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
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
**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

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+)

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

New in 11i.10
General Enhancements in 11.5.10
User Interface

Forms Applications
  • Enhanced Navigation
  • Customization

OAF[1] Applications
  • OAF Adoption
  • Improved Personalization
  • Extension and Customization

Forms Applications: Enhance Navigation

Invoice Workbench: OLD

[Diagram of Invoice Workbench interface with payment details and dates]
Forms Applications: Enhance Navigation

Invoiceworkbench: NEW
Printing and Reporting
XML Publisher

New reporting system for Oracle Applications
User-created templates
Reduces dependency on third party reporting tools.
Separates data/layouttranslations
Send report to email, fax, printer, ecommerce
XML Publisher Concept

Separate data / layout / translation

Data Logic  ➔  XML
Layout  ➔  XML
Translation  ➔  XML Publisher

Report output

✓ More flexibility
✓ Reduced maintenance
Presentation Quality FSG Reports Using XML Publisher

Report Template

XML Publisher

FSG Report as XML Output

Published FSG Report!
Apps Products Utilizing XML Publisher

Order Management
  iStore
  Project Contracts
  Marketing
  Student Services
  Discrete Manufacturing
  Process Manufacturing
  Bill Presentment
  Internal Controls Manager

HRMS
DBI/PMV
Purchasing
Contracts
Sourcing
Quoting
FSG
eRecords
Loans

Teams planning to utilize it in future releases:
Financials
Healthcare
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
Oracle User Management (UMX)

"Forgot password" Self Service reset

Self service account request

System status / announcement display
Oracle User Management (UMX)

Welcome to Oracle E-Business Suite

Enter your username and password to login
*Indicates Required Field

* Username: ifrost
* Password: 

Login

TIP: Did you forget your password?
New user, click here to Register

English
Self-Service Access Request

Users browse available access roles by category
Shopping cart metaphor makes it easy
Self-Service Access Request

Browse the role categories. Apply for roles by adding them to the list of selected roles.

Security Administration
Roles which provide access to features related to Security Administration

Select Role
Description

- Customer Administrator
  Manages user accounts / access for people in their own organization

- Partner Administrator
  Manages user accounts and access for people in their own as well as partner organizations.

Selected Roles
Roles Added
- Sales Representative

Remove Roles

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Self Service Modules
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
**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

A store may include one or more templates

These fields change dynamically based on the type of service
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
## Procure-to-Pay Lifecycle Tracking

*Self-service access empowers requesters & frees up buyers’ time*

### Requisition

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Status</th>
<th>Change History</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Toshiba ASX100 DVD Player</td>
<td>Approved</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Order

<table>
<thead>
<tr>
<th>Order</th>
<th>Status</th>
<th>Supplier</th>
<th>Supplier Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>00101</td>
<td>Approved</td>
<td>Bestbuy Inc. (Redwood City)</td>
<td>Mr. Pat</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Buyer Telephone</th>
<th>Order Telephone</th>
<th>Date Sent to Approver</th>
</tr>
</thead>
<tbody>
<tr>
<td>(501) 906-8934</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Shipment

<table>
<thead>
<tr>
<th>Shipment</th>
<th>Shipment Date</th>
<th>Expected Receipt Date</th>
<th>Freight Carrier</th>
<th>Tracking Number</th>
<th>Track Shipment</th>
</tr>
</thead>
</table>

### Receipt

<table>
<thead>
<tr>
<th>Receipt</th>
<th>Transaction Date</th>
<th>Net Quantity Received</th>
<th>Received By</th>
<th>Received By Telephone</th>
<th>Items Returned</th>
</tr>
</thead>
<tbody>
<tr>
<td>00001</td>
<td>04-APR-2002</td>
<td>10</td>
<td>Mr. Troy</td>
<td>(601) 615-1300</td>
<td>Yes</td>
</tr>
<tr>
<td>32000</td>
<td>10-APR-2002</td>
<td>15</td>
<td>Ms. Rachel</td>
<td>(650) 518-1300</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Invoice

<table>
<thead>
<tr>
<th>Details</th>
<th>Invoice</th>
<th>Description</th>
<th>Payment Status</th>
<th>Creation Date</th>
<th>On Hold Status</th>
<th>Invoice Amount (USD)</th>
<th>Amount Due (USD)</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>30000</td>
<td>Invoice for PO 30000</td>
<td>Paid</td>
<td>14-APR-2002</td>
<td>On Hold</td>
<td>100.00</td>
<td>200.00</td>
<td>31-MAR-2003</td>
</tr>
</tbody>
</table>

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

### Payment

<table>
<thead>
<tr>
<th>Payment</th>
<th>Status</th>
<th>Payment Date</th>
<th>Payment Amount (USD)</th>
<th>Cleared Date</th>
<th>Payment Method</th>
<th>Bank</th>
</tr>
</thead>
<tbody>
<tr>
<td>00002</td>
<td>Stop Initiated</td>
<td>14-APR-2002</td>
<td>000.00</td>
<td>06-APR-2003</td>
<td>Check</td>
<td>Bank of America</td>
</tr>
</tbody>
</table>

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

### Additional Information

- View approval status
- View PO and associated status
- View receipt history and associated exceptions
- View invoice and payment information
Confirm Receipt of Services

- Fully receive or partially receive the amount of service that is complete
Create Contractor Request

• Request information including job details and schedule will be included in the email sent to supplier
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)*
11.5.10 New Products
Corporate Performance Management
*Plan, Execute, Manage*

Finance  |  Purchasing
Human Resources  |  Project Mgmt
Manufacturing  |  Sales
Marketing  |  Service

Provide Planning, Execution, and Reporting Capabilities to Optimize Business Performance
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
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 summarization, limited drilldown

Focus:
Daily Business Intelligence
Pre-Built Management Reporting Solution

Therefore Oracle Delivered…
State of the art enterprise warehouse
- Runs in a separate DB from transaction
- Very powerful, very flexible
- Successfully implemented by large custs
- But, too expensive for the broad adoption

Turn Conventional Wisdom Upside Down

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
Focus: Daily Business Intelligence
Role-Based Intelligence Dashboards
## Evolution of Oracle Daily Business Intelligence

<table>
<thead>
<tr>
<th>KPIs</th>
<th>DBI v5 (11i.8)</th>
<th>DBI v6 (11i.9)</th>
<th>DBI v7 (11i.10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intelligence Reports</td>
<td>153</td>
<td>319</td>
<td>581</td>
</tr>
</tbody>
</table>

### 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.
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)**
### Cash Position Results: Bank Account View

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

<table>
<thead>
<tr>
<th>Source Description</th>
<th>USD Concentration Acct (USD)</th>
<th>12,345,678 (USD)</th>
<th>45,678,908 (CAD)</th>
<th>66,765-34,5345 (GBP)</th>
<th>EUR Concentration Acct (EUR)</th>
<th>USD Disbursement Acct (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening Balance</td>
<td>300,000.00</td>
<td>200,000.00</td>
<td>120,000.00</td>
<td>8,000.00</td>
<td>400,600.00</td>
<td>75,500.00</td>
</tr>
<tr>
<td>Prior-Day Cash Flows</td>
<td>0.00</td>
<td>0.00</td>
<td>&lt;1,722.22</td>
<td>25,853,717.45</td>
<td>39,779.04</td>
<td>0.00</td>
</tr>
<tr>
<td>Customer Receipts</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Treasury Inflows</td>
<td>90,000.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>11,850,000.00</td>
</tr>
<tr>
<td>Supplier Payments</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Treasury Outflows</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>&lt;10,000,000.00</td>
<td>&lt;4,500,000.00</td>
</tr>
<tr>
<td>Payroll Expenses</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>User-defined Inflows</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>1,000,000.00</td>
</tr>
<tr>
<td>Net Cash Flows</td>
<td>90,000.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>&lt;9,000,000.00</td>
<td>7,350,000.00</td>
</tr>
<tr>
<td>Intra-Day Activities</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Closing Balance</td>
<td>390,000.00</td>
<td>200,000.00</td>
<td>118,277.78</td>
<td>25,866,717.45</td>
<td>&lt;8,659,620.96</td>
<td>7,425,800.00</td>
</tr>
<tr>
<td>Target Balance</td>
<td>150,000.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>100,000.00</td>
<td>50,000.00</td>
</tr>
<tr>
<td>Surplus/(Deficit)</td>
<td>240,000.00</td>
<td>200,000.00</td>
<td>118,277.78</td>
<td>25,866,717.45</td>
<td>&lt;8,659,620.96</td>
<td>7,375,600.00</td>
</tr>
</tbody>
</table>

### Available Liquidity

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

<table>
<thead>
<tr>
<th>Deal Type</th>
<th>Currency</th>
<th>Amount</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short Term Money</td>
<td>AUD</td>
<td>&lt;3,000,000.00</td>
<td>&lt;4,360,041.67</td>
</tr>
<tr>
<td>Short Term Money</td>
<td>EUR</td>
<td>2,375,315.96</td>
<td>&lt;3,500,000.00</td>
</tr>
<tr>
<td>Short Term Money</td>
<td>GBP</td>
<td>1,600,000.00</td>
<td>&lt;3,500,000.00</td>
</tr>
<tr>
<td>Short Term Money</td>
<td>USD</td>
<td>&lt;4,360,041.67</td>
<td>&lt;3,500,000.00</td>
</tr>
<tr>
<td>Discounted Securities</td>
<td>USD</td>
<td>&lt;3,500,000.00</td>
<td>&lt;3,500,000.00</td>
</tr>
<tr>
<td>Fixed Income Securities</td>
<td>EUR</td>
<td>&lt;3,500,000.00</td>
<td>&lt;3,500,000.00</td>
</tr>
</tbody>
</table>
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
11.5.10 Product Enhancement
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

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

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

Procurement

Planning

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 mfrs 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
**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