

JD EDWARDS WORLD

SALES ORDER MANAGEMENT

KEY BENEFITS

- Personalize customer order fulfillment.
- Improve order entry and processing efficiencies.
- Increase up-sell and cross-sell opportunities.
- Automated Direct Ship and supply processes
- BI Publisher for invoices, and ad hoc reporting

KEY FEATURES

- Visibility to:
 - Profit margin
 - Credit checking and order holds
 - Online invoice
 - Customer service workbench
- Multiple order types:
 - Quotes and credit orders
 - EDI orders and quotes
 - Blanket and release orders
 - Direct ship and transfer orders
 - EDI for direct ship and transfer orders
 - Drop and split shipments
 - Partnership agreements
 - Kit processing
 - Order templates
 - Configured product orders
 - Product returns processing
- Flexibility:
 - Customer and item preference profiles
 - User-defined order workflows
 - Flexible costing/pricing
 - Individual line item processing
 - Commit/de-commit workbench
 - Associated/substitute items
 - Preferred invoice cycles
 - Order change tracking and approval
 - Flexible Accounting
 - Import/Export
 - BI Publisher for invoices, and ad hoc reporting

The Issue: Fast, Personalized Service

Most customers have order requirements that are unique to them—whether for regular recurring orders, special pricing, delivery instructions, or billing requirements. Not only do customers want you to accommodate these unique needs, they expect everyone they deal with in your organization to know their preferences. Specifically, customers want reliable information about products and delivery schedules from salespeople who are familiar with who they are and how they want their orders processed—no matter whether they place orders via internet storefronts, customer self-service systems, EDI, phone, fax, or in person. How do you manage this complex order environment in a way that minimizes order entry costs, exceeds customer expectations, identifies up-sell opportunities, and ensures order profitability?

The Solution: Integrated Sales Order Management

With Oracle's JD Edwards World Sales Order Management, you can rapidly access all the information you need to configure products, evaluate pricing options, provide up-sell and cross-sell suggestions, verify delivery dates, calculate freight, check customer credit, and convert quotes to orders—all from a single window.

Integration with Inventory Management allows you to see available inventory during order entry. In addition, integrated Order Promising enables you to make delivery promises based on real-time available to promise, capable to promise, and profitable to promise information. Online customer information includes order history; ship-to, bill-to, and deliver-to information; credit status; and payment terms, as well as price history and sales-line profitability. Because Sales Order Management is also integrated with the JD Edwards World manufacturing, warehouse, and transportation modules, the status of any order is visible at any stage of the fulfillment cycle, so you can easily respond to customer inquiries.

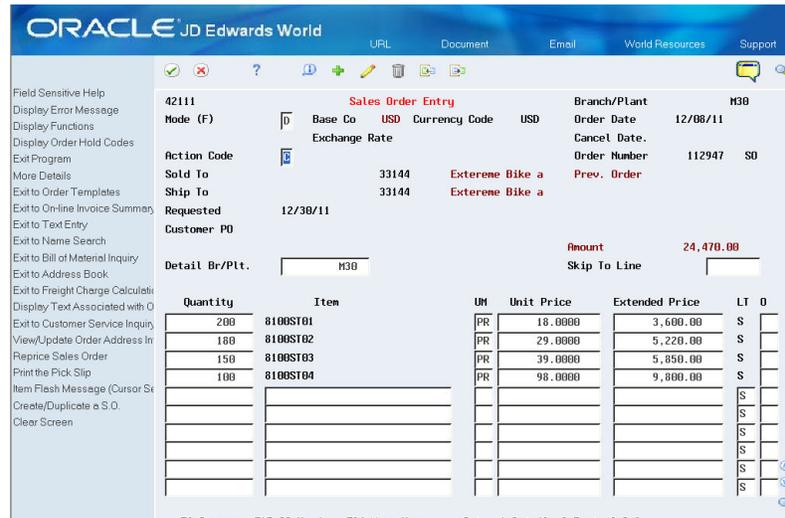
Do Business the Way Your Customers Want to Do Business

With Sales Order Management, you are able to tailor order entry and fulfillment options by defining profiles for customers and items that automatically populate the sales order with unique requirements for:

- Supply locations.
- Product allocations.
- Delivery options.
- Product expiration, grades, and potencies.
- Pricing.
- Messages and remarks.
- Invoicing.

The multi-tiered profiles provide unprecedented flexibility to define customer and product preferences at the sold-to, ship-to, deliver-to, or parent address. For example, a customer may request goods for 10 different sites on a single order. Preference profiles at the item and ship-to location level ensure that the customer-preferred (and most cost-effective) sourcing warehouses are selected.

Sales Order Entry Page



Customer service representatives can use this page to quickly and easily enter sales orders from customers.

SOLUTION INTEGRATION

- JD Edwards World Distribution Management
- JD Edwards World Manufacturing Management
- JD Edwards World Configurator
- JD Edwards World Financial Management
- JD Edwards World Requirements Planning
- JD Edwards World Forecasting
- JD Edwards World Advanced Pricing
- JD Edwards World Bulk Stock Management
- JD Edwards World Warehouse Management

Commit/De-Commit Workbench

Use the Commit/Decommit Workbench to edit the inventory commitment for a specific order detail line without canceling the order detail line. For example, if there are orders for two customers, you can change the priority in which the system commits the available quantity. To fill the second customer's order, you decommit the first customer's order and commit the second customer's order.



Direct Ship Orders

JD Edwards World Sales Order Management allows an enterprise to implement a lean, streamlined system for automated direct ship, transfer order, and supply processes:

- EDI/batch generation of direct ship orders/EDI/batch generation of transfer orders
- Direct ship order entry program supports 'stock' line types and automatically generates related supply purchase orders to fill sales demand
- Processing of partial shipments and split detail lines for direct ship orders
- Maintain process flow - option to prevent shipment of sales order before receipt of supply order
- Prevent user error with the addition of order status protection
- Order templates and copy order functionality to speed order entry
- Override sold to ship to and supplier addresses for direct ship and transfer orders

Reduce Sales Order Entry and Processing Costs

Sales Order Management helps you improve efficiency, which drives down the costs of sales order entry and processing. You can speed order entry with system-created order templates based on customer buying patterns and matrix order entry windows for multi-attribute items. Sophisticated kit processing and rules-based configuration management enables you to guide customers to the right product solutions quickly and easily. And, if you have a limited edition product, automatic item availability calculations at sales order entry ensure that the customer does not exceed his or her allocation.

In addition, you can quickly respond to complex requests by combining any type of transaction into one sales order, including stock items, configured products, direct ship and transfer orders, blanket and recurring orders, split shipments, and drop shipments. Once orders are accepted, the system can automatically generate work orders and purchase orders for efficient internal collaboration. Automated processing of product returns also offers flexibility to process a return based on customer needs.

Quality Management

Seamlessly integrated with JD Edwards World Quality Management, users can capture quality test results at ship confirm, reducing the number of defective products that might reach a customer. In addition, the system can generate and print a certificate of analysis (COA) for a specific sales order. JD Edwards Sales Order Management integrated with Quality Management supports a systematic quality solution within your organization.

Import/Export

JD Edwards World Sales Order Management import/export provides flexibility for users, and with other applications. Import/export is available for key functions; i.e. sales order entry, commitment workbench, commission, pricing, release quote/blanket, and direct ship orders, among other programs.

Use BI Publisher for invoices, and ad hoc reporting

By means of JDE World Sales Order Management and Electronic Document Delivery with integrated Oracle BI Publisher, users can generate and automatically distribute pixel perfect formatted documents to your customers via electronic communication: i.e. invoices.

JD Edwards continues to expand the capabilities of Export and Electronic Document Delivery

- Invoices
- FASTR and STAR are enabled
- Sample Templates for BI Publisher reports are available for users to begin working with

Increase Revenues

Every sales situation presents the opportunity to increase revenues. With JD Edwards World Sales Order Management, you can segment markets, tailoring specific offerings for individual customers or customer groups. Order templates capture the customer and product data necessary for informed up-sell suggestions. These templates can be generated from individual customer buying patterns or developed to promote particular product groups. For example, as part of a special offer you may group complementary items together for a packaged solution. Or you may want to inform the customer that a small quantity increase would qualify an order for a price discount.

With automatic display of associated and complementary products, you're able to recommend additional purchases at the time the customer is most likely to buy. And, just because an item is out of stock doesn't mean you've lost the sale. You can offer comparable items of equal or higher quality from an automatically generated list of product substitutions.

Contact Us

For more information about JD Edwards World, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



Oracle is committed to developing practices and products that help protect the environment

Copyright © 2012, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Hardware and Software, Engineered to Work Together