

## **Oracle® Application Integration Architecture**

Oracle Order Management Integration Pack for Oracle  
Transportation Management, Oracle E-Business Suite and  
Siebel CRM Release Notes

Release 3.1.1

**E20580-03**

January 2012

Oracle Application Integration Architecture Oracle Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite and Siebel CRM Release Notes, Release 3.1.1

E20580-03

Copyright © 2001, 2011, Oracle and/or its affiliates. All rights reserved.

Primary Author: Gil Mayol

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle America, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

# Contents

|  |    |
|--|----|
| Oracle Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite, and Siebel CRM – Release Value Proposition ..... | 5  |
| Overview .....   | 5  |
| Key Features.....  | 5  |
| Oracle Order Management Integration Pack – Enhancements .....  | 7  |
| Certified Versions for Participating Applications .....  | 7  |
| Foundation Pack .....  | 7  |
| Oracle Order Management Integration Pack – Features .....  | 9  |
| Oracle Order Management Integration Pack Architecture .....  | 9  |
| Process Integration for Customers .....  | 11 |
| Process Integration for Locations .....  | 11 |
| Process Integration for Product .....  | 11 |
| Process Integration for Query Transportation Order Itinerary .....   | 12 |
| Process Integration for Order.....   | 12 |
| Process Integration for Order Status .....   | 12 |
| Oracle Order Management Integration Pack – Bug Fixes.....  | 13 |
| Additional Resources .....   | 15 |

# Oracle Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite, and Siebel CRM – Release Value Proposition

This document provides an overview of the value proposition for the Oracle Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite, and Siebel CRM 3.1.1. It is a roadmap intended to help you assess the business benefits of the Oracle Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite, and Siebel CRM 3.1.1 and plan your information technology (IT) projects and investments.

The new features and enhancements included in this release are grouped by release theme and then by product area. Our goal is to help organizations leverage technology to its fullest and increase the efficiency and effectiveness of operations.

This document describes the new or changed functionality only. Existing functionality from prior releases is not described here. The information provided in this document is intended to outline our general product direction and is intended for information purposes. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

---

## Overview

The Oracle Order Management process integration pack (PIP) provides streamlined and end-to-end order management business process flows that enable faster time to process the transportation orders and market new products and services.

This PIP interacts with the Siebel CRM, Oracle Transportation Management (OTM), and Oracle E-Business Suite.

The Transportation Order Management PIP enables you to synchronize Siebel customer information to Oracle E-Business Suite and OTM. It also enables you to synchronize location and product information from Siebel to OTM. An order is rated in Siebel from OTM and subsequently synchronized in OTM upon submission, and any change in order status in OTM is synchronized back to Siebel.

For added configurability, extensibility, and sustainability, the Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business 3.1, and Siebel CRM has been built on the Application Integration Architecture (AIA) Foundation Pack methodology and architecture, giving customers a standards-based, best-practice Order management business process.

---

## Key Features

Key features of Oracle Order Management Integration Pack include:

- Canonical data model.
- Pre-built business process maps to enable complete order capture to fulfillment flow.

- Synchronized Reference data - customer, Transportation Locations, and Commodity Products.
- Consistent Rate/Route information.
- Order Status Updates are synched to Siebel.

Oracle Application Integration Architecture replaces traditional enterprise application integration with flexible, pre-built, standards-based business process integration solutions. As an AIA offering, the Order Management PIP includes all of the necessary business process models, canonical objects, and web services you need out-of-the-box. Now you can quickly orchestrate a sustainable Order management business process across Oracle Transportation Management (OTM) and Oracle E-Business Suite with reduced cost and risk. In addition, the AIA adaptable framework enables you to extend the integration to accommodate your specific business needs.

# Oracle Order Management Integration Pack – Enhancements

No integration process enhancements were done for the Oracle Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite, and Siebel CRM 3.1.1 release.

---

## Certified Versions for Participating Applications

These are the versions of the applications certified for use with this release:

- Siebel CRM FP 8.0.0.8 QF# 2801.
- Oracle Transportation Management release 6.1.1.
- Oracle E-Business Suite release 12.1.2.

**For more information** about participating applications enhancements, see the Release Notes for the respective application.

---

## Foundation Pack

The Oracle Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite, and Siebel CRM 3.1.1 is supported by Foundation Pack 11gR1 (11.1.1.4.0) and available on Oracle Fusion Middleware/SOA Suite 11g.

**For more information**, see *Oracle Application Integration Architecture Foundation Pack 11g Release 1 (11.1.1.4.0) Release Notes*.

# Oracle Order Management Integration Pack – Features

Based upon open standards and a service-oriented architecture (SOA), the Order Management Process Integration Pack streamlines the Order Capture and Order Execution process between Siebel Order Management and Oracle Transportation Management as well as reference data management on Customers, Transportation Locations, and Products.

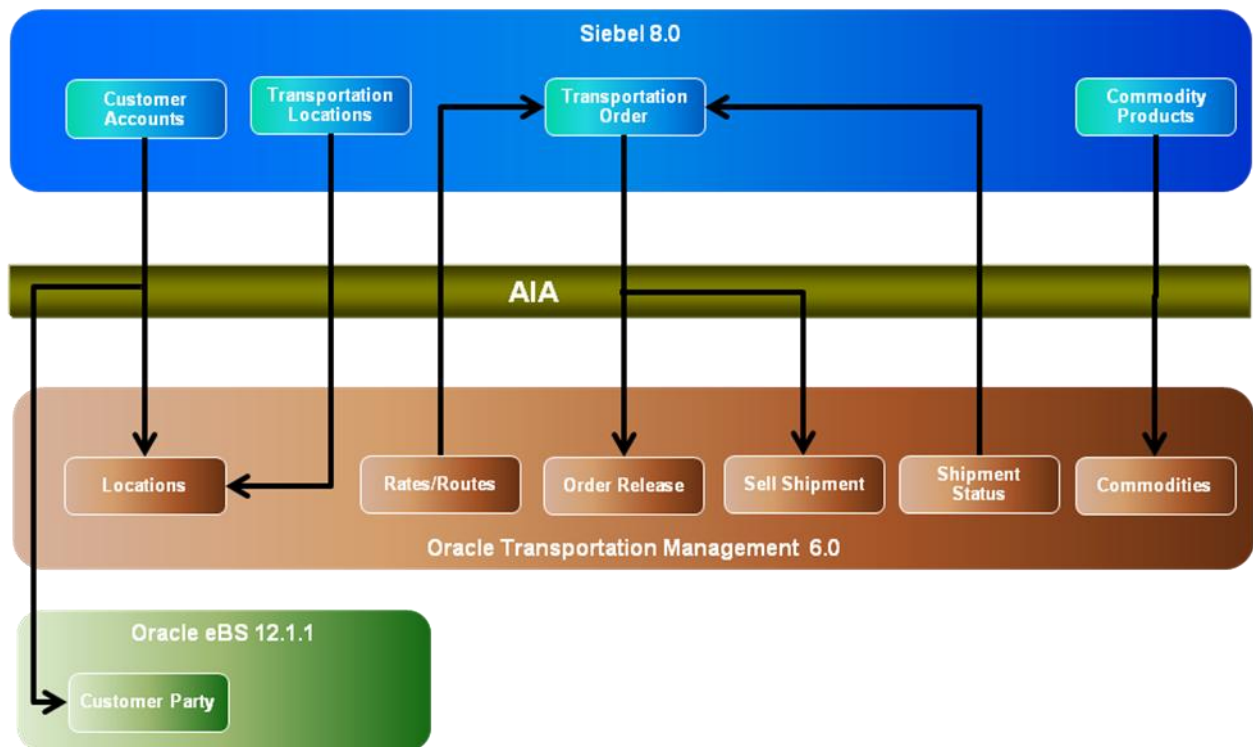
The business benefits of this integration are:

- Customer is kept up to date in Siebel CRM, OTM, and Oracle E-Business Suite. By having a single view of the customer, they can be served better by providing the correct products and services, up-sell and cross-sell, and so on.
- Order capturing (Siebel) and order fulfillment system (OTM) have up-to-date, correct information about customers, locations, and products for order rating, capture, and execution.
- No manual revision of order release or sell shipment is necessary in the fulfillment (OTM) system.
- Improved customer service representative (CSR) productivity because CSR and sales representatives can execute a rating query from the order capture system (Siebel CRM) into the rating engine to provide the customer with various options about itineraries (rates and routing).
- Increased operational efficiencies because no data needs to be manually replicated.
- Pre-integrated solution leads to lower cost and lower risk for implementation.
- Faster time from order capture to shipment delivery and then to invoicing.
- Improved customer service because real-time synchronization leads to better service to customers.
- Enhanced customer visibility and accuracy.
- Faster time-to-market with new products and services.

---

## Oracle Order Management Integration Pack Architecture

This graphic illustrates architecture of the Oracle Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite, and Siebel CRM.



## Order Management Architecture

The Order Management Integration Pack for OTM and Oracle E-Business Suite 3.1.1 includes these functionalities:

- Synchronizing Customer
- Synchronizing Location
- Synchronizing Product
- Querying Order Itinerary (Rates and Routes)
- Synchronizing Order and Order Status

The Order Management Integration Pack for OTM and Oracle E-Business Suite 3.1.1 uses these Enterprise Business Objects (EBOs):

- CustomerParty EBO
- TransportationStop EBO
- Item EBO
- TransportationSalesOrder EBO

The Order Management Integration Pack for OTM and Oracle E-Business Suite 3.1.1 supports the following functional flows:

- Process Integration for Customers
- Process Integration for Location
- Process Integration for Product



- Process Integration for Query Transportation Order Itinerary
- Process Integration for Order
- Process Integration for Order Status

---

## Process Integration for Customers

In this process integration, Siebel sends accounts to OTM and Oracle E-Business Suite. Whenever a new account is created in Siebel, a realtime synchronization flow is initiated to synchronize it to a customer account in Oracle E-Business Suite. A new location and the corresponding corporation are created in OTM simultaneously for that Siebel account.

The addresses of the Siebel account are synchronized to Oracle E-Business Suite to create locations, party sites, and account sites as well as synchronized as separate locations in OTM. The Bill To and Ship To address relationships from Siebel are synchronized to Party Site Use and Account Site Use in Oracle E-Business Suite and to Location Roles in OTM.

If an update to a customer record or any of the details, for example, addresses, contacts occurs in Siebel, the updated account record is synchronized to both OTM and Oracle e-Business Suite.

---

## Process Integration for Locations

In Siebel CRM, the locations are created separately from an address or an account. In Oracle Transportation Management (OTM) these locations are needed for execution of the order.

In this process integration process Siebel sends locations to OTM. Whenever a location is created or updated in Siebel, a corresponding location record is created or updated in OTM. When an address, contact, or Bill To/Ship To details change in Siebel, all impacted locations and roles are synchronized to reflect the changes in OTM.

---

## Process Integration for Product

In this process integration, Siebel has four different types of products:

- Commodity
- Transportation
- Accessorial
- Special Services

Whenever a product is created or updated in Siebel, a synchronization flow is initiated to route these to AIA layer. However, AIA routes only the product type of commodity to OTM.

For every commodity type product from Siebel, these objects are created, updated, or both in OTM:

- Item
- Commodity
- Packaged Item

---

## Process Integration for Query Transportation Order Itinerary

This process integration enables Siebel users to query OTM for various itineraries, schedules, and their rates.

In the Siebel transportation order, you can query the ratings based on origin and destination location details, pickup and delivery time, and commodity (to be shipped) details. The corresponding OTM itineraries with details are pulled into Siebel solution view using AIA. You can select one of the solutions and update the rate upon negotiation with the customer.

---

## Process Integration for Order

In the transportation order management solution, transportation orders are created in Siebel CRM application and executed in the OTM application. New or revised orders are synchronized in one direction from Siebel to OTM. Whenever a new transportation order is submitted in Siebel, a real time synchronization flow is initiated to publish it to AIA. AIA creates a corresponding order release, and sell shipment in OTM.

---

## Process Integration for Order Status

As the order release and the shipments (both buy and sell) get executed in OTM, the status of the shipment in OTM changes. Also, as shipments at various stops get picked-up or delivered, their actual time is updated in OTM.

OTM publishes these messages to AIA using automation agents, as configured, to synchronize the information to Siebel so that the customer service representative (CSR)/sales agent can communicate these to the customers:

- Order status
- Actual time of pickup and delivery at the stops.

# Oracle Order Management Integration Pack – Bug Fixes

No integration process bugs were done for the Oracle Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite, and Siebel CRM 3.1.1 release.

**For more information** about additional issues, see *Known Issues and Workarounds (KIWA)* on My Oracle Support.

## Additional Resources

There are additional resources that can help your organization learn more about this release.

| Resource                                       | Navigation  |
|--|---|
| Process Integration Pack Implementation Guides | My Oracle Support: Knowledge > Oracle Applications > Integrations > Application Integration Architecture.<br>Select a Process Integration Pack link.<br><br>Classic MetaLink: Knowledge > Application Integration Architecture. Select a Process Integration Pack link. |
| Foundation Pack Guides                         | My Oracle Support: Knowledge > Oracle Applications > Integrations > Application Integration Architecture > Oracle Application Integration Architecture Foundation Pack<br><br>Classic MetaLink: Knowledge > Application Integration Architecture > Foundation Pack      |
| Installation and Upgrade Guide                 | My Oracle Support: Knowledge > Oracle Applications > Integrations > Application Integration Architecture > Oracle Application Integration Architecture Foundation Pack<br><br>Classic MetaLink: Knowledge > Application Integration Architecture > Foundation Pack      |

Visit the [My Oracle Support/Oracle Metalink website](#) frequently to keep apprised of ongoing changes.

For other sources of documentation, visit [Oracle Technology Network: Oracle Documentation](#).

For training opportunities, visit [Oracle University](#).