Oracle Global Order Promising Cloud

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SUPPLY CHAIN MANAGEMENT CLOUD

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.
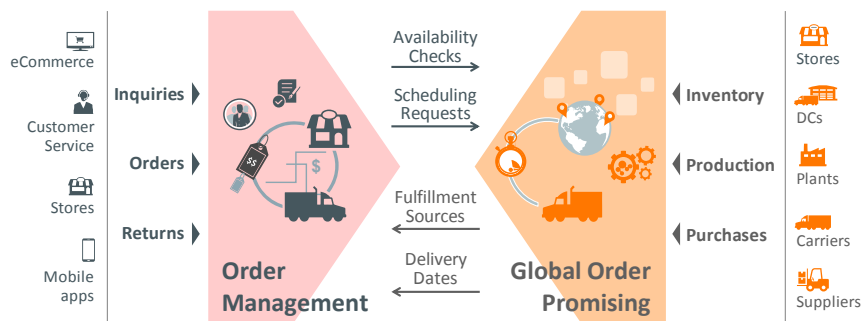
KEY FEATURES

- 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

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.

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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.

Capable to Promise (CTP) Sourcing and Scheduling

Oracle Global Order Promising Cloud uses capable-to-promise (CTP) sourcing 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. 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.

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 be used to 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

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.

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.
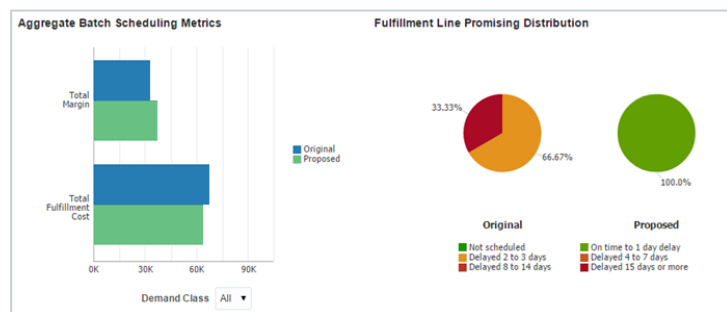

Figure 2. Track the margin, cost and delay impact of promising decisions

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, and either select a preferred alternative or override defaults to address issues.

- 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

Figure 3. Select from multiple fulfillment alternatives

Enhanced Backlog Management

A dedicated backlog management interface gives you the tools to select, 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 review the sourcing strategy used for each line, as well as both available and allocated supplies for each item and fulfillment location. Supply status can be refreshed at regular intervals to reflect the latest conditions.

An interactive dashboard gives you an at-a-glance picture of your overall promising performance as orders are serviced.
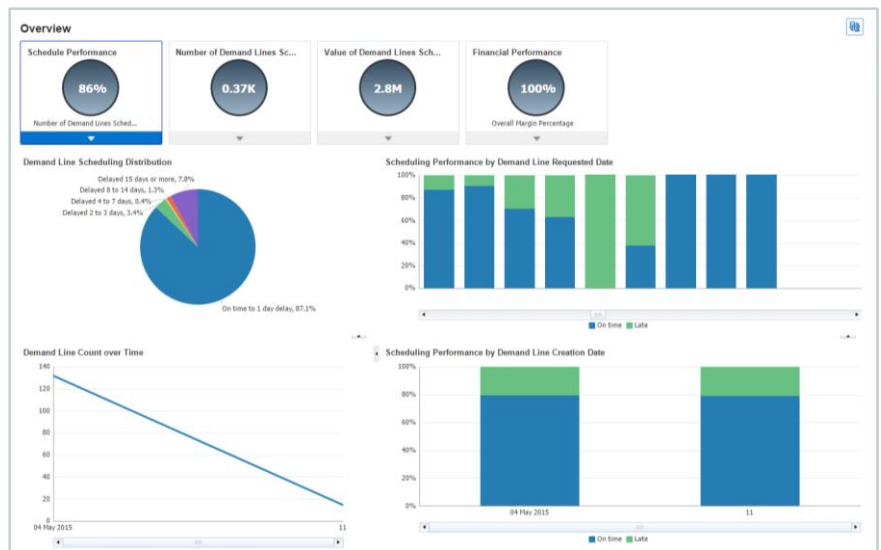

Figure 4. Review order promising effectiveness

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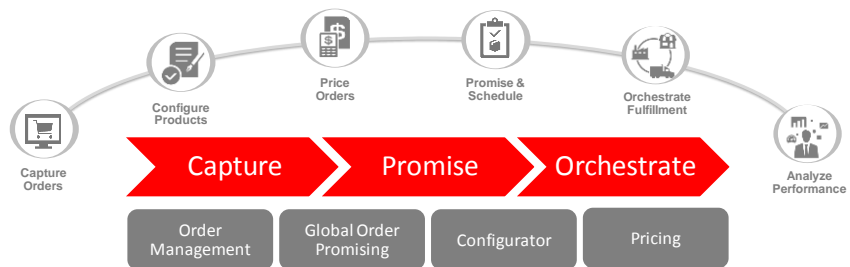
Figure 5. The Oracle SCM Cloud order-to-cash solution

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.