

# Oracle Global Order Promising Cloud

## ORACLE<sup>®</sup> SUPPLY CHAIN MANAGEMENT CLOUD

### KEY FEATURES

- Real-time availability checking and order scheduling
- Profitable-to-promise selection among potential fulfillment locations
- Capable-to-promise sourcing to make, transfer or buy supply to fill demand
- Interactive order prioritization and what-if alternative selection
- Assemble-to-order, configure-to-order and pick-to-order item promising
- Tight integration with other Oracle SCM Cloud applications

### 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
- Plan drop shipments, back-to-back orders and internal material transfers
- Prevent delays by splitting order lines or substituting items when necessary
- Control availability of high-demand products by customer or channel

To attract customers in today's hypercompetitive marketplace, you need to offer a broader selection of products than ever. And to keep those customers, you must tap every source of supply to deliver on time, at the lowest cost. Oracle Global Order Promising Cloud can help you meet the most demanding customer expectations by promising delivery based upon actual supply across all potential sources, including production capacity and purchases from suppliers. Global order promising can also limit access to high-demand items and intelligently manage the order backlog when demand outstrips availability, so you can keep your fulfillment operations on track.

## Gain Competitive Advantage from Better Fulfillment

From consumers to corporate purchasing departments, today's buyers leverage all available channels to find the best price and availability. To respond competitively, you can't just quote standard lead times. You need to compare the actual stock, production capacity, delivery options and costs of every potential source of supply.

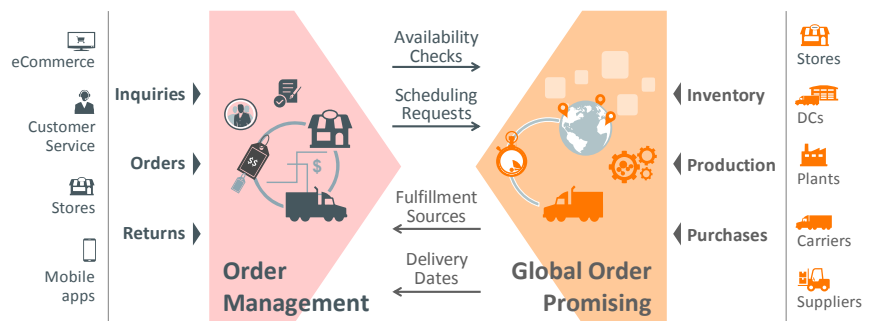


Figure 1. Global order promising matches incoming orders to all available supply sources

Oracle Global Order Promising Cloud gives you a competitive advantage by managing the availability of supply across your entire fulfillment network. It lets you set sourcing rules that match your business needs, from global defaults all the way to individual item-organization combinations. For example:

- A retailer picks regularly stocked items at a local store, but then uses a central DC or suppliers to deliver a broader, "endless aisle" assortment of specialty goods.
- An industrial manufacturer ships all orders above a certain size directly from the plant, saving distribution center stock for smaller, short-term orders.
- A high technology firm forwards their make-to-order demand to contract manufacturing partners for production and drop shipment to the customer.

## Promise Orders with Complex Fulfillment Scenarios

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 can be produced, transferred or bought to meet demand. Just as importantly, it can prevent unrealistic promise dates that lead to late deliveries, especially in complex fulfillment scenarios.

### POTENTIAL SOURCES OF SUPPLY

You can promise orders based on any combination of:

- On hand
- In-transit supplies
- Internal material transfers
- Manufacturing work orders
- Purchase orders
- Supplier requisitions
- Planned supply

### Capable to Promise (CTP) Sourcing and Scheduling

Oracle Global Order Promising Cloud uses capable-to-promise (CTP) to plan internal material transfers, manufacturing work orders and purchases to move, make or buy supply to fill an order when it is not on-hand. For back-to-back items, it pegs the supply orders to the sales orders so any rescheduling respects existing material reservations.

CTP calculations can include multiple levels of component sourcing, transfer and assembly. They can also be based upon planned supply from Oracle Supply Planning Cloud or Planning Central Cloud. This allows you to schedule demands beyond your execution horizon. It also maximizes the planning system’s flexibility to adjust total supply to meet demand, so you are not limited by what is already in the process of being purchased, procured or transferred.

### Configure to Order (CTO) Item Promising

When items are assembled or picked to order based upon a product model with multiple configuration options, Oracle Global Order Promising Cloud considers each required option’s availability and lead time, as well as option-dependent sources. If an item is already on-hand that matches the configuration being ordered, it can fulfill the order.

### Drop Shipments

Oracle Global Order Promising Cloud can model promising scenarios that include drop shipments from a supplier directly to the customer. To derive an accurate promise date, it takes into account:

- Available transit modes
- Supplier-to-customer delivery lead times and calendars
- Supplier order processing time and capacity

### 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

## 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 selects the one with the lowest total fulfillment cost. Called “profitable-to-promise,” this feature can improve margins while maintaining customer satisfaction.

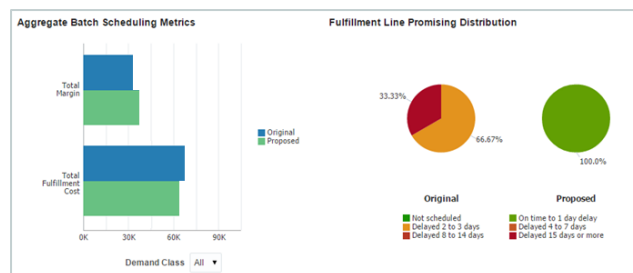


Figure 2. Track the margin, cost and delay impact of promising decisions

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

### Respond to Changing Business Conditions

Oracle Global Order Processing Cloud can handle most orders in “lights out” fashion, automatically enforcing your fulfillment policies. However, complex orders may need special attention, and changing business conditions may also require you to reschedule one or more orders. Oracle Global Order Promising Cloud’s what-if availability checking screens help you compare fulfillment alternatives to select a preferred alternative or override defaults to address issues.

#### 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

Availability Options							
Availability Option	Availability Status	Option Summary	Fulfillment Cost	Days of Delay	Available Item	Available Quantity	Expected Arrival Date
<input type="radio"/> Current Option	On Time	Default Option	500.00 USD	0	*BJ-DIAL-F	10	04/03/2015 ;
<input type="radio"/> Alternative	On Time	Different drop ship supplier	600.00 USD	0	*BJ-DIAL-F	10	03/27/2015

Figure 3. Select from multiple fulfillment alternatives

### Enhanced Backlog Management

A dedicated backlog management interface gives you the tools to identify, prioritize and reschedule past-due orders. You can select alternate fulfillment locations when necessary by changing individual lines or making mass changes across multiple orders at a time. You can also review the sourcing strategy used for each line, along with the available and allocated supplies for each item and fulfillment location. Supply status can be refreshed at regular intervals to reflect the latest conditions.

A highly configurable interactive dashboard gives you an at-a-glance picture of your overall promising performance as the system continues to schedule orders.

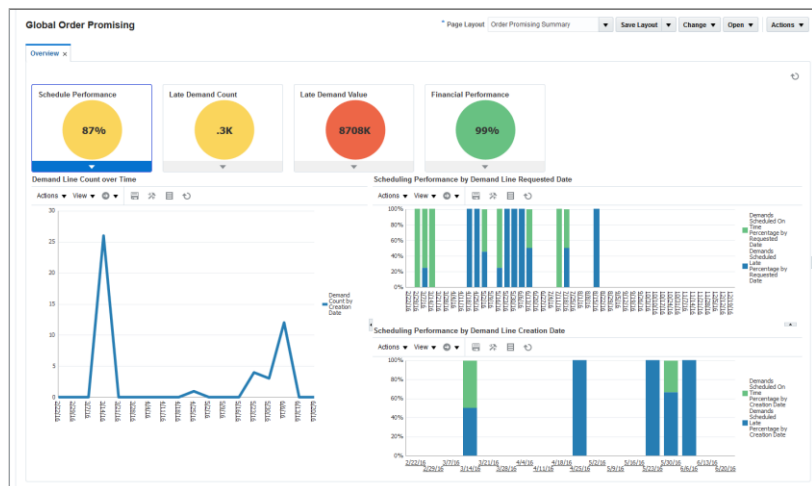


Figure 4. Review order promising effectiveness

### Order Line Splitting and Item Substitution

When there isn't enough supply available at any single location, Oracle Global Order Promising Cloud can split an order line so the total quantity is divided between two

**RELATED PRODUCTS**

**Oracle Planning Central Cloud** provides foundational demand and supply planning.

**Oracle Order Management Cloud** centralizes and standardizes your order fulfillment across multiple sales channels.

**Oracle Pricing Cloud** defines and enforces targeted pricing rules in line with your corporate pricing practices.

**Oracle Configurator Cloud** guides the sale and configuration of products that have multiple options or custom characteristics.

**Oracle Inventory Management Cloud** manages the inbound, outbound and internal flow of goods.

**Oracle Supply Planning Cloud** plans material and capacity and responds to demand, availability and resource issues as they occur.

fulfillment centers. You can also ship a part of an order line on time, while scheduling whatever is not available to a future date. You can substitute items under certain conditions if the ordered item is not available.

**Limit Availability of High Demand Items**

Sometimes you want to reserve a portion of supply for specific customers when long-term contracts are in place. Or you need to set aside supply for in-store business when online orders are picked from stores. Oracle Global Order Promising Cloud 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. You can override these allocation rules when necessary to deal with customer escalations or backlog issues.

**Transform your Entire Order-to-Cash Process**

Oracle Global Order Promising Cloud is just one part of a comprehensive, Cloud-based order-to-cash solution.



Figure 5. The Oracle SCM Cloud order-to-cash solution





Oracle's Order to Cash Cloud supports omnichannel customers by connecting your sales, fulfillment and finance organizations. Integration of these key business functions improves order accuracy, drives fulfillment efficiency and ensures consistency in pricing, order status reporting and billing, leading to more profitable sales and higher customer retention. (Oracle Global Order Promising Cloud can also provide availability checking and scheduling for external order management solutions via built-in web services.)

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**CONTACT US**

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

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