



# Siebel



## **Siebel Order Management Guide Addendum for Fleet Management**

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Authors: Siebel Information Development Team

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# Preface

This preface introduces information sources that can help you use the application and this guide.

## Using Oracle Applications

To find guides for Oracle Applications, go to the Oracle Help Center at <http://docs.oracle.com/>.

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# 1 What's New in This Release

## What's New in Siebel Order Management Guide Addendum for Fleet Management, Siebel CRM 20.1 Update

No new features have been added to this guide for this release. This guide has been updated to reflect only product name changes.

## What's New in Siebel Order Management Guide Addendum for Fleet Management, Siebel CRM 19.1 Update

No new features have been added to this guide for this release. This guide has been updated to reflect only product name changes.





## 2 Overview of Siebel Orders for Fleet Management

### Overview of Siebel Orders for Fleet Management

This chapter provides an overview of Siebel Orders for Fleet Management. It includes the following topics:

- *Oracle Fleet Management*
- *About Siebel Orders for Fleet Management*
- *Scenario for Using Siebel Orders for Fleet Management*

### Oracle Fleet Management

Oracle Fleet Management is used to manage a fleet that provides transportation services, such as a fleet of tractors, trailers, and their drivers. It is used to:

- Manage the individual assets.
- Plan the use of the fleet of assets.
- Take orders for the use of the assets
- Dispatch the assets.
- Monitor and track the assets in real time.
- Settle the costs associated with the fleet.
- Manage human resources (drivers) for the fleet.
- Manage the life cycle of the assets.

Oracle Fleet Management involves integration of the following applications:

- Siebel Customer Relationship Management (CRM). Order capture
- Oracle Transportation Management. Fleet planning and execution, and driver management
- Enterprise Business Suite Asset Lifecycle Management. Asset definition, management and maintenance
- Enterprise Business Suite Human Resources. Driver human resources, such as scheduling and pay
- Enterprise Business Suite Financials. Settlement, accruals, and financial management
- Application Integration Architecture. Integration using Process Integration Packs



**Note:** It is possible to integrate with other applications instead of with these Oracle applications. For example, you might have a legacy, transportation-management application that you integrate with instead of Oracle Transportation Management. If you have integrated with another transportation-management application, whenever this document mentions Oracle Transportation Management, use this other application instead.

## About Siebel Orders for Fleet Management

This book covers only using Siebel CRM for capturing orders within Oracle Fleet Management. Use this book with *Siebel Order Management Guide*. This book describes the features of Siebel Orders for Fleet Management that are different from the standard features of Siebel Order Management.

The following standard features of Siebel Order Management do not apply to Siebel Orders for Fleet Management:

- Pricing. Any discussion of pricing in *Siebel Order Management Guide* and *Siebel Pricing Administration Guide* does not explicitly apply to Siebel Orders for Fleet Management, which uses the rating inquiry engine of Oracle Transportation Management to do its pricing.
- Quotes. Siebel Orders for Fleet Management supports spot quoting, as described in *About Spot Quoting*. The discussion of other forms of quoting in *Siebel Order Management Guide* does not apply to Siebel Orders for Fleet Management.
- Upsell Products. The discussion of upsell products in *Siebel Product Administration Guide* does not explicitly apply to Siebel Orders for Fleet Management, which has its own method of creating upsell products, described in *About Administering Upselling for Fleet Management*.
- Eligibility. Eligibility to purchase products, as described in *Siebel Order Management Guide* and *Siebel Product Administration Guide*, does not apply to fleet management, and the fields related to eligibility are removed from Order and Product records.



**Note:** The Siebel Bookshelf is available on Oracle Technology Network (OTN) and Oracle E-Delivery. It might also be installed locally on your intranet or on a network location.

Oracle Fleet Management requires the integration of the Siebel application with the other applications listed previously in *Oracle Fleet Management*. This integration uses the Web services covered in *Siebel CRM Web Services Reference*

## Scenario for Using Siebel Orders for Fleet Management

This topic gives one example of how Siebel Orders for Fleet Management might be used. You might use it differently, depending on your business model.

### Taking the Order

A customer service representative at a delivery company gets a call from a customer who wants to schedule a one-way delivery of fragile materials.

The customer service representative looks up the customer in the Siebel application. If the customer is an existing customer, the customer service representative uses the customer information already in the database. If the customer is a new customer, the customer service representative adds the account and contacts in the Siebel application in the usual way, as described in *Siebel Applications Administration Guide*.

The customer service representative creates a new order, entering information in the order header and order line item for Siebel Orders for Fleet Management, as described in *Process of Creating Orders for Fleet Management*. The order contains added fields that are specific to fleet management. For example, the header includes the origin and destination

locations for this delivery. This information will be passed to back-office applications and used to price and manage the order.

In the Line Items view, the customer service representative adds a line item for the product named Transportation. In addition, because this is an order to transport fragile material, the customer service representative adds a line item for the accessorial product Driver Hand Unload By Piece, which means that the routine precautions for dealing with fragile materials will be taken and will be included in the price charged to the customer.

The customer service representative enters the stop records for the transportation product. Because this order is a one-way delivery, it has only two stops, the origin where the material is picked up, and the destination where it is delivered.

The customer service representative also enters actions that are necessary at each of these stops. In this case, the actions are special instructions that are needed while picking up and delivering fragile products.

In the Commodity view, the customer service representative adds records specifying the commodity that will be delivered. The customer service representative enters the weight of the product and other relevant details. The customer service representative enters the stops and actions for the commodity.

## Rating the Order

Now that the details of the order have been entered, the customer service representative clicks the Get Rating & Routes button to rate the order. Siebel Orders for Fleet Management calls the rating engine of Oracle Transportation Management to do the rating.

The rating engine determines the availability of resources to perform the delivery, based on the requested start date and the requested end date for the origin and destination. The rating engine also determines prices, including the total price, the base price for the delivery on each date, the price for the special handling, and other possible pricing details, such as a surcharge for fuel. It returns this information to the Siebel application, where it is displayed in the Solutions view.

## Completing and Verifying the Order

The customer service representative uses the Siebel application to complete the order. The customer service representative tells the customer about the list of solutions that has been generated. Different solutions have different dates of delivery and different prices. When the customer chooses a solution, the customer service representative selects the solution record and clicks Confirm Now.

Information about this solution is added to the additional fields in the order record. These fields are used to capture pricing and resource information from Oracle Transportation Management.

## Upselling to the Customer

After entering all the information for this order, the customer service representative looks at the Upsell view.

This view shows that, during the last six weeks, the customer has placed a large number of orders for rail transportation from Chicago to New York and that these orders had a large static profit. It also shows that rail transportation from Chicago to New York is a targeted lane, which the transportation company is focusing on selling.

The customer service representative asks whether the customer will want rail transportation from Chicago to New York in the near future. The customer will want it later in the week and will want to check the pricing, and possibly place the order now.

After submitting the current order, the customer service representative clicks the Auto-Order button to create the new upsell order. The customer service representative will then get more details for the new order from the customer, and will generate possible solutions for the customer. The customer service representative asks whether the customer will also want transportation in some of the other lanes in the Upsell list, but the customer does not want this immediately.

## Submitting the Order and Checking the Status

The current order is complete, so the customer service representative clicks the Submit button. After the order is submitted, the information is passed from the Siebel application to Oracle Transportation Management, which executes the order and returns information on the order's status to the Siebel application.

If the customer inquires about the status of the order, the customer service representative can respond by looking at the Status field of the order record, line item records, stop records, and action records in the Siebel application.

# 3 Administering Siebel Orders for Fleet Management

## Administering Siebel Orders for Fleet Management

This chapter covers the administrative tasks for Siebel Orders for Fleet Management that are different from the standard administrative tasks for order management. It includes the following topics:

- *About Administering Upselling for Fleet Management*
- *Creating Products for Fleet Management*
- *Creating Locations for Fleet Management*
- *Creating Product Favorites for Fleet Management*
- *Configuring Picklists for Fleet Management*
- *Configuring Validation for Verifying and Submitting Orders for Fleet Management*
- *Configuring Validation for Canceling Orders for Fleet Management*

## About Administering Upselling for Fleet Management

After customer service representatives have entered orders, they go to the Upsell view to see which lanes they will try to upsell to a customer. The records displayed in the Upsell view depend on:

- **Score.** A score is calculated for each lane for this customer, based on the customer's order history; see *Configuring the Score for Upselling*. It displays the ten lanes with the highest scores in the Upsell view. The customer is most likely to ship product using these lanes, and they have the highest profit.
- **Targeted lanes.** Your marketing department creates a list of targeted lanes, which are routes where your company wants to focus on selling transportation. If a lane displayed in the Upsell view is also a targeted lane, it is indicated in the NM (network management) field for that lane.

The customer service representative can upsell to this customer in these ten lanes and can emphasize the lanes that are targeted lanes, as described in *Upselling to the Customer*. If the customer places an upsell order, it is an additional order, which is separate from the initial order.

For more information about administering upselling, see:

- *Configuring the Score for Upselling*
- *Adding Targeted Lanes*

## Configuring the Score for Upselling

Whenever Oracle Transportation Management sends information that an order is complete, the Siebel application adds information about this order to its order history. The order history aggregates weekly orders for each account for each lane.

This history is used to calculate a score for each lane that each account uses.

With the preconfigured Siebel Orders for Fleet Management application, the score is calculated for the last six weeks. This period is configurable and is stored in the system preference, FM Eval Period in Weeks.

The score is configurable. It is a calculation with a weighted measure, including loads for each week and static profit for all orders that a customer has placed for a lane during the evaluation period.

## Formula for Calculating the Score

You can configure the score by changing the system preferences used in the formula for calculating the score.

With the preconfigured application, the score for each lane for each account is calculated using the following formula:

```
Min(FM Upsell Score Max Ord Count, Order Count)*Min(FM Upsell Score Max Stat Prft,  
Order Static Profit).
```

The formula uses the following variables, some of which are configurable:

- Order Count. The total number of orders from this account for this lane during a given period. The period is defined by system preference: FM Eval Period in Weeks, as mentioned previously, and it can be configured by changing the value of this system preference. The Order Count field itself must be part of the formula and cannot be removed or replaced with another field. The Order Count field is in the FM Order History business component.
- FM Upsell Score Max Ord Count. A system preference that indicates the maximum value for the number of orders used in the calculation. The default value is 6. You can configure the variable by changing the value of the system preference.
- Order Static Profit. The total static profit from this account for this lane. You cannot configure this variable. The Order Static Profit field is in the FM Order History business component.
- FM Upsell Score Max Stat Prft. A system preference that indicates the maximum value for the static profit used in the calculation. The default value is 500. You can configure the variable by changing the value of the system preference.

For more information about setting system preferences, see *Siebel Applications Administration Guide*.

## How the Score Is Used

After a customer service representative creates an order for a customer, the lanes with the highest score for that customer are displayed in the Upsell view for the order. The records are sorted by score, so that the lane with the highest score is the first in the list. With the preconfigured application, the ten highest lanes are listed. This value is configurable and is stored in system preference FM No of Upsell Lanes.

The customer service representative tries to sell the customer more orders for these lanes in addition to the initial order, because these are the lanes where the customer is likely to place orders with a high static profit.

## Adding Targeted Lanes

The marketing department of the transportation provider defines the targeted lanes; that is, the lanes where the company wants to focus on selling transportation.

A *lane* is a route between an origin and a destination using a given line of business. For example:

- Truck transportation from Chicago to New York is a lane.

- Rail transportation from Chicago to New York is a different lane.

Instead of cities, regions can be used as the origin and destinations of lanes. For example, if a transportation provider targets the lane representing truck deliveries from Berlin to Paris, it might also want this lane to include deliveries from the suburbs of Berlin and to the suburbs of Paris. To include the suburbs, it defines the regions, based on the postal codes, or on city and state names. Regions are defined in external applications, which must be integrated with the Siebel application.

You can define targeted lanes in an external application that is integrated with the Siebel application, or you can define targeted lanes in the Siebel application, as described in the following procedure.

## To define targeted lanes


1. Navigate to the Administration - Fleet Management screen, then the Targeted Lanes view.
2. Display all fields:
  - a. From the Targeted Lanes menu, select Columns Displayed.
  - b. Use the Columns Displayed dialog box to move the Effective Start Date, Effective End Date, and Active fields from the Available Columns list to the Selected Columns list.
  - c. Click Save.
3. Add new records to the Targeted Lanes list, and complete the necessary fields, described in the following table.

Field	Description
Origin City, Origin State	If you are using a city as the origin, enter the name of the city and state.
Destination City, Destination State	If you are using a city as the destination, enter the name of the city and state.
Origin Pricing Region	If you are using a region as the origin, enter the name of the region.
Destination Pricing Region	If you are using a region as the destination, enter the name of the region.
LOB	Select the line of business for this lane. For example, lines of business might be truck, rail, or intermodal.
Effective Start Date	Enter the date when the designation of this lane as a targeted lane first becomes effective.
Effective End Date	Enter the date when the designation of this lane as a targeted lane is no longer effective.
Active	<p>Select this checkbox to activate the designation of this lane as a targeted lane.</p> <p>For the lane to be used as a targeted lane, the Active checkbox must be selected, the current date must be after the Effective Start Date, and the current date must be before the Effective End Date if one exists.</p>

## Creating Products for Fleet Management

Before the customer service representatives can create orders, the product administrator must create the appropriate products for your implementation of Siebel Orders for Fleet Management.

The following table shows some product types and some examples of products that you might create for each type. The product types and products that you want depend on your business model.

Product Type	Description	Examples of Products
Transportation	The transportation products that your fleet provides.	Transportation   <b>Note:</b> The seed data provides a product with the name, Transportation. You can create other products of the type Transportation, if it is appropriate for your business model.
Accessorial	Optional extra services that can be purchased with the transportation products.	<ul style="list-style-type: none"><li>• Steam Trailer</li><li>• Customer Live Unload</li></ul>
Commodity	The products that you deliver for your customers.	<ul style="list-style-type: none"><li>• Frozen Foods</li><li>• Fresh Foods</li><li>• Gravel</li></ul>

If necessary, you can create your own product types. For information about configuring your own product types, see *Configuring Siebel Business Applications* . For information about creating products, see *Siebel Product Administration Guide* .

## Creating Locations for Fleet Management

When customer sales representatives create orders, they enter the locations of all pickups and deliveries. In addition, they can enter locations for the types: Border Crossing and Other.

The Location screen is specific to orders administration for Fleet Management. It includes an Account view and a Contact view, which uses accounts and contacts created in the standard Siebel application. For more information about working with accounts and contacts, see *Siebel Applications Administration Guide* .



For fleet management, one account might have many locations. For example, one of your accounts might be a large retail chain, and the locations that you provide transportation services to might include all of this chain's individual warehouses and stores in your region. You must enter a location record for each of these locations.

Because many deliveries are to repeat customers, with pickup and drop off at the same locations, the customer service representative does not always have to enter new location information while placing an order.



**Note:** The Siebel application contains an Administration - Location screen that is used for Siebel Events Management. This field is not related to the locations that are used in Siebel Orders for Fleet Management.

## Adding the Location Record

The location record is created using information from an existing account, including the organization within that account. If an account for this customer does not already exist, you must create one, as described in *Siebel Applications Administration Guide*.

### To add a location record

1. Navigate to the Administration - Fleet Management screen, then the Location view.
2. Add a new record to the Location list, and complete the necessary fields. Some fields are described in the following table.



**Note:** Other fields in this record are filled in when you enter information in other views.

Field	Description
Location Name	Enter a name for the location. The name is not the same as the account name, because one account might have many locations.
Location Type	Select the location type. Some types are Ship From/Ship To, Invoice To, Airport, Port, Rail Station.
Location Valid	The field indicates whether the location is valid. You can update this field manually, or integrate it with an external application that updates this field.
Organization Name	Select the organization within the account that owns this location. The default is Default Organization.  If necessary, you can implement single-organization visibility for locations, independent of accounts. In that case, you do not have to select the organization in this field.
Owner Account	Select the account that owns this location.  For example, an account might own a warehouse facility that many retailers use to transfer goods. These accounts are known as third-party retailers

Field	Description
Location Alias	Enter an alias for the location.
Active	Do not select this check box when you are first entering the location record. Select it after you have entered all necessary information in all views and the location is ready to be used.

## Adding Accounts for the Location

When you created the location record, you added the account that owns the location. Next, you add all accounts that are tendering parties who use this location.

When the customer service representative adds the origin, destination, or other stops for an order, the Siebel Orders for Fleet Management displays only locations associated with the tendering party. Thus, you must add all tendering parties who use this location, so the customer service representative can choose the location as stops in their orders.

With the preconfigured Siebel Orders for Fleet Management application, all the stops for an order display only locations associated with the tendering party for the offer. Thus, you must add the accounts for all tendering parties who use the location, to allow the location to be used in orders from those tendering parties.

For example, if the location is a warehouse that is owned by a third-party retailer and that is used by a number of your accounts as tendering parties, you enter the third-party retailer as the owner account in the location record, and you enter all the accounts that use the warehouse in this Accounts list.

### To add an account

1. Click the Accounts view tab.
2. Click Add.
3. In the Add Accounts dialog box, select the appropriate account, and click OK.

## Adding Contacts for the Location

Enter information about the employees who are your contacts at this location.

The Contacts list displays all existing contacts in the Siebel application. If the contacts at this location do not already exist, you must create them, as described in *Siebel Applications Administration Guide*.

### To add a contact

1. Drill down on the Name field of the location record.
2. Click the Contacts view tab.
3. Click Add.
4. In the Add Contacts dialog box, select a contact, and click OK.

## Adding Addresses for the Location

Enter all the addresses for the location. For example, a large warehouse might have an operational address where the trucks go, a separate billing address, and other possible addresses.

Though you can enter many addresses for a location in Siebel Orders for Fleet Management, only one address is sent to Oracle Transportation Management, the primary address. Select the Primary checkbox for the address that you want to be sent to Oracle Transportation Management. This is generally the address where the pickup or delivery is made, since this is the address that Oracle Transportation Management provides to the driver.

### To add an address

1. Click the Addresses view tab.
2. Click Add.
3. In the Add Address dialog box, select the appropriate address, and click OK.
4. Select the Primary checkbox of the address that you want to be sent to Oracle Transportation Management.

## Adding Roles for the Location

The role for the location describes its role in the delivery process. For example, a location might be a warehouse where frozen food is picked up, or it might be the address where deliveries are accepted for a given chain store. A location might have multiple roles. For example, a single location might be both a place where you make deliveries and a place where you send invoices.

### To add a role

1. Click the Role view tab.
2. Add a new record and complete the necessary fields. Some fields are described in the following table.

Field	Description
Primary	Select this check box if this role is the primary role for the location.  If the location has only one role, select this check box.
Active Flag	By default, this check box is selected, so the role is active.  You can use this field to deactivate roles rather than deleting them, so the role is not used.
Role Type	Select the type of the role. The types are: Invoice To and Ship From/Ship To.
Description	Enter a description of the role.

## Activating the Location

After you have entered all needed information, activate the location.

### To activate the location

1. Click the Locations view tab.
2. In the Locations list, in the record for this location, select the Active check box.

## Creating Product Favorites for Fleet Management

Product favorites are combinations of products that have been saved for easy reuse. The product favorite can then be added to an order, instead of adding each product individually.

Product favorites have the advantage of allowing the customer service representative to associate accounts, agreements, or lines of business with the product favorite, as described in *Adding Product Favorites*. This association is useful because:

- A favorite can represent a common scenario of order fulfillment for a specific account, line of business, or agreement.
- Within the common scenario, a favorite can include products automatically using associated product favorites.
- Favorites can be used to create actions automatically.

Product favorites can reduce the effort of creating orders, and can also add another level of control to eliminate errors in order entry.

## Creating Product Favorite Records

You create product favorite records for Oracle Fleet Management in the same way as you do in standard Siebel Business Applications, as described in the section on product selection favorites in *Siebel Order Management Guide*.

Differences from standard order management are:

- Product favorites for Fleet Management are created in the Administration - Fleet Management screen.
- The fields described in the following table are added to the product favorites record, and all are optional.

Field	Description
Start Effective Date	Enter the date when the product favorite can first be used.
End Effective Date	Enter the date when the product favorite can no longer be used.
Line of Business	Choose a line of business to which this product favorite applies.  If you choose a line of business, this favorite will be available to add to an order only when the line of business in the order header matches this line of business.

Field	Description
	If you leave this field empty, this favorite will be available regardless of the line of business in the order header.
Agreement	<p>Choose an agreement to which this product favorite applies.</p> <p>If you choose an agreement, this favorite will be available to add to an order only when the agreement in the order header matches this agreement.</p> <p>If you leave this field blank, this favorite will be available regardless of the agreement in the order header.</p>
Account	<p>Choose an account to which this product favorite applies.</p> <p>If you choose an account, this favorite will be available to add to an order only when the account in the order header matches this agreement.</p> <p>If you leave this field blank, this favorite will be available regardless of the account in the order header.</p>
Associated Product Favorites	<p>Select the parent product for the product favorite.</p> <p>All the line items for this product favorite are displayed in this picklist. You must select the parent product so relationships among the line items in the product favorite can be generated correctly.</p> <p>This field allows the administrator to enforce the selection of one product each time the other product is chosen. For example, you can associate the special service product Live Load/Unload with the commodity Cattle. In this example, the commodity Cattle would be the parent product, and the special service Live Load/Unload would be the associated product. Thus, whenever the customer service representative selects this favorite for transporting cattle, the service product would be added also.</p>

## Creating Actions for Product Favorites

You can also create Action records for specific items in product favorites.

When the customer service representative uses the product favorite, as described in *Adding Product Favorites*, the product favorite item's actions are associated with the order's stop record, as follows:

- When the customer service representative adds the product favorite to the order, an order line item is created for each product favorite line item.
- When the customer service representative creates a stop record for the appropriate order line item, the action is automatically added for that stop.

### To create an action for a product favorite

1. Add an item to the product favorite.

For more information, see *Siebel Order Management Guide*.

2. Create an action record for this product favorite item.
3. Choose a value in the Action Type field.

## Configuring Picklists for Fleet Management

Many fields used by Siebel Orders for Fleet Management contain picklists that let you select a value. You might want to modify these picklists to suit your business model. For example, when the customer service representative chooses actions for each commodity or for each stop, your company probably wants a picklist with different values from the default to suit your business model.

The values displayed in this picklist are controlled in the List of Values view of the Data Administration screen. For each value displayed in the picklist, there is one record in the List of Values view.

The following table shows the value of the Type field for picklists used in Siebel Orders for Fleet Management and the default values for each type and the language independent code by default for each type. If you want to change the default values for any type, modify the records in the List Of Values view.

Type	Display Values by Default	Language Independent Code by Default
FM_ACTION_STATUS_TYPE	Cancelled Complete In Progress Inactive Not Started	Cancelled Complete In Progress Inactive Not Started
FM_ACTION_TYPE	Driver Assist Load Driver Assist Unload Driver Hand Load by Piece Driver Hand Unload Driver Hand Unload By Piece Drop Loaded Trailer Hire Lumper To Load Hire Lumper to Unload Mechanical Driver Load Mechanical Driver Unload Pickup Loaded Trailer	Driver Assist Load Driver Assist Unload Driver Hand Load by Piece Driver Hand Unload Driver Hand Unload By Piece Drop Loaded Trailer Hire Lumper To Load Hire Lumper to Unload Mechanical Driver Load Mechanical Driver Unload Pickup Loaded Trailer
FM_DIMENSION_UOM	Centimeter Feet Inches	Centimeter Feet Inches

Type	Display Values by Default	Language Independent Code by Default
	Meter Yard	Meter Yard
FM_DISTANCE_UOM	Kilometer Miles Nautical Miles	Kilometer Miles Nautical Miles
FM_HOLD_REASON	Credit	Credit
FM_LINE_OF_BUSINESS	Bulk Dedicated & Southwest Global Supply Chain (GSCM) Intermodal One Way Regional SFI Transportation Management (STM)	Bulk Dedicated & Southwest Global Supply Chain (GSCM) Intermodal One Way Regional SFI Transportation Management (STM)
FM_LOC_ROLE	Invoice To Ship From/Ship To	Invoice To Ship From/Ship To
FM_LOC_TYPE	Airport Border Crossing Carrier Dispatch Location Invoice To Port Rail Station Ship From/Ship To XDock	Airport Border Crossing Carrier Dispatch Location Invoice To Port Rail Station Ship From/Ship To XDock
FM_MILEAGE_PKG	19 (HHMG) MileMaker version 18 PC Miler version 15-21	19 (HHMG) MileMaker version 18 PC Miler version 15-21

Type	Display Values by Default	Language Independent Code by Default
	PTV	PTV
FM_ORDER_MODE	Air Transport All Barge Transport Drayage Transport Express Transport Handling Intermodal Transport LTL Multi Ocean Parcel Transport Pipeline Network Transport Rail Small Pack Truckload Unknown Vessel Transport - Charter Vessel Transport - Container Vessel Transport - NVOCC	Air Transport All Barge Transport Drayage Transport Express Transport Handling Intermodal Transport LTL Multi Ocean Parcel Transport Pipeline Network Transport Rail Small Pack Truckload Unknown Vessel Transport - Charter Vessel Transport - Container Vessel Transport - NVOCC
FM_ORD_DTL_TYPE	Order Reference	Order Reference
FS_ORDER_STATUS	Inactive Accepted PI-Sent To Analysis PI-Sent To Decontamination Received Assigned Moving Released Submitted-Pending	Inactive Accepted PI-Sent To Analysis PI-Sent To Decontamination Received Assigned Moving Released Submitted-Pending



Type	Display Values by Default	Language Independent Code by Default
	Transportation Order	Transportation Order
FM_PACKAGING	Bags Bales Boxes Bundles Cans Coils Crates Drums Kegs Pail Racks / Cages Rolls Super Sacks Tubes	BG BL BX BD CA CO CR DR KG PA RX RL SS TU
FM_REJECT_REASON	Commodity not feasible Credit Cancel Customer Cancel Customer Request Failed To Meet Min Profit Req Market restrictions No agreement No capability Order Expired Rate not competitive Transit not feasible	Commodity not feasible Credit Cancel Customer Cancel Customer Request Failed To Meet Min Profit Req Market restrictions No agreement No capability Order Expired Rate not competitive Transit not feasible
FM_SHIPPING	Floor Pallet Double Stacked Pallet Single Stacked	FL PD PL

Type	Display Values by Default	Language Independent Code by Default
	Slipsheet	SS
FM_STOP_DTL_TYPE	Accounting Number Appointment Number Bond Number Customs Broker Name Master Bill (MB) PARS Number Pickup Reference Number Purchase Order (PO) Release Number Seal Number	Accounting Number Appointment Number Bond Number Customs Broker Name Master Bill (MB) PARS Number Pickup Reference Number Purchase Order (PO) Release Number Seal Number
FM_STOP_STATUS_TYPE	Arrived Assigned Cancelled Complete Inactive Unassigned	Arrived Assigned Cancelled Complete Inactive Unassigned
FM_STOP_TYPE	DROP-OFF (Dest) PICK-UP (Origin) BORDERX Pickup Border Crossing DROP-OFF Delivery Other PICK-UP	DROP-OFF (Dest) PICK-UP (Origin) BORDERX Pickup Border Crossing DROP-OFF Delivery Other PICK-UP
FM_VOLUME_UOM	Cubic Centimeter Cubic Feet Cubic Inches Cubic Meter	Cubic Centimeter Cubic Feet Cubic Inches Cubic Meter

Type	Display Values by Default	Language Independent Code by Default
	Cubic Yards Gallons Gallons (Canada) Liters	Cubic Yards Gallons Gallons (Canada) Liters
FM_WEIGHT_UOM	KILOGRAMS KIPS (1000 POUNDS) METRIC TONS (1000 KG) POUNDS TONS (2000 POUNDS)	KILOGRAMS KIPS (1000 POUNDS) METRIC TONS (1000 KG) POUNDS TONS (2000 POUNDS)
PROD_CD	Transportation Accessorial Special Service Commodity	Transportation Accessorial Special Service Commodity

## To configure a picklist

1. Navigate to the Administration - Data screen, then the List of Values view.
2. In the Type field, query for the type you want to modify, using one of the type values listed in the previous table.
3. Add one record for each value of this type that will be displayed in the picklist.

## Configuring Validation for Verifying and Submitting Orders for Fleet Management

When the user clicks the Verify button or the Submit button, two levels of the order are checked:

- Order validation. The fields in the order are checked for valid values.
- Solution validation. The pricing solution in Oracle Transportation Management or another fulfillment system is checked to see that it is still valid.

You can configure either or both of these levels.

## Order Validation

The workflow, SWISendOrder, has been modified to call a fleet management specific rule set. This workflow calls rules in the Data Validation Manager in the rule set named, FM Order Validation. You can modify the rules in this rule set to change the validation functionality.

If this workflow is not modified, it checks the following fields and displays error messages if any are not valid:

- The business component [Order Entry - Orders] must have valid values in the following fields: Tendering Party, Liable Party, Origin Location, Destination Location, Origin Start Req Pick Up Date, Origin End Req Pick Up Date, Destination Start Req Pick Up Date, Destination End Req Pick Up Date.
- The business component [Order Entry - Line Items] must have at least one record where the field Product Type is set to Transportation.
- There must be one stop record where Type is set to DROP-OFF (Dest), and Location Id is set to Order Entry - Orders.Destination Location Id.
- There must be one stop record where Type is set to PICK-UP (Origin), and Location Id is set to Order Entry - Orders.Origin Location Id.
- The field, Order Entry - Orders.Status, must have one of the following values: Accepted, Released, Assigned, Moving, Complete, Cancelled. (A cancelled order is valid and must be submitted to Oracle Transportation Management.)
- If the field, Order Entry - Orders.Revision is greater than 1, then this order must be the latest revision. For example, if five revisions exist for a given order, and the user is trying to verify order revision number three, then an error message appears.
- The field, Order Entry - Orders. Hold Flag, must be False. (If it is True, the order is on credit hold, meaning that it cannot be shipped until the customer's credit is confirmed.)
- For all records, the following applies:
  - The field, Order Entry - Orders.Solution Valid, must be True.
  - The field, Order Entry - Line Items.Solution Valid, must be True.
  - The field, FM Stops.Solution Valid, must be True.

These fields indicate that the pricing solution is valid. They must be configured as described in the following topic.

- If the product type is Commodity, there must be one pickup stop and one drop-off stop for it.

The following procedure describes how to modify the validation rules.

### To modify the order validation rules

1. Navigate to the Administration - Data Validation screen, then Rule Sets view.
2. In the Validation Rule Set list, drill down on the rule set that has the name, FM Fleet Order Validation, and the status of Active.
3. Modify this rule set by adding, editing, or deleting rules.

For detailed instructions about creating and modifying rules, see *Siebel Order Management Infrastructure Guide*

## Solution Validation

Solution validation provides the Boolean field [Solution Valid Flag] within three Siebel business components:

- [Order Entry - Orders.Solution Valid Flag]. The field Solution Valid Flag in the business component Order Entry - Orders.
- [Order Entry - Line Items.Solution Valid Flag]. The field Solution Valid Flag in the business component Order Entry - Line Items.
- [FM Order Entry - Stops.Solution Valid Flag]. The field Solution Valid Flag in the business component FM Order Entry - Stops.

Based on your own business process, you configure the application to populate these fields with values that indicate whether the solution is valid.

All of the fields are automatically populated in the following ways:

- When the user clicks the Confirm button, the fields are set to true.
- When the user clicks the Save button, the fields are set to false.
- When the user clicks the Cancel button, the fields are set to false.

Apart from these values, you must configure the product to populate these fields using any declarative logic, such as Business Component User Properties or On Field Update Set expression. For example, you might want to say that a pricing solution is no longer valid for an order, a line item, or a stop is no longer valid if a user changes the requested start date or requested end date of the order.

You can configure the product to update one or more of these three fields with the value False whenever the requested start date or requested end date changes. Then the Validation functionality detects that the solution is no longer valid.

## Configuring Validation for Canceling Orders for Fleet Management

When the user clicks the Cancel button, a cancel order is created and validated. The validation rule set for the cancel order checks for the same errors as the validation rule for verifying and submitting orders. For more information, see [Configuring Validation for Verifying and Submitting Orders for Fleet Management](#).

You can change the rules used to validate this cancel order.

### To modify the cancel order validation rules

1. Navigate to the Administration - Data Validation screen, then Rule Sets view.
2. In the Validation Rule Set list, drill down on the rule set that has the name, Fleet Cancel Order Validation, and the status of Active.
3. Modify this rule set by adding, editing, or deleting rules.

For detailed instructions about creating and modifying rules, see *Siebel Order Management Infrastructure Guide*



# 4 Using Siebel Orders for Fleet Management

## Using Siebel Orders for Fleet Management

This chapter describes how customer service representatives (CSRs) use Siebel Orders for Fleet Management. It includes the following topics:

- *About Adding Accessorial Products to Orders*
- *About Spot Quoting*
- *Process of Creating Orders for Fleet Management*
- *About Working with Existing Fleet Management Orders*

## About Adding Accessorial Products to Orders

*Accessorial products* are products ordered in addition to the transportation product. Examples of accessorial products are *Driver Loads/Unloads* and *Security Guard*.

The recommended methods of placing orders for accessorial products are summarized in the following table.

Reason for Ordering	Recommended Method of Adding to Order
The customer requires the accessorial product for every order.	In this case, the accessorial product is identified as part of the agreement with the customer, and the rating engine will automatically add the accessorial product to all the customer's orders.
The customer requests the accessorial product for a specific order.	In this case, the accessorial product is added to the order as a separate line; see <i>Adding Order Line Items for Fleet Management</i> .
The commodity transported requires the accessorial product.	In this case, a product favorite is created that includes the commodity and accessorial product. This product favorite is added to the order; see <i>Adding Product Favorites</i> .

## About Spot Quoting

In addition to the pricing of full orders described in *Process of Creating Orders for Fleet Management*, Siebel Orders for Fleet Management supports spot quoting.

Spot quoting provides prices rates for shipments that are due to be shipped soon and that meet certain requirements such as size, which the transportation provider must determine.

Spot quoting allows the customer service representative to price a movement of freight between the origin and destination by collecting a limited set of data. The origin and destination location data can be one of the following sets of data:

- Full Location Details. All location details are provided.
- Partial Location Details. These details can be one of the following:
  - Two-digit ZIP code
  - Three-digit ZIP code
  - City and state
  - City, state, and ZIP code (postal code)

This partial data is passed to the rating engine, which returns the pricing for the more generic lane, based on these partial location details. If the customer agrees to confirm the order based on this price, the customer service representative must enter full location details before submitting the order to Oracle Transportation Management.

## Process of Creating Orders for Fleet Management

This process describes how to create orders in Siebel Orders for Fleet Management. It is different from the standard features of Siebel Order Management. For information about standard order management, see *Siebel Order Management Guide*.

To create orders in Siebel Orders for Fleet Management, perform the following tasks:

1. *Creating the Order Header for Siebel Orders for Fleet Management*
2. *Adding Order Line Items for Fleet Management*
3. *Adding Product Favorites*
4. *Adding Stops to the Order*
5. *Adding Actions to the Order*
6. *Adding Commodities to the Order*
7. *Getting Ratings and Routes*
8. *Choosing a Solution*
9. *Verifying the Order*
10. *Upselling to the Customer*
11. *Submitting the Order to Oracle Transportation Management to Execute*
12. *Checking the Status of the Order*

## Creating the Order Header for Siebel Orders for Fleet Management

The order header for Siebel Orders for Fleet Management has added fields that allow the Siebel application to pass information to the rating engine used for scheduling and pricing orders.



**Note:** When you create the header, you must select a tendering party and the party liable for paying for the order, which are accounts already entered in the Siebel application, as described in *Siebel Applications Administration Guide*. You must also select an origin location and destination location, which are locations already entered, as described in *Creating Locations for Fleet Management*. If this information has not already been entered, you must enter it before creating the order header.



This task is a step in *Process of Creating Orders for Fleet Management*.

## To create the order header

1. Navigate to the Fleet Management screen, then the List view.
2. Add a new record to the Orders list.
3. Drill down on the new record by clicking the Order Number field.
4. Complete the necessary fields in the order header. Some fields are described in the following table.

Field	Description
Tendering Party	Select the party placing the order.
Liable Party	Select the party liable for paying for the order.
Agreement	If the tendering party has a contractual agreement about pricing, select the agreement.  This agreement allows you to use contract pricing rather than spot pricing, as described in <i>Scenario for Using Siebel Orders for Fleet Management</i> .
Invoice To	Select the party to whom you send the invoice.
Hold	Indicates whether the order has been placed on hold. For example, orders might be placed on hold because of issues with the customer's credit.
Origin Location	Select the origin location where the order is picked up. This list includes all the addresses of the tendering party.
Destination Location	Select the destination location where the order is delivered. This list includes all the addresses of the tendering party.
Start Req Pickup	Enter the earliest pickup date and time that the customer can accept.
End Req Pickup	Enter the latest pickup date and time that the customer can accept.
Start Req Delivery	Enter the earliest delivery date and time that the customer can accept.
End Req Delivery	Enter the latest delivery date and time that the customer can accept.
Line of Business	Enter the line of business for the order.
Division	Enter the division for the line of business for the order.

Field	Description
Status	Displays the status of the order.  Initially, orders have the status of Open. The status changes depending on information returned by Oracle Transportation Management, as described in <i>Checking the Status of the Order</i> .
Revision	The revision number of the order. For more information, see the section about revising an order in <i>Siebel Order Management Guide</i> .
Type	Select Transportation Order.
Total Price	Displays the total price after a solution and price are returned by the rating engine.

5. Complete any necessary, additional fields in the More Info form. Some fields are described in the following table.

Field	Description
Tender Last Name	Select your contact at the tendering party. The first name is filled in automatically.
Mode	Select the mode of transportation.
Total Stops	Displays the total number of stops for the order.  This field is calculated automatically as you enter the stops for the order.
Gross Weight	Displays the gross weight of the commodity being delivered.  This field is calculated automatically as you enter the commodities for the order.
Weight UOM	Displays the unit of measure for the gross weight.  For example, if the gross weight is 2 tons, 2 appears in the Gross Weight field, and Tons appears in the Weight UOM field.
Total Distance	Displays the total distance of the delivery.  This field is calculated automatically as you enter the stops for the order. The distance between stops is provided by the integrated back-office application.

Field	Description
Distance UOM	<p>Enter the unit of measure for the distance.</p> <p>For example, if the total distance is 100 miles, 100 appears in the Total Distance field and Miles appears in the Distance UOM field.</p>

## Adding Order Line Items for Fleet Management

After adding the order header, add all the line items for this order. One line item is the transportation product named *Transportation*. This line item is added automatically, based on the order type you entered in the header. Other line items can be accessorial products, such as *Driver Loads And Unloads*.

You can also add groups of line items to the order, instead of adding line items individually, as described in [Creating Product Favorites for Fleet Management](#).

This task is a step in [Process of Creating Orders for Fleet Management](#).

### To add order line items

1. Click the Line Items view tab.
2. In the Line Items list, add new records, and complete the necessary fields. Some fields are described in the following table.



**Note:** There must be one record for the transportation product, which is the default record created because you chose Transportation Order as the order type. Optionally, you can add other records for accessorial products.

Field	Description
Product	Select the product.
Part #	Displays the part number for this product.
QTY	Enter the quantity of this product being ordered.
Accepted Price	<p>The rating engine will return values for these fields after you get the solution for this order.</p> <p> <b>Note:</b> The rating engine can also add new line items to the order, such as specific accessorial products or special services.</p>
Pricing Method	
Price Offered	
Counter Offer	

## Adding Product Favorites

Rather than adding individual line items to the order, the customer service representative can use product favorites, which are groups of line items that are commonly ordered together. For more information about actions, see [Adding Actions to the Order](#).

Before CSRs can use product favorites, the product administrator must define them. For more information, see [Creating Product Favorites for Fleet Management](#).

The product administrator can associate product favorites with an account, a line of business, or an agreement, and can create an effective start date and end date for the product favorite. When the customer service representative creates an order, the customer service representative must choose an account and line of business for the order, and can choose an agreement for the order. When the customer service representative chooses a product favorite to add to the order, product favorites are available to add to that order only if they meet the following conditions:

- **Start and End Effective Date.** These two fields in the product favorite are checked against the order header's origin start-requested date. A product favorite is available to add to the order only if the order header's start-requested date is between the product favorite's start-effective date and its end-effective date.
- **Line of Business, Agreement, and Account.** If these fields in the product favorite are not null, then a favorite is available to add to the order only if the value of these fields in the product favorite match the value of the corresponding field in the order header.
- When you add the favorite, the products in that favorite are displayed in the Products list.

This task is a step in [Process of Creating Orders for Fleet Management](#).

### To add a product favorite to the order

1. Click the Product Favorites view tab.
2. In the Favorites list, select a product favorite that you want to add.  
  
The line items for that product favorite are displayed in the All Line Items list.
3. In the All Line Items list, select the line items that you want to add.
4. Click Add Items.

The selected line items are added to the Line Items view for the order.

## Adding Stops to the Order

You create Stops for Line Items. For each line item, you add the stops where the line item applies.

The simplest order is a one-way delivery with no accessorial products. For this order, you have one line item with the product named, Transportation. This line item has two stops:

- One stop is of the type pickup (Origin) and is the same as the origin location for the delivery as a whole, which is in the order header.
- The other stop is of the type DROP-OFF (Dest) and is the same as the destination location for the delivery as a whole, which is in the order header.

These two stop records are created automatically, based on the information you entered in the order header, when you click the Create O-D Pair button.

More complex deliveries, with intermediate pickups or deliveries, might have additional stops, for example, one stop for each pickup or delivery. You must add a stop record for each of these stops.

Accessorial products also have stops where they apply. For example, if the customer wants the commodities to be unloaded by hand at two stops, you add these two stops to an accessorial product that might be named Unload by Hand.

There can be more than one stop at one location. For example, a single order might include the following:

- Pick up in the Chicago warehouse and drop off in the Detroit store.
- Pick up in the Detroit store and drop off in the Chicago warehouse.

In this case, this one order has two stops in the Chicago warehouse on two different dates.



**Note:** All stops must be locations that have already been entered. If they have not been entered already, enter them as described in [Creating Locations for Fleet Management](#).

This task is a step in [Process of Creating Orders for Fleet Management](#).

## To add stops to orders

1. Select the line item for the transportation product.
2. Click Create O-D Pair.

Records are added to the Stops list for the origin and destination stop, with information based on the origin and destination that you entered in the order header.

3. To add additional stops, add a new record to the Stop list for each stop, and complete the necessary fields. Some fields are described in the following table.

Field	Description
Stop Sequence Number	The sequence of stops is generated automatically.  For information on how to modify this field, see <a href="#">Changing the Sequence Numbers</a> .
Location	Select the Location for this stop: <ul style="list-style-type: none"><li>○ If the Location dialog box includes the location of the stop, select that location, and click OK.</li><li>○ If the Location dialog box does not include the location of the stop, click the New button to add it to the list in the Location Pick Applet, and then select it, and click OK.</li></ul> The list in the Location dialog box includes only locations that are already associated with one of the line items in the order, so you might have to use the New button to add more locations to it.
Status	Displays the status of the delivery at this stop. For more information on how the status is used, see <a href="#">Checking the Status of the Order</a> .

Field	Description
Req Start	Enter the earliest time that the customer requests for the delivery.
Req End	Enter the latest time that the customer requests for the delivery.
Planned Start	After a solution is generated and selected, this field will display the planned earliest delivery time.
Planned End	After a solution is generated and selected, this field will display the planned latest delivery time.
Appointment Requested	Select this check box if the customer wants to create an appointment with the delivery vehicle at this stop.
Appointment Confirmed	Select this check box when the appointment is confirmed.  Appointments are created and confirmed using Oracle Transportation Management.
Distance	Displays the distance between this stop and the previous stop, which is provided by the integrated back-office application.
Distance UOM	Displays the unit of measure used in the distance provided by the integrated back-office application.

4. If there are accessorial products, add stops for them:

- a. Select the record for the accessorial product.
- b. Add records to the Stop list, and complete the necessary fields, as described in Step 3.

## Changing the Sequence Numbers

If the start time and end time for stops have changed, you might have to come back to this view, and change the sequence numbers for the stops. You can change the sequence numbers based on the values that you entered in the Req Start and Req End fields, or based on the values from a solution that are in the Planned Start and Planned End fields.

### To change the sequence numbers

1. Select the line item for the transportation product.
2. From the Stops applet menu, select Re-Sequence Stops.

The stops are given new sequence numbers, based on their start and end times.

## Adding Actions to the Order

Some products require special actions at some stops. For example, if the accessorial product is Driver Loads/Unloads, then different stops for this accessorial product might have the actions Unload By Hand, Tarp Unload, and Sort & Segregate.

### Adding Actions Automatically

If line items were added using a product favorite, and actions were associated with the product favorite (as described in *Creating Product Favorites for Fleet Management*), then the customer service representative does not have to add the action as described in this procedure. Instead, actions are automatically added to the stops, as follows:

- When the customer service representative adds the product favorite to the order, an order line item is created for each product favorite line item.
- When the customer service representative creates a stop record for the appropriate order line item, the action is automatically added for that stop.

### Adding Actions Manually

If actions are not added automatically, use this procedure to add the actions manually.

This task is a step in *Process of Creating Orders for Fleet Management*.

To add actions to the order

1. Select the Line Item record that the action applies to.
2. Select the stop record that the action applies to.
3. In the Actions list, add records for each action, and complete the necessary fields. Some fields are described in the following table.

Field	Description
Action Type	Select the action.
Status	Displays the status of this action. For more information on how the status is used, see <i>Checking the Status of the Order</i> .

## Adding Commodities to the Order

Next, you enter the commodities that you will deliver, specifying the stop where you pick up or deliver each commodity.

You must add a commodity record for every combination of a pickup and delivery. For example, if you are picking up 1,000 cases of frozen food at a warehouse, and you are delivering 600 cases to supermarket location A and 400 cases to supermarket location B, you must create two commodity records:

- One commodity record says you pick up 600 cases at the warehouse, and deliver them to supermarket location A.
- One commodity record says you pick up 400 cases at the warehouse, and deliver them to supermarket location B.

This task is a step in *Process of Creating Orders for Fleet Management*.

## To add commodities to orders

1. Click the Commodity view tab.
2. In the Commodity list, add records for each commodity being delivered, and complete the necessary fields. Some fields are described in the following table.

Enter only the fields that apply to the commodity being shipped. For example, if the commodity is shipped and billed by units, such as pallets, enter values in the Packaging, PKG/Unit, Shipping, and Ship Units fields. However, if the commodity is shipped and billed by weight, enter values in the Weight and Weight UOM fields.

Field	Description
Commodity	Select the commodity being delivered, for example, frozen foods.  The Select Commodity picklist displays products whose type is Commodity.
Packaging	Select the packaging, for example, cases.
PKG/Unit	Enter the number of packages for each shipping unit. For example, if the product is packaged in cases and shipped on pallets, and there are 100 cases on a pallet, then enter 100.
Shipping	Select the method used for shipping, for example, pallets.
Ship Units	Select the number of shipping units in this pickup and delivery. For example, if you are delivering four pallets, enter 4.
Weight	Enter the number for the weight of the commodity.
Weight UOM	Enter the unit of measure for the weight of the commodity.  For example, if the weight of the commodity is 2 tons, enter 2 in the Weight field and Tons in the Weight UOM field.
Height	Enter the number for the height of the commodity.



Field	Description
Width	Enter the number for the width of the commodity.
Dimensions UOM	Enter the unit of measure for the height and width of the commodity.  For example, if the height of the commodity is 2 meters, and the width of the commodity is 3 meters, enter 2 in the Height field, 3 in the Width field, and Meters in the Dimensions UOM field.
Over Dimension	Indicates whether the freight is larger than the vehicle's recommended load.
Status	Displays the status of this commodity. For more information on how the status is used, see <a href="#">Checking the Status of the Order</a> .

## Adding Stops for Commodities

For each of the commodities, add the stops where the commodity is picked up or delivered.

This task is a step in [Process of Creating Orders for Fleet Management](#).

To add stops for accessorial products

1. In the Commodities list, select the commodity.
2. In the Stops list, add new records, and complete the necessary fields.

Add these records in the same way that you add stops to line items, as described in [Adding Stops to the Order](#).

## Adding Actions for Commodities

Some commodities might require special actions at some stops. If so, you must add those actions. Actions are priced through accessorial products or special-service products. However, you can add actions for commodities as well, because an accessorial or special-service product might apply to only some commodities at a stop. For example, the accessorial product, Driver/Loads/Unloads, applies at stop 2. At stop 2, the driver delivers one commodity that must be unloaded by hand and two commodities that do not have to be unloaded by hand. The action Unload By Hand applies only to the first product.

On the other hand, an action might apply to the entire stop and not to a specific commodity. The order provides the flexibility to implement either approach.

To add actions for commodities

1. Select the stop record that the action applies to.
2. In the Actions list, add records for each action for this stop, and complete the necessary fields. Some fields are described in the following table.

Field	Description
Stop #	Displays the stop number of the selected stop.
Action Type	Select the action for this stop.

## Getting Ratings and Routes

Ratings and routes provide the possible scheduling and pricing of an order, and display the options in the Solutions view.

The minimum data set necessary to request a solution includes the following set of fields: Liable Party, Tendering Party, Partial set of Origin or Destination fields (if no Agreement is specified), Full set of Origin or Destination fields (if Agreement is specified), Requested Start Date, and Requested End Date.

After entering all of these order details, the customer service representative gets the possible solutions that are available for the delivery dates and time slots that were specified:

- The customer service representative clicks Get Ratings and Routes.
- The Siebel application verifies that the minimum set of data needed to generate a solution is present.
- The Siebel application calls the rating engine of Oracle Transportation Management, making an external Web service call to Oracle Transportation Management, and providing the order data structure in the request message.
- Oracle Transportation Management generates the possible solutions.
- The Siebel application automatically navigates the user to the Solutions view and displays the list of solutions.

This task is a step in *Process of Creating Orders for Fleet Management*.

### To get ratings and routes

- In the Order Header form, click Get Ratings and Routes

The rating engine generates a list of solutions.

## Choosing a Solution

The customer service representative asks the customer to choose among the solutions that have been generated.

After the rating engine generates solutions, the following information appears in the Solutions view:

- The Solution list includes all the available solutions, with the planned start time, planned end time, total price, and other information for each solution.

- The Solutions Details list includes details for each solution, including service providers and modes for each detail. If the order is multimodal, or includes several different pickups and deliveries, the list might include several service providers.
- The Solution Detail Pricing list includes the pricing for each Solution Detail, breaking the price into elements, such as the basic transportation price, plus any other charges, such as the price of accessorial services, or the price of special services.

If there is a contractual agreement with the customer, the customer can choose one of the solutions and the published price displayed for it. If the customer does not have a contractual agreement, the customer can select one of the solutions and the spot price displayed for it, or the customer can choose one of the solutions and negotiate a different spot price.

This task is a step in *Process of Creating Orders for Fleet Management*.

## To choose a solution

1. View the possible solutions in the Fleet Management screen, Solutions view.

After you have clicked Get Ratings and Routes, the rating engine generates the solutions, and the Siebel application navigates you to the Solutions view, where the solutions are displayed.

2. If the customer does not accept any of the listed solutions:

- a. Click the Select check box for any solution.
- b. Click Reject Fleet Order to reject the order.

3. If the customer is not able to decide yet:

- a. Click the Select check box for the solution that the customer prefers.
- b. Click Save Order to save the order and this solution for later reuse.

4. If the customer accepts one of the solutions:

- a. Click the Select check box for the solution that you want.
- b. Click Confirm Now.

In the Line Items view, records are added representing the commodities and special services in the order. In the Order Header, the value Accepted appears in the Status field, and the total price of the solution appears in the Total Price field.

5. If the customer does not have a contractual agreement and wants to renegotiate the price of one of the solutions:

- a. Click the Select check box for the solution that you want.

The Select check box must be checked so you can edit the solution.

- b. In the Solution Detail Pricing list, in the Customer Offer field, enter the customer's offered price for each of the products listed.

Some accessorial products have a nonnegotiable price, so the NON-Negotiable check box is selected. The fields used for negotiating their prices are read-only. The rating engine determines which items are nonnegotiable.

- c. If the customer and the customer service representative agree a price for the products in the Solution Detail list, enter it in the Accepted Price field.
- d. Click Confirm Now.

In the Order Header, the value Accepted appears in the Status field, and the total price appears in the Total Price field.

## Verifying the Order

At any time during the process of placing the order, you can verify the order to check that all the necessary information has been added to submit the order. If some information is missing or incorrect, an error message appears describing the problem.

For information about what information the Verify functionality checks and about how to configure the Verify functionality to check different information, see [Configuring Validation for Verifying and Submitting Orders for Fleet Management](#). The same Verify functionality is called when you submit an order, so it is not necessary to verify the order as a separate step before submitting it.

### To verify the order

1. Navigate to the Fleet Management screen, then List view.
2. Either select the order that you want in the Orders list, or drill-down on the Order number field of the order.
3. Click Verify.

## Upselling to the Customer

After the main order is accepted, the customer service representative can try to sell additional orders to the customer. To sell more orders, the customer service representative looks at the Upsell view, which lists the lanes with the highest score, based on the customer's orders for these lanes during the last six weeks and on the static profit of these orders, as described in [Configuring the Score for Upselling](#). The upsell record also indicates whether these lanes are targeted lanes, which marketing has chosen as lanes to focus selling effort on, as described in [Adding Targeted Lanes](#).

If the customer wants to place an upsell order, the customer service representative can auto-create a record for the new order and enter more details.

When the customer service representative clicks Auto-Create, the Siebel application displays the new order. The customer service representative can do one of the following:

- Submit the current order for execution before clicking Auto-Create.
- Click Auto-Create, navigate back to the current order later, and submit it.

This task is a step in [Process of Creating Orders for Fleet Management](#).

### To add upsell products to the order

1. Click the Upsell view tab.
2. Ask whether the customer wants to place additional orders for any of the lanes listed in upsell view. Some fields of the Upsell view are described in the following table.



**Note:** The lane is defined by the LOB in the header plus the origin and destination entered in this view.

Field	Description
NM	If this lane is one of the targeted lanes, then Y is displayed.  NM stands for network management.
Origin City and Origin State	The origin of the lane.
Destination City and Destination State	The destination of the lane.
Static Profit	Displays the static profit for the last order placed by this customer for this lane.  The static profit is the profit for transportation, without including the profit for any additional commodities, accessorial products, or special services.
Count	Displays the number of orders from this customer for this lane in the last six weeks.
Accepted Price	Displays the accepted price for transportation for the last order placed by this customer for this lane.

3. If the customer wants to purchase a transportation product listed in the Upsell view:

- a. Select the record for that product.
- b. Click Auto Order.

A new order is created for the upsell lane, and you complete the details for this order in the usual way.

## Submitting the Order to Oracle Transportation Management to Execute

After completing the order, the customer service representative submits the order to Oracle Transportation Management.

This task is a step in *Process of Creating Orders for Fleet Management*.

### To submit the order to Oracle Transportation Management to execute

1. Navigate to the Orders screen, then the Orders List view.
2. Drill down on the record for the appropriate order by clicking the Order Number field.
3. In the Order Header, click Submit.

## Checking the Status of the Order

After you submit the order, Oracle Transportation Management takes over the fulfillment of the order from the Siebel application. While it manages the fulfillment of the order, Oracle Transportation Management passes status information to Siebel Orders for Fleet Management.

If the customer contacts the customer service representative to ask about the status of the order, the customer service representative can look at the order record to check the status of the order as a whole, the status of each line item, the status of each stop, and the status of each action.

The values for these status fields change depending on the stage in the order creation and fulfillment:

- Immediately before submitting to Oracle Transportation Management, the values for these status fields are:
  - Order Header Status. Accepted.
  - Order Line Item Status. Accepted.
  - Stop Item Status. Unassigned.
  - Action Status. Not Started.
- When Oracle Transportation Management creates an order, the values for these status fields are:
  - Order Header Status. Released.
  - Order Line Item Status. Released.
  - Stop Item Status. Unassigned.
  - Action Status. Not Started.
- When Oracle Transportation Management assigns the carrier, the values for these status fields are:
  - Order Header Status. Assigned.
  - Order Line Item Status. Assigned.
  - Stop Item Status. Assigned.
  - Action Status. Not Started.
- When the carrier arrives and departs from the shipper, the values for these status fields are:
  - Order Header Status. Moving (after the first stop is complete).
  - Order Line Item Status. Moving (after the pickup is complete).
  - Stop Item Status. Arrived or Completed.
  - Action Status. Not Started, In Progress, or Completed.
  - When the carrier leaves the consignee, the values for these status fields are:
    - Order Header Status. Complete.
    - Order Line Item Status. Complete.
    - Stop Item Status. Complete.
    - Action Status. Complete.
- When Oracle Transportation Management generates the invoice, the values for these status fields are:

- Order Header Status. Billed.
- Order Line Item Status. Complete.
- Stop Item Status. Complete.
- Action Status. Complete.

This task is a step in *Process of Creating Orders for Fleet Management*.

## To check the status of the order

1. Navigate to the Orders screen, then the Orders List view.
2. Drill down on the record for the appropriate order by clicking the Order Number field.
3. To check the status of the entire delivery, look at the Status field in the order header.
4. To check the status of the delivery of a given line item:
  - a. Click the Line Items view tab.
  - b. View the Status field for the line item.
5. To check the status of the stops and actions for a given line item:
  - a. Click the Line Items view tab.
  - b. Select the appropriate line item.

It is most common to select the line item for the transportation product, so you can see the stops where the stops transportation has been completed.
  - c. In the Stops list, look at the Status field for each stop.
  - d. To check whether all actions have been completed for a stop, select the stop record, and look in the Actions list at the Status field for each action.
6. To check the status of the stops and actions for a given commodity:
  - a. Click the Commodities view tab.
  - b. Select the appropriate commodity.
  - c. In the Stops list, look at the Status field for each stop.
  - d. To check whether all actions have been completed for a stop, select the stop record, and look in the Actions list at the Status field for each action.

## About Working with Existing Fleet Management Orders

After you have finished creating a Fleet Management order, you can work with the existing order in the following ways:

- *Revising Fleet Management Orders*
- *Rejecting the Revision of the Order*
- *Canceling the Order*

## Revising Fleet Management Orders

The customer service representative can change an order after it has been submitted by using the revise functionality. However, the order cannot be revised after its status is Moving, Complete, or Cancelled.

## To revise an order

1. Check the status of the order.

For more information on the status, see [Checking the Status of the Order](#).

2. If the status does not prevent the order from being changed, do the following:
  - a. In the Order Header form, click Revise.
  - b. Change the data as needed, select a new solution, and submit the changed order in the same ways used to create a new order.

For more information, see [Process of Creating Orders for Fleet Management](#).

## Rejecting the Revision of the Order

After you have revised an order, the customer might decide to reject the revision for some reason. For example, the revised order might be more expensive than the original order. The customer service representative can click the Reject Fleet Order button to reject the revision of the order, and revert to the previous version of the order.

An order can be rejected only if its status is Accepted or Open.

When you reject the revision of an order, the last active revision of the order that does not have the status of Rejected is given the status of Active again. For example:

1. Order 12345 Revision 1 is Active.
2. The user revises Order 12345. Order 12345 Revision 1 is set to Inactive, and Order 12345 Revision 2 is set to Active.
3. The user rejects Order number12345 Revision 2. Order 12345 Revision 1 is set to Active.
4. The user revises Order 12345. Order 12345 Revision 1 is set to Inactive. Order 12345 Revision 3 is set to Active.
5. The user rejects Order 12345, Revision 3. Order 12345 Revision 1 is set to Active.



**Note:** If you are working on the first version of the order rather than on a revision, clicking the Reject button cancels the order, but saves the information about the cancelled order in the Siebel database.

## To reject a revision of an order

1. Navigate to the Fleet Management screen, then List view.
2. Either select the order that you want in the Orders list, or drill-down on the Order number field of the order.
3. Select a value in the Reject/Cancel Reason Code field.
4. Click Reject Fleet Order.

## Canceling the Order

You can cancel any order that has already been sent to Oracle Transportation Management for execution, as long as the order has not been billed and completed. The order might be partially fulfilled, or fulfillment might not have begun.

To cancel an order, you must:

- Click Revise to revise the order.



- Select a cancel reason
- Click Cancel to set the status of the order to Cancelled and cancel the appropriate line items and stops.
- Click Submit to submit the order.

When you click Cancel, any line item or stop in the order that is not complete is updated with the status of Cancelled, and Oracle Transportation Management cancels the instructions to pick up or deliver at these stops. Line items or stops that already have the status of Complete are not updated with the status of Cancelled.

After an order is cancelled, none of its versions can be revised. For example:

1. Order 12345 Revision 1 is Active.
2. The user revises Order 12345 and then rejects the revision. Order 12345 Revision 2 is Inactive with the status Rejected. Order 12345 can be revised, and the changes apply to Revision 1.
3. The user revises Order 12345 and cancels the order. Order 12345, Revision 3 is Inactive with the status Cancelled. Order 12345 cannot be revised; none of the revisions can be changed.

Oracle Transportation Management might charge the customer cancellation fees for any parts of the order that were completed before cancellation. The cancellation fee is set up in Oracle Transportation Management, and not in the Siebel Business application.

If the customer wants to add any accessorial or special service products for the order to be cancelled, these products must be added before cancelling the order, because an order cannot be revised after being cancelled. First, revise the order to add the accessorial or special service products, if necessary, see *Revising Fleet Management Orders*, and then cancel the order.

## To cancel the order

1. Navigate to the Fleet Management screen, then List view.
2. Either select the order that you want in the Orders list, or drill-down on the Order number field of the order.
3. Click Revise.
4. Select a value in the Reject/Cancel Reason Code field.
5. Click Cancel.
6. Click Submit.

