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1. Order Management Setup

•Define Order Management System Parameters

2. Customer Management [Customer Creation]

•Define and Maintain Customer Accounts and Contacts

•Setup Customer Shipping and Billing Information

•Manage Customer-Specific Pricing and Discounts

3. Sales Order Creation and Entry

•Create Sales Orders Manually or Import from External Systems

1. The path is (Order Management)> Setup>Organization parameters>Define

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Press Crtl+Fn+F11 to fill it in:

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1. The path to define and maintain customer accounts and contacts is OM> Customers >Standard. Which will take you to this Html page:

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On the page you can search for an account/company or create a new account

Type A into the name sections and this will come up:

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Then click on the first on American Telephone & Telegraph:

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Which shows a lot of information on this company. You can see all the shipping addresses and see almost everything about the customer. Can click Details button under accounts to see even more information:

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For Setting up Customer and Billing information go back to this page:

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Select details button under the address sections and you will be brought to this page which shows the shipping information:

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Then Under the business purposes sections you can see the billing and ship to information:

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which you can create new information by clicking the green plus

To Manage Customer Pricing and Discounts you need to go back to Oracle EBS and follow this path is OM> Purchasing > Advanced Pricing > Modifiers > Modifier Setup

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Press Ctrl+Fn+F11 to get some examples of discounts and specific pricing:

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Then Click discounts/charges to see the discount amount:

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1. To create sales orders manually you can go to this path in Oracle EBS:

**Order Management > Orders, Returns > Sales Orders**:

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Where you can fill out the information and create a sales order. Here is an example of that:

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You will press the book order to confirm the order.

To important Sales orders from external systems you would follow this path: Order Management > Setup > Orders > Import Sources

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Then you can enable which source you would want to import from an external system

Then go to **Order Management > Orders, Returns >Import orders > Order import Request**

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Then fill out the parameters press ok and then submit.