

# **R12 Oracle EBS Suite: Introduction - IBM Graduate Program**

**Student Guide – Volume 6**

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# **R12 Data Model for O2C (Order to Cash) - IBM Graduate Program**

**Case Studies**



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## Contents

Case 1 .....	3
Standard Order to Cash Cycle .....	3
Case 2 .....	7
Standard Order to Cash Cycle with backorder .....	7
Case 3 .....	10
Dropship order .....	10
Case 4 .....	16
Internal Sales Order .....	16
Case 5 .....	23
Return Material Authorization (RMA) .....	23

## Case 1

### Standard Order to Cash Cycle

The standard order cycle is to create a standard order using finished goods item and create invoice for the order and receipts

#### Steps involved in the cycle

1. Enter order header
2. Enter order line
3. Book the order
4. Pick release the order
5. Ship Confirm
6. Run work flow background process
7. Create receipts for the invoices

#### 1. Enter the order header

Responsibility > Order Management, Vision Operations (USA)

(N) Order, Return > Sales Order

- a. Enter the Customer Number or Customer Name  
After Entering the customer Number should default Order Type, Bill to address ,  
Ship to Address and Price list  
Make sure all above-mentioned fields are populated otherwise enter them as follows  
Ship to location : <Customer's Ship to location>  
Bill to location : <Customer's Bill to location>  
Order Type : Mixed  
Price List : Corporate
- b. Save the form  
-This should generate the Sales order number

#### 2. Enter the sales order Line

- a. In the Sales order header form go to (T) Line Items
- b. Enter the item information

Note : Before Entering the Item make sure that item is in price list, to check the item is in price list

(N) Pricing > Price list > Price list Setup

1. Query for Corporate price list
  2. In the list lines query for Item name in the product attribute column
  3. If the item not present in the price list enter the item with price
- c. Make sure the sufficient on-hand quantity available for the item
  - d. Make sure Auto Schedule is on  
Note: To check Auto schedule is on (M) Tools  
Check the check box Auto Schedule
  - e. Go to (T) Shipping make sure that warehouse field is populated and  
Source type should be internal

- f. Save the form

**Impact on tables**

The Above activities should have been created records in OE\_ORDER\_HEADERS\_ALL  
And OE\_ORDER\_LINES\_ALL

The Flow status code on each table will be “Entered”

**3. Book the order**

- a. To book the order (B) Book order  
b. A note will be populated as “Order has been booked”

**Impact on tables**

- Flow status code of the table OE\_ORDER\_HEADERS\_ALL is changed to Booked
- Flow status code of the table OE\_ORDER\_LINES\_ALL is changed to Awaiting Shpping
- A record has been populated in WSH\_DELIVERY\_DETAILS with RELEASED\_STATUS as “R”and WSH\_DELIVERY\_ASSIGNMENTS will also populated with order booking
- MTL\_DEMAND and MTL\_RESERVATIONS table are populated after scheduling

**4. Pick Release**

(N) Shipping >Release Sales Order > Release Sales Order

- a. Enter the based on Rules: “Standard”  
b. This will default the Document Set If not Enter the Document Set  
c. Enter the sales order number in the Order Number field  
d. Go to (T) Shipping  
Auto Create Delivery: Yes  
Auto Pick Confm : Yes  
e. Go to (T) Inventory  
Make sure that Warehouse is populated  
Auto Allocate : Yes  
f. (B) Concurrent  
This will submit the 3 concurrent programs
- Pick Selection List Generation
  - Pick Slip Report
    - Please check the out put of the report should have printed the Pick slip number
  - Shipping Exceptions Report
    - If any exception in the pick slip will report in this report

**Impact on tables**

- FLOW\_STATUS\_CODE in OE\_ORDER\_HEADERS\_ALL is Booked
- FLOW\_STATUS\_CODE in OE\_ORDER\_LINES\_ALL is AWAITING\_SHIPPING  
Note: if you observe the Order line status line through sales order form is “**Picked**”
- Released\_status on WSH\_DELIVERY\_DETAILS is “Y”
- WSH\_NEW\_DELIVERIES is populated
- Two Records has been created in MTL\_MATERIAL\_TRANSACTIONS Table
  - One Record if Issuing of item from Sub inventoty, the quantity will be with Negative
  - Another record is for receiving of the item into Sub inventory the quantity will be with Positive

## 5. Ship confirm

(N) Shipping >Transaction

- a. In the query manager form enter the sales order number (B) find
- b. Go To (T) Delivery
- c. In the Action filed Select Ship Confirm (B) GO
- d. Select Ship Entered Quantities
- e. In the Trip option Check the following
  1. Set Delivery In-Trnasit
  2. Create Bill of lading
  3. Close Trip

Note : Please do not check Defer Interface .This stop running Interface Trip Stop Program, which will interface the record into Order entry table and Inventory Table OE\_INTERFACE\_FLAG and INV\_INTERFACED\_FLAG in the WSH\_DELIVERY\_DETAILS table will be updated with is Interface Trip Stop Program

If you check this check box you have to run the Iterface Trip Stop program Manually before submitting the workflow background process

### Impact on tables

- FLOW\_STATUS\_CODE in OE\_ORDER\_LINES\_ALL is Shipped
- Released\_status on WSH\_DELIVERY\_DETAILS is “D”  
OE\_INTERFACED\_FLAG : “Y”  
INV\_INTERFACED\_FLAG :”Y”
- Records from MTL\_DEMAND and MTL\_RESERVATONS are deleted
- One more record is created in MTL\_MATERIAL\_TRANSACTIONS table  
For sales order issue with negative quantity
- The following tables are populated in the shipping module
  - WSH\_DELIVERY\_LEGS
  - WSH\_TRIP\_STOP
  - WSH\_TRIP

## 6. Run Workflow Background Process

(M) View>request>(B)Submit New Request >(RB)Single Request >(B)OK

- a. Type Workflow Background Process in the name column
- b. Parameters:
  1. Item Type: OM Order Line
  2. Process Deferred: Yes
  3. Process Timeout: Yes
  4. Process Stuck :Yes
  - Click [B] OK.
  - Click [B] Submit.
- c. This request submit Internally “ADS, (Autoinvoice Master Program)” Which will import the invoice to Receivables Module

### Impact on tables

This process will populate the data into RA\_CUSTOMER\_TRX\_ALL  
RA\_CUSTOMER\_TRX\_LINES\_ALL and AR\_PAYMENT\_SCHEDULES\_ALL



## 7. Create Receipts

Responsibility > Receivables, Vision Operations (USA)

(N) Receipts > Receipts

- a. Select the Receipt method
- b. Enter the Receipt Number
- c. Enter the Receipt Amount
- d. In the Main Tab , enter the customer Number to which you are receiving the amount
- e. Save the form

### Impact on tables

This process will be create the receipt data in the AR\_CASH\_RECEIPTS\_ALL table

- f. Click on (B) Apply
- g. Now you will pop with a pplication form
- h. Enter the invoice number in the apply to field
- i. Save the form

### Impact on tables

Now the records are populated in AR\_RECEIVABLE\_APPLICATIONS\_ALL table

- The FLOW\_STATUS\_CODE in the OE\_ORDER\_LINES\_ALL chaged to “CLOSED”
- STATUS on AR\_CASH\_RECEIPTS\_ALL is changed to APP
- AMOUNT\_DUE\_REMAINING is became 0

## Case 2

### Standard Order to Cash Cycle with backorder

#### 1. Copy order:

Before we start the order cycle, will learn how to copy sales order from another order

Responsibility > Order Management, Vision Operations (USA)

(N) Order, Return > Sales Order

a. Query the order that you want to copy

b. (B) Copy > (B) OK

Copy

Quick Copy Copy Header Copy Lines Pricing Options

Source Version Number 0

Create ☒ New Order ☐ New Quote

Change Order Type To New Order No New Quote No

Add Lines To ☐ Existing Order ☐ Existing Quote

OK Cancel

c. (B) OK

d. Now you will get one more form populated with order number, This will be new order number

e. Note the order number and query for the order

#### 2. Book the order

#### 3. Pick release the order

#### 4. Ship confirm

During the ship confirm activity we can do backorder the unshipped quantity.

Eg. If the ordered quantity is 10, we can ship 5 and remaining 5 will be back ordered

(N) Shipping > Transaction

a. Enter the sales order number in the query manager form (B) Find

b. Go to (T) Lines/LPN's tab

c. Enter the Shipped quantity and backordered quantity

- d. Go to (T) Delivery
- e. Select Ship confirm action
- f. Select the radio button Ship entered Quantities
- g. Select Backorder in unspecified quantity field

## R12 Data Model for O2C (Order to Cash) - IBM Graduate Program Case Studies

**Note:** Now check the OE\_ORDER\_HEADERS\_ALL table there will be two records created with spitted quantities. And FLOW\_STATUS\_CODE as SHIPPED for shipped quantities and Awaiting\_shipping for back ordered lines.

The RELEASED\_STATUS of the backorder line is “B” in WSH\_DELIVERY\_DETAILS

- 5. Run workflow background process**
- 6. Create receipts**

## Case 3

### Dropship order

Steps involved in the dropship order

1. Enter sales order header
2. Enter sales order line
3. Book the order
4. Run workflow background process
5. Import Requisition
6. Create PO using Autocreate functionality
7. Receipts against PO
8. Run workflow background process
9. Create receipts

#### 1. Enter the sales order Header

Responsibility > Order Management, Vision Operations (USA)

(N) Order, Return > Sales Order

- a. Enter the Customer Number or Customer Name

After Entering the customer Number should default Order Type, Bill to address ,  
Ship to Address and Price list

Make sure all above-mentioned fields are populated otherwise enter them as follows

Ship to location : <Customer's Ship to location>

Bill to location : <Customer's Bill to location>

Order Type : Mixed

Price List : Corporate

- b. Save the form

-This should generate the Sales order number

#### 2. Enter the sales order Line

- a. In the Sales order header form go to (T) Line Items
- b. Enter the item information
- c. Go to (T) Shipping make sure that warehouse field is populated and  
Source type should be "External"
- d. Save the form

#### 3. Book the order

#### 4. Run workflow background process

The workflow background process will put the eligible records into  
"PO\_REQUISITION\_INTERFACE\_ALL" table

##### Impact on table

The OE\_DROPSHIP\_SOURCES table is populated

PO\_REQUISITION\_INTERFACE\_ALL is populated

## 5. Run Requisition import program

Responsibility >Purchasing,Vision Operations(USA)

(M) View>request>(B)Submit New Request >(RB)Single Request >(B)OK

Select Requisition Import Program

Parameters

Import Source : Order Entry

Group by :ALL

Multiple Distribution : No

Initiate Approval After reqImport :Yes

Click [B] OK.

Click [B] Submit.

- Check the output of requisition import concurrent program which will give the no.of requisition imported

### Table impact

PO\_REQUISITION\_HEADERS\_ALL and PO\_REQUISITION\_LINES\_ALL are populated

The requisition\_header\_id and Requisition\_line\_id are populated

OE\_DROPSHIP\_SOURCES table

## 6. Find Requisition

(N) Requisition >Requisition Summary

(T) Related Documents

Enter Sales Order Number

(B)

Find

Find Requisitions

Operating Unit: Vision Operations

Requisition Number:

Preparer:

Buyer:

Reference Num:

Type:

Requester:

Modified:

Import Source:

Line:

Line Type:

Related Documents

Document Type:

Document:

Line Number:

Purchase Order:

Sales Order: 66157

Results

Headers (selected)

Lines

Distributions

Clear New Find (B)

## 7. Create PO using Autocreate functionality

Responsibility > Purchasing, Vision Operations(USA)

(N)AutoCreate

Enter the Requisition number

(B) Find

- Check the check box against requisition line
- Action: Create
- Document Type: PO
- Grouping: Default
- (B) Automatic

Requisition	Line	Item	Rev	Category	Item Description	UOM	Quantity	Unit Price	Need-By
14298	1	AS54888		PRODUCTN.F	Sentinel Standard Desktop	Each	5	1107.86	01-MAR

- Select Supplier Name
- (B) Create
- This will create PO, and Open the PO form

The screenshot shows the 'New Document' window with the following fields and values:

Global Agreement		Purchasing Org	Vision Operations
Document		RFQ Type	
Release		Release Date	
Supplier	3M Health Care	Supplier Site	CORP HQ
		Supplier List Name	

**Currency Section:**

Source	Default	Line	
Requisition		Rate Type	
Currency	USD	Rate	
Rate Date	02-MAR-2009		

Buttons: Create, Cancel

- i. This will create PO and open the PO form

**Table Impact:**

- OE\_DROP\_SHIP\_SOURCES the PO\_LINE\_ID and PO\_HEADER\_ID has been updated
- The order line status is "AWAITING\_RECEIPT"

- j. Approve PO.

**8. Create Receipts against PO**

Responsibilities > Purchasing, Vision Operations(USA)

(N)Receiving >Receipts

- Enter the Purchase order Number (5962)
- (B) Find



Find Expected Receipts (M1)

Supplier and Internal Customer

Operating Unit Vision Operations

Source Type Supplier

Purchase Order 5962

Line

Requisition Line

Supplier 3M Health Care

Receiving Location

Release

Shipment

Shipment

Supplier Site

☐ Include Closed POs

Item Date Ranges Shipments Destination

Item, Rev

Category

Description

Supplier Item

Unordered Clear Find

- c. Check the check box for this receipt
- d. Select Drop ship in sub inventory field
- e. Save the form

The screenshot shows the Oracle Receipts (M1) window with the following details:

Quantity		UOM	Secondary		Destination	Item	Rev	Description	L	
			Quantity	UOM	Type					
<input checked="" type="checkbox"/>	5	Each			Inventory	AS54888		Sentinel Standard I	3	
<input type="checkbox"/>										
<input type="checkbox"/>										
<input type="checkbox"/>										
<input type="checkbox"/>										
<input type="checkbox"/>										
<input type="checkbox"/>										
<input type="checkbox"/>										

Operating Unit: Vision Operations  
 Supplier: 3M Health Care  
 Item Description: Sentinel Standard Desktop  
 Destination: 3405 East Bay Blvd.----

Order Type: Standard  
 Order: 5962  
 Due Date: 01-MAR-2009 23:2  
 Hazard:  
 UN Number:  
 Routing: Direct Delivery

Buttons: Lot - Serial, Cascade, Express, Header

### Impact on table:

- The Flow\_status code on the OE\_ORDER\_LINES\_ALL is "SHIPPED"
- The following tables are populated
- RCV\_SHIPMENT\_HEADERS
- RCV\_SHIPMENT\_LINES
- RCV\_TRANSACTIONS

### 9. Run workflow background process

This Concurrent program will create the invoices in Receivables Module

### 10. Create Receipts

Responsibility > Receivables, Vision Operations (USA)

(N) Receipts > Receipts

- Select the Receipt method
- Enter the Receipt Number
- Enter the Receipt Amount
- In the Main Tab, enter the customer Number to which you are receiving the amount
- Save the form
- Apply the receipt to the Invoice

Case 4

Internal Sales Order

Internal Requisitions provide the mechanism for requesting and transferring material from inventory to other inventory or expense locations. When Purchasing, Order Entry / Shipping, and Inventory are installed, they combine to give you a flexible solution for your inter-organization and intra-organization requests

Inllustration:

The V1 Operating unit contains two orgnizations M1 and W1. There is requirement of item “X” for W1 for some reason. Then it can request for item “X” from M1 through creating internal requisition. After creation of Internal requisition in W1 then sales order will create in M1 organization. And ship the item from M1 organization, and then W1 should receive the item in its inventory.

Madatory setup required for Internal Sales order (ISO)

Before creating internal requisition please make sure that the Shipping Network established in between Shipping Organization (M1) and Receiving organization (W1)

Responsibility: Inventory, Vision Operations (USA)

(N) Setup>Organizations>Shipping Network

Shipping Networks (M1)

Organization M1 Seattle Manufacturing

Find

Scope From or To Organization:

Shipping Networks

Main Transfer, Distance Primary Accounts Secondary Accounts Other Accounts Chargeable Subcontracting

Organization		Elemental Visibility Enabled		Manual Receipt at Expense Destination	
From	To	Transfer Type	FOB	Receipt Routing	Internal Order Required
M1	W1	Intransit	Receipt	Direct	<input checked="" type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>

Organization Name

From Seattle Manufacturing

To W1 - Kansas City Distribution

New

Open

Oracle Internal & Oracle Academy Use Only

### Steps involved in the Internal Sales Order:

1. Create internal Requisition
2. Run "Create internal Sales Order" Concurrent Program
3. Run "Order Import" Concurrent Program
4. Release Order
5. Ship Confirm
6. Receive the Material in Receiving Organization

#### 1. Create internal Requisition

- a. Responsibility >Purchasing, Vision operation (USA)
- b. (N) Requisitions >Requisitions
- c. Select the type "**Internal Requisition**"
- d. Go to Lines
- e. Enter the item number (AS54888)
- f. Enter the Quantity
- g. Mention the Need by date
- h. Mention Destination and Source type as Inventory
- i. Receiving Organization (W1 - Kansas City Distribution)
- j. Shipping Organization (Seattle Manufacturing)
- k. Ship to location (W1 - Kansas City)
- l. Save the form ,this will generate Requisition Number (14309)
- m. Approve the Requisition

Requisitions - [New]

Operating Unit: Vision Operations

Number: 14309      Type: Internal Requisition      Preparer: Stock, Ms. Pat

Description:      Status: Incomplete      Total: USD 13,443.14

Lines    Source Details    Details    Currency

Num	Type	Item	Rev	Category	Description	UOM	C
1	Goods	AS54888		PRODUCTN.FINC	Sentinel Standard Desk	Each	1

Destination Type: Inventory      Source: Inventory

Requester: Stock, Ms. Pat      Organization: Seattle Manufacturing

Organization: W1 - Kansas City Distribution      Subinventory:

Location: W1 - Kansas City

Outside Services    Catalog...    Distributions    Approve...

## 2. Run “Create internal Sales Order” Concurrent Program

- Responsibility >Purchasing, Vision operation (USA)
- (M) View >Request
- (B) Submit New request > (B) OK
- Select “Create Internal Orders”
- (B) Submit

### Impact on table:

- The PO\_REQUISITION\_HEADERS\_ALL, PO\_REQUISITION\_LINES\_ALL and PO\_REQ\_DISTRIBUTIONS\_ALL tables are populated for requisitions

```
SELECT prh.requisition_header_id,
       prh.segment1,
       prl.requisition_line_id,
       prl.destination_organization_id,
       prl.source_organization_id,
       prd.distribution_id
FROM po_requisition_headers_all prh,
     po_requisition_lines_all prl,
     po_req_distributions_all prd
WHERE prh.requisition_header_id = prl.requisition_header_id
AND prl.requisition_line_id = prd.requisition_line_id
AND prh.segment1 = '14309'
```

- Create Internal Order will populate the records into Order Entry Interface tables  
select \* from oe\_headers\_iface\_all  
where orig\_sys\_document\_ref = '171069'  
  
select \* from oe\_lines\_iface\_all  
where orig\_sys\_document\_ref = '171069'

**Note :**Orig\_sys\_document\_ref is mapped to Requisition\_header\_id

## 3. Run “Order Import” Concurrent Program

- Responsibility >Order Management Superuser, Vision operation (USA)
- (M) View>Request
- (B) Submit New request > (B) OK
- (B) Submit

**Submit Request**

Run this Request...

Name: **Order Import**

Operating Unit:

Parameters: **Vision Operations:Internal::No:4::No:Yes**

Language:

At these Times...

Run the Job

Upon Completion...

Layout

Not

Print

Help (Q)

**Parameters**

Operating Unit: **Vision Operations**

Order Source: **Internal**

Order Reference: **14309**

Validate Only?: **No**

Instances: **4**

Change Sequence:

Trim Trailing Blanks: **No**

Validate Descriptive Flexfield: **Yes**

OK Cancel Clear Help

This program will import the internal order into order management module with booked status

Note: Please make sure that **OM: Autoschedule** profile option is set to “Yes”, before running Order import program. Otherwise you need to schedule order manually

#### 4. View the sales order

To view the imported sales order:

- (N)Order ,Returns >Order Organizer
- Enter the Requisition number (14309)

**Find Orders/Quotes**

Quote/Order Information Line Information Advanced Holds Information Scheduling

Order Number:

Order Type:

Created By:

Customer PO:

Customer:

Salesperson:

Related PO Number:

Order Source:

Order Date:

Quote Number:

Credit Card Number:

Ship To Location:

Status:

Customer Number:

Invoice To Location:

Requisition Number: **14309**

Order Source Reference:

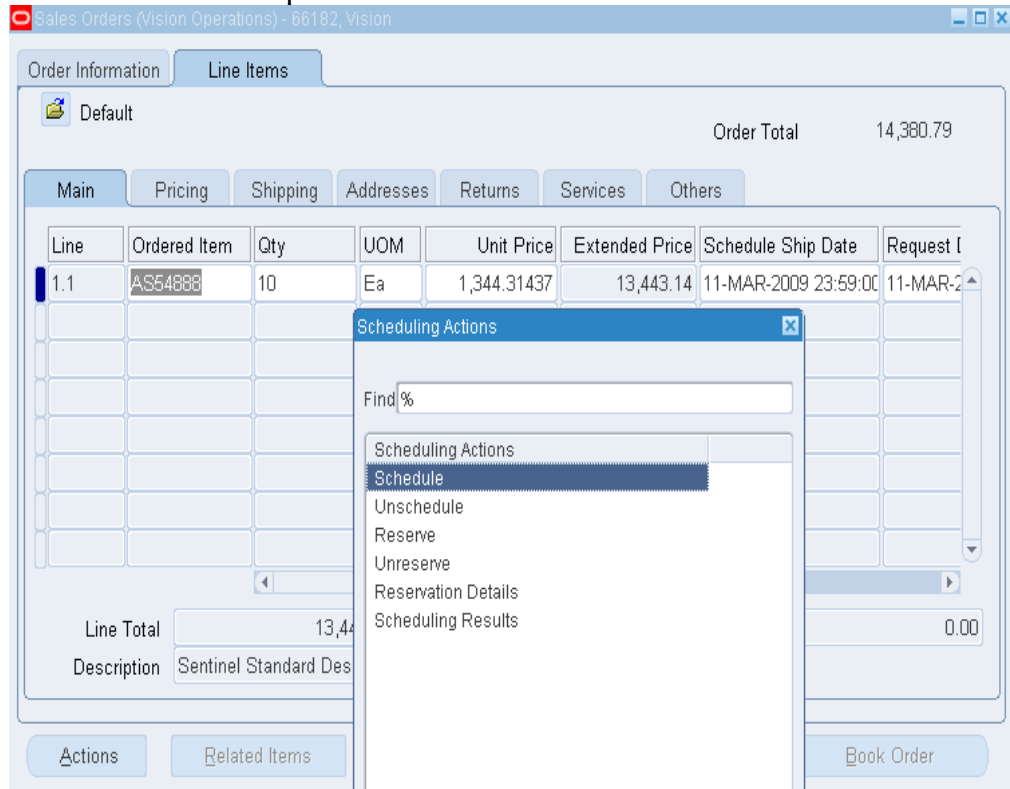
To:

Clear New Quote New Order Find

- c. (B) Find
- d. Open the order
- e. Go to line Items and make sure that Schedule ship date is populated
- f. If this field is not populated then perform Manual scheduling

**Note:** Steps to do Manual scheduling

- (M) Scheduling
- Select Schedule option



## 5. Pick Release the order

Please follow the steps as in case 1 for pick release

## 6. Ship confirm the order

Please follow the steps as in case 1 for ship confirm

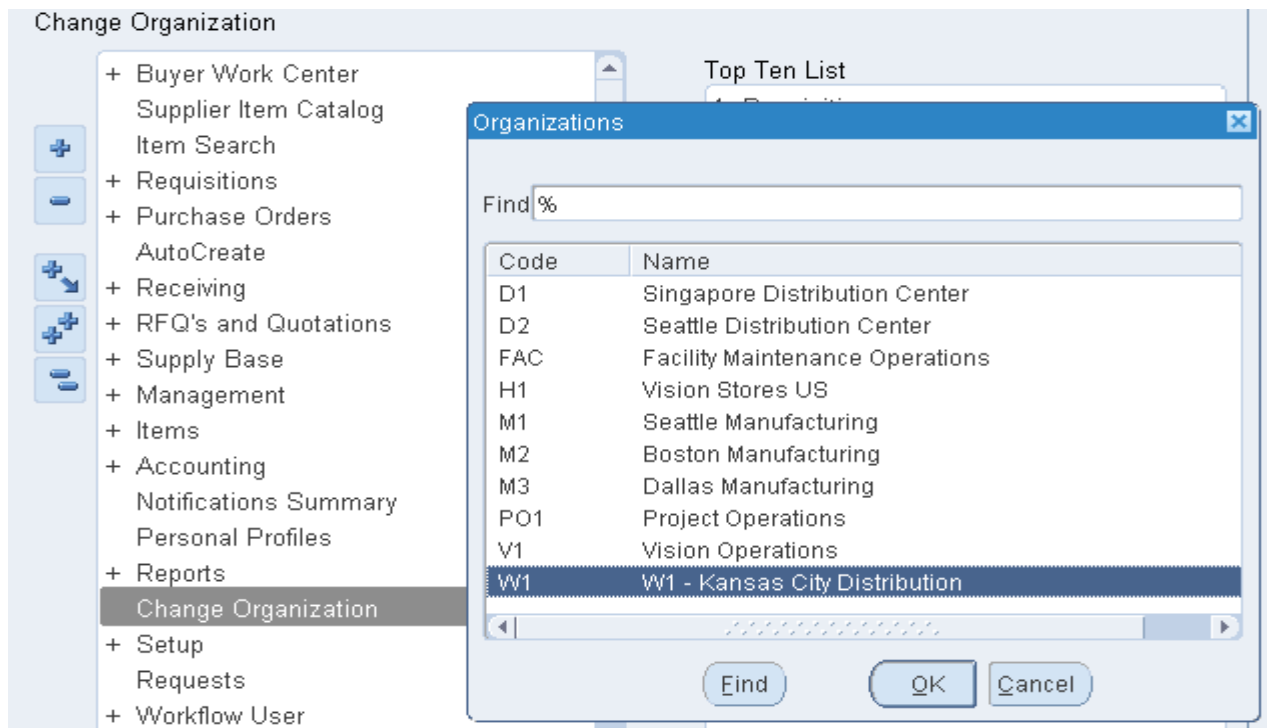
- a. The line status of the order is become shipped

## 7. Receive the Material in Receiving Organization

- a. Responsibility >Purchasing, Vision operation (USA)

**Note:** Before we receive the item into receiving organization we should select that organization

- b. (N) Change organization
- c. select W1



- d. (N) Receiving>Receipts
- e. Enter the requisition number (B) Find

The screenshot shows the 'Find Expected Receipts (W1)' window with the 'Supplier and Internal' tab selected. The 'Customer' tab is also visible. The 'Operating Unit' is set to 'Vision Operations' and 'Source Type' is set to 'Internal'. The 'Requisition' field contains '14309'. The 'Supplier' field is empty. The 'Receiving Location' field is empty. The 'Release' checkbox is unchecked. The 'Shipment' checkbox is unchecked. The 'Include Closed POs' checkbox is unchecked. The 'Item' tab is selected in the bottom section, showing fields for 'Item, Rev', 'Category', 'Description', and 'Supplier Item'. The 'Unordered', 'Clear', and 'Find' buttons are at the bottom.



f. Check the check box and save the form

Receipts (W1)

Lines Details Currency Order Information Outside Services Shipment Information

	Quantity	UOM	Secondary Quantity	UOM	Destination Type	Item	Rev	Description	L
<input checked="" type="checkbox"/>	10	Each			Inventory	AS54888		Sentinel Standard [V]	
<input type="checkbox"/>									
<input type="checkbox"/>									
<input type="checkbox"/>									
<input type="checkbox"/>									
<input type="checkbox"/>									
<input type="checkbox"/>									
<input type="checkbox"/>									

Operating Unit: Vision Operations  
Supplier: Seattle Manufacturing  
Item Description: Sentinel Standard Desktop  
Destination: W1 - Kansas City-Stock, Ms. Pat-FGL1  
Header Receiver Note:  
Shipment Receiver Note:

Order Type: Internal Order  
Order: 3387347  
Due Date: 10-MAR-2009 06:5  
Hazard:  
UN Number:  
Routing: Direct Delivery

Lot - Serial Cascade Express Header

g. Now the order line status will become “Closed”

**Table impact:**

The following tables are populated

- RCV\_SHIPMENT\_HEADERS
- RCV\_SHIPMENT\_LINES
- RCV\_TRANSACTION

There are 4 records created in MTL\_TRANSACTION\_TABLE. 3 records for the order transactions and one record is for receiving transaction in W1 organization

## Case 5

### Return Material Authorization (RMA)

Oracle Order Management allows you to authorize the return of your sales orders, as long as the items are Part of your item master and price list.

RMA will create Credit memos in the receivable module

### Typical RMA Business Processes:

- a. RMA with credit only
  - Your company issues a credit without the customer returning the product.
  - Accept returns for credit by applying credits to original invoices or creating on account Credits.
- b. RMA with receipt and credit
  - Customer returns a product and receives credit.
- c. RMA with receipt and no credit
  - Your customer returns a product you sent to them on a trial basis or at no charge, therefore They receive no credit.

### Steps involved in the RMA process

1. Copy the order
2. Book the order
3. Receive the Item into inventory
4. Run “Workflow back ground process”

#### 1. Copy the order

- a. Query for the order that you need to create RMA
- b. (B) Action
- c. Select “Copy” from the list
- d. Select the radio button “New Order”

The 'Copy' dialog box is shown with the 'Quick Copy' tab selected. It contains the following fields and options:

- Source Version Number:** A text field with the value '0'.
- Create:** A section with two radio buttons: ☒ **New Order** and ☐ **New Quote**.
- Change Order Type To:** A text field.
- New Order No:** A text field.
- New Quote No:** A text field.
- Add Lines To:** A section with two radio buttons: ☐ **Existing Order** and ☐ **Existing Quote**.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom.

e. Go to (T) Copy lines

The 'Copy' dialog box is shown with the 'Copy Lines' tab selected. It contains the following fields and options:

- Change Line Type To:** A text field with the value 'Return (Receipt)'.
- Return Reason:** A text field with the value 'Damaged Product'.
- Version Reason:** A text field.
- Comments:** A text field.
- Action:** A section with two checkboxes: ☐ **Default Missing Attributes** and ☒ **Copy Complete Configuration**.
- Include:** A section with a checked checkbox ☒ **Lines** and a dashed box containing:
  - ☒ **Descriptive Flex**
  - ☐ **Sales Credits**
  - ☒ **Attachments**
  - ☐ **Fully Cancelled Lines**
  - ☒ **Payments**
  - ☐ **Holds**
- Buttons:** 'OK' and 'Cancel' buttons at the bottom.

- f. Select the Return (Receipt) from the LOV in Change line Type to field
- g. Select the reason in the return Reason field
- h. Now the process message window will pop up note down the new order number

Order	Line	Message Text	Operating Unit	Notified
66186	1.1	Order Header has been created successfully for the Order 66186	Vision Operations	<input type="checkbox"/>
66186	1.1	Copy succeeded. The new order number is 66186.	Vision Operations	<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

**Order Header has been created successfully for the Order 66186**

Continue Cancel Save Messages Notify

- i. Query for nre order in the sales order form
- j. Now the order status is in Entered status

Line	Ordered Item	Qty	UOM	Unit Price	Extended Price	Status	Line Type
1.1	AS54888	-5	Ea	1,599.00	<7,995.00>	Entered	Return (Receipt)

Line Total <7,995.00> Line Qty -5 Service Total 0.00

Description Sentinel Standard Desktop

Actions Related Items Configurator Availability Book Order

- k. The quantity in the order line is -ve
- l. The Line type is Return (Receipt)
- m. Check the Retuns tab for return reason

By booking the order the order status is changed to Awaiting Return

Sales Orders (Vision Operations) - 66186, A. C. Networks

Order Information    **Line Items**

Default

Order Total <8,474.70>

Main    Pricing    Shipping    Addresses    Returns    Services    Others

Line	Ordered Item	Qty	UOM	Unit Price	Extended Price	Status	Line Type
1.1	AS54888	-5	Ea	1,599.00	<7,995.00>	Awaiting Return	Return (Re)

Line Total <7,995.00>    Line Qty -5    Service Total 0.00

Description Sentinel Standard Desktop

Actions    Related Items    Configurator    Availability    Book Order

## 2. Receive the Item into inventory

Responsibility: Inventory, vision operations (USA)

Change the organization to receiving organization

**Note:** To check the receiving organization for the order. Go to shipping in sales order line form note the organization in the warehouse field

- (N) Transactions >Receiving >Receipts
- (T) Customer
- Enter the RMA number

Find Expected Receipts (M1)

Supplier and Internal    **Customer**

RMA Num 66186

Line Num

Line Type Return (Receipt)

Customer A. C. Networks

Customer Num 1143    Customer Item Num

Item    Date Ranges    Shipments

Item, Rev

Category

Description

Supplier Item

Unordered    Clear    Find

d. (B) Find

- e. Check the check box
- f. Save the form
- g. Now the item has been received to the inventory
- h. Check the order line status it should be “Returned”

3. Run “Workflow Background process”

- a. After completion of this concurrent programs the line status should be changed to “Closed”
- b. And the credit memo will be created in the Receivable Module
- c. To check the credit memo in the receivables table

```
SELECT customer_trx_id ,
       trx_number      ,
       trx_date        ,
       interface_header_attribute1,
       interface_header_attribute2,
       interface_header_attribute6
FROM ra_customer_trx_all
WHERE interface_header_attribute1 = <Sales order Number>
```