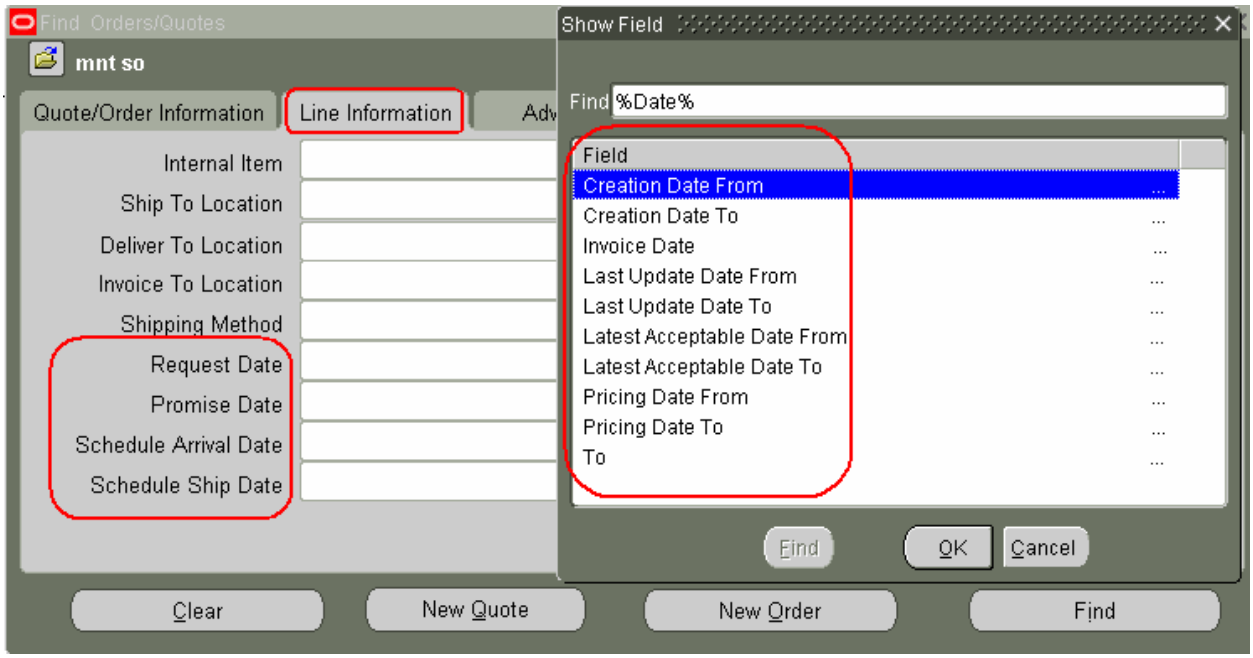
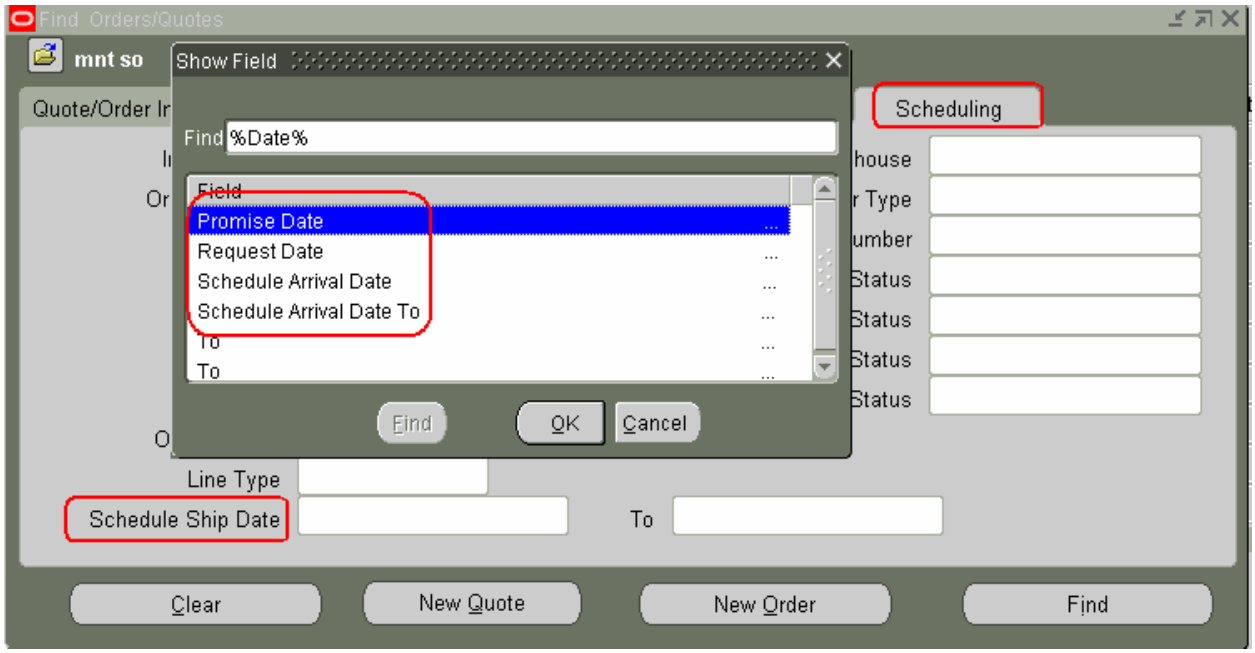
Query Options:

Order Organizer



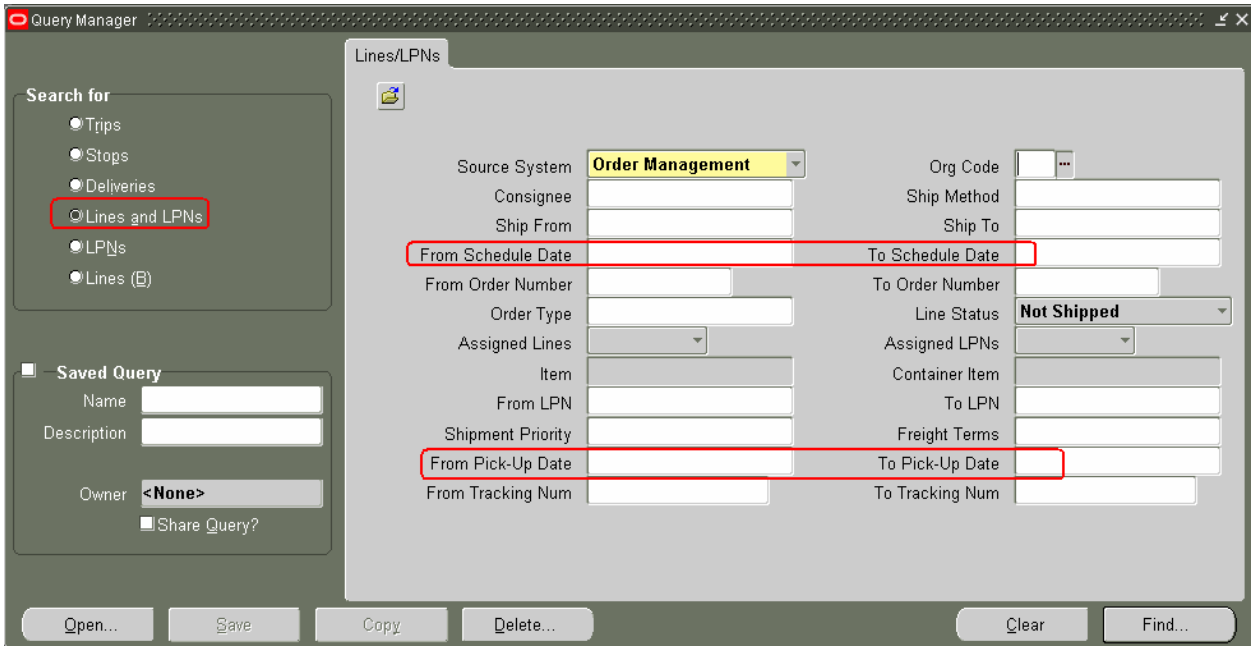


Scheduling Organizer

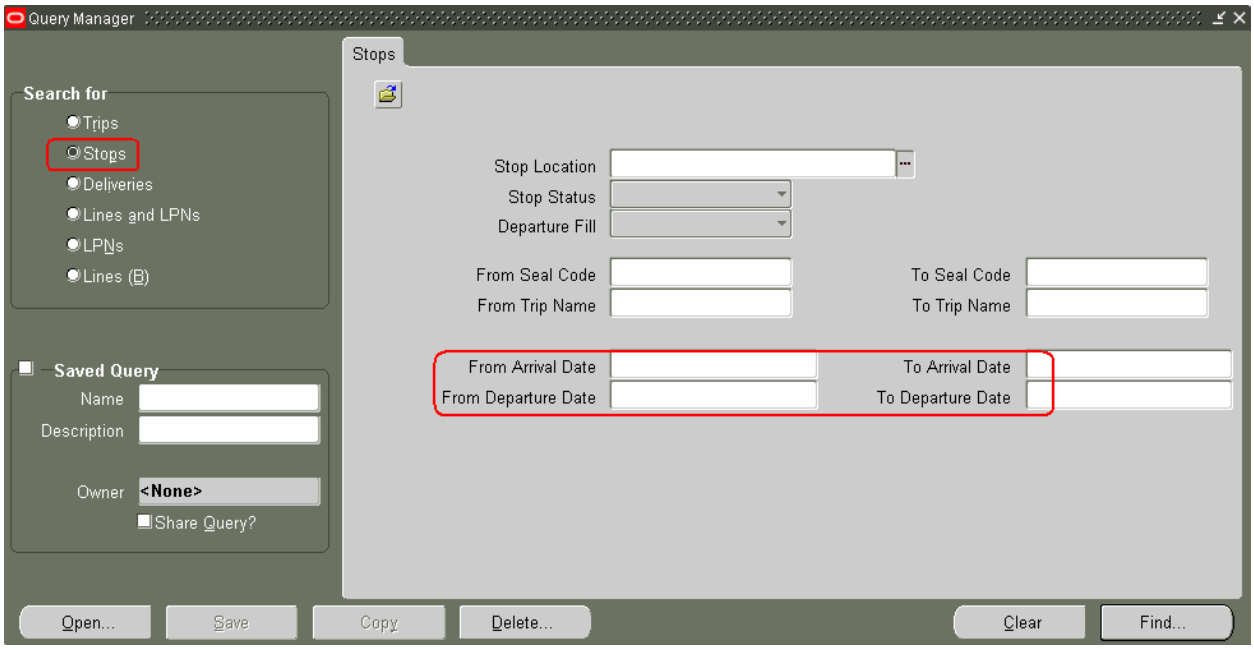


Shipping Transactions Workbench

Lines:



Stops:



Ordered Date

Description: Ordered Date generally represents the date the customer actually placed their order, and should not be interpreted as the date the order was entered in the system. Signals for this date may be the date the order was received, or a date written on the ordering document.

Header / Line: Ordered Date is available at the header level.

Defaulting: The most common source of a default for Ordered Date is the current date. However, unless the business requirements state that date of entry equates to Ordered Date, we recommend this date not default and be entered according the specific rules.

Query: Ordered Date may be queried as a range in the Order Organizer.

Request Date / Order Date Type

Description: Request Date and Order Date Type go hand in hand. Request Date represents the date on which a customer has requested shipment or arrival of their order. Order Date Type defines which type of date Request Date represents.

Header / Line: Order Date Type may only be set at the header level, i.e. Request Dates on an order represent either an arrival or ship date. Request Date may be set at either the header or line level. Please note that Request Date at the line level is required.

Defaulting: The most common source of a default for header level Request Date is the current date. Line level Request Date may be defaulted from the header, or the current date, or entered manually.

Order Date Type may be defined at the Customer, or Customer Ship-To level, and these are defaulting sources.

Query: Request Date may be queried as a range in the Order Organizer Line Information tab, and in the Scheduling Organizer.

Promise Date

Description: Promise Date represents the date to which a company has "committed" to delivering product to its customer. This may be defined based on system rules, or on verbal / written agreement between the company and its customer.

Header / Line: Promise Date is set at the line level.

Defaulting: Several options are provided for entering and controlling the value in Promise Date. Promise Date can be set according to the following options:

- First Schedule Ship / Arrival Date: the Schedule Ship Date or Schedule Arrival Date will be copied to the Promise Date when line is first scheduled. The Promise Date will not be changed for subsequent scheduling actions.
- First Request Date: When the value is set to FR, the Promise Date will be copied with first request date. The Promise Date will not be re-defaulted after the first time.
- Manual: no value is entered automatically.
- Scheduled Ship / Arrival Date: the Schedule Ship Date or Schedule Arrival Date will be copied to the Promise Date. Subsequent updates to the Schedule Ship or Arrival Date will also update the Promise Date.
- Request Date: the Request Date will be copied to the Promise Date. Subsequent updates to the Request Date will also update the Promise Date.

Query: Promise Date may be queried as a range in the Order Organizer Line Information tab, and in the Scheduling Organizer.

Earliest / Latest Acceptable Date

Description: Earliest / Latest Acceptable Date is used in conjunction with Order Date Type and the results of an available to promise (ATP) query to determine if a line can be scheduled or not. ATP will return a date that defines when the order line can be shipped / delivered (based on Order Date Type). If the ATP date is between the Earliest Acceptable Date and the Latest Acceptable Date, the line will be scheduled. Otherwise, the line will fail scheduling.

Earliest Acceptable Date is determined by subtracting Earliest Schedule Limit from the Request Date. Latest Acceptable Date is determined by adding Latest Schedule Limit to the Request Date.

Header / Line: Earliest / Latest Acceptable Dates are at the line level. Earliest Schedule Limit and Latest Schedule Limit are set at the header level.

Defaulting: There are defaulting rules available for Earliest / Latest Acceptable Date, however it is recommended to not invoke these, and let the system calculate the dates as described above.

Earliest Schedule Limit and Latest Schedule Limit both have defaults that can be set at the header level. Default sources include the Customer, Customer Ship-To or manual entry.

Query: Latest Acceptable Date may be queried as a range via the Order Organizer, Line Information tab.

Schedule Ship Date

Description: Schedule Ship Date is the date that the application determines product will ship from the warehouse to the customer. The behavior of Schedule Ship Date is based on the Order Date Type. If Order Date Type is set to Ship Date, the system will allow entry of the Schedule Ship Date. If the Order Date Type is set to Arrival Date, the system will not allow entry of the Schedule Ship Date because the date is derived from the requested Arrival Date and shipping time (if defined) from the warehouse to the customer.

Please note that if ATP is used to schedule lines, the system will only allow entry of a Schedule Ship Date that violates the ATP calculation if the profile option "OM: Authorized to Override ATP" is set to yes for the user.

Header / Line: Schedule Ship Date is at the line level.

Defaulting: There are defaulting rules available for Schedule Ship Date, however it is recommended to not invoke these, and let the system calculate the dates as described above.

Query: Scheduled Ship Date may be queried as a range via the Order Organizer, Line Information tab or via the Scheduling Organizer.

Schedule Arrival Date

Description: Schedule Arrival Date is the date that the application determines product will arrive at the customer's location. The behavior of Schedule Arrival Date is based on the Order Date Type. If Order Date Type is set to Arrival Date, the system will allow entry of the Schedule Arrival Date. If the Order Date Type is set to Ship Date, the system will not allow entry of the Schedule Arrival Date because the date is derived from the requested Ship Date and shipping time (if defined) from the warehouse to the customer. If no shipping time can be determined, Schedule Ship Date and Schedule Arrival Date are the same.

Please note that if ATP is used to schedule lines, the system will only allow entry of a Schedule Arrival Date that violates the ATP calculation if the profile option "OM: Authorized to Override ATP" is set to yes for the user.

Header / Line: Schedule Arrival Date is at the line level.

Defaulting: There are defaulting rules available for Schedule Arrival Date, however it is recommended to not invoke these, and let the system calculate the dates as described above.

Query: Scheduled Arrival Date may be queried as a range via the Order Organizer, Line Information tab or via the Scheduling Organizer.

Actual Ship Date

Description: Actual Ship Date is the date that the order line is ship-confirmed in the system, and represents the date the product left the warehouse for delivery to the customer.

Header / Line: Actual Ship Date is at the line level.

Defaulting: There are no defaulting rules for Actual Ship Date, as it is determined by Shipping.

Query: Actual Ship Date cannot be queried through the Order Organizer or Scheduling Organizer.

Actual Arrival Date

Description: Actual Arrival Date is the date that represents the date the product was delivered to the customer site.

Header / Line: Actual Arrival Date is at the line level.

Defaulting: There are no defaulting rules for Actual Ship Date, as it is entered by during the Shipping process.

Query: Actual Arrival Date cannot be queried through the Order Organizer or Scheduling Organizer.

Pricing Date

Description: Pricing Date is used to determine which pricing objects (price lists, discounts, charges, etc.) are eligible for pricing the order.

Header / Line: Pricing Date is available at both the header and line level.

Defaulting: Header level Pricing Date may be defaulted from the current date, or set to default to any other date available on the order header, e.g. Request Date and Ordered Date. The most common approach is to default Pricing Date to Ordered Date.

Line level Pricing Date may be defaulted from the header level Pricing Date, or additional rules may be used at the line level for different default sources.

Query: Pricing Date at the line level may be queried through the Order Organizer Line Information tab.

Service Start / End Date

Description: Service Start / End Date are only available when ordering an item that contains a "service item" in its bill of material, or that is itself a service item. An example of a service item is the warranty that may be included with a product. A service item may also represent a subscription. By definition a service item gives the customer the right to receive some information, product, entitlement, etc. over a given period of time and that period of time is defined by the Service Start Date and Service End Date.

Header / Line: Service Start Date and Service End Date are available at the line level.

Defaulting: Service Start Date may be defaulted from any other date field on the order line or entered manually. Service End Date is determined by adding the Service Duration to the Service Start Date. Service Duration may be entered manually for a line, or defaulted from the service item itself.

Query: Neither Service Start Date nor Service End Date can be queried from the Order Organizer.

Tax Date

Description: Tax Date is used to determine the tax rates to apply when pricing the order. Tax Date is required at order booking time.

Header / Line: Tax Date is available at the line level.

Defaulting: Tax Date may be defaulted from the current date, or set to default to any other date available on the order line, e.g. Request Date, Schedule Ship Date, etc.

Query: Tax Date is not available for query through the Order Organizer.

Shipping Execution Dates

Shipping Execution is made up of the following objects:

- A Delivery Line represents a specific quantity on a specific Order Line destined for a given customer on a given date.
- A Delivery represents a collection of Delivery Lines
- A Trip represents an instance of a specific freight carrier departing from a given location with one or more Deliveries.
- Each Trip contains at least two Trip-Stops: one representing the pickup of goods and the other representing the ultimate drop off of goods. A Trip may have several intermediate stops.

Shipping Execution does not provide the default capabilities for dates as in Order Management. Dates are either determined and entered manually, or are calculated via shipping and/ or a transportation planning system and then populated into the Trips / Stops / Delivery structure.

Following is a description of the dates available for each Shipping Execution object, and a description of the behavior of those dates.

Delivery Line Dates

- Schedule Date represents the scheduled ship / arrival date determined in Order Management.
- Pick-Up Date represents the date that the Delivery Line is scheduled for pick up at the warehouse by the freight carrier.

Delivery Dates

- Pick-Up Date represents the date that the Delivery is scheduled for pick up at the warehouse by the freight carrier.
- Drop-Off Date represents the date that the Delivery will be made to the customer's site.

Trip-Stop Dates

- Arrival Date represents the date that the carrier is scheduled to arrive at the specific Trip-Stop. This may or may not represent a drop off of product to a customer.
- Departure Date represents the date that the carrier is scheduled to leave the location defined by the Trip-Stop.

Mapping of Order Management Dates to Shipping Execution Dates

Order Management Date	Shipping Execution Date	Comments
No OM Equivalent	Accepted Date	WSH: Delivery Level value

Order Management Date	Shipping Execution Date	Comments
Request Date	Date Requested	OM: Request Date represents the date on which a customer has requested shipment or arrival of their order. Order Date Type defines which type of date Request Date represents. WSH: Delivery Line Level value
Earliest Acceptable Date	Earliest Delivery/ Ship Date Ultimate Ship to/ Drop-off Date	OM: Earliest Acceptable Date is determined by subtracting Earliest Schedule Limit from the Request Date. WSH: Delivery/ Line Level value Dependent on Order Date Type (Arrival vs. Ship) The Ship to Date is the earliest scheduled date for all of the delivery details assigned to the delivery.
Latest Acceptable Date	Latest Delivery/ Ship Date	OM: Latest Acceptable Date is determined by adding Latest Schedule Limit to the Request Date. WSH: Delivery/ Line Level value Dependent on Order Date Type (Arrival vs. Ship)
Schedule Ship Date	Date Scheduled Planned Departure Date	OM: Date that Global Order Promising determines based on lead times and availability of the items in the configuration. WSH: Delivery Line Level value WSH: Trip Stop Level value Validated to be a value earlier than the Arrival Date.

Order Management Date	Shipping Execution Date	Comments
Scheduled Arrival Date	Planned Arrival Date	OM: The date returned by the system on which your customer can receive the products. WSH: Trip Stop Level value Validated to be a value later than the Departure Date
Actual Arrival Date	Actual Arrival Date Delivered Date	WSH: Trip Stop Level value The date that the carrier arrived from the current leg of the trip. WSH: Delivery Level
Actual Shipment Date	Actual Departure Date Confirm Date Future Ship Date Initial Ship From/ Pick-up Date	OM: The date upon which a shippable item is shipped. WSH: Trip Level value The date that the carrier departed on the current leg of the trip. System date WSH: Delivery Level value The Ship from Date is the earliest schedule date for the sales order lines assigned to the delivery If Allow Future Ship Date is selected, you receive a warning and the Inventory Interface concurrent process does not process the transaction until the actual departure date.

Conclusion

Order Management and Shipping Execution are two applications within the E-Business Suite that provide information critical to managing the customer relationship. Increasing customer satisfaction and loyalty are often a case of meeting customer expectations for fulfillment of orders, and also of providing detailed information about all the steps in the order fulfillment process. The abundance of dates within the Order Management and Shipping Execution modules allows capture of the information that can help in the following ways:

- Maintain on-time shipping
- Reduce order to fulfillment times
- Increase the accuracy of promised delivery dates
- Increase the flexibility with which orders may be priced.