

# Oracle Global Order Promising Cloud Service



## KEY FEATURES

- Real-time availability checking and order scheduling
- Profitable-to-promise selection among potential fulfillment locations
- Capable-to-promise sourcing that considers future supply and capacity
- Interactive order prioritization and what-if alternative selection
- Assemble-to-order, configure-to-order and pick-to-order item promising
- Tightly integrated with *Oracle Order Management Cloud Service*

## KEY BENEFITS

- Source from a wide range of fulfillment locations, including stores, warehouses, plants and supplier sites
- Promise against both current and future supply
- Automatically select the lowest cost source and delivery method that meets the customer's needs
- Prevent delays by splitting order lines or substituting items when necessary
- Control availability of high-demand products by customer or channel

Have you ever lost sales or disappointed customers by promising delivery dates based on estimated lead times, instead of your actual ability to deliver? Then Oracle Global Order Promising Cloud Service can help. It picks the lowest cost source of available supply that meets customer requirements, taking available inventory, inbound shipments and even manufacturing capability into account. And when supply is tight, global order promising can restrict orders for limited items to customers or channels that you specify.

## Take Control of Fulfillment Sources, Timing and Delivery

Global order promising matches order demand with available inventory, inbound shipments, purchase orders and requisitions. As orders arrive, it selects the best fulfillment location based upon current and future availability, the expected delivery date, preferred delivery method, transit times and other factors. The result? More accurate promised delivery dates, lower fulfillment costs, and more satisfied customers.

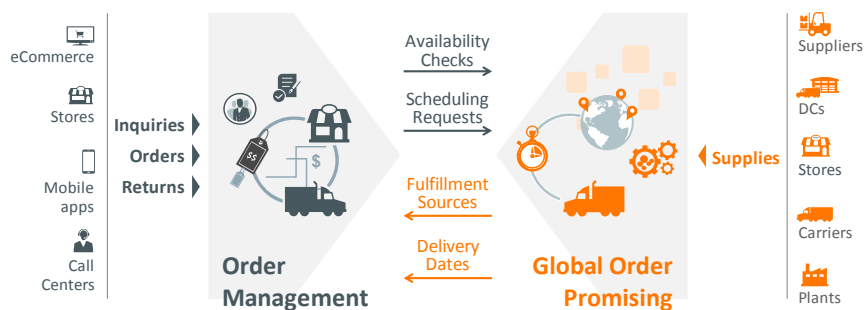


Figure 1. Global order promising matches incoming orders to all available supply sources

Effective order promising can “save the sale” when a fixed lead time promise date would have been too conservative, or when current stock is limited, but more is on its way. Just as importantly, it can prevent unrealistic promise dates that lead to late deliveries. You can still use lead-time-based promising when available inventory balances or future supply data is not available.

## Consider All Potential Supply Sources

At times, not all of the items that a customer requires are available at the same distribution location. To prevent delays, Oracle Global Order Promising Cloud Service can split an order line so the total quantity is divided between two fulfillment centers. You can also ship a part of an order line on time, while scheduling whatever is not available to a future date. Finally, you can choose a valid substitute item if the ordered

item is not available. You can always disable splitting and substitutions when they're not appropriate.

### Leverage Future Supply

The supplies that can fulfill an order may not be limited to stock on hand. Often, you can include goods that are expected to arrive from suppliers before you need to ship to the customer. You may also want to consider products that haven't even been made yet, but that your company or a supplier is able to produce. Oracle Global Order Promising Cloud Service gives you many tools for promising against future supplies.

#### POTENTIAL SOURCES OF SUPPLY

You can promise orders based on any combination of:

- On hand
- In-transit supplies
- Purchase orders
- Supplier requisitions
- Set an **infinite availability time fence** for out-of-stock items that you can reorder from suppliers at a standard lead time.
- Use **capable-to-promise** to model the production lead times and capacity for items that can be transferred, bought, configured or picked to order.
- Set an **available-to-promise time fence** to source orders from a centralized upstream distribution point rather than from the local fulfillment center if they are far enough out in the future. This preserves local supplies for short term orders.

### Respond to Changing Business Conditions

Oracle Global Order Processing Cloud Service can handle most of your orders in “lights out” fashion, enforcing your fulfillment policies while saving you money on administration, inventory and logistics costs. However, there are highly complex orders that may need special attention, or changes in business conditions that require you to reschedule one or more orders. In these cases, you can access what-if availability checking screens to compare fulfillment alternatives, and either select a preferred alternative or override defaults to address issues.

#### Availability Options

Actions	View	Format	Freeze	Detach	Wrap	Select and Schedule				
Availability Option	Availability Status	Option Summary	Fulfillment Cost	Days of Available Delay	Item	Available Quantity	Expected Arrival Date	Expected Ship Date	Expected Ship-from Store	
Current Option	On Time	Default Option	629.67 USD	0	sku140764	5	11/14/14	11/13/14	Seattle	
2.1	On Time		65.00 USD	0	sku140764	5	11/14/14	11/13/14	Seattle	
1.1	On Time		564.67 USD	0	sku597229	1	11/14/14	11/13/14	Seattle	
Alternative Option	On Time	Different ship loca...	718.00 USD				11/14/14	11/13/14	Chicago	
2.1	On Time		55.00 USD	0	sku140764	5	11/14/14	11/13/14	Chicago	
1.1	On Time		663.00 USD	0	sku597229	1	11/14/14	11/13/14	Chicago	
Alternative Opt	Delayed	Different ship loca...	730.00 USD				3/24/15	3/23/15	Atlanta	
2.1	Delayed		65.00 USD	130	sku140764	5	3/24/15	3/23/15	Atlanta	
1.1	Delayed		665.00 USD	130	sku597229	1	3/24/15	3/23/15	Atlanta	

Figure 2. Review what-if fulfillment alternatives

You can also reprioritize orders and select alternate fulfillment locations when necessary by changing individual lines or making mass changes across multiple orders at a time. You can review the sourcing strategy used for each line, as well as both available and allocated supplies for each item and fulfillment location. All the data is real time, reflecting up-to-the-second conditions.

#### INTELLIGENT CHOICES

- Guided navigation – backlog management puts the most critical orders at the top of your to-do list
- Intelligent resolution - review and select among multiple fulfillment alternatives

<div> <div>Actions</div> <div>View</div> <div>Format</div> <div>Freeze</div> <div>Detach</div> <div>Wrap</div> <div>Schedule</div> <div>View Availability Options</div> <div>Refresh Results</div> </div>											
Fulfillment Line	Allow Splits	Orchestration Order	Requested Item	Requested Item Description	Requested Ship-from Warehouse Name	Availability Status	Requested Quantity	Available Quantity	Expected Arrival Date	Days of Delay	Override Priority
SF1	No	70880	sku12877	Le Creuset Tea K...	Atlanta	On Time			11/7/14	0	1
1.1	No	70880	sku12877	Le Creuset Tea K...	Atlanta	On Time	1	1	11/7/14	0	1
SF1	No	70882	sku597229	Jura-Capresso E...	Chicago	Delayed			3/24/15	130	1
1.1	No	70882	sku597229	Jura-Capresso E...	Chicago	Delayed	1	1	3/24/15	130	1
2.1	No	70882	sku473520	ForLife Tea Mug ...	Chicago	Delayed	1	1	3/24/15	130	1
1.1	No	70883	sku597229	Jura-Capresso E...	Seattle	On Time	1	1	11/14/14	0	2
2.1	No	70883	sku473520	ForLife Tea Mug ...	Chicago	Delayed	1	1	3/24/15	130	3
SF1	No	70881			Chicago	On Time			11/14/14	0	5
S2	No	70879			Seattle	On Time			11/14/14	0	6
S2	No	70878			Seattle	On Time			11/14/14	0	7

Figure 3. Reprioritize orders to address scheduling problems

## Select the Lowest Cost Delivery Method that Meets the Need

If there are multiple sources and delivery methods that can meet the customer's delivery date, Oracle Global Order Promising Cloud Service selects the one with the lowest total fulfillment cost. Called "profitable-to-promise," this feature can improve margins while maintaining customer satisfaction.

You can easily update inventory carrying costs and delivery costs in the system to reflect updated supply prices or deplete excess stock. Real-time analytics provide a before-and-after comparison of cost, margin and delay.

### COSTS CONSIDERED IN PROMISING

- **Standard cost** at internal organizations and supplier locations
- **Transfer cost** between organizations and from supplier to internal organizations
- **Transit cost** from ship-from location to customer site, by ship method

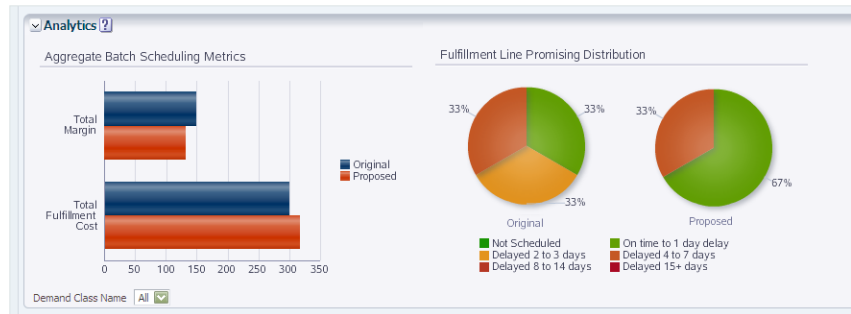


Figure 4. Track the margin, cost and delay impact of promising decisions

## Support Omni-Channel Fulfillment

Omni-channel fulfillment practices expand fulfillment options to include stores, inbound supply, manufacturing capacity and supplier availability. To stay competitive, you need to expand your potential supply sources beyond customer distribution centers to leverage all available sources of supply as efficiently as possible.

Oracle Global Order Promising Cloud Service manages inventory availability and cost, shipment methods and costs, transit times and other factors for both internal and external locations, so they can be used to maximum advantage. For example, a retailer might pick regularly stocked items at a local store, but then tap a central DC or suppliers to deliver a broader, "endless aisle" assortment of specialty goods. A manufacturer, on the other hand, might want to ship all orders above a certain size directly from the plant. With Oracle Global Order Promising Cloud Service, you can set these policies at several levels, from global defaults all the way to individual item-organization combinations.

#### RELATED PRODUCTS

**Oracle Order Management Cloud Service** is an order capture and fulfillment solution that is tightly integrated with Oracle Global Order Promising Cloud Service.

- Pre-integrated quote-to-cash with Oracle CPQ, Inventory, and Financial Cloud Services
- Centralized and standardized order fulfillment processes and procedures
- Fulfillment process visibility
- Centralized monitoring of order status
- Gantt chart view of fulfillment process progress
- Jeopardy calculation to allow pro-active notification of potential problem orders
- Predefined actions to fix problem orders

#### Limit Availability of High Demand Items

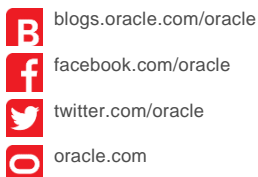
Sometimes you want to reserve a portion of supply for specific customers, such as loyalty club members. Or you need to set aside supply for in-store business when online orders are picked from stores. Oracle Global Order Promising Cloud Service uses demand classes to identify a specific quantity, percentage or ratio of supply with a particular customer or channel. Orders that do not specify the demand class do not have access to the supply that's associated with it.



#### CONTACT US

For more information about Oracle Global Order Promising Cloud Service, visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

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#### Hardware and Software, Engineered to Work Together

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