

# JD Edwards EnterpriseOne Fulfillment Management



## KEY FEATURES AND BENEFITS

- Prioritize customer demand
- Manage how inventory is filled to orders
- Improve order fill rates
- Ensure service-level compliance
- Reduce penalty fees
- Reduce administration costs
- Access to UX One role-based pages for Fulfillment Manager

Do you need to improve customer service to meet increasing customer demand and global competition? Are you losing business due to backorders and poor order fulfillment levels? Do you pay high penalty fees for not meeting service-level agreements? With JD Edwards EnterpriseOne Fulfillment Management, you prioritize and fulfill inventory to sales order lines based on priorities, rules, and service-level information.

## The Issue: Demand Exceeds Your Supply While SLAs Govern Orders

Customer service is a key driver for finished goods inventory levels. When you have limited supply, you need insight into how to prioritize orders. Customer demand and priorities must be considered regardless of how orders are entered—via Internet storefronts, customer self-service systems, EDI, phone, fax, or in person—and, if applicable, all service-level agreements (SLAs) need to be considered. Sales orders typically have different priorities based on customer, order, and item information. How do you manage this complex order environment in a way that minimizes order fulfillment costs, exceeds customer expectations, and ensures order profitability?

And when SLAs are used—whether formal or informal, internal or external—customers add requirements unique to their fulfillment process—source locations, order and line fill quantities, number of shipments, cancellation policies, and more. Your customers want you to accommodate their unique needs and sometimes charge penalty fees if you do not meet their requirements. And because SLAs typically vary from product to product and customer to customer, you need flexibility to manage these requirements at different levels. How do you ensure SLA compliance throughout the order fulfillment process while prioritizing your supply to meet demand?

## The Solution: Optimize Delivery with Process and Rules Driven Fulfillment

With Oracle's JD Edwards EnterpriseOne Fulfillment Management, you rapidly access all the information needed to assign inventory to customer sales orders. You set objectives or service levels for one customer or groups of customers, by product or product group, as well as by supply location. Depending on how you set your service levels, JD Edwards EnterpriseOne generates fulfillment plans that you manage or modify as necessary.

Seamless integration with JD Edwards EnterpriseOne Sales Order Management lets you see online customer information, including order history, ship-to, bill-to, deliver-to,

**FEATURE/FUNCTION HIGHLIGHTS**

- Multilevel customer and item rules
- Prioritize sales order lines based on customer and order criteria
- Flexible priority scoring (basic and advanced methods)
- Multiple score components
- Attach service-level requirements to sales order lines
- Hierarchical service-level requirements (SLAs)
- Multiple service-level components
- Commit partial order quantities
- View/edit service levels at order entry
- Access customer and order information
- Graphically view inventory availability
- Revise inventory assignments using the fulfillment workbench
- Individual line item processing
- Monitor service-level compliance prior to picking inventory
- Cancel unfilled order quantities

credit status, payment terms, price history, and sales-line profitability. Because JD Edwards EnterpriseOne Fulfillment Management is also integrated with the JD Edwards EnterpriseOne manufacturing, warehouse, and transportation modules, the status of any order is visible at any stage of the fulfillment cycle, so you respond to customer inquiries.

## Doing Business the Way Your Customers Want to Do Business

With JD Edwards EnterpriseOne Fulfillment Management, you tailor fulfillment options by defining rules for customers and products to automatically populate the sales order with unique requirements for:

- Priority scores
- Service-level rules
- Supply locations

The multi-tiered rules provide unprecedented flexibility to define customer and product processing. In addition to the delivered criteria for priority scores and service-level rules, the module calls custom business functions without modifying any base code.

Access to UX One role-based pages enables Fulfillment Managers to easily access, review, and act upon important information to prioritize and assign inventory to customer sales orders.

## Prioritizing Demand

When you have limited quantities of product available, you must prioritize sales orders to meet customer expectations. Fulfillment Management lets you:

- Prioritize sales orders lines based on customer and order information.
- Assign inventory based on the priority.
- Attach and review service levels during order entry.
- Assign partial order quantities based on customer expectations.
- Cancel open balance quantities automatically to eliminate unnecessary demand.

## Improving Customer Service

With Fulfillment Management, you improve customer service while containing costs by:

- Improving order and line fill rates for customers by assigning inventory based on priority ranking
- Enforcing targeted service levels prior to releasing the order to the warehouse
- Reducing late orders for priority customers by managing how inventory fills orders
- Reducing backorders and lost sales by closely monitoring supply
- Tracking reasons for overriding standard service-level rules to ensure compliance and reduce penalty fees from customers

## Reducing Administrative Costs

Use Fulfillment Management to improve efficiency and drive down your costs of sales order processing. Organize your customers into groups and build rules for filling orders. By maintaining customer groups instead of individual customers, you provide high customer service levels while controlling costs through:

- Enforcing fill rates automatically before releasing orders to the warehouse
  - Reducing costly penalty fees and fines by integrating SLAs into your order fulfillment process
  - Canceling open order balance automatically to eliminate the need for manual order maintenance
  - Reducing transportation costs by enforcing number of releases (shipments) per order
- Streamline administrative tasks by maintaining centralized control over SLA information and integrating the rules into the order fulfillment processes. Your customers reduce the amount paid in penalties resulting from poor fulfillment processes, which generates better customer service, higher profits, lower transportation costs, and lower order administration costs.

## Solution Integration

This module is designed to be integrated with the following JD Edwards EnterpriseOne products and families across your operations using common tools and a Pure Internet Architecture:

- JD Edwards EnterpriseOne Order Management
  - Advanced Pricing
  - Agreement Management
  - Customer Self Service
  - Product Variants
  - Sales Order Management
- JD Edwards EnterpriseOne Supply Chain Execution (Logistics)
  - Bulk Stock Inventory
  - Demand Scheduling Execution
  - Inventory Management
  - Transportation Management
  - Warehouse Management

### CONTACT US

For more information about JD Edwards EnterpriseOne, visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.



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