



Oracle R12 Order Management

Duration: 1 Day **Course Code: FOMR12** **Delivery Method: Virtual Learning**

Overview:

This Oracle R12 Order Management course is designed to give delegates the knowledge to use Oracle R12 Order Management to manage the order fulfilment process, from order entry, through to shipping confirmation and generation of sales invoices through the AutoInvoice process.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

The course is designed for End Users of Order Management who might include staff working in a customer services department, or those involved in fulfilling the orders such as those in a warehouse or logistics team.

Objectives:

- By the end of this Oracle R12 Order Management course, delegates will know how to manage customer accounts and to enter and manage orders. They will also learn how to update orders, perform mass changes on orders, create holds, cancel and close orders. They will practice interfacing order lines to Oracle Accounts Receivable in order to generate sales invoices.
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Prerequisites:

The ability to navigate competently in Oracle Applications would be advantageous. Knowledge of the order management process in the delegates' own organisation.

Follow-on-Courses:

- Oracle R12 Accounts Receivable (FARR12)
 - Oracle R12 Inventory (FIR12)
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Content:

Oracle R12 Order Management Training Course Course Contents - DAY 1

Course Introduction

- Administration and Course Materials
- Course Structure and Agenda
- Delegate and Trainer Introductions

Session 1: INTRODUCTION TO ORACLE ORDER MANAGEMENT

- Sales Orders
- Returns
- Cancellations
- Copying Orders
- Querying Orders or Returns
- Generating Invoices and Credit Notes
- Pricelists
- Mass Changes
- Holds
- Integration with Other Modules
- Folder Functionality

Session 2: SALES ORDERS

- Standard Orders
- Quick Orders
- Standard Orders without Locators
- Quick Orders without Locators
- Standard Orders with Locators
- Quick Orders without Locators

Session 3: RETURNS

- Returns with Inventory Receipt
- Returns without Inventory Receipt

Session 4: CANCELLATION OF ORDERS AND RETURNS

- Cancelling Individual Order or Return Lines
- Cancelling Entire Orders or Returns

Session 5: COPYING ORDERS

- Copying Orders
- Quick Copy
- Header Copy
- Lines Copy
- Pricing Options Copy
- Copying Lines from One Order to Another

Session 6: QUERYING ORDERS OR RETURNS

- Run a Query Using Order Organizer
- Saving a Query
- Re-running a Saved Query
- Deleting a Particular Order

Session 7: GENERATING INVOICES AND CREDIT NOTES

- Running the AutoInvoice Process
- Querying Invoices and Credit Notes

Session 8: PRINTING INVOICES AND CREDIT NOTES

- Run the Print Request
- Monitor the Print Request

Session 9: PRICELISTS

- Creating a Pricelist
- Maintaining Pricelists
- Price Adjustments Using the Price List Setup Screen
- Price Adjustments Using the Adjust Price List Screen
- Additions Using the Price List Setup Screen
- Additions Using the Add Items to Price List Screen
- Copying a Price List to Create a New Price List

Session 10: MASS CHANGES

- Mass Changes at Order Header Level
- Mass Changes at Order Line Level

Session 11: HOLDS

- Applying Holds
- View Orders that are on Hold Source
- View Hold History
- Define a Hold Source
- Apply a Hold to a Single Existing Order or Return
- Apply a Hold to Multiple Order Lines or Return Lines
- Releasing Holds
- View or Release a Hold Source
- Release a Single Existing Order or Return
- Release a Specific Order Line or Return Line
- Release Multiple Orders or Returns
- Release Multiple Order or Return Lines
- Release Multiple Order or Return Lines for Expired Holds
- Reports

Session 12: BACKORDERS

- Check Status of Backordered Lines
- Pick Release Backordered Items
- Invoice Backordered Items
- Backorder Reports

Session 13: DROP SHIPMENTS

- Processing a Drop Shipment Order
- Generate a Purchase Order
- Receipt the Purchase Order
- Invoice the Customer
- Drop Shipment Returns

Session 14: ORDER MANAGEMENT SETUP

- Shipping Execution Roles
- Copy an Existing Shipping Execution Role
- Grant a Shipping Execution Role to a User
- Charges Set Up
- Set Up a Transaction Type Line
- Set Up a Transaction Type Order

Session 15: MANAGING CUSTOMERS

- Find/Create/Amend/Merge Customer Accounts
- Create Customer Profile Class

Session 16: ORDER MANAGEMENT EXERCISES

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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