Oracle Accelerator for Special Edition (United Kingdom)

FUNCTIONALITY OVERVIEW

11.5.10 SE UK v1.0

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Contents

Applications Functionality

The following tables by flow family map the business processes from the Flow Models to the Oracle Applications functionality provided to perform these processes.

For more information, please refer to the Solution Implementation Guidelines for the specific Flow Family. The Solution Implementation Guidelines provides implementation details for the flow family.

Note that greyed business process boxes in the functionality tables below indicate a process step that is either manual in nature, or otherwise not included.

Financials

Accounting To Financial Reports

Customer Invoice to Cash

Business Process	Oracle Functionality
Generate Customer Invoices from Sales Orders (OF1027)	▪ Organization needs to bill for shipped materials. ▪ Create invoices for customers outside the European Union ▪ Create invoices for VAT registered customers, domestic and within the EU ▪
Enter Manual Customer Invoices (OF1028)	▪ Auto Invoice: Review and correct invalid records without programming. ▪ Choose from tax options: by location or product, compounding tax, tax exemptions, group multiple ▪ Number invoices and lines automatically ▪ Perform inquires online ▪ Print invoices at any time ▪ Specify transaction type, including: debit memo ▪ Use optional batching ▪ View transaction balances and accounting online
Present Customer Invoices (OF5882)	▪ Create consolidates invoices
Manage Prepayments (FM0960)	▪ Enter Invoice, Match Invoice to Prepayment ▪ Enter Prepayments, Receive Payment
Maintain Customer Invoices (OF1049)	• Set adjustment limits
Maintain Credit Memos (OF1035)	▪ Create credit memos, including: full and partial credit, automatic sales credit reversal, on-account credit
Process Customer Debit Memos (OF1050)	▪ Create debit memos
Apply Customer Receipts – Cash Application (OF1032)	▪ Use Auto Cash rules: apply to oldest invoice first, exact match on invoice, clear past due invoices, clear the account, clear past due invoices grouped by payment term. ▪ Reverse multiple receipts in a single step ▪ Record payments from third parties ▪ Discount on specified line types ▪ Create charge back
Apply Customer Receipts – Credit Card (OF1037)	▪ Payment is received. Receipt is created and applied to invoice(s).
Apply Customer Receipts – Adjustments (OF1034)	▪ Adjust payment including Receipt Application reversal and corrections
Deposit Customer Receipts – Bank Deposits (OF1031)	▪ Deposit receipts from customers into bank account. (Manual process.)

Expense Report to Invoice

Business Process	Oracle Functionality
Manage Prepayments (FM0960)	▪ Enter employee prepayments for advances. ▪ Apply employee prepayments to expense reports.
Manage Expense Reports (PR1009)	▪ Enter employee expense reports. ▪ Define expense report templates. ▪ Define expense items for expense reports. ▪ Enter and Process employee credit memos.
Approve Expense Reports (PR1012)	▪ Review expense report submitted by employee. ▪ Modify expense report submitted by employee.
Manage Employee Expense Receipts (PR1016)	▪ Employee imaged or paper receipts are matched to the expense report.
Manage Expense Report Enforcement Policy Schedules (PR0961)	▪ Manage role and location based online enforcement of policy schedules ▪ Tolerance checking for expense types or categories, exchange rates, submission ▪ Policy violation flags in workflow ▪
Audit Expense Reports (PR0962)	▪ Generate policy violation data and all verified reports ▪ Automatically select expense reports for a paperless audit and manage the workload between auditors
Analyse Expense Reports (PR0963)	▪ Analyse expense reports by employee ▪ Generate credit card outstanding reports and notifications ▪ Generate policy compliance and violation reports

Supplier Invoice to Payment

Business Process	Oracle Functionality
Manage Supplier Invoices (PR1010)	▪ Import expense reports as supplier invoices. ▪ Enter manual invoices. ▪ Perform two-way or three-way purchase order matching. ▪ Automatically check for duplicate invoices. ▪ Cancel invoices on demand. ▪ Perform on-line inquiries. ▪ Automatically record price and quantity variances. ▪ Set quantity and price tolerances: percentage-based or value-based. ▪ Record sales with complete standard tax reporting. ▪ Use optional invoice batching ▪ Use pre-defined system options, including: invoice batching, discount accounting, apply advances, require purchase order matching, automatic withholding, and document sequencing ▪ Use Quick Match to automatically create invoice accounting ▪ Enter AP Tax Codes and rates. ▪ Automatically account for partially recoverable tax. ▪ Use Invoice Workbench to design one view of data for a work group. ▪ Enter invoices quickly with Invoice Gateway ▪ Store Accounting Date in Invoice Header. GL Date is stored at the Invoice Header and Invoice Batch Header Level rather than being a system default. ▪ Create accounting entries within Payables prior to transferring them to General Ledger. ▪ Set payment terms: split, multiple discounts ▪ Set payment controls by: pay group, payment priority, or payment method ▪ Create invoices from, and make payments to, VAT registered suppliers within the EU ▪ Create invoices from, and make payments to, non-VAT registered suppliers
Manage Recurring Supplier Invoices (PR1011)	▪ Manage and Generate Recurring Invoices

Business Process	Oracle Functionality
Manage Evaluated Receipts (PR1931)	▪ Apply supplier invoices to PO receipts (not POs)
Approve Supplier Invoice (PR5889)	▪ Approve or reject invoices for processing and payment.
Resolve Supplier Invoice Hold (PR1013)	▪ Place hold on supplier invoices. ▪ Remove supplier invoice holds. ▪ Place holds on payments: by vendor, by invoice, with user-defined holds
Process Supplier Credit Memos (PR1015)	▪ Match credits to originating invoices
Manage Prepayments (PR5890)	▪ Reduce Invoice payments by prepayments. Enable prepayments and control prepayments with automatic offsets
Modify Existing Invoice Distributions (PR1922)	▪ Change accounting distribution line(s) on an invoice.
Issue Employee Expense Payment (PR3200)	▪ Create single check for an expense report ▪ Create separate checks for selected expense reports ▪ Create partial payments ▪ Choose from multiple payment formats including several laser printer compatible options ▪ Reconcile payments manually (via Cash Management)
Issue Supplier Payment (PR1022)	▪ Create single check for invoice payment ▪ Create separate checks for selected invoices ▪ Create partial payments ▪ Prevent payment of invoices until the quantities on invoices match the quantities ordered, received, and inspected ▪ Choose from multiple payment formats including several laser printer compatible options ▪ Enhanced Payment Processing: Streamline the process of submitting multiple payment batches for your bank accounts. ▪ Reconcile payments manually (via Cash Management) ▪ Record refunds received from suppliers and link them to invoices, credit memos and debit memos. ▪ Stop and/or void payments

Bank Statement to Cash Reconciliation

Business Process	Oracle Functionality
Record Bank Statements (FM1908)	▪ Enter Bank Statements manually
Record Misc. Bank Transactions (FM1907)	▪ Record bank fees, bank errors, interest charges and other miscellaneous transactions.
Reconcile Bank Statement Transactions (FM1910)	▪ Manually reconcile bank statements ▪ Automatically reconcile transactions
Reconcile Bank Balances to GL (FM1905)	▪ Bank balances (on the statement) are reconciled to General Ledger cash account balances.

Receipt to Assets

Business Process	Oracle Functionality
Transfer Asset Invoices to Fixed Assets (PR1906)	▪ Add a CIP shell asset and then send invoice lines to the asset as it is under construction. ▪ Forward asset invoices to asset department for processing and depreciation. ▪ Submit process to transfer fixed asset related supplier invoices from Payables to Fixed Asset.
Transfer Capital Project to FA Dept (PM5884)	▪ Completed capital projects are sent to Assets department for processing.
Maintain Fixed Asset (FM1102)	▪ Enter your active assets. ▪ Use Mass Additions feature to automatically add fixed assets. ▪ Use Mass Additions to add new supplier invoice lines to existing fixed assets ▪ Merge multiple supplier invoice lines into a single fixed asset ▪ Merge multiple supplier invoice lines then split into multiple fixed assets ▪ Split single supplier invoice lines into multiple fixed assets. ▪ Assign assets to one or multiple employees, locations, and / or general ledger numbers ▪ Quickly add assets that share category information ▪ Review mass additions

Assets to Depreciation

Business Process	Oracle Functionality
Manage Fixed Asset Inventory (FM1108)	▪ Use Fixed Asset Inventory Reports to confirm the physical fixed assets against the information within the Fixed Asset System. Distribute reports throughout company. (Report run on system; inventory confirmation manually.) ▪ View asset financial and purchasing information for any fixed asset. ▪ Track special category-dependent information
Capitalize CIP Asset (FM0959)	▪ Capitalize and reverse capitalization of CIP assets.
Transfer Fixed Assets (FM1103)	▪ Transfer individual fixed asset to different employees, locations, or cost centres. ▪ Use mass transfer to move assets to different employees, locations or cost centres. ▪ Create journal entries for transferred fixed asset for General Ledger.
Reclassify Asset (FM1901)	▪ Change the category of a fixed asset ▪ Use Mass Reclassifications to reclassify a group of assets based on flexible selection criteria from one asset category to another. ▪ Create journal entries for category changes for General Ledger.
Adjust Asset Financial Information (FM1903)	▪ Adjust Asset cost, life and depreciation methods.
Manage Fixed Asset Loss/Disposal (FM1104)	▪ Retire Asset Source Lines. ▪ Retire an asset by units or cost ▪ Retire an asset fully or partially ▪ Retire asset from one depreciation book without affecting other book ▪ Complete mass retirements ▪ Cancel asset retirement prior to depreciation run for the current period ▪ Specify an account for each component of the gain or loss from retirement of an asset ▪ Use different prorate conventions when you retire an asset than when adding an asset ▪ Retire an asset by units or cost ▪ Retire an asset fully or partially ▪ Retire asset from one depreciation book without affecting other book ▪ Complete mass retirements

Business Process	Oracle Functionality
	▪ Cancel asset retirement prior to depreciation run for the current period ▪ Specify an account for each component of the gain or loss from retirement of an asset ▪ Use different prorate conventions when you retire an asset than when adding an asset
Estimate Future Depreciation Expense (FM1904)	▪ Estimate depreciation expense for the Corporate Books ▪ Estimate depreciation expense for any number of future periods ▪ Summarize by cost centre or depreciation expense account
Manage Tax Books (FM1926)	▪ Create Tax Books. ▪ Use Initial Mass Copy to automatically copy fixed assets from Corporate Book to into the current open period of the Tax Book. Reconciliation to existing Tax Book asset balances are not included in scope. ▪ Run Periodic Mass Copy to copy activities within the Corporate Book to the Tax Book.
Calculation Asset Depreciation FM0480)	▪ Automatically calculate depreciation each period on all fixed assets within the Corporate Book. ▪ Review and correct exceptions from depreciation process before re-submitting automatic depreciation process. ▪ Run depreciation before closing the period. Run depreciation process as many times as necessary within a period. ▪ Apply rules-based depreciation to every fixed asset ▪ Charge unplanned depreciation to an asset in the period in which it was added. ▪ Year-end processing independent for each depreciation book ▪ Create depreciation journals for the General Ledger.
Report Property Tax (FM1912)	▪ The process of reporting assets by location for property tax assessment

Subledger Journals to Post

Business Process	Oracle Functionality
Maintain GL Chart of Accounts (FM1109)	▪ Add new values and maintain the Chart of Accounts.
Import Subledger Journal Entries (FM0507)	▪ Run journal import process to load journals from interface. ▪ Import Purchasing Journals ▪ Payables Transfer to General Ledger ▪ Interface Receivables to the General Ledger ▪ Import journal entries using ADI
Enter Journal Entries (FM1118)	▪ Enter Journals using spreadsheets and ADI ▪ Enter Actual, Budget and Statistical journals in any available period: prior period, prior year, future periods
Post Journal Entries (FM0511)	▪ Post journal entries to the General Ledger ▪ Update balances immediately with the posting of a journal entry. ▪ Utilize the calendar established in the General Ledger to determine which period a journal entry is posted to. ▪ Specify which journal or journal entries to post. ▪ Review Posted and Unposted journals using standard reports ▪ Review Account Balances by Subledger using standard reports

Period End Close to Financial Reports

Business Process	Oracle Functionality
Perform WIP Period Close (FM1948)	▪ Activities required to close Work–in–Process and send transactions to GL.

Business Process	Oracle Functionality
Perform Process Mfg Period Close (FM1808)	▪ Activities required to close Process Mfg and send transactions to GL
Perform Inventory Period Close (FM1045)	▪ Activities required to close Inventory and send transactions to GL. ▪ Run Movement Statistics Reports for INTRASTAT Purchasing and Shipping ▪ Run Movement Statistics Reports for EXTRASTAT Purchasing and Shipping
Perform Accounts Payable Period Close (FM1018)	▪ Perform activities required to complete and close Payables for the period. ▪ Run VAT related reports.
Perform Purchasing Period Close (FM1913)	▪ Perform activities required to complete and close Purchasing for the period.
Perform Projects Period Close (FM1952)	▪ Activities required to close Projects and send transactions to GL.
Perform Fixed Asset Depreciation (FM0480)	▪ Run Final Depreciation
Perform Fixed Asset Period Close (FM1914)	▪ Perform activities required to complete and close Fixed Assets for the period. ▪ Adjust depreciation for back dated additions. ▪ Adjust financial information of asset in each book where necessary. ▪ Close fixed asset period.
Perform Accounts Receivable Period Close (FM1915)	▪ Perform activities required to complete and close Receivables for the period.
Process Current Period Transactions (FM1042)	▪ Confirm entries for external subledgers have been enter into General Ledger (Manual process)
Import Subledger Journal Entries (FM0507)	▪ Run journal entry import process from all subledger
Enter Journal Entries (FM1118)	▪ Enter journals in any available period: prior period, prior year, future periods ▪ Enter statistical journal.
Define and Generate Recurring Journal Entries (FM0506)	▪ Enter, Generate and Post Skeleton and Formula Recurring Journals
Process Reserves, Reversals & Suspense JEs (FM0510)	▪ Utilize reversing journals, standard journals, and statistical journals
Process Allocations & Periodic Entries (FM1116)	▪ Enter, Generate and Post Mass Allocation journals
Revalue Balances (FM0494)	▪ Revalue foreign currency balances to recognize currency gain/loss.
Post Journal Entries (FM0511)	▪ Post journal entries to the General Ledger at anytime ▪ Update balances immediately with the posting of a journal entry. ▪ Utilize the calendar established in the General Ledger to determine which period a journal entry is posted to. ▪ Specify which journal or journal entries to post.
Reconcile Accounts (FM1121)	▪ Reconcile Payables after close to the General Ledger ▪ Reconcile Purchasing after close to the General Ledger ▪ Reconcile Fixed Assets after close to the General Ledger ▪ Reconcile Receivables after close to the General Ledger
Adjust GL for Period Close (FM1114)	▪ Run preliminary reports to review income statement and balance sheet. Enter any adjusting journal entries.
Enter Elimination Entries (FM3209)	▪ Creates elimination entries within a company.
Translate Foreign Currency (FM0493)	▪ Translate foreign currency balances to reporting currency.
Consolidate Sets of Books (FM0495)	▪ Balances in child books are transferred to the consolidation book.
Post Consolidation Data (FM3225)	▪ The journals are posted in the consolidation books.
Enter Elimination Entries (FM3209)	▪ Creates elimination entries between companies.

Business Process	Oracle Functionality
Post Journal Entries (FM0511)	▪ Post journal entries to the General Ledger at anytime. ▪ Update balances immediately with the posting of a journal entry. ▪ Specify which journal or journal entries to post.
Close Period (FM1917)	▪ Closing Journals: provides closing journals so you can pre-determine the effect of the close (soft close) and perform pro-forma reporting. ▪ Automatically close revenue and expense balances to retained earnings with the opening of a new year.
Review Internal Control Status (FM0964)	▪ Review status of internal controls.
Certify Effectiveness of Internal Control Status (FM0965)	▪ The process of certifying the effectiveness of the internal controls
Certify Disclosure To Audit Committee & Independent Auditor (FM0966)	▪ The process of certifying disclosures to the audit committee and independent auditor.
Generate Internal Reports (FM1940)	▪ Create report execution definitions, execute and monitor financial statements, review results ▪ Define FSG reports: one balance sheet, one income statement ▪ Perform drill-down inquiries: detail accounts, journal entries, payable and receivable invoices, variance calculations ▪ Review reports online ▪ Run standard reports for: trial balances, general ledgers, account analysis, journals ▪ Standard Reports and Listings: Enhanced COA listing and an Inactive accounts listing. ▪ Subledger Inquiry and Drill-down Support: Additional drill-downs into journal details for other modules implemented such as Purchasing, Assets, Inventory, and WIP. Bypass the Inquiry form and drill directly from the Journal Entry form into the View Accounting Lines.
Generate External Reports (FM1941)	▪ Create report execution definitions, execute and monitor financial statements, review results. ▪ Review reports online

Not included in Accelerator Offering

Inventory Management

Plan To Inventory Management

Plan to Replenishment (Min-Max Planning)

Business Process	Oracle Functionality
Establish Inventory Planning Policies (PF1960)	▪ Performed outside the system (Manual) ▪ Perform item usage and purchase history (NOTE: This data will not be available at the go live time as there will be no Item transaction history) ▪ Establish Min and Max quantities to support Min-Max Planning ▪ Modify suggested order quantities by lot-size or min/max order quantities ▪ Define Supplier or another warehouse (subinventory) as the source
Plan Min-Max Material (PF0033)	▪ Create requisitions automatically using min-max planning ▪ Automatically replenish stock with purchasing requisitions within a single organization set-up ▪ Perform min-max planning at the Inventory Organization or Subinventory level
Generate Requisitions (MM0912)	▪ Schedule a program (on an agreed upon frequency) to automatically create the purchase requisitions ▪ Requisitions will be created with Approved status ▪ Subsequently blanket release is created

Wall-to-Wall Accuracy Cycle Count

Business Process	Oracle Functionality
Maintain Required Setup for Cycle Count MM1800)	▪ Establish ABC classes to group the items into High, Medium and Low value. ▪ Assign items to the established ABC Classes based on current Quantity on hand values ▪ Compile ABC analysis based on item usage, value, quantity, or transaction volume Note: some ABC analysis is not possible until history is compiled in Oracle Inventory
Define Cycle Count/Physical Inventory Approach (MM1799)	▪ Create counts per customer requirements at a subinventory level ▪ Define count discrepancy tolerances ▪ Schedule cycle counts based on ABC classifications and user-defined count frequencies ▪ Schedule cycle counts based on location (manual)
Manage Cycle Counting (MM1151)	▪ Report counted quantities by count by item ▪ Ability to approve the counts by the person entering the counts if the counts are within the tolerances
Enter Stock Adjustments (MM1817)	▪ Require Approval of the counts, if they are outside the tolerances ▪ Update on-hand quantities and post the adjustments to the appropriate account ▪ Report count variances and perform hit/miss accuracy analysis

Wall-to-Wall Accuracy Physical Count

Business Process	Oracle Functionality
Maintain Required Setup for Physical Inventory (MM1800)	▪ Define as many Physical Counts as needed ▪ Define the count for one Subinventory, all subinventories or selected subinventories ▪ Define Quantity and Value tolerances (both positive and negative) ▪ Make Approvals required "Always" or only when it is "Out of Tolerances"
Manage Physical Inventory Counts (MM0414)	▪ Allow tags to be pre-generated or optionally enter the tags as needed ▪ Generate Item Specific tags ▪ Generate blank tags. Enter the Item, Subinventory information later ▪ Generate Numeric or Alphanumeric tags ▪ Generate separate tags for each physical location (Locator level)
Enter Stock Adjustments (MM1817)	▪ Enter the count into the system by Tag Number ▪ Use multi-row or detail screens for tag-count entry ▪ Void tags that are not used ▪ View and approve adjustments prior to actual update of item balances ▪ Selectively Accept or Reject the counts ▪ Automatically post the adjustments if the count is with in the tolerances

Not included in Accelerator Offering

Purchasing

Procure To Pay

Sourcing Requirements to Agreement

Business Process	Oracle Functionality
Analysing Sourcing Requirements (PR0131)	▪ Identify strategic sourcing opportunity ▪ Review existing spend & forecast ▪ Get global buy-in (if consolidating demand) ▪ Establish sourcing strategy, including ground rules, project time lines (RFx stages), specifications, evaluation criteria and qualify suppliers
Define Sourcing Team (PR0902)	▪ Solicit involvement of requestors & subject matter experts to enter and review sourcing document
Determine Item Requirements (PR0903)	▪ Identify Item Attributes & relative scores & weights for Bid Analysis. ▪ Identify Supply Requirements (Delivery requirements, Packaging) ▪ Identify Service Requirements (Part-level sequencing, Serialization) ▪ Identify Related Costs (Freight, Tooling, etc.) ▪ Identify Pricing Structure (location based, time phased, etc.)
Select Suppliers (PR1181)	▪ Select suppliers to evaluate for Agreement based on requirements, and previous manual RFQ and Quotations (Manual process) ▪ Define specific supplier quotation lists for RFQs (Manual process)
Define Sourcing Rules of Engagement (PR0904)	▪ Manually create a request for quotation for items that require quotations
Publish Specifications and Sourcing Document (PR0905)	▪ Print and Distribute Requests for Quotations (RFQ)
Manage Supplier Responses (PR0906)	▪ Access and reference your quotation information online while creating documents ▪ Receive online notifications when quotations are about to expire ▪ Create supplier quotations automatically from RFQs, or enter them directly ▪ Collect and evaluate responses to award a contract or agreement to a supplier
Award Responses (PR0907)	▪ Analyse the quoted prices and incentives ▪ Review, analyse and approve supplier quotations you want available to reference on PO's and requisitions
Develop Legal Terms and Conditions (PR0136)	▪ Develop legal terms and conditions either on a case by case basis with suppliers or as part of an overall business agreement between the enterprise and the need to comply with statutory regulation (Manual process)
Maintain Negotiated Supplier Contracts/ Agreements (PR0133)	▪ Negotiate incentives and penalties with a supplier as part of either a contract by contract basis or as part of an overall business agreement ▪ Define supplier contract agreements to be referenced when purchase orders are automatically created from requisitions ▪ Review and adjust negotiated business agreements as necessary ▪ Update prices, price breaks, and item descriptions on existing purchase agreements ▪ Add new lines and cancel existing lines on existing purchase agreements

Requisition to Receipt - Direct (Using Purchasing)

Business Process	Oracle Functionality
Manage Requisitions (PR1180)	▪ Enter a service requisition using a rate or fixed amount base ▪ Automatically source requisitions from outstanding blanket purchase agreements from your suppliers ▪ Create, edit, review requisition information on-line ▪ Review the status and action history of your requisitions ▪ Automatically default charge accounts for each requisition line ▪ Use standard pre-seeded Account Generator Workflow to build account distributions automatically ▪ Cancel requisitions which are in the approval process but do not have open PO shipments ▪ Copy existing requisitions to create new ones ▪ Print requisitions for off-line review and approval ▪ Query requisitions using multiple search criteria to view requisition and related purchase order information ▪ Run and view requisition status reports ▪ Specify requisition lines as taxable or tax exempt ▪ Create requisitions and purchase orders for VAT registered suppliers within the European Union ▪ Create requisitions and purchase orders for domestic VAT registered suppliers ▪ Create requisitions and purchase orders for suppliers outside the European Union
Authorize Requisitions (PR0128)	▪ Approvals can be controlled using amount or account code.
Issue a Purchase Order (PR1182)	▪ Auto Create POs from requisitions without buyer intervention ▪ Build account distributions automatically, according to the standard Account Generator Workflow ▪ Create POs for different types of items including services and one-time purchases ▪ View purchase order and related requisition information ▪ Auto Create Blanket Releases
Authorize Purchase Orders (PR0129)	▪ Route requisitions for approval according to predefined employee/supervisor hierarchy. ▪ Control approvals by amount and account. ▪ View a list of potential approvals for a requisition based on approval rules defined in Oracle Purchasing ▪ View, and approve, documents from the Notification Viewer
Distribute Issued Purchase Orders (PR0153)	▪ Print POs individually, or group by PO number or buyer name (printing to a preset format)
Receive Material – Supplier (MM1136)	▪ Define receiving tolerances at the organization, supplier, item, and purchase order level. ▪ Control receiving routing at the supplier, purchase order, or item level ▪ Perform three-way purchase order matching (Receipt Required) ▪ Receive supplier shipments (Not internal transfers) ▪ Record receipts against services and labour ▪ Requesters can use the browser to review orders and to confirm they have received requested goods or services ▪ View complete receiving history

Requisition to Receipt – Indirect (Using Purchasing)

Business Process	Oracle Functionality
Manage Réquisitions (PR1180)	▪ Enter a service requisition using a rate or fixed amount base ▪ Automatically source requisitions from approved blanket purchase agreements from your suppliers

Business Process	Oracle Functionality
	▪ Create, edit, review requisition information on-line ▪ Review the status and action history of your requisitions. ▪ Automatically default employee expense accounts for each requisition line using standard pre-seeded Account Generator Workflow to build account distributions ▪ Cancel requisitions which are in the approval process but do not have open PO shipments ▪ Copy existing requisitions to create new ones ▪ Print requisitions for off-line review and approval ▪ Query requisitions using multiple search criteria to view requisition and related purchase order information ▪ Run and view requisition status reports (Oracle Purchasing Application)
Authorize Requisitions (PR0128)	▪ Approvals can be controlled using amount or account code.
Issue a Purchase Order (PR1182)	▪ Build account distributions automatically, according to the standard Account Generator Workflow ▪ Create POs for different types of items including services (Oracle Purchasing Application) ▪ View purchase order and related requisition information (Oracle Purchasing Application)
Authorize Purchase Orders (PR0129)	▪ View a list of employees to forward a requisition for approval or review (Oracle Purchasing Application) ▪ View and approve, documents from the Notification Viewer (Oracle Personal Home Page)
Distribute Issued Purchase Orders (PR0153)	▪ Distribute Purchase Order to Supplier. Distribution is done via email, fax, mail or other electronic or manual means.
Receive Non-Production Goods & Services (PR1935)	▪ Receive non-inventoried supplier shipments ▪ Record receipts against services and labour ▪ Requesters can use the browser to review orders and to confirm they have received requested goods or services ▪ View receiving history

Supplier Return to Replacement

Business Process	Oracle Functionality
Return Supplier Material (MM1142)	▪ Call supplier to authorize return. (Manual process) ▪ Enter RMA information into Receiving returns window.
Prepare Materials for Shipment (MM1923)	▪ Prepare materials for shipment to be returned to the supplier (Manual process)
Load Material (MM1924)	▪ Load material at shipping dock (Manual process)
Ship Material (MM1149)	▪ Ship material back to the supplier (Manual process)
Receive Material – Supplier (MM1136)	▪ Accept or reject the deliveries at the shipping dock.
Receive Non-Production Goods and Services (PR1935)	▪ Use Express Receipt to receive a receipt number immediately ▪ Control receiving routing at the supplier, purchase order, or item level ▪ Receive supplier shipments (Not internal transfers)

Supplier Return to Debit

Business Process	Oracle Functionality
Return Supplier Material (MM1142)	▪ Call supplier to authorize return. (Manual process) ▪ Enter RMA information into Receiving returns window.
Prepare Materials for Shipment (MM1923)	▪ Prepare materials for shipment to be returned to the supplier (Manual process)
Load Material (MM1924)	▪ Load material at shipping dock (Manual process)
Ship Material (MM1149)	▪ Ship material back to the supplier (Manual process)
Record Debit Memos for Returns (PR1014)	▪ Issue a debit memo to suppliers for material that has been returned

Not included in Accelerator Offering

Discrete Manufacturing

Demand To Build

Design to Release

Business Process	Oracle Functionality
Develop Detailed Design (PD0628)	▪ Define primary BOM's in a restricted engineering environment
Maintain Item Master (PD1096)	▪ Define an item master organization / assign items to one inventory organization ▪ Categorize items for custom reporting ▪ Define units of measure for items ▪ Define item attributes for, lot number, and revision control
Maintain Routings (PD1160)	▪ Define primary routings ▪ Define completion location for manufacturing assemblies ▪ Control routing changes by revising effective date/time ▪ Define resources and comments for each operation ▪ Calculate fixed and variable manufacturing lead times ▪ View routings, standard operations, and operation details
Maintain Bills of Material (PD1098)	▪ Maintain primary bills of material (BOM) ▪ Copy and share engineering and manufacturing BOM's and Routings within an organization ▪ Assign component yield information ▪ Select material handling supply locations and issue methods by component – part of Routing setup ▪ Delete obsolete item information, including BOM, components ▪ View single-level and indented BOM at any level ▪ View "where used" for components, departments, and resources ▪ View historical BOM and routings ▪ View integrated engineering and manufacturing information
Assign Product to Inventory/ Shipping Org. (PD7140)	▪ Assign item to an inventory organization. Note: This is typically done at time of item creation; however, items can be assigned to inventory organizations at any point
Estimate Product Costs (PD0647)	▪ Estimate and enter Pending costs
Manage Product Data Design (PD0646)	▪ Combine engineering items with production items on engineering BOM ▪ Load released engineering items, BOM, and routings into Oracle Bills of Material
Manage Standard Product Cost Definition (FM0522)	▪ Define Costs for new prototype components and perform cost rollup for prototype assembly
Review Cost Information (FM0520)	▪ View assembly cost for prototype assembly
Request ECO (PD1091)	▪ Define engineering change order header with comments describing the purpose of the ECO
Develop ECO (PD1288)	▪ Define engineering change orders for engineering or manufacturing items and assemblies ▪ Control manufacturing BOM changes by revision and effective date/time
Evaluate ECO (PD1092)	▪ View ECO notice schedule by change notice or revised item ▪ View engineering BOMS and component usage, engineering Routings, operations, operation detail and resource usage
Manage Effectivity Date Control (PD0634)	▪ Define or change ECO effectivity dates
Implement ECO (PD1095)	▪ Implement ECO's immediately by effective date

Forecast to Plan

Business Process	Oracle Functionality
Collect Forecast Data (PF1967)	▪ Manually create forecast.
Generate Sales Forecast (PF2011)	▪ Forecast by demand class, item and standard components. ▪ Explode forecasts through multilevel planning bills. ▪ Load forecasts into master demand schedule. ▪ Manually create forecast.
Achieve Consensus Forecast (PF2021)	▪ Review and revise forecast on regular basis.
Manage Production Forecast (PF2028)	▪ Enable sales orders to consume forecasts automatically. ▪ Load consumed forecasts with sales orders into master demand schedule. ▪ Trace forecast consumption to individual sales orders.
Collect Supply Variability Data (PF1962)	▪ Collect and import supplier performance data from relevant sources.
Collect Demand Variability Data (PF1963)	▪ Run MDS to collect demand variability data.
Generate Item Safety Stock Levels (PF1966)	▪ Calculate for all locations where items have maintained safety stock levels.
Run Production Plan (PF2038)	▪ Generate Master Production Schedules. ▪ Master schedule production at any bill of material level. ▪ Load master demand schedules with forecasts, sales orders, or other master demand schedules. ▪ Load master production schedules with master demand schedules, and other master production schedules. ▪ Overwrite or consolidate schedule information. ▪ Create new planned orders from recommendations. ▪ Plan discrete jobs. ▪ Auto-Release planned orders within a release time fence. ▪ Relieve master production schedules automatically as you create work orders. ▪ Relieve master demand schedules automatically as you ship sales orders. ▪ View master schedule information on-line. ▪ View orders by item, supplier, or master schedule. ▪ Generate Materials Requirements Plans. ▪ Plan material requirements for master demand schedules and master production schedules. ▪ Plan from all sources of demand, including manually entered demand schedules. ▪ Generate suggested discrete jobs and purchase requisitions.
Analyse Plan and Exceptions (PF2039)	▪ Analyse Plan and exception messages and counts prior to releasing orders.
Adjust Plan (PF3002)	▪ Make adjustments to the plan based on plan review and new information.
Simulate with Revised Constraints (PF3003)	▪ Run plan in simulation mode with revised constraints to model potential solutions.
Collaborate on Revised Constraints (PF3004)	▪ Collaborate with internal and external parties to agree on revised constraints.
Implement Revised Constraints (PF3005)	▪ Implement the revised constraints based on collaboration results.
Release Schedule (PF2040)	▪ Release planned orders to purchasing in groups, by item, or by vendor. ▪ Schedule material based on job start date or operation start date. ▪ Use Planners Workbench to release planned orders and Firm Planned Orders as discrete jobs.

Plan to Schedule

Business Process	Oracle Functionality
Release Schedule (PF2040)	▪ Release planned orders to purchasing in groups, by item, or by vendor ▪ Schedule material based on job start date or operation start date Use Planners Workbench to release planned orders and Firm Planned Orders as discrete jobs
Manage Labour Requirements (OP0681)	▪ Adjust labour on a Discrete Job and review job schedule changes.
Manage Machine & Other Plan Requirements (OP0683)	▪ Adjust Machine labour on a Discrete Job and review job schedule changes.
Identify Shortages (OP1162)	▪ Identify material shortages from reports and forms
Schedule Shop Floor (OP1164)	▪ Adjust starting date of discrete job and review job completion date changes manually.

Schedule to Build – Discrete

Business Process	Oracle Functionality
Issue Work Orders for Manufacture (OP0679)	▪ Create and release work orders to the shop floor using standard discrete jobs ▪ Simplify shop-floor transactions with count points and back flushing. Note: this is done as part of bills of material and routing set up ▪ Schedule start and stop times ▪ Use forward, backward, manual, scheduling ▪ View and report dispatch lists and transaction history
Issue Material to Work Orders (OP0685)	▪ Issue components from inventory as required ▪ Modify bills of material dynamically on the shop floor ▪ View and report material requirements, transaction history, and lot genealogy
Execute & Record Operations Activity (OP1210)	▪ Move material within WIP jobs, complete WIP jobs ▪ Define substitute manufacturing components and enter unlimited comments for each component
Execute & Record Outside Operations Activity (OP1949)	▪ Create outside processing item in the item master. ▪ Create outside processing resource in BOM ▪ Create outside processing operations on routings ▪ Create a blanket purchase agreement for the outside processing step and create a requisition when the sub-assembly is moved to the outside processing step ▪ Record moves to outside processing and after the completion of outside processing, to receive sub-assemblies back into the discrete job.
Inspect Goods (OP0678)	▪ Record quality defects during WIP transactions
Record Completions (OP1167)	▪ Record completions of WIP Jobs
Move Completed Assemblies to Stock (OP1211)	▪ Compete assemblies from discrete jobs directly to inventory locations.
Return Component To Stock (OP1212)	▪ Transfer excess components to inventory
Perform WIP Period Close (FM1948)	▪ Close WIP Jobs in Discrete Manufacturing is normally done throughout the accounting period, not just at period closing time.

Product Standard Costing to Inventory Revaluation

Business Process	Oracle Functionality
Gather Costing Information (FM0518)	▪ Set frozen component cost – new item

Business Process	Oracle Functionality
Process Current Period Transactions (FM1042)	▪ Review for Pending Transactions, review Purchased Order Receipt Transactions and review WIP Job Completion Transactions.
Rollup Costs (FM0901)	▪ Roll up frozen assembly cost ▪ Update frozen cost
Review Cost Information (FM0520)	▪ Review cost inventory using inventory balances and running inventory value report ▪ Verify standard cost update
Manage Standard Product Cost Definition (FM0522)	▪ Calculate the standard product cost of an item from the relevant cost information ▪ Assign material costs to purchased items ▪ Assign multiple material overheads to items ▪ Apply overhead costs on a fixed or variable basis ▪ Roll up costs by cost type
Revalue Inventory (FM1828)	▪ Automatically revalue inventory after standard cost changes ▪ Run inventory valuation report

Not included in Accelerator Offering

Order Management

Order To Cash

Order to Shipment

Business Process	Oracle Functionality
Manage Customer Orders (OF1069)	▪ Ease of sales order entry with user-defined default data (Defaulting Rules). ▪ Support for transacting in currencies other than functional currency ▪ Use Pre-seeded Standard Order Workflow to support Standard Inventory and Finished Good Inventory Items. ▪ Use the Standard pre-seeded Order Workflows to support Sales Order Processing. ▪ Ease of setup and processing of sales orders with use of seeded Lookup Quick Codes. ▪ Automatically default Value Added Tax (VAT) code to orders and control override ability. ▪ Check a customer's credit automatically during order booking and pick release. ▪ Use Ship Sets or Split Lines on a single order for multiple shipments and different dates, ship-to addresses, shipping methods, and shipping sites. ▪ Create sales orders for customers outside the European Union ▪ Create sales orders for VAT registered customers, domestic and within the EU
Check ATP (PF2036)	▪ Check the Available to Promise quantity for an item or a group of items. ▪ Calculate availability for an item(s) within one organization. ▪ View Available To Promise information and supply/demand detail.
Check CTP and CTD(PF2051)	▪ Calculate Capable to Promise (CTP) and Capable to Deliver (CTD) for the customer order.
Schedule Sales Order Ship Date (OF1071)	▪ Place a reservation to guarantee a quantity of on-hand inventory to a specific sales order. ▪ Manually reschedule item demand and reservations.
Send Sales Order Acknowledgement (OF1073)	▪ Print and send the Sales Order Acknowledgement report to notify customers of the items, prices, delivery dates, service, and installation details for orders they have placed.
Manage Sales Order Holds (OF1076)	▪ Apply holds to items, customers, customer sites, warehouses or orders. ▪ Define security by each individual hold, including which responsibility can apply or release holds. ▪ Release holds on orders existing orders, multiple orders, order lines, and release hold sources. ▪ Query and release holds manually- the order is then available for subsequent workflow step(s). ▪ Release holds automatically using the Release Expired Hold concurrent program- the orders are then available for subsequent workflow step(s). ▪ Track application and release of sales order holds.
Release Credit Holds on Sales Orders (OF1054)	▪ Release credit hold for a single order line from a multi line order. ▪ Release credit holds for an order or order lines for a given customer. ▪ Release credit holds for an order or order lines that are schedule to ship at a given date/time.
Pick Material (MM1090)	▪ Run pick release to release the delivery lines for shipment and create move order. ▪ Run pick release on-line for immediate release of orders. ▪ Run pick release concurrent program in the background to simultaneously release orders. ▪ Create pick slip and manually confirm quantity at the staging area. ▪ Using seeded options define grouping and sequence rules to determine how released picking lines are grouped onto pick slips. ▪ Release backordered items separately or with new sales orders.
Prepare Material for Shipping	▪ Manually prepare the items that have been picked for shipping (Manual process)

Business Process	Oracle Functionality
(MM1923)	▪ Package and secure all items into shipping containers for shipment to customers (Manual process)
Load Material (MM1924)	▪ Manually load material to shipping staging area that has been prepared for shipment (Manual process)
Ship Material (MM1149)	▪ Record the items that have been shipped. ▪ Use Shipping Execution to confirm the delivery items that have been shipped. ▪ Automatically create fully shipped items using the Ship Entered Quantities and Unspecified Quantities ship options. ▪ Backorder items from partial shipments. ▪ Define over- and under-shipment processing and returns limits. ▪ Record multiple freight costs for a shipment. ▪ Control the confirmation of partial shipments.

Order to Drop Shipment

Business Process	Oracle Functionality
Manage Customer Orders (OF1069)	▪ Ability to identify an item for drop shipment at sales order entry. ▪ Ease of sales order entry with user-defined default data (Defaulting Rules). ▪ Use the Standard pre-seeded Order Workflows to support Drop Shipment Processing. ▪ Ease of setup and processing of sales orders with use of seeded Lookup Quick Codes. ▪ Automatically default Value Added Tax (VAT) code to orders and control override ability. ▪ Check a customer's credit automatically during order booking and pick release. ▪ Use Ship Sets or Split Lines on a single order for multiple shipments and different dates, ship-to addresses, shipping methods, and shipping sites.
Schedule Sales Order Ship Date (OF1071)	▪ Place a reservation to guarantee a quantity of on-hand inventory to a specific sales order. ▪ Manually reschedule item demand and reservations.
Send Sales Order Acknowledgement (OF1073)	▪ Print and send the Sales Order Acknowledgement report to notify customers of the items, prices, delivery dates, service, and installation details for orders they have placed.
Manage Sales Order Holds (OF1076)	▪ Apply holds to items, customers, customer sites, warehouses or orders. ▪ Define security by each individual hold, including which responsibility can apply or release holds. ▪ Release holds on orders existing orders, multiple orders, order lines, and release hold sources. ▪ Query and release holds manually- the order is then available for subsequent workflow step(s). ▪ Release holds automatically using the Release Expired Hold concurrent program- the orders are then available for subsequent workflow step(s). ▪ Track application and release of sales order holds.
Release Credit Holds on Sales Orders (OF1054)	▪ Release credit hold for a single order line from a multi line order. ▪ Release credit holds for an order or order lines for a given customer. ▪ Release credit holds for an order or order lines that are schedule to ship at a given date/time.
Issue a Purchase Order (PR1182)	▪ Interface Drop Ship sales orders automatically to Oracle Purchasing. ▪ Track the Purchase Order status for the Drop Ship Sales Order. ▪ Auto Create Purchase Orders from online requisitions imported from Order Management. ▪ Consolidate and Centralize purchase requirements from multiple warehouses, plants, or locations. ▪ Automatically create Account Distributions. ▪ Copy Documents for Standard Purchase Orders. ▪ Provide multiple shipment schedules per Purchase Order line. ▪ Print Purchase Orders individually, or group by Purchase Order number or buyer name. ▪ Create Purchase Orders for specific item revisions.

Business Process	Oracle Functionality
Authorize Purchase Order (PR0129)	▪ View and Approve documents from the Notification Viewer. ▪ Control approvals by Amount and Account.
Record Receipts for Drop Shipments (MM1954)	▪ Use Passive Receipts if Vendor only sends invoice as receipt confirmation. Receipt quantity is recorded from the invoice and logical receipt of the drop ship is performed. ▪ Confirm receipt of items from supplier. Confirmation can be a phone call or manual ASN (Advanced Ship Notice) entered into the system.

Customer Return to Credit

Business Process	Oracle Functionality
Issue Returned Material Authorization (OF1079)	▪ Enter customer returns by referencing Item, Sales Order Number, Customer Purchase Order Number of Invoice Number. ▪ Issue an RMA for the original order and manually process a new order line for the replacement item. ▪ Process Drop Shipment returns to supplier or receive products into your inventory.
Accept or Reject Deliveries (MM1135)	▪ Manually accept or reject the goods from the customer at the shipping dock.
Receive Material-Customer (MM1138)	▪ Receive returned items into inventory using Purchasing Receipts. ▪ Enter partial or full receipts of customer material- partial items will be split into full receipts and partial receipts.
Generate Customer Invoices from Sales Orders (OF1027)	▪ Use the Standard pre-seeded Order Workflows to support order processing and invoice creation to the customer immediately after the order has been shipped. ▪ Run Auto Invoice to import invoice and credit information into the Oracle Receivables application.
Maintain Credit Memos (OF1035)	▪ Apply returns for credit by applying credits to original invoices or by creating on-account credits.
Process Credit Balances and Refunds (OF1057)	▪ Process credit memos for customers who want to have the credit balance applied to their account. ▪ Process refunds to customer by entering a debit memo, applying the open credit memo to the debit amount, then printing the outstanding Credit Memo and sending a check request with the credit memo to Accounts Payable for processing of the refund check.

Customer Return to Replacement

Business Process	Oracle Functionality
Issue Returned Material Authorization (OF1079)	▪ Enter customer returns by referencing Item, Sales Order Number, Customer Purchase Order Number of Invoice Number. ▪ Issue an RMA for the original order and manually process a new order line for the replacement item. ▪ Process Drop Shipment returns to supplier or receive products into your inventory.
Accept or Reject Deliveries (MM1135)	▪ Manually accept or reject the goods from the customer at the shipping dock.
Receive Material-Customer (MM1138)	▪ Receive returned items into inventory using Purchasing Receipts. ▪ Enter partial or full receipts of customer material- partial items will be split into full receipts and partial receipts.
Manage Customer Orders (OF1069)	▪ Ease of sales order entry with user-defined default data (Defaulting Rules). ▪ Use Pre-seeded Standard Order Workflow to support Standard Inventory and Finished Good Inventory Items. ▪ Use the Standard pre-seeded Order Workflows to support Customer Returns for Replacement. ▪ Ease of setup and processing of sales orders with use of seeded Lookup Quick Codes. ▪ Automatically default Sales tax code to orders and control override

Business Process	Oracle Functionality
	ability. ▪ Check a customer's credit automatically during order booking and pick release. ▪ Use Ship Sets or Split Lines on a single order for multiple shipments and different dates, ship-to addresses, shipping methods, and shipping sites.
Send Sales Order Acknowledgement (OF1073)	▪ Print and send the Sales Order Acknowledgement report to notify customers of the items, prices, delivery dates, service, and installation details for orders they have placed.
Pick Material (MM1090)	▪ Run pick release to release the delivery lines for shipment and create move order. ▪ Run pick release on-line for immediate release of orders. ▪ Run pick release concurrent program in the background to simultaneously release orders. ▪ Create pick slip and manually confirm quantity at the staging area. ▪ Using seeded options define grouping and sequence rules to determine how released picking lines are grouped onto pick slips. ▪ Release backordered items separately or with new sales orders.
Prepare Material for Shipping (MM1923)	▪ Manually prepare the items that have been picked for shipping (Manual process) ▪ Manually package and secure all items into shipping containers for shipment to customers (Manual process)
Load Material (MM1924)	▪ Manually load material to shipping staging area that has been prepared for shipment (Manual process)
Ship Material (MM1149)	▪ Record the items that have been shipped. ▪ Use Shipping Execution to confirm the delivery items that have been shipped. ▪ Automatically create fully shipped items using the Ship Entered Quantities and Unspecified Quantities ship options. ▪ Backorder items from partial shipments. ▪ Define over- and under-shipment processing and returns limits. ▪ Control the confirmation of partial shipments. ▪ Record multiple freight costs for a shipment.
Generate Customer Invoices from Sales Orders (OF1027)	▪ Use the Standard pre-seeded Order Workflows to support order processing and invoice creation to the customer immediately after the order has been shipped. ▪ Run Auto Invoice to import invoice and credit information into the Oracle Receivables application.
Maintain Credit Memos (OF1035)	▪ Apply returns for replacement by applying credits to original invoices or by creating on-account credits.
Process Credit Balances and Refunds (OF1057)	▪ Process credit memos for customers who want to have the credit balance applied to their account. ▪ Process refunds to customer by entering a debit memo, applying the open credit memo to the debit amount, then printing the outstanding Credit Memo and sending a check request with the credit memo to Accounts Payable for processing of the refund check.

Not included in Accelerator Offering

Sales & Service

Call To Order

Inbound Call to Lead for TeleSales

Business Process	Oracle Functionality
Log into Interaction Centre (SL7207)	▪ The process of logging into Telesales application and Interaction centre work queue (Manual process)
Receive Inbound Call (SL7160)	▪ The process of receiving an inbound sales call from a prospect (Manual process)
Receive Screen Pop and Script (SL7156)	▪ Process of receiving an automated screen pop and Telesales script from CTI.
Capture Contact Details (SL7138)	▪ Agent captures prospect details and records additional information about prospect and qualifies lead.
Capture Lead (SL0772)	▪ Process of generating and capturing lead

Opportunity to Order for TeleSales

Business Process	Oracle Functionality
Convert Opportunity to Quote (SL7025)	▪ The process of converting an opportunity to a customer quote and entering the quote.
Manage Quote (SL7027)	▪ The process of managing the development of a quote. Confirm customer requirements develop quote and pricing. Present final quote and proposal to customer.
Perform Cross-Sell and Up-Sell (SL7028)	▪ Perform cross-sell and up-sell by recommending additional items to customer
Configure Solution (SL7147)	▪ Configure Products and Services, based on preferences for Sales order ▪ Check availability and pricing
Present and Negotiate Quote (SL0783)	▪ Manual process supported by OTS and Quoting (Manual process)
Determine Order Details (SL7030)	▪ Finalize order options such as shipping, billing, scheduling, and payment options.
Maintain Customer Information (SL0769)	▪ Maintaining primary information about customer in TCA customer model.
Negotiate Service Agreement (SL7029)	▪ The process of identifying and negotiating warranty and service agreements
Convert Quote to Order (SL0788)	▪ The process of converting a quote into a sales order.

Lead to Opportunity for TeleSales

Business Process	Oracle Functionality
Generate Automated Lead (SL7022)	▪ The process of generating a lead
Assign Lead (SL7023)	▪ The process of reviewing and assigning previously generated sales leads.
Contact Lead (SL7192)	▪ The process of capturing lead information as a result of sales initiatives.
Determine Product Interest (SL7168)	▪ The process of presenting and determining the product with the Lead.
Qualify and Rank Lead (SL0773)	▪ The process of qualifying a lead based on company specific criteria established for an opportunity.
Convert Lead to Opportunity (SL0776)	▪ Verify that the lead has emerged as a real opportunity, and that the opportunity should be pursued.
Assign Opportunity (SL7170)	▪ Assign an opportunity to a potential actor and/or channel.
Assign Opportunity to Partner (SL7171)	▪ Assign a Partner to an opportunity that has been listed in the Partner Channel.
Send Product Collateral (MK7158)	▪ Send product collateral and other sales information to a customer, opportunity or lead.
Monitor Partner (SL7173)	▪ Check all the opportunity information collected and sent by Sales Org and manage the opportunity
Manage Event Registration (MK7124)	▪ Register selected customers and prospects for an event through Telesales. Event specifics are loaded into Telesales from Marketing. The registered audience is loaded up to Marketing.
Manage Opportunity (SL7172)	▪ The process of contacting and updating all the opportunity information collected after the sales contact.

Call To Resolution

Service Request to Resolution for TeleService

Business Process	Oracle Functionality
Log into Interaction Centre (SL7207)	▪ Log into TeleService Application (Manual process)
Receive Service Contact (CS7036)	▪ Receive inbound customer call (Manual process)
Receive Screen Pop and Script (SL7156)	▪ Receive CTI screen pop and script.
Validate Customer records (CS7037)	▪ Ability to create Customer Profile ▪ Ability to define and show drill-downs list showing all open service requests for the selected customer contact.
Review Install Base (CM7041)	▪ Confirm the Product Details with the Customer View Contract Details
Maintain Customer Install Base (CS1411)	▪ Record transfer of ownership
Verify Entitlement (CS7042)	▪ View customer coverage (Contracts).
Enter Service Request (CS7039)	▪ Creation of a Service Request to capture problem details including the problem description, coverage, related documents, tasks, notes, addresses and contract details
Identify Potential Solution (CS7040)	▪ Search for solution based on keywords and categorization of group
Escalate Service Request (CS7043)	▪ Create, assign, manage and prioritise tasks for work that needs to be completed.
Issue RMA (OF1079)	▪ Create an RMA number to process a customer return for exchange or credit; Note, credit processing and inventory receipts are out-of scope for Call to Resolution.
Resolve Service Request (CS7044)	▪ Record descriptive information about customer issues and any progress made by the agent in resolving the Service Request

Business Process	Oracle Functionality
Maintain Knowledge Repository (CS7035)	▪ Maintain documented solutions within Knowledge Base
Create Charge Order (CS7047)	▪ Process charges for service (if no entitlement)

Not included in Accelerator Offering

Daily Business Intelligence

Financials

DBI Page	KPI & Description
Expense Management	▪ **% of Forecast**: (Actual Expenses / Forecast Expenses) * 100 ▪ **Forecast vs. Budget**: ((Forecast Expenses - Budget Expenses) / Budget Expenses) * 100
Payables Management	▪ **Invoices Entered**: Number of invoices entered, either manually or automatically, into Oracle Payables. ▪ **Electronic Invoices**: Percent of electronic invoices relative to Invoices Entered, calculated as: ((Number of electronic invoices) / Invoices Entered) * 100. ▪ **Invoices Paid**: Number of invoices paid in current period. ▪ **Paid Late**: Percent of invoices paid after scheduled payment date relative to the total invoices paid on time, within the designated period, calculated as: (Number of Invoices Paid Late / Number of Invoices) * 100. ▪ **Invoice Payment Days:** Average number of days it takes for an invoice to be paid, calculated as: ((Payment Date - Invoice Date) / Number of Payments) * 100. ▪ **Payments**: Number of payments. ▪ **% Discount Offered**: Percent of discounts offered across all invoices, calculated as: (Total Discount Amount / Total Invoice Amount) * 100. ▪ **% Discount Taken**: Percent of discounts taken for all invoices paid, calculated as: (Total Discount Amount Taken / Gross Invoice Amount) * 100.
Payable Status	▪ **Open Payables Amount:** Total amount of all unpaid invoices. ▪ **Invoices Due Amount:** Total amount of all unpaid invoices due on the As-of date. ▪ **Number of Invoices Due:** Number of invoices due on the As-of date. ▪ **Weighted Average Days Due:** Average number of days invoices are due, weighted on invoice amounts, calculated as: ((Scheduled Payment Date - System Date) * Invoices Due Amount) / Total Scheduled Payment Amount. This is expressed as a positive number. ▪ **Invoices Past Due Amount:** Total amount of all invoices past due. ▪ **Number of Invoices Past Due:** Number of invoices past due. ▪ **Weighted Average Days Past Due:** Average number of days invoices are past due, weighted on invoice amounts, calculated as: ((Scheduled Payment Date - System Date) * Invoices Past Due Amount) / Total Scheduled Payment Amount. ▪ **Discount Remaining Amount:** Amount of the discounts that remain available on unpaid invoices on the As-of date. ▪ **Discount Offered Amount:** Amount of discounts offered on the gross amount on all invoices at the summary level. ▪ **Invoices on Hold Amount:** Total of the amounts on invoices on hold. ▪ **Invoices on Hold:** Percent of invoices on hold relative to unpaid invoices on the As-of date, calculated as: (Number of Invoices on Hold / Unpaid Invoices) * 100.
Profit and Loss/Profit and Loss by manager	▪ **Revenue:** Based on the accounts mapped to the Revenue financial category. ▪ **Operating Margin:** xTD Revenue - (xTD Cost of Goods Sold + xTD Expenses)

DBI Page	KPI & Description
	▪ **Operating Margin %:** (xTD Operating Margin / xTD Revenue) * 100
Profit and Loss/Profit and Loss by manager/Expense Management	▪ **Expenses:** Based on the accounts mapped to the Operating Expenses financial category.

Procurement

DBI Page	KPI & Description
Commodity Spend Management	▪ **Invoice Amount Growth Rate:** [(Invoice Amount Current Period - Invoice Amount Previous Period) / Invoice Amount Previous Period] * 100.This is the amount more or less that is being invoiced for the selected commodity or commodities, compared to the previous period. ▪ **Price Savings Amount:** Sum of [Quantity * (Price - Benchmark Price)] * -1. Use this KPI to measure how much you are saving in a commodity because of better purchase order prices. The savings are measured by comparing today's prices with a benchmark price, which is the average ▪ **Quantity Change Amount at Benchmark:** Sum of [Benchmark Price * (Quantity Ordered Current Period - Quantity Ordered Previous Period)].Use this KPI to track whether an increase in spending in a commodity is the result of an increase in the purchased quantity, based on a benchmark price. ▪ **Contract Purchases Rate:** (Contract Purchases Amount / PO Purchases Amount) * 100. The Contract Purchases Amount is the amount on all approved blanket purchase agreement releases, standard purchase orders that reference a global blanket purchase agreement, or standard purchase
Commodity Supplier Management	▪ **Return Amount:** Sum of (Price * Return Quantity). Price is the price on the purchase order. Return Quantity is the quantity on the return. Use this KPI to see how much has been returned to suppliers, including the change in that amount between the current and previous period ▪ **Return Transactions:** Number of return transactions performed in Oracle Purchasing or Oracle iProcurement for the selected parameters. There can be multiple return transactions for each receipt. ▪ **Receipt Date Exception Amount Rate:** (Sum of Exception Amount / Sum of Receipt Amount) * 100. The Exception Amount is the price on the purchase order, multiplied by the receipt quantity, for all receipts whose receipt dates fall outside the days early or days late Receiving Options settings ▪ **Receipt Date Exception Transactions Rate:** (Sum of Exception Transactions / Sum of Receipt Transactions) * 100. Number of receipt date exception transactions as a percentage of all receipt transactions that occurred for the selected parameters and time period. ▪ **Price Change Amount:** Sum of [Quantity * (Price - Supplier Benchmark Price)]. Use this KPI to measure how much you are saving in a commodity because of better prices. The savings are measured by comparing today's prices with a supplier benchmark price.
Procure to Pay Management	▪ **Manual Invoices Rate:** Manual Distributions / Distributions. Percent of manual invoice distributions to the total number of invoice distributions. Use this KPI to determine the level of automation you are achieving in the invoicing process.
Procurement Management	▪ **PO Purchases Growth Rate:** ((PO Purchases Amount Current Period - PO Purchases Amount Previous Period) / PO Purchases Amount Previous Period) *

DBI Page	KPI & Description
	100. Percent increase or decrease in the total purchase amount between the current and previous time periods. ▪ **Payables Leakage Rate:** (Leakage Amount / Invoice Amount) * 100. Invoice amount for invoices that were not matched to a purchase order or receipt, as a percentage of the total invoice amount.
Commodity Spend Management/ Procurement Management	▪ **Contract Leakage Rate:** (Leakage Amount / PO Purchases Amount) * 100. Percentage of contract leakage to the total purchase amount. Contract leakage occurs when, for an item purchased on a standard purchase order, a blanket purchase agreement was in effect that could have been used. ▪ **Non-Contract Purchases Rate**: (Non-Contract Purchases Amount / PO Purchases Amount) * 100. Percent of non-contract purchases to the total purchase amount. Non-contract purchases occur when, for an item purchased on a standard purchase order, there was no negotiated pricing