Introduction to 11.5.10 and Self Service Modules

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Agenda

- Ebusiness Suite Footprint
- General Enhancements
- Self Service Modules
- New Products in Release 11.5.10
- Release 11.5.10 Product Enhancements

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Announcing Release 11i.10

Includes Over 2100 New Capabilities

- **50% Industry Specific Capabilities**
- **50% Cross-Industry Capabilities**
  - **Sales & Marketing**
  - **Finance**
  - **Human Resources**
  - **Projects**
  - **Contracts**
  - **Order Management**
  - **Configurator**
  - **Planning**
  - **Procurement**
  - **Manufacturing**
  - **Logistics**
  - **Service**
  - **Maintenance**
  - **Product Lifecycle Mgmt**

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EBS Footprint: Differentiate with Breadth

Order Management

- Order Management
- Receivables
- Configurator
- Advanced Pricing
- iStore
- TeleSales
- Quoting & Proposals
- Trade Management
- Release Management
- Sales Contracts

Supply Chain Planning

- Demand Planning
- Advanced Supply Planning
- Constraint Optimization
- Global Order Promising
- Manufacturing Scheduling
- Inventory Optimization
- Collaborative Planning
- Transportation Planning

Procurement

- Purchasing
- Payables
- iProcurement
- Sourcing
- iSupplier Portal
- Procurement Contracts
- Services Procurement

Manufacturing

- Discrete Manufacturing
  - Project Manufacturing
  - Flow Manufacturing
  - Project Contracts
  - Shop Floor Management
- Process Manufacturing

Logistics

- Inventory Management
- Mobile Supply Chain Apps
- Warehouse Management
- Transportation Execution

Service

- TeleService
- iSupport
- Service Contracts
- Depot Repair
- Field Service
  - Spares Management
  - Advanced Scheduler
  - Mobile Field Service

Maintenance Mgmt

- Enterprise Asset Mgmt
- Self-Service Work Requests
- Property Manager

Product Lifecycle Mgmt

- Advanced Product Catalog
- CADView-3D
- Project Mgmt / Collab Suite
- UCCNet Trading Connector

New in 11i.10

Finance

- Financials
  - General Ledger
  - Receivables
  - Credit Management
  - Payables / iPayment
  - Cash Management
  - Assets
  - Property Manager
  - Bill Presentment Arch.
- Internet Expenses
- iAssets
- iReceivables
- Advanced Collections
- Treasury
- Lease Management
- Internal Controls Manager
- Activity Based Management

Customer Data Mgmt

- Customer Hub
- Customer Spoke
- Customer Data Librarian

Human Resources

- Human Resources
- Self-Service HR
- Payroll
- Advanced Benefits
- Time & Labor
- Training Administration
- iLearning
- iRecruitment

Projects

- Project Management
- Project Collaboration
- Project Resource Mgmt
- Project Costing
  - Project Billing
- Project Contracts
- Portfolio Planning (11i.10+)

New in 11i.10

Marketing & Sales

- Marketing
- Trade Management
- Partner Management
- Advanced Pricing
- TeleSales
- Field Sales
- Quoting
- Proposals
- Incentive Compensation
- Sales Contracts

Interaction Center

- Advanced Inbound
- Advanced Outbound
- Scripting
- eMail Center

Intelligence

- E-Business Intelligence
- Balanced Scorecard
- Financials & Sales Analyzers
- Enterprise Planning & Budgeting

General Enhancements in 11.5.10

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User Interface

Forms Applications

- **Enhanced Navigation**
- **Customization**

OAF[1] Applications

- **OAF Adoption**
- **Improved Personalization**
- **Extension and Customization**

[1] OAF: Oracle Application Framework

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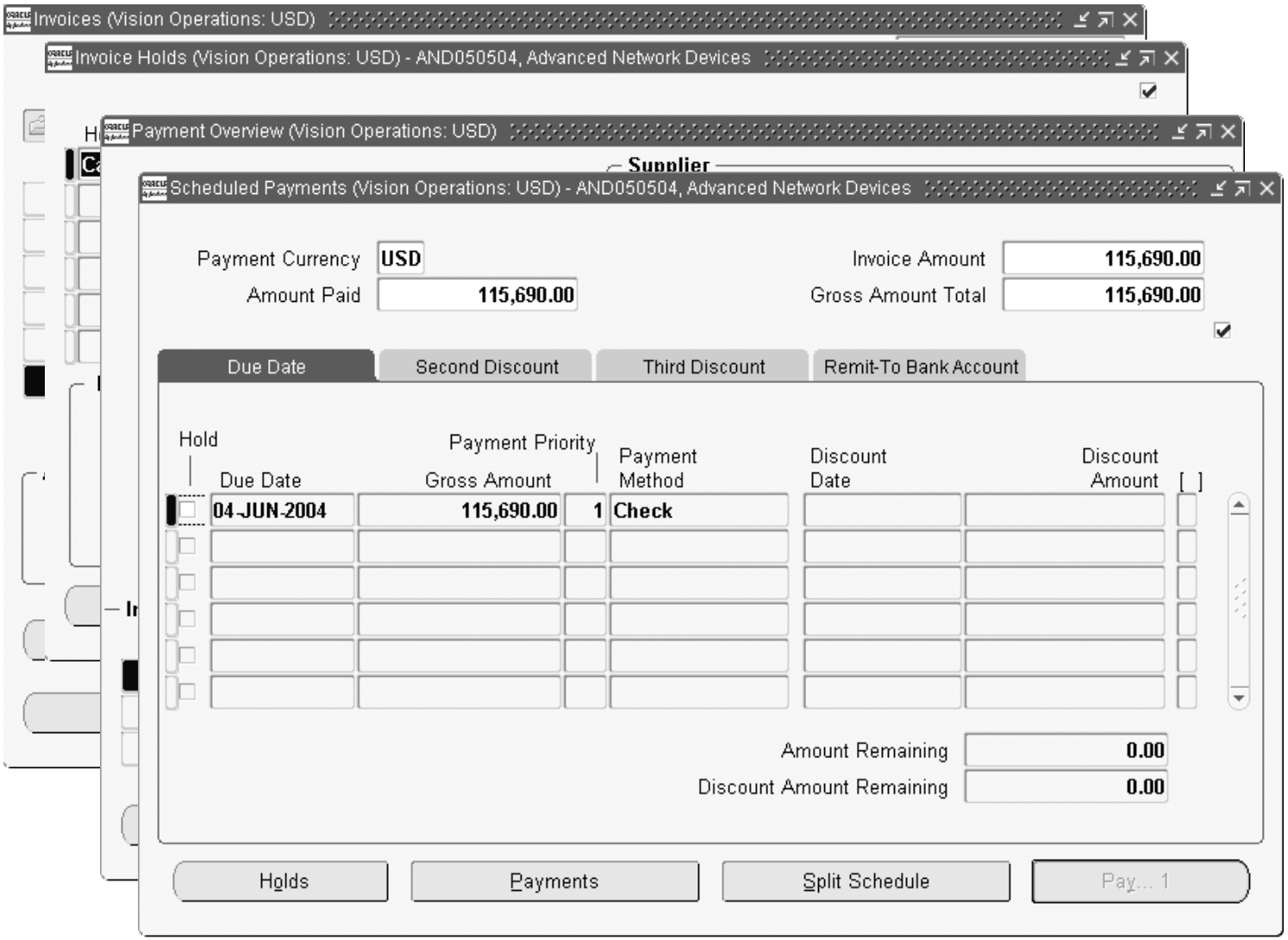
Forms Applications: Enhance Navigation

Invoice Workbench: OLD



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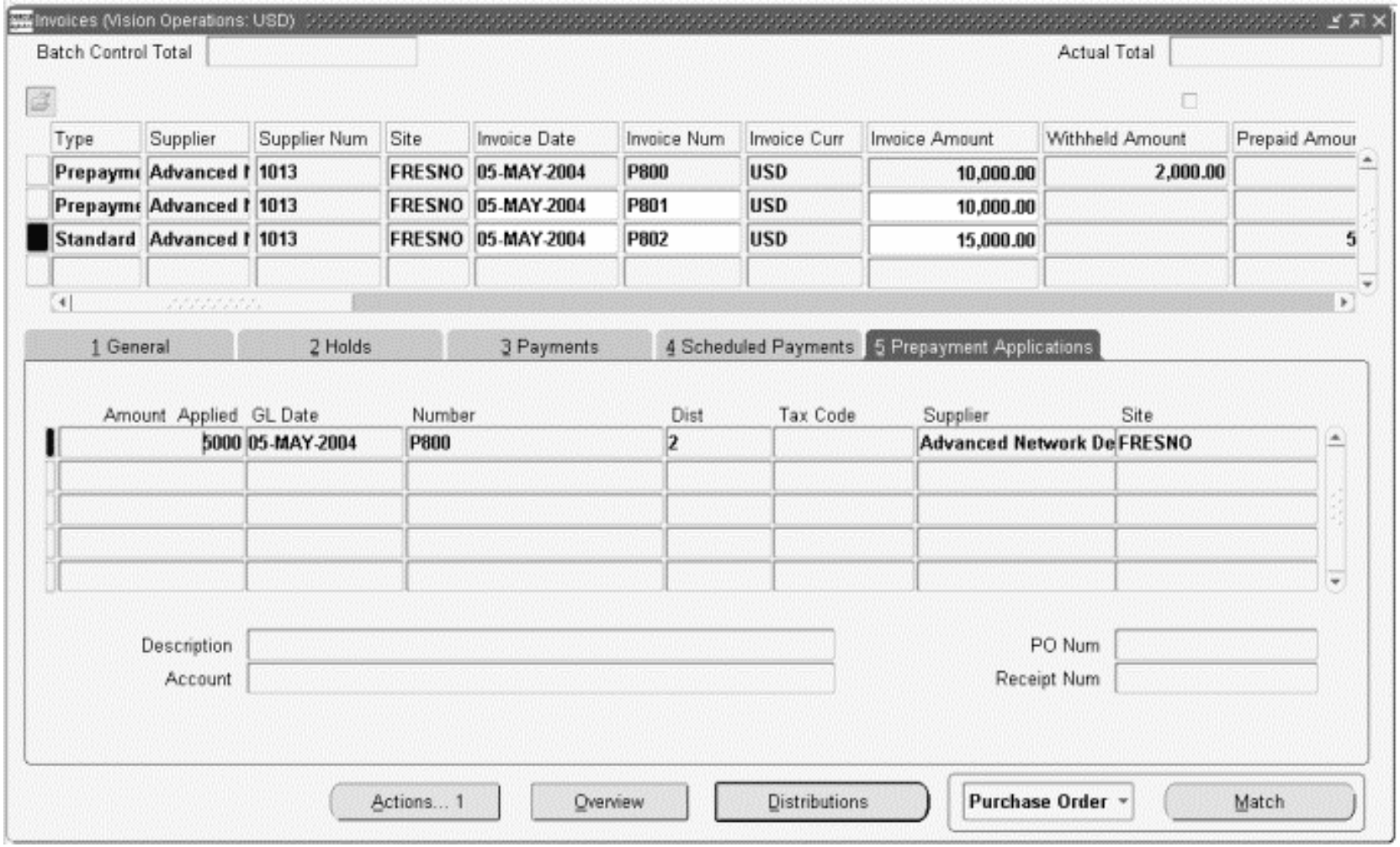
Forms Applications: Enhance Navigation

Invoice Workbench: NEW



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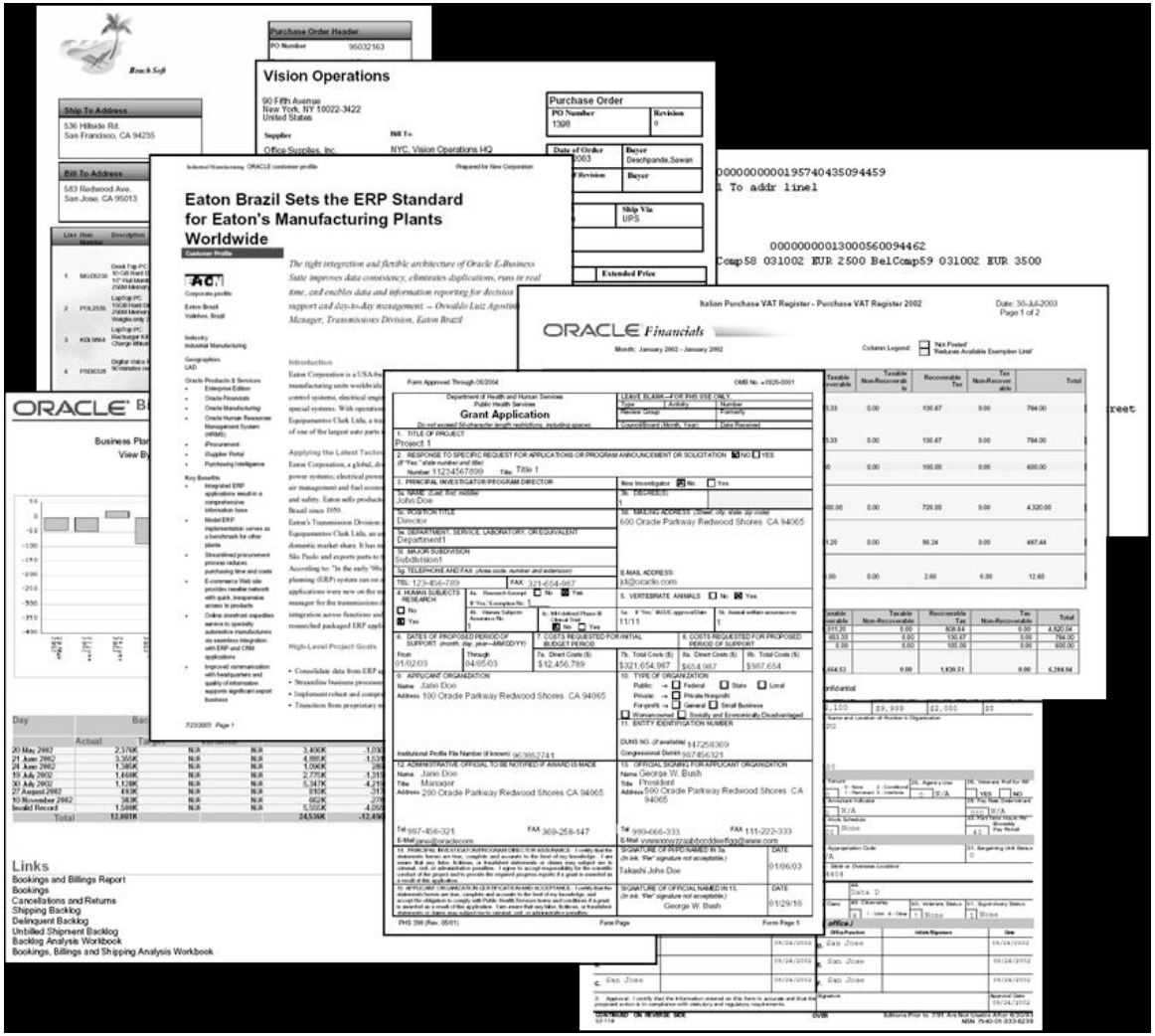
Printing and Reporting



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XML Publisher

New reporting system for Oracle Applications

User-created templates

Reduces dependency on third party reporting tools.

Separates data/layout/translations

Send report to email, fax, printer, ecommerce

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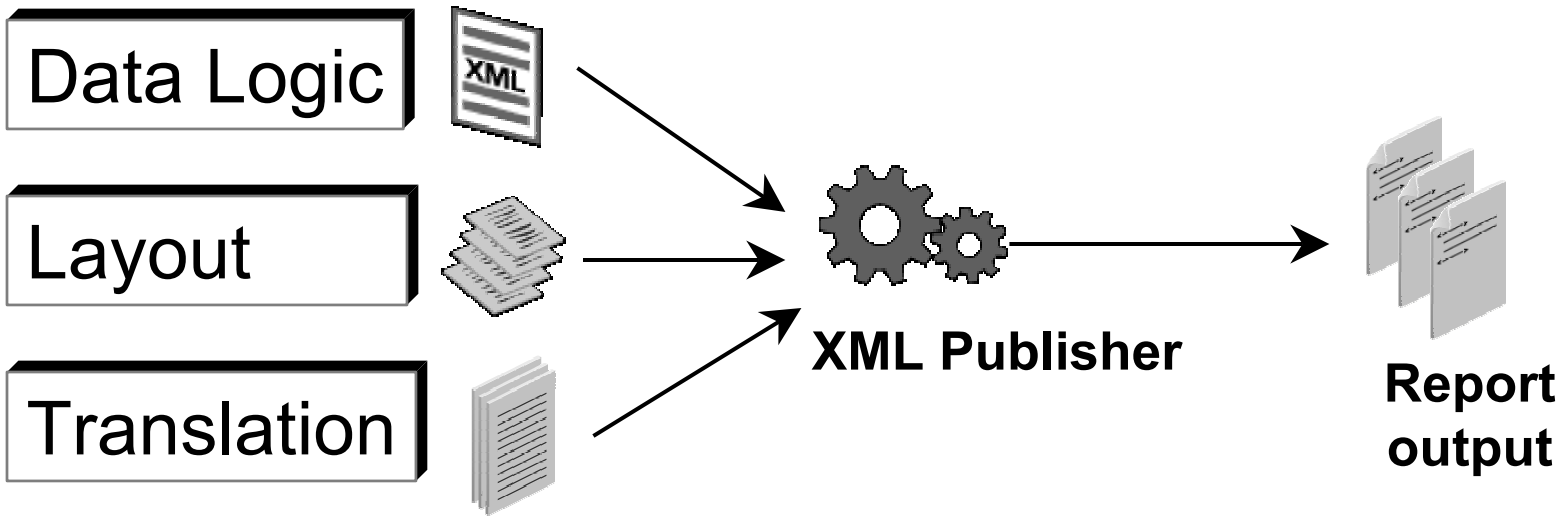
XML Publisher Concept

Separate data / layout / translation



- ✓More flexibility
- ✓Reduced maintenance

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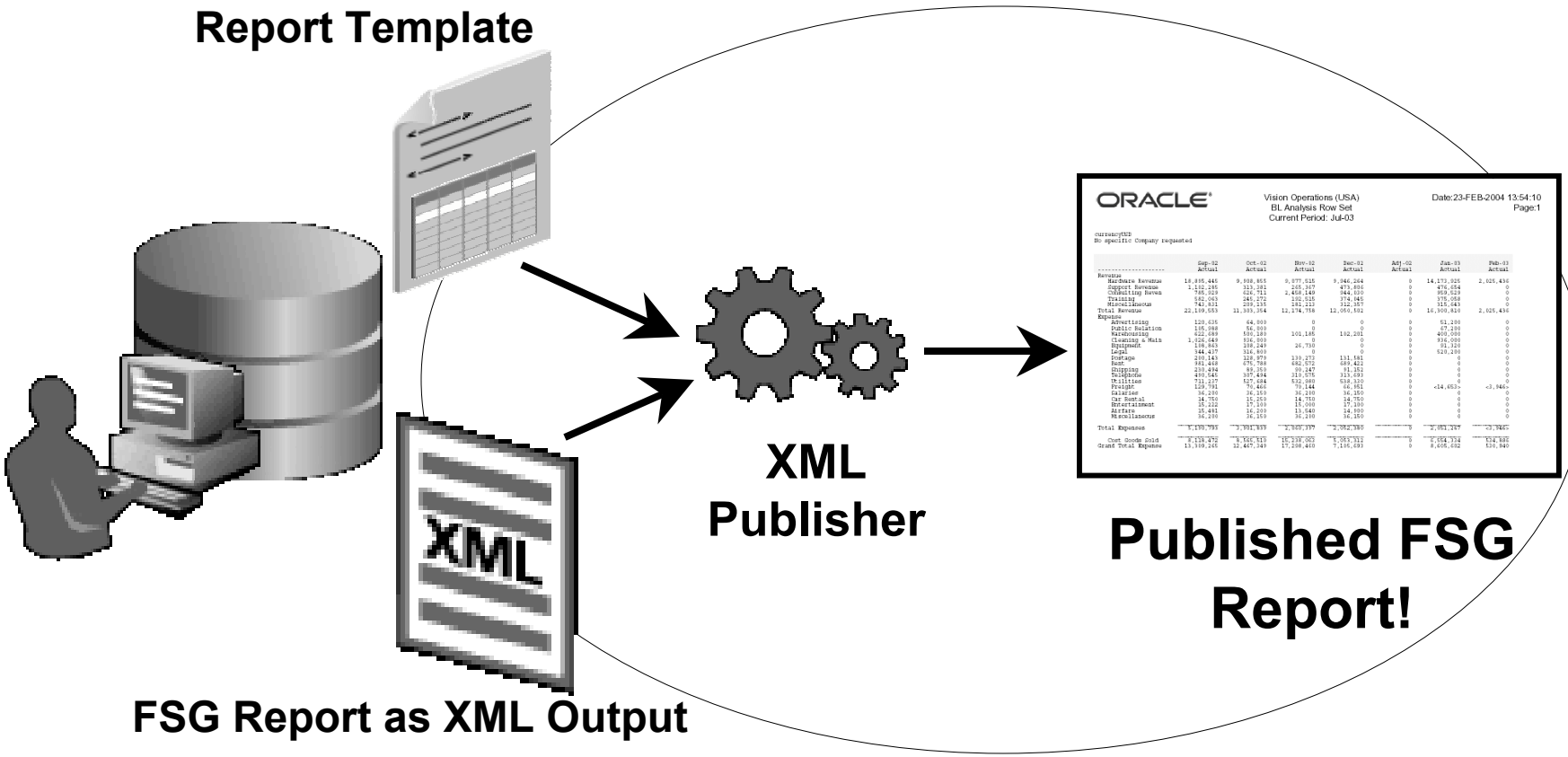
Presentation Quality FSG Reports Using XML Publisher



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Apps Products Utilizing XML Publisher

- HRMS
- DBI/PMV
- Purchasing
- Contracts
- Sourcing
- Quoting
- FSG
- eRecords
- Loans
- Order Management
- iStore
- Project Contracts
- Marketing
- Student Services
- Discrete Manufacturing
- Process Manufacturing
- Bill Presentment
- Internal Controls Manager

Teams planning to utilize it in future releases:

- Financials
- Healthcare

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Oracle User Management (UMX)

New product for 11i.10

Advanced user and role management

- Ad-hoc administration
  - Full management of user and roles
  - Restricted/delegated administration
    - Uses data security to restrict admin scope
- Policy-driven administration
  - Users request accounts and roles in Self Service
  - Approval and implementation policies automated through Oracle Workflow and Business Events

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Oracle User Management (UMX)

"Forgot password" Self Service reset

Self service account request

System status / announcement display

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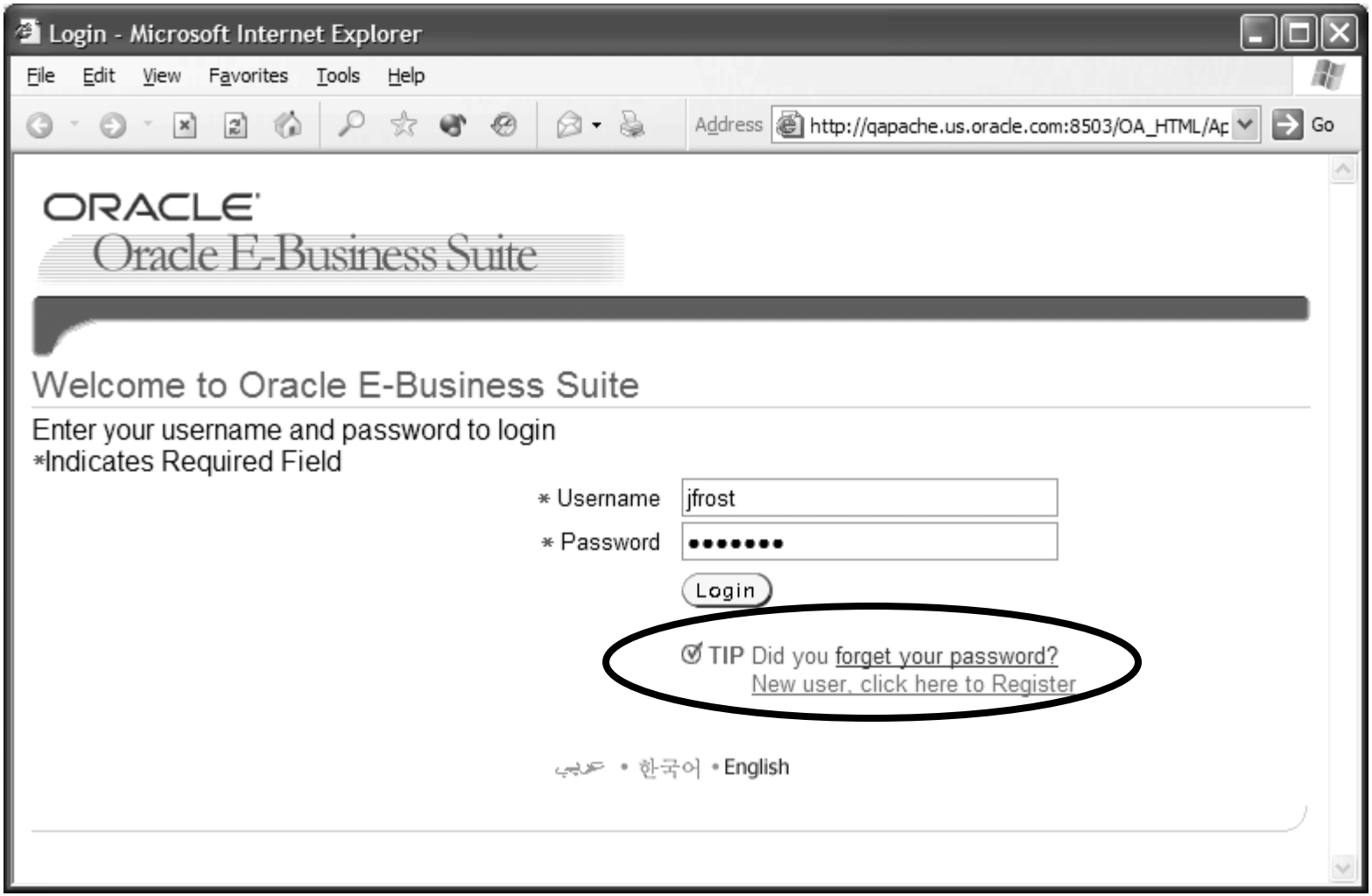
Oracle User Management (UMX)



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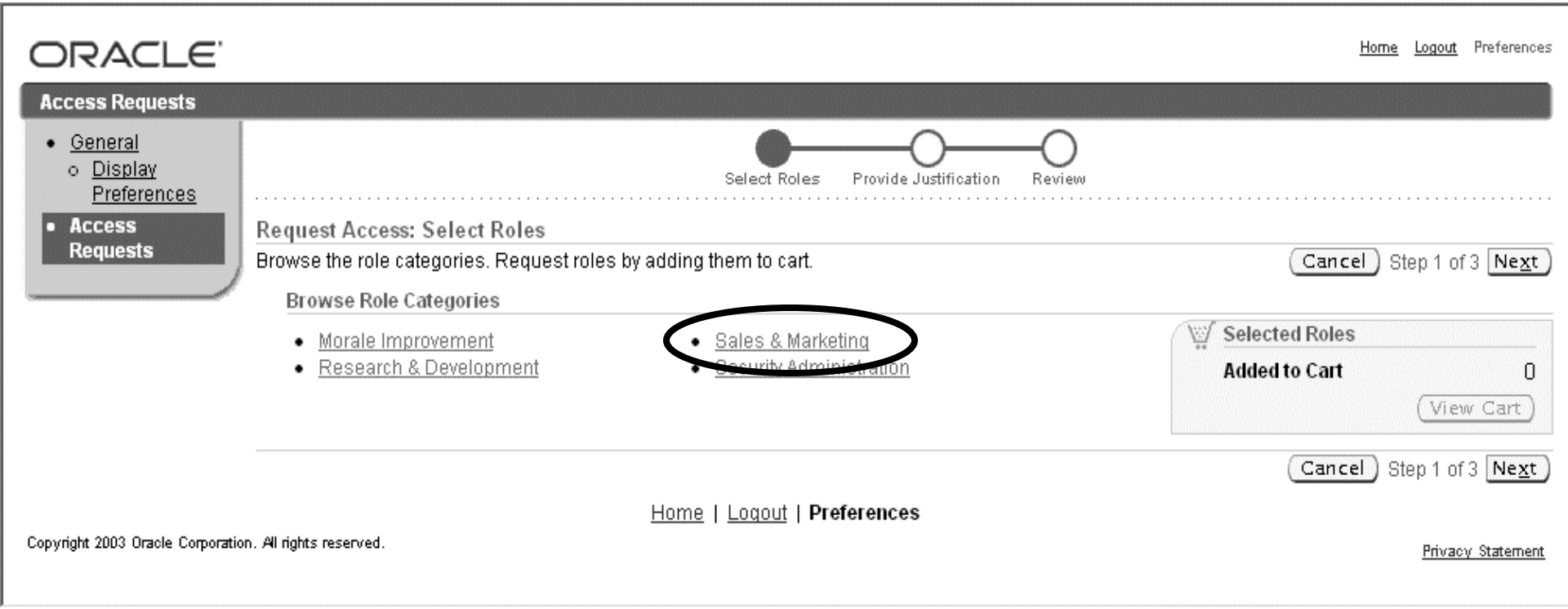
Self-Service Access Request

Users browse available access roles by category

Shopping cart metaphor makes it easy



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Self-Service Access Request

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Self Service Modules

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Oracle iAssets

Manage Assets with Self-Service

Make Better Decisions with Real-Time Information

- **Asset inquiry and detail view**

Maintain Control of Enterprise Assets and Data

- **Restricted data access**
- **Approval workflow for on-line asset transfers**
  - **Cost center-based approval**
  - **Management hierarchy-based approval**
  - **Delegated authority**

Use Self-Service to Improve Process Efficiencies

- **New on-line transfer functionality**
  - **Multi-way request generation**

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Highlight: Oracle Procurement

The Best Procurement System in the Marketplace

Services Procurement

Control and automate your services spend

- Single point of entry for services requests using Smart Forms
- Enforce usage of preferred suppliers, pre-negotiated rates, job skills
- Employees confirm services rendered / approve contractor timecards and can track to budget
- Self-billing to reduce invoicing costs

Complete supplier collaboration from negotiation through payment

Maintain contractor performance repository

Procurement Contracts

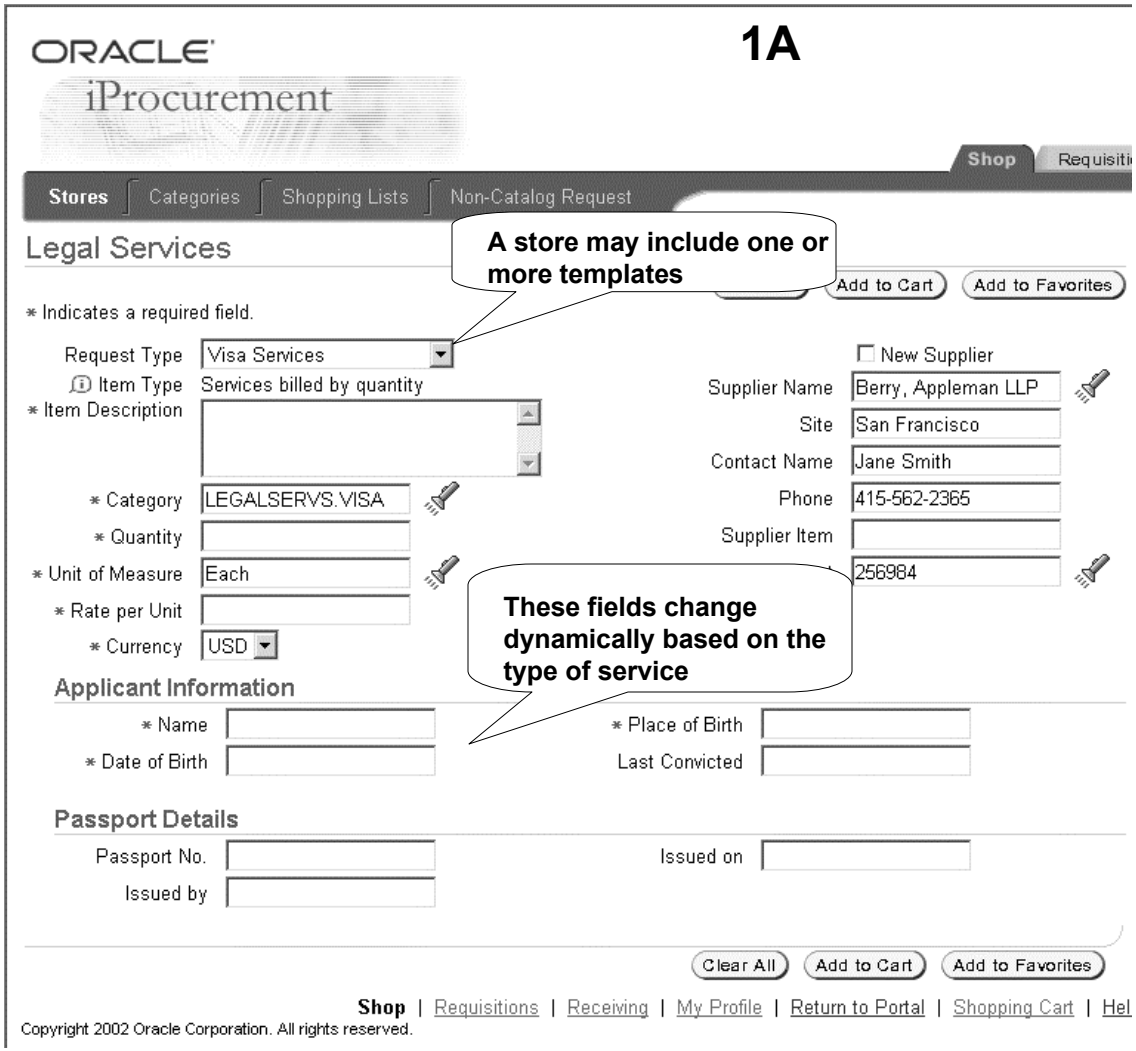
Embedded in procurement processes

- Sourcing: negotiate best prices based on documented T's and C's
- Purchasing: require contract signatures prior to PO execution
- Access contract details from sourcing and purchasing documents

Standardization and compliance

- Simplified templates with pre-approved articles and standardized language
- Automated revision control and workflow-driven approvals
- Monitor buyer and supplier deliverables

Create Service Request



Configurable Templates:

- **Smart Forms**
- **Info Templates**

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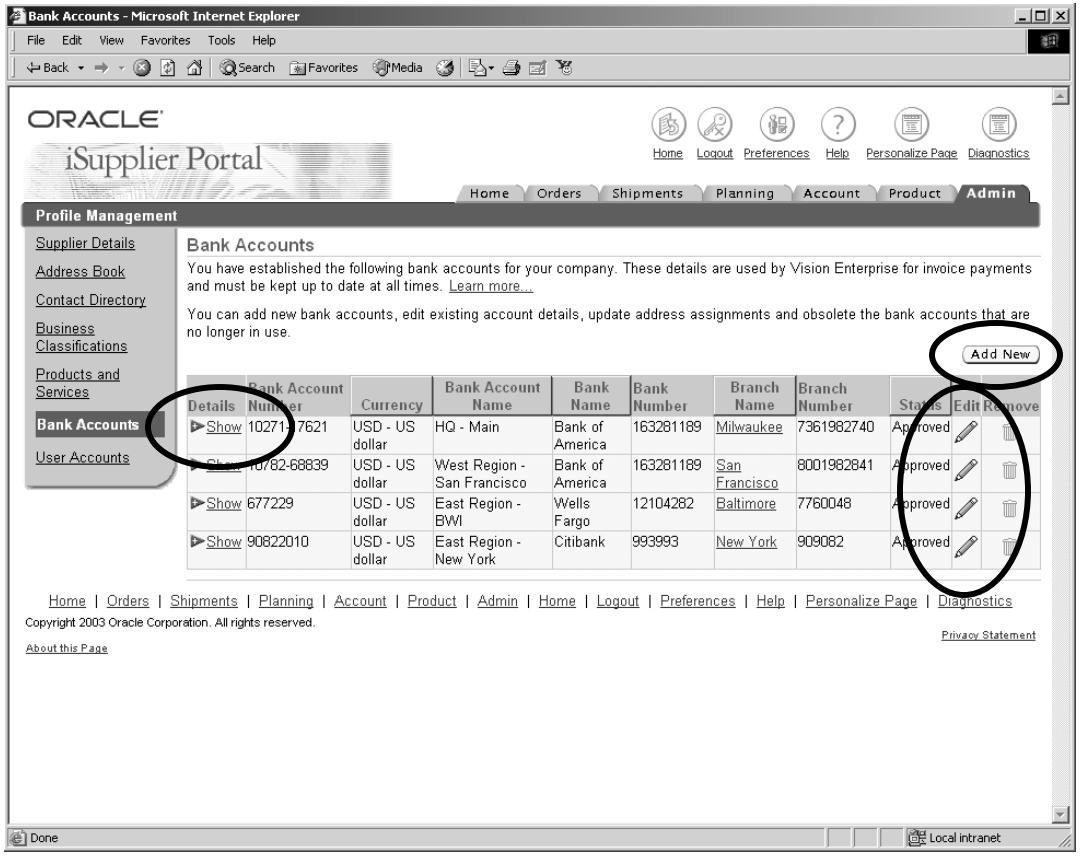
Supplier Bank Detail – How to Use this Feature

Suppliers able to view all bank accounts set up for company



- View which company locations use each account
- Check account status
- Edit account details
- Create new accounts as necessary

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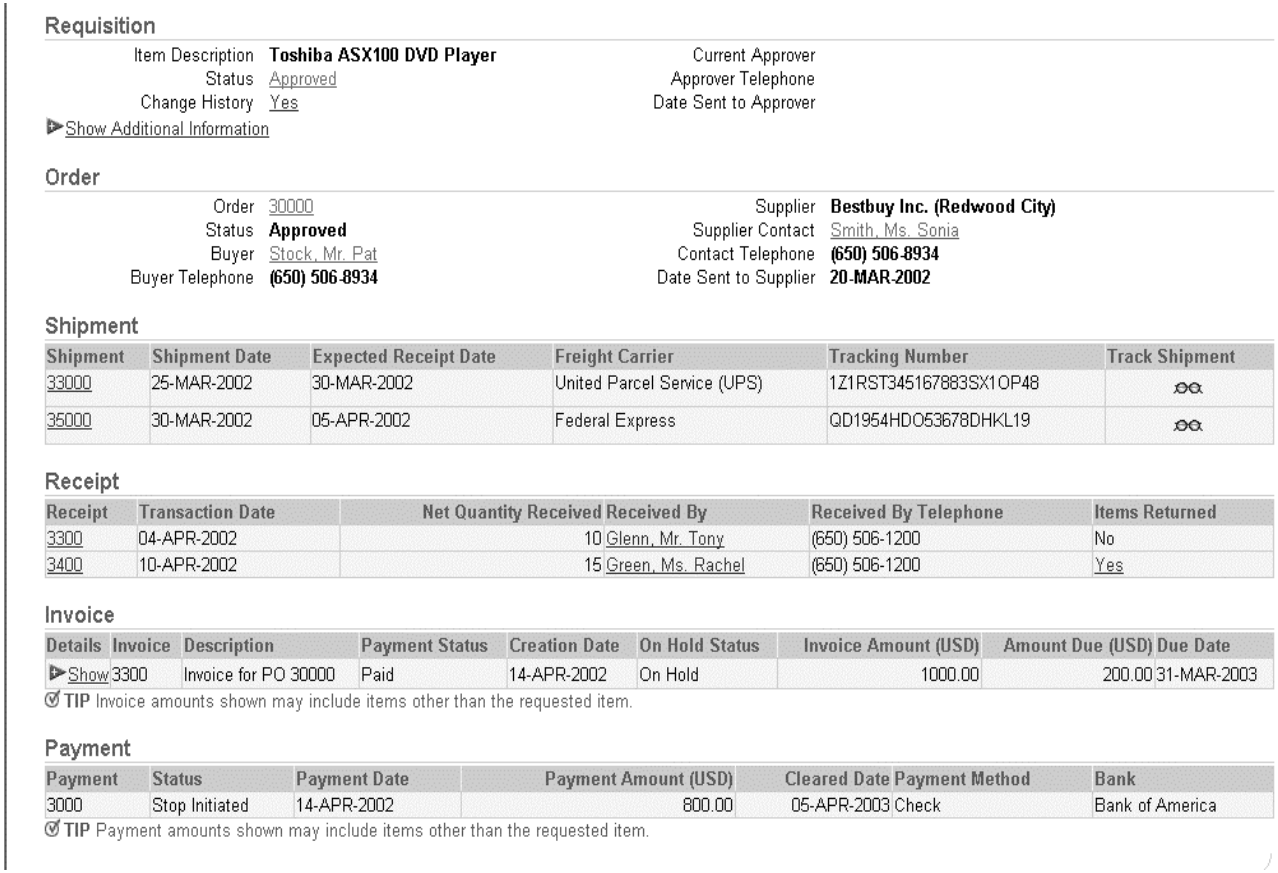
Procure-to-Pay Lifecycle Tracking

Self-service access empowers requesters & frees up buyers' time



Requisition

Item Description	**Toshiba ASX100 DVD Player**	Current Approver	
Status	Approved	Approver Telephone	
Change History	Yes	Date Sent to Approver	

Show Additional Information

Order

Order	30000	Supplier	**Bestbuy Inc. (Redwood City)**
Status	**Approved**	Supplier Contact	Smith, Ms. Sonia
Buyer	Stock, Mr. Pat	Contact Telephone	**(650) 506-8934**
Buyer Telephone	**(650) 506-8934**	Date Sent to Supplier	**20-MAR-2002**

Shipment

Shipment	Shipment Date	Expected Receipt Date	Freight Carrier	Tracking Number	Track Shipment
33000	25-MAR-2002	30-MAR-2002	United Parcel Service (UPS)	1Z1RST345167883SX1OP48	
35000	30-MAR-2002	05-APR-2002	Federal Express	QD1954HDO53678DHKL19	

Receipt

Receipt	Transaction Date	Net Quantity Received	Received By	Received By Telephone	Items Returned
3300	04-APR-2002	10	Glenn, Mr. Tony	(650) 506-1200	No
3400	10-APR-2002	15	Green, Ms. Rachel	(650) 506-1200	Yes

Invoice

Details	Invoice	Description	Payment Status	Creation Date	On Hold Status	Invoice Amount (USD)	Amount Due (USD)	Due Date
Show	3300	Invoice for PO 30000	Paid	14-APR-2002	On Hold	1000.00	200.00	31-MAR-2003

TIP Invoice amounts shown may include items other than the requested item.

Payment

Payment	Status	Payment Date	Payment Amount (USD)	Cleared Date	Payment Method	Bank
3000	Stop Initiated	14-APR-2002	800.00	05-APR-2003	Check	Bank of America

TIP Payment amounts shown may include items other than the requested item.

- View approval status
- View PO and associated status
- View receipt history and associated exceptions
- **View invoice and payment information**

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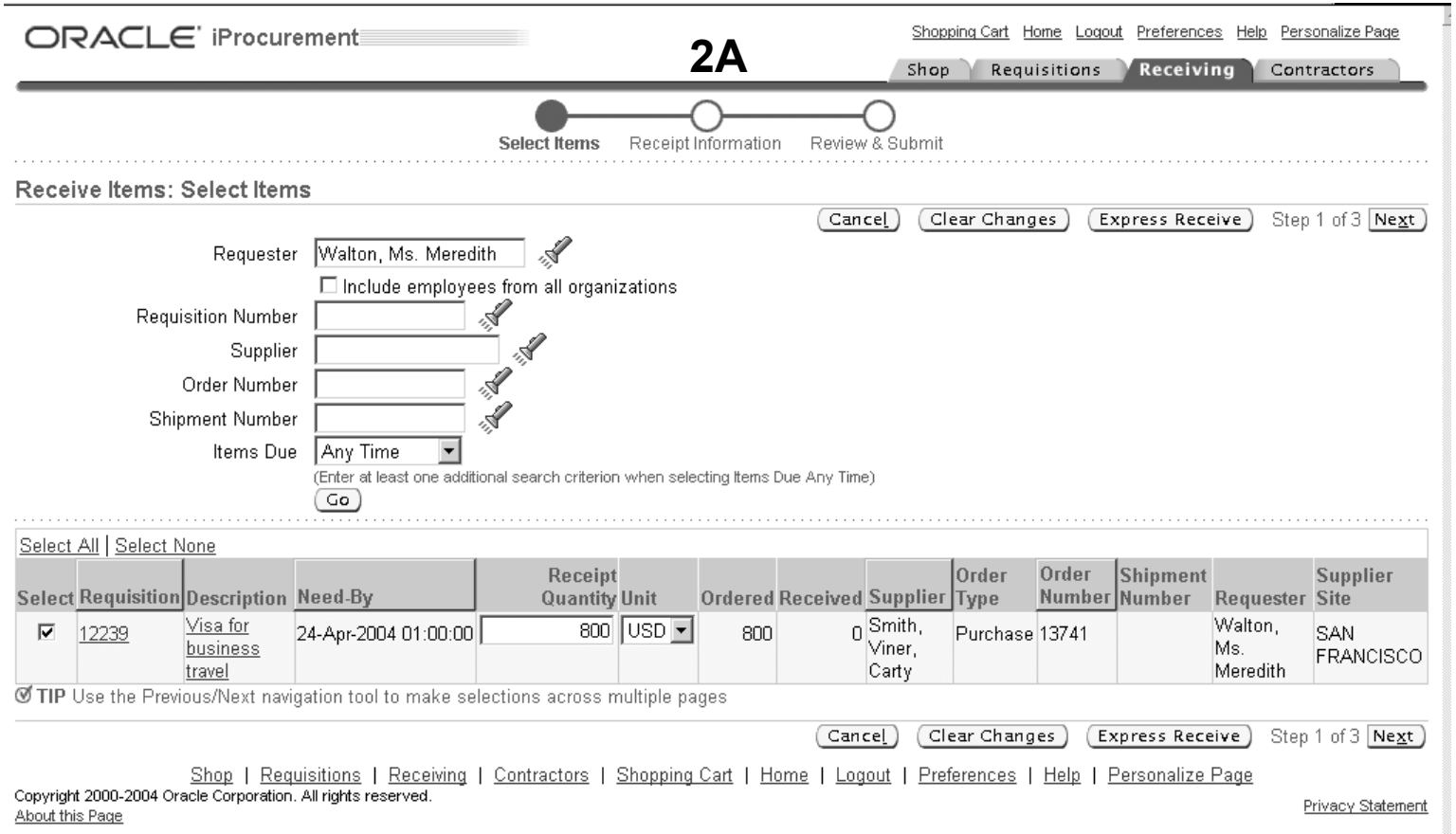
Confirm Receipt of Services



- **Fully receive or partially receive the amount of service that is complete**

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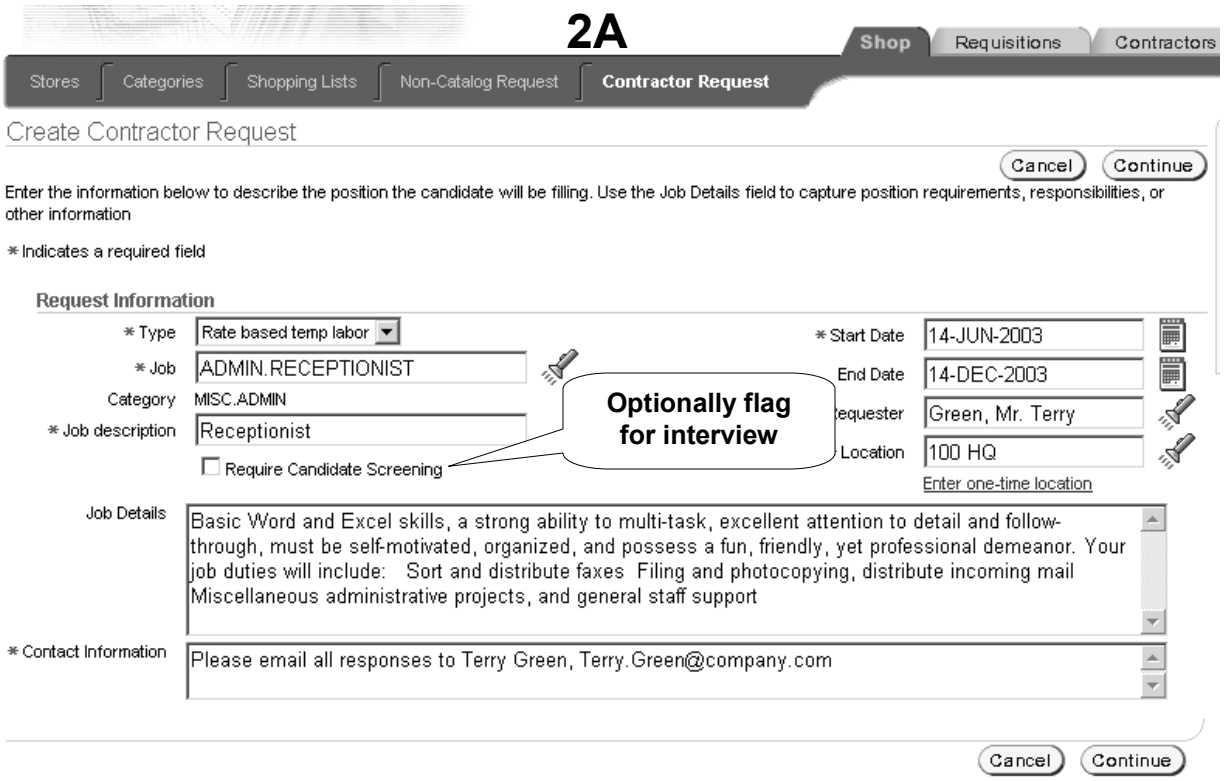
Create Contractor Request



- **Request information including job details and schedule will be included in the email sent to supplier**

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Oracle iReceivables

Expedite Customer Payments with Self-Service

Give Your Customers Self-Service Account Management

- **Export transaction data to spreadsheet *(FP.E)***
- **Attach documents to transactions *(FP.E)***

Manage Payments and Ensure Data Security

- **Duplicate dispute warning *(FP.F)***
- **One-time credit card payment *(FP.E)***
- **Configurable service charges *(FP.E)***
- **Customizable transaction search *(FP.E)***

Simplify the Payment and Dispute Processes

- **Anonymous user login *(FP.E)***
- **Multi-pay and multi-print *(FP.E)***

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11.5.10 New Products

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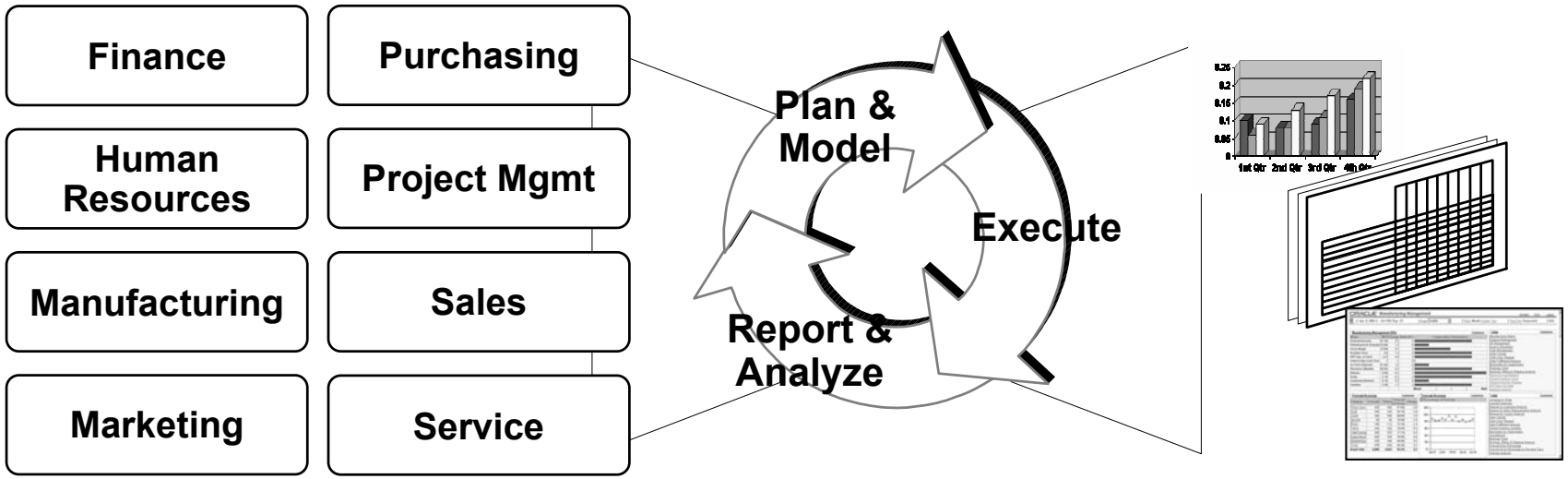
Corporate Performance Management

Plan, Execute, Manage



Provide Planning, Execution, and Reporting Capabilities to Optimize Business Performance

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New Product: 11i.10 timeframe

Oracle Enterprise Planning &Budgeting

Analyze, Plan, Budget & Report

Understand the Business Better

- **Dashboard, KPIs, drilldowns support decision making**
- **Simple query and reporting tools empower planners**
- **Single data model provides one view**

Control the Planning Process

- **Business process administrator makes plans transparent and repeatable**
- **Workflow facilitates automated interaction**
- **Functional security ensures control**

Tune Plans to Improve Results

- **Collaborative tools provide agility and accountability**
- **Multi-dimensional modeling supports complex analysis**

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Focus: Daily Business Intelligence

Pre-Built Management Reporting Solution

Conventional Wisdom…

Separate data warehouse from transaction system

Move subset of detail rows to warehouse for sum… limi…

Turn Conventional Wisdom Upside Down

Therefore Oracle Delivered…

State of the art ent… …se

…eparate DB from transaction DB

- **Very powerful, very flexible**

Successfully implemented by large custs

But, too expensive for the broad adoption

Simplification: Unify Transactions & Summaries

Put the summary data in the primary 11i transaction DB

Performance breakthrough enables unified system

- **9iR2 materialized views offer fast incremental refresh**
- **9iR2 RAC can segregate warehouse load on 2nd computer within transaction DB**

It's ONE database – all detail rows are present – so drilldowns are straightforward

Daily Business Intelligence New Features

See the Big Picture and Drilldown to the Details

New Content

Email Overview Pages and Reports

Export to Reports to PDF (in addition to Excel)

Drill & Pivot enhanced to navigate to related reports

Customize DBI Overview Pages

- **Disable KPIs**
- **Hide and rearrange content on Overview Pages**

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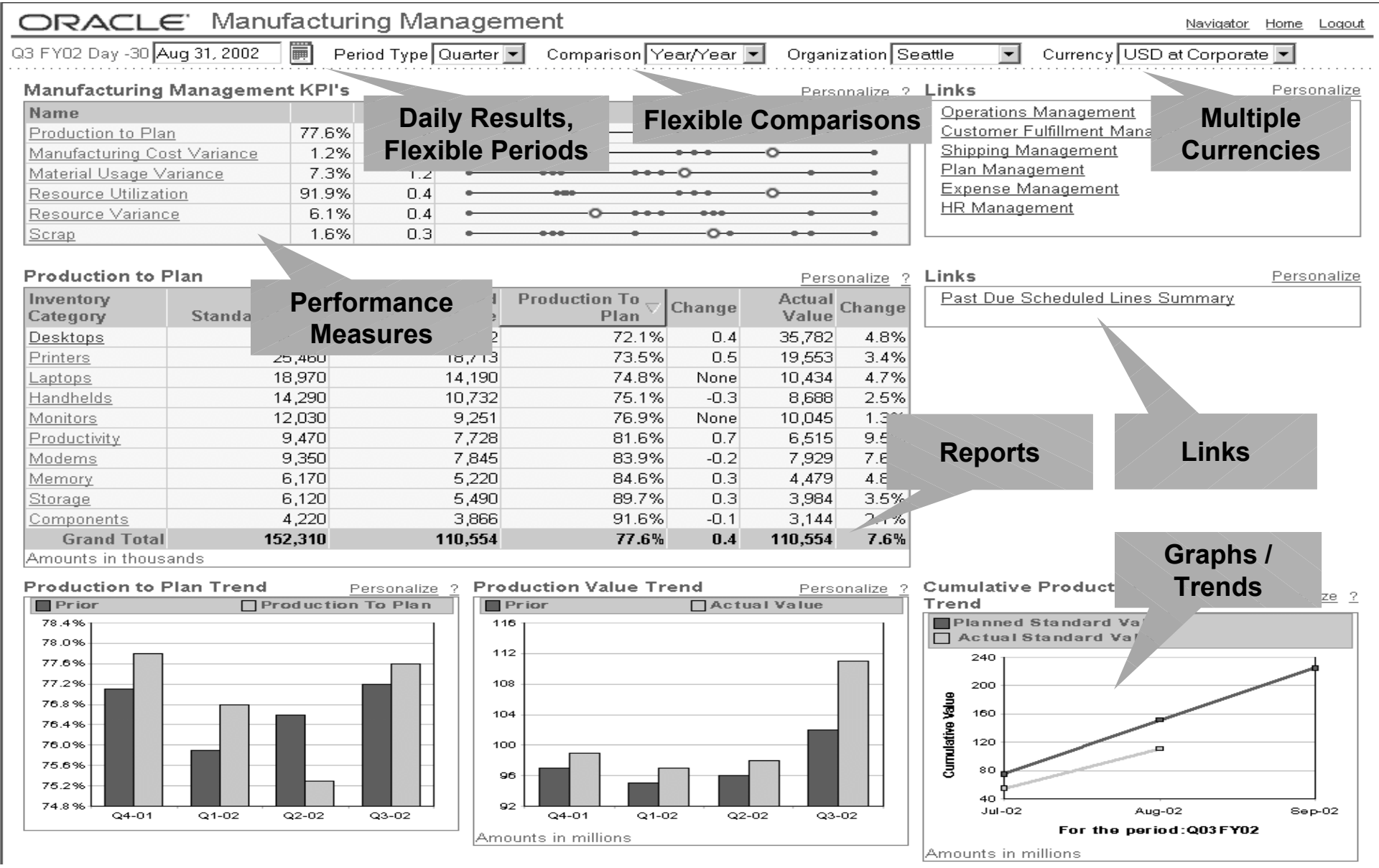
Focus: Daily Business Intelligence

Role-Based Intelligence Dashboards



Evolution of Oracle Daily Business Intelligence

	DBI v5 (11i.8)	*DBI v6 (11i.9)*	*DBI v7 (11i.10)*
KPIs	**104**	**166**	**254**
Intelligence Reports	**153**	**319**	**581**

Business Function

- Customer Fulfillment Mgmt
- Operations Mgmt
- Procurement Mgmt
- Procure-to-Pay Mgmt
- Service Contracts Mgmt
- Profit and Loss
- Expense Mgmt
- Project Profitability Mgmt
- Human Resources Mgmt
- Marketing Mgmt
- Email Center Mgmt
- Opportunity Mgmt
- Quote Mgmt
- Sales Mgmt
- Shipping Mgmt
- Manufacturing Mgmt
- Plan Mgmt
- Commodity Spend /Supplier Mgmt
- Service Renewals Mgmt
- Product Mgmt
- Payables Mgmt
- Capital Projects
- Contract Projects
- Customer Support
- Inventory Mgmt
- Revenue Pipeline Mgmt
- Inbound Telephony Mgmt
- Supported Install Base
- Maintenance Mgmt (v7.1)
- Purchasing Performance Mgmt (v7.1)
- Transportation Mgmt (v7.1)
- Warehouse Mgmt (v7.1)

Oracle confidential. This is not a commitment to deliver. Product directions are subject to change without notice.

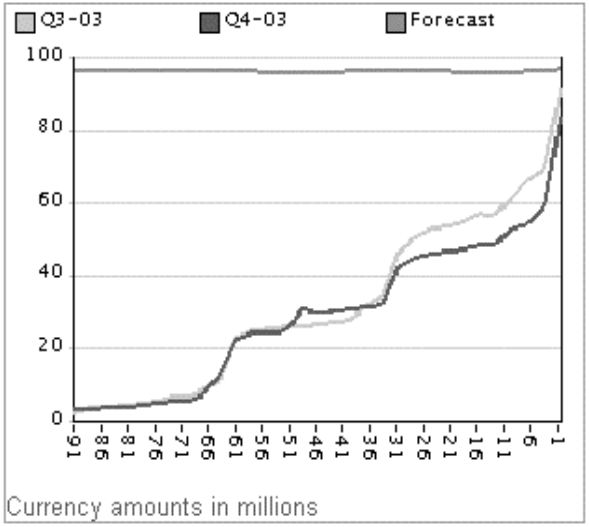
ORACLE Profit and Loss

Q4 FY03 Day -0 31-Mar-2003 Period Type Quarter Compare To Prior Period Manager -W. Tucker Currency USD at Corporate

Profit and Loss KPIs

Name	QTD	Change
Revenue	87M	-7.3%
Expenses	27M	35.4%
Operating Margin	22M	-31.3%
Operating Margin %	25.5%	-8.9

Cumulative Revenue Trend



Currency amounts in millions

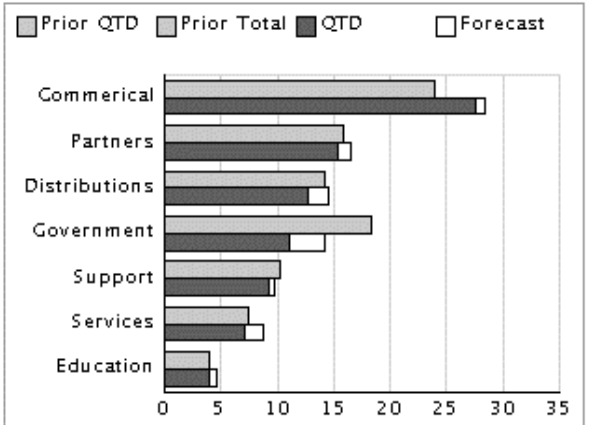
Links

Personalize

- Expense Management
- HR Management
- Profit and Loss by Manager

Revenue

?



Currency amounts in millions

Revenue

?

Line of Business	QTD	Change	Forecast	Change
Commerical	28	15.3%	29	-4.8%
Partners	15	-3.2%	16	16.8%
Distributions	13	-10.3%	15	-3.0%
Government	11	-40.0%	14	-5.1%
Support	9	-9.9%	10	-10.8%
Services	7	-3.8%	8	-36.0%
Education	4	2.4%	5	-2.8%
Grand Total	**87**	**-7.3%**	**97**	**-5.8%**

Currency amounts in millions

Links

Personalize

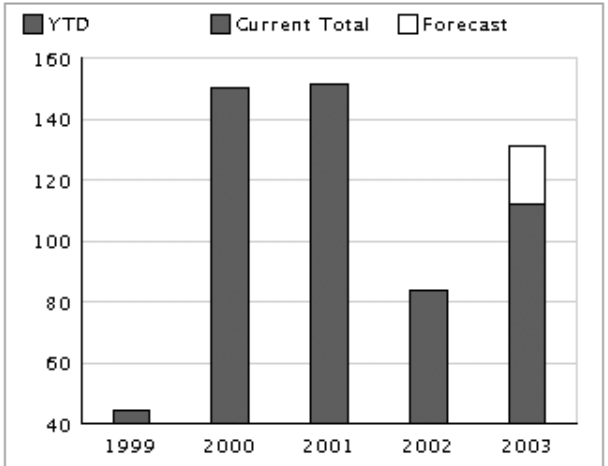
- Revenue by Manager
- Revenue Trend
- Revenue by Line of Business
- Revenue by Sales Channel
- Revenue by Product
- Revenue by Cost Center

Q4 FY03 Day -0 31-Dec-2003 Period Type Year Compare To Prior Year Manager -W. Tucker Currency USD at Corporate

Expense Management KPIs

Name	YTD	Change
Expenses	112M	33.4%
% of Forecast	85.2%	N/A
Forecast vs. Budget	-2.2%	N/A
Current Expenses per Head	7,551	N/A
Current T&E per Head	249	N/A
Current Headcount	589	N/A

Expenses



Currency amounts in millions

Links

Personalize

- HR Management
- Profit and Loss
- Profit and Loss by Manager

Expenses

Manager	YTD	Prior YTD	Change	% of Forecast	Forecast	Budget	Forecast vs. Budget
P. Müller	31	23	31.1%	92.9%	33	31	7.2%
J. Jansen	22	17	32.1%	96.3%	23	23	.8%
P. Apt	19	18	2.6%	86.6%	22	27	-19.6%
C. Brown	16	11	43.8%	76.1%	21	21	.0%
C. Marsh	14	10	44.7%	67.1%	21	21	.0%
S. Bailey	4	0	858.2%	103.7%	4	4	.0%
S. Bogini	3	1	88.5%	74.7%	3	3	.0%
S. Katzberg	2	1	32.8%	83.1%	2	2	.0%
P. McGwire	1	1	7.3%	70.9%	2	2	.0%
W. Tucker (Direct)	0	0	56.9%	N/A	0	0	N/A
Grand Total	**112**	**84**	**33.4%**	**85.2%**	**131**	**134**	**-2.2%**

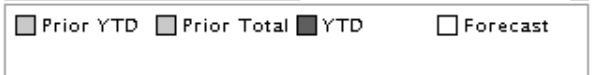
Currency amounts in millions

Links

Personalize

- Expenses by Manager
- Expenses Trend
- Expenses by Line of Business
- Expenses by Cost Center
- Expenses by Category

Expenses by Category

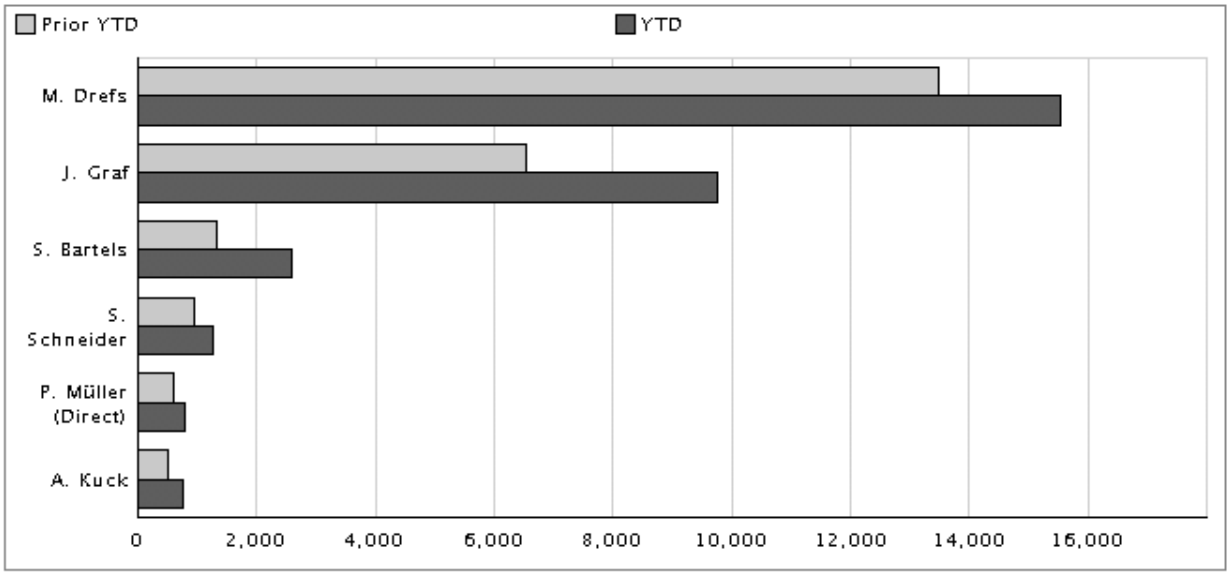


Expenses by Category

			% of	Forecast vs.

ORACLE Expense Summary

Q4 FY03 Day -0 31-Dec-2003 | Period Type Year | Compare To Prior Year
Manager -P. Müller | Currency USD at Corporate | Category All
Line of Business All | View By Manager



Manager	YTD	Prior YTD	Change	% of Forecast	Forecast	Change	Budget	Forecast vs. Budget
M. Drefs	15,531	13,496	15.1%	91.3%	17,020	26.1%	15,602	9.1%
				94.7%	10,315	57.6%	10,078	2.3%
				93.9%	2,740	106.5%	2,276	20.4%
				95.6%	1,318	40.3%	1,178	11.9%
				95.5%	828	34.6%	864	-4.1%
				95.6%	802	62.7%	805	-.3%
				92.9%	**33,023**	**41.0%**	**30,802**	**7.2%**

Drill / Pivot
- Category
- Line of Business
- Cost Center

Drill to Another Report
- Expenses Trend ▸
- T&E Expenses by Line of Business ▸
- T&E Expenses by Cost Center ▸
- Current Expenses per Head by Manager ▸

Cu
Da e for display.

Links

Expenses Trend
T&E Expenses by Line of Business

Cash and Treasury Management

- Enhanced Daily Cash Positioning
  - Shared by CM and Treasury
  - OAF UI
  - Treasury user can initiate bank transactions
- Enhanced Cash Forecasting
  - OAF UI
  - Drill down to transactions
- Treasury rate integration from GL
- Hedging activities support (FAS 133/IAS 39)

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Cash Position: HS Daily Cash Position (please do not delete of modify) - Microsoft Internet Explorer
File Edit View Favorites Tools Back Search Favorites Media Google
Address http://qapache.us.oracle.com:6307/OA_HTML/OA.jsp?page=/oracle/apps/ce/cashpositions/webui/CashPositionResultsPG&_ri=260&_ti=1545076950&retainAM=Y&addE Go Links

Cash Position Results: Bank Account View

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To view detailed transactions for each transaction source, click on the amount in the corresponding column.

View Balance Gapping | Initiate Funds Transfer

Export

Source Description	USD Concentration Acct (USD)	123456789 (USD)	45678-098 (CAD)	66765-345345 (GBP)	EUR Concentration Acct (EUR)	USD Disbursement Acct (USD)
Opening Balance	300,000.00	200,000.00	120,000.00	8,000.00	400,600.00	75,600.00
Prior-Day Cash Flows	0.00	0.00	<1,722.22>	25,858,717.45	39,779.04	0.00
Customer Receipts	0.00	0.00	0.00	0.00	0.00	0.00
Treasury Inflows	90,000.00	0.00	0.00	0.00	0.00	11,850,000.00
Supplier Payments	0.00	0.00	0.00	0.00	0.00	0.00
Treasury Outflows	0.00	0.00	0.00	0.00	<10,000,000.00>	<4,500,000.00>
Payroll Expenses	0.00	0.00	0.00	0.00	0.00	0.00
User-defined Inflows	0.00	0.00	0.00	0.00	1,000,000.00	0.00
Net Cash Flows	90,000.00	0.00	0.00	0.00	<9,000,000.00>	7,350,000.00
Intra-Day Activities	0.00	0.00	0.00	0.00	0.00	0.00
Closing Balance	390,000.00	200,000.00	118,277.78	25,866,717.45	<8,559,620.96>	7,425,600.00
Target Balance	150,000.00	0.00	0.00	0.00	100,000.00	50,000.00
Surplus/(Deficit)	240,000.00	200,000.00	118,277.78	25,866,717.45	<8,659,620.96>	7,375,600.00

Export

Available Liquidity

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To view the details for each deal type, click on the amount in the Amount column of the corresponding row.

Deal Type	Currency	Amount
Short Term Money	AUD	<3,000,000.00>
Short Term Money	EUR	2,375,915.96
Short Term Money	GBP	1,500,000.00
Short Term Money	USD	<4,860,041.67>
Discounted Securities	USD	<38,500,000.00>
Fixed Income Securities	EUR	<6,950,000.00>

Done Local intranet

Balanced Scorecard

- Performance Management Designer
  - Define Measures, Dimensions, KPIs
- Added Custom View Designer to PMD module
- Advanced Summarization using Materialized Views
- Period-to-date calculation
- Use pre-built DBI KPIs in BSC

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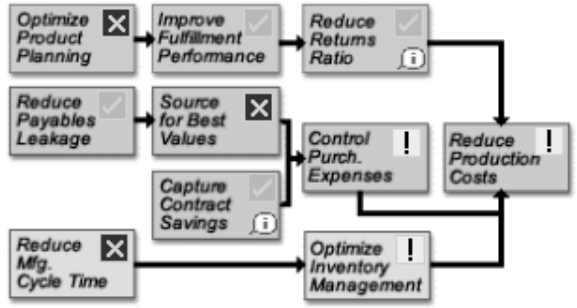
ORACLE

Portal Vision Enterprises

Gross Profit Strategy

Customize



Top Priority Indicators

Customize

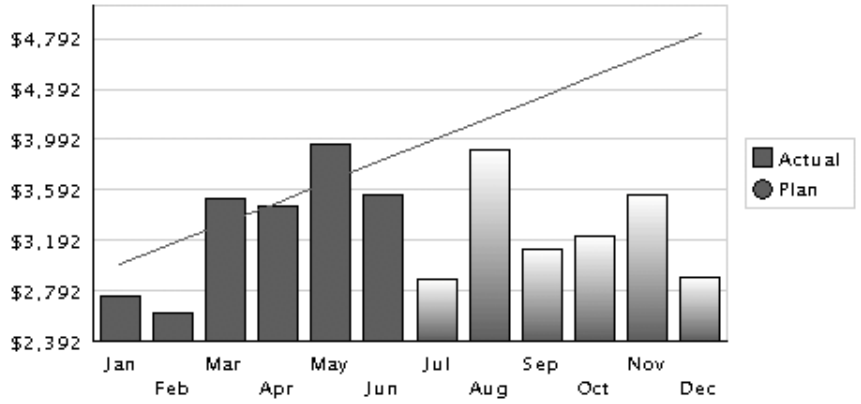
	Actual	Plan	Variation	% of Plan
Vision Enterprises				
Return on Equity	$ 0	$ 0	$ 0	100.00%
Increase Operating Margin	0.00%	0.00%	0.00%	100.00%
Increase Average Sales per Customer	$ 0	$ 0	$ 0	100.00%
Improve Sales Productivity	0.00%	0.00%	0.00%	100.00%
Optimize leads Generation	0.00%	0.00%	0.00%	100.00%

Booked Amount per Customer

Customize

Increase Average Sales per Customer — Vision Enterprises

Sales Group **ALL** Region **ALL**



View Graph

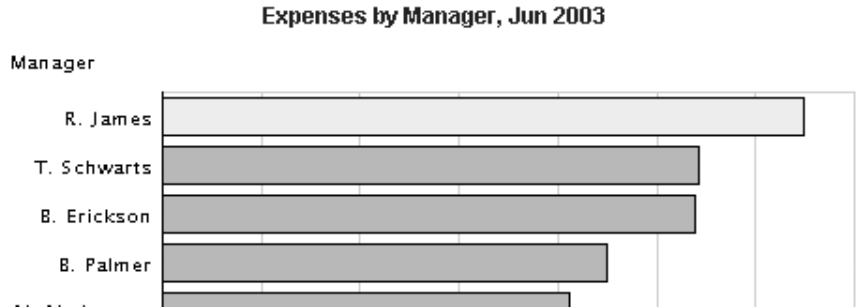
Last Updated: 04-DEC-2003

Expenses by Manager

Customize

Reduce Expenses — Vision Enterprises

Manager **COMPARISON**



11.5.10 Product Enhancement

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EBS Footprint: Key Capabilities in 11i.10

Order Management

- Blanket sales agreements
- Web-based multi-user Configurator
- Quote mgmt. and version control
- Scarce inventory allocation
- Distributor orders
- Drop shipments across legal entities

Planning

- Increased planner productivity
- Enhanced global forecasting
- Inventory budget constraints
- Customer consignment support
- Forecasting and replenishment planning for CMRO

Procurement

- Procurement Contracts (new prod)
- Services Procurement (new prod)
- Integration with Advanced Pricing
- Bid analysis with subjective scoring and what-if analysis
- Oracle Supplier Network Services

Logistics

- Transportation Planning (new prod)
- Inbound transportation logistics
- Over picking and bulk picking
- Freight payment and audit
- Streamlined shipping UI's
- Catch weight support

EBS Footprint: Key Capabilities in 11i.10

Manufacturing

- Electronic records and signatures for 21 CFR part 11
- Option dependent sourcing for CTO
- Improved ETO project management
- *Process:* Graphical recipe designer, lot specific costing, enhanced customer quality spec matching

Service

- Service parts planning
- Mobile Field Service (wireless laptop & disconnected pocket PC)
- Field Service to Depot Repair / refurbishment flow
- Service contracts usage estimates, price break prorating, detailed billing

Maintenance

- Wireless laptop maintenance engineer workbench
- Property Management integration for facilities maintenance
- Work order parent / child relationships
- Supplier collaboration via iSupplier Portal billing

Product Lifecycle Mgmt

- New item request, definition, and approval workflow
- Attachment change order
- Lifecycle phase change policies
- Preferred & approved mfgrs for item
- Product analysis – change orders, part count, unit cost, leads, sales

EBS Footprint: Key Capabilities in 11i.10

Finance

- Enterprise Plng & Budgeting (new)
- Corp Governance: Audit operations mgmt, compliance/certification mgmt, duty segregation
- XBRL financial reporting
- Cash positioning and forecasting
- Financial web services
- Enhanced credit, collections, and trade management flow
- Enhanced bill presentment
- Self-service asset management
- Common area maintenance allocation, billing and collection
- Investor agreements for leased assets & self-service lease mgmt

Human Resources

- Contingent worker self-svc support
- Integrated iLearning
- Automated grade step progression
- Rapid implementation workbench
- Entry level processing for time entry
- Training plans and talent management enhancements
- Payroll process navigator
- Combined candidate search
- Ad hoc reporting layer in core products
- Enhanced business intelligence and analysis

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EBS Footprint: Key Capabilities in 11i.10

Projects

Enhanced Project Management

- **Integrated work management**
- **Enhanced budgeting and forecasting**
- **Streamlined change management**
- **Increased billing visibility**
- **Performance and exception management**
- **Program management**
- **Enhanced resource definition**

Contingent worker support

Costing and billing operational enhancements

Project Portfolio Planning (new product 11i.10+)(new product)

Marketing & Sales

Marketing

Enhanced marketing analytics

Role-based dashboards: channel mgrs, partners, trade planning

Sales

Sales Contracts (new product)

Sales campaign flow

Customer data quality management

Automatic sales credit allocation

Compensation calculator

Improved named account mgmt & sales methodology

Enhanced personalization & analytics

Content manager integration

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E-BUSINESS SUITE 11*i*

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