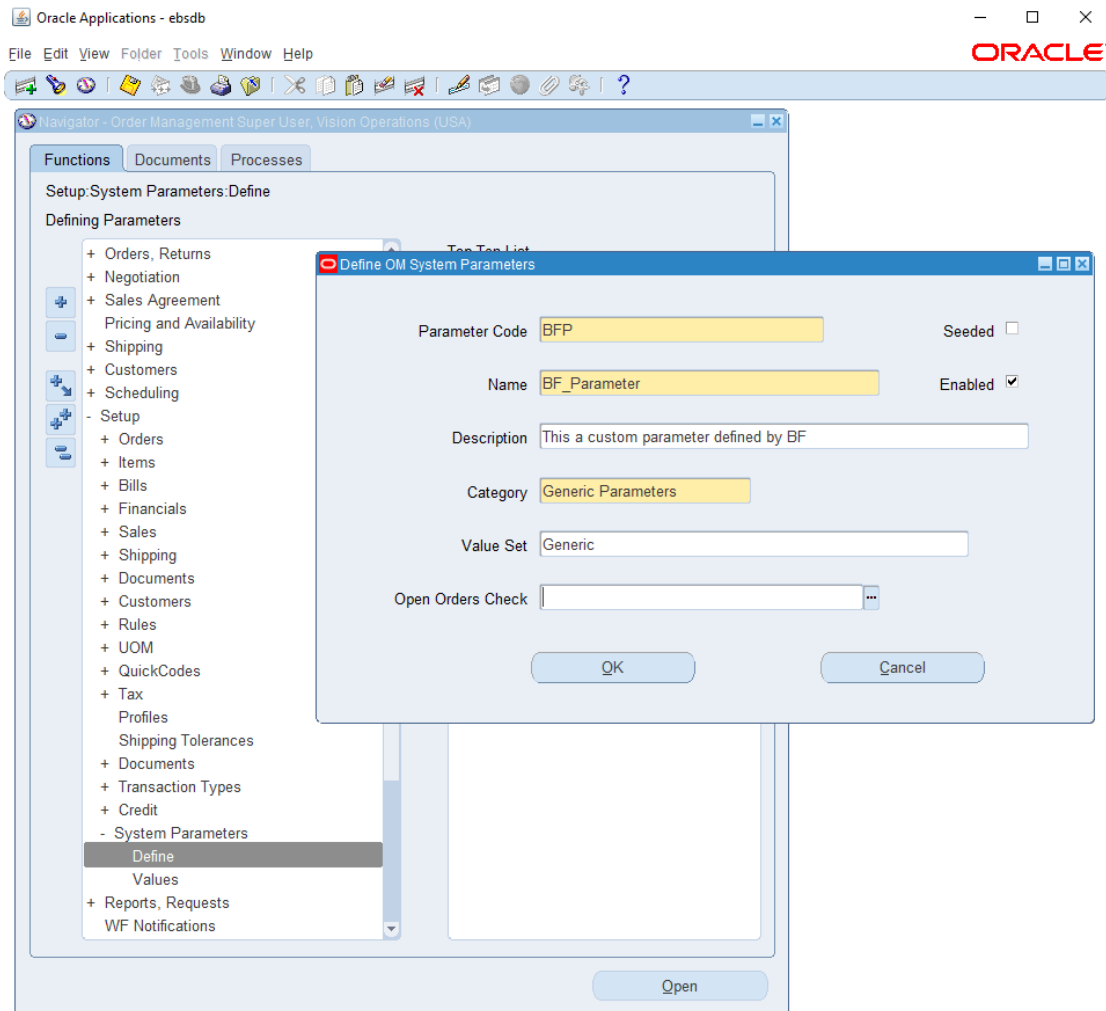## 1. Order Management Setup

  • Define Order Management System Parameters

Order Management System Parameters are configurable settings that control the behavior of Oracle Order Management. Below is the navigation to this window with some generic values as an example.

2. Customer Management [Customer Creation]

  • Define and Maintain Customer Accounts and Contacts

To reach the customer creation page first navigate to Customer>Standard which will open an html page and from here click the Create button. This will show the following which has some generic info filled in.

Once you have created the customer organization, go to its page and add a site
Below are examples with AT&T

In the site setup process in the Communication tab you can create a contact person as well as shown below.

•Setup Customer Shipping and Billing Information

From the Customer organization page again, you can navigate to Business Purpose tab and configure the Shipping and Billing information as shown below.

- Manage Customer-Specific Pricing and Discounts

You must navigate to Sales Agreement > Sales Agreement and here you can enter the customer's name as highlighted below. You can enter items as shown in this example below

Then you can apply a defined price list for the item as shown below in the pricing tab

If you want to create a price list and define it yourself, it is as follows.

3. Sales Order Creation and Entry

- Create Sales Orders Manually or Import from External Systems

You can create a Sales Order Manually in the form shown below. This is just an example but to create a new one just start blank and fill it out and save.

To import from an external system a custom approach might be needed. First define the customer, pricing, items that will be imported as shown in the questions above. Then I would create a program that loads the data from the external sources into a staging table. Then I would create another program that validates all this information and if everything is ok, I would load it into the sales order interface table. Finally, I would write another program that would move the validated data into my base table. All these programs would be run as concurrent programs and if sales orders came in large volumes, I would schedule the programs to run at times that make sense to not overload the system.