

Oracle Supply Chain & Manufacturing Cloud

Oracle Fusion Cloud SCM 24C Spotlight

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Hi, my name is Jon Chorley and welcome to this spotlight review of Oracle Fusion SCM 24C.

ORACLE FUSION SCM 24C RELEASE UPDATE

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Today I will be joined by some colleagues to share with you the amazing new capabilities we are delivering with Update 24C. It's going to be a lot, so hold on to your seats – its going to be a fast and a fantastic ride!

SCM Roadmap: Guiding Vision

Artificial intelligence that drive change and **move from insights to decisions and actions**

Systems that are a pleasure to use, and **empower the user**

Connecting processes in their organizations and ecosystems

Aligning sustainability performance with business goals

Supporting process **transformation** and **flexible** supply chain networks

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Let's start with a quick review of our guiding vision.

First, we are leveraging the power of AI, and of Gen AI, to make our supply chain solutions smarter, faster, and more responsive. Letting you move from insights to decisions and actions.

We are elevating our user experience across the whole suite with Redwood, delivering “Consumer Grade +” user experiences that are a pleasure to use, and which empower the user.

We believe that the strength of supply chains arise from how processes work together, so we are proud to be delivering the broadest and deepest supply chain solution – one that connects processes across organizations and ecosystems.

Sustainability is no longer optional, and the supply chain is where sustainability meets the real world. That is why we are building sustainability as an intrinsic part of our supply chain solutions.

And all of this adds up to supporting transformation and flexibility to allow our customers to thrive in this dynamic world. To not just be Resilient, but to be “Anti-Fragile”.

Complete suite of supply chain applications



Supply Chain Planning

- Demand Management
- Supply Planning
- Sales & Operations Planning
- Supply Chain Collaboration



Supply Chain Execution

- Inventory
- Costing
- Manufacturing
- Maintenance
- Quality
- Production Monitoring



Order Management

- Order Management
- Product Configuration
- Order Pricing
- Global Order Promising
- Channel Revenue Management



Logistics

- Transportation Management
- Global Trade Management
- Warehouse Management
- Logistics Network Modeling



Product Lifecycle Management

- Innovation Management
- Product Hub
- Product Development
- Quality Management



Procurement

- Sourcing
- Contracts
- Purchasing
- Supplier Management



Did I mention we were broad And deep?

No other enterprise cloud solution can match this set of capabilities across every aspect of supply chain.

Great in their own right, but greater together. It's the capabilities that emerge from the deep functional connections between these areas that deliver our unique differentiated value proposition.

Let's look at that in a bit more detail.

Enhancing supply chain fundamentals

End-to-end Visibility



Consistent information and business platform, with integrated analytics

Supply Chain Resilience



Multi-tier visibility, demand sensing, modeling & disruption response

Automation & Efficiency



Consumer grade+ UX, process automation & built-in AI decision support



End-to-end Visibility

Supply Chain Resilience

Automation & Efficiency

Supporting major business transformation initiatives

Perfect Order Fulfillment



Holistic order orchestration and fulfillment, built on consistent data

Smart Operations



Combining MES & SCM in a connected digital thread, empowered by AI

Revenue Transformation



End-to-end solution covering all aspects of product & service supply chain



Perfect Order Fulfillment

Smart Operations

Revenue Transformation

PRODUCT LIFECYCLE MANAGEMENT PRODUCT MANAGEMENT

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Now first up we are going to look at Product Management.

Redwood: Analyze Structure Details in Level Structure View

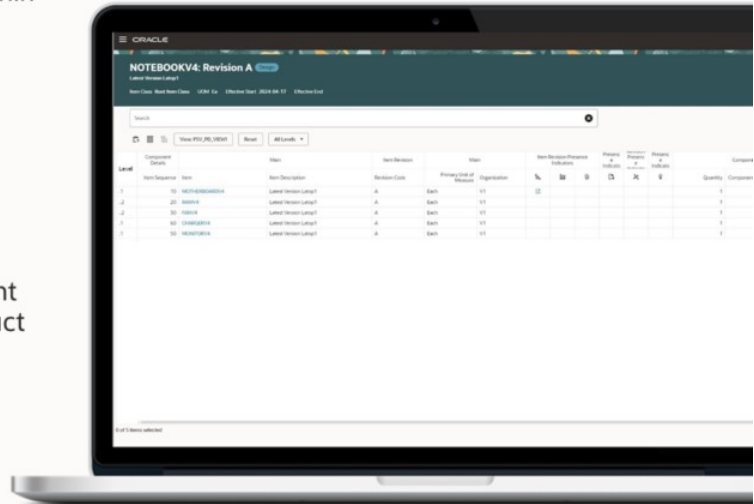
Toggle between the first level or all level views within your item structures

Apply filters on the item structures to refine the results displayed

Export the selected columns, rows or all

Analyze and quickly validate BOM and component item information all within each respective Product Management work area

Reduce overall change and NPI cycle times



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As the next phase of further elevating our Product Management user experience with Redwood, the Items UI is enhanced with a Structures View. This allows you to quickly find item structures and view the exact information you want, and to easily navigate to the structure and its subassemblies using the data presence indicators on the component rows. This easy navigation allows you to efficiently traverse through any necessary validations, thus reducing overall change and NPI cycle times.

Enrich Product Information From an External Healthcare Catalog

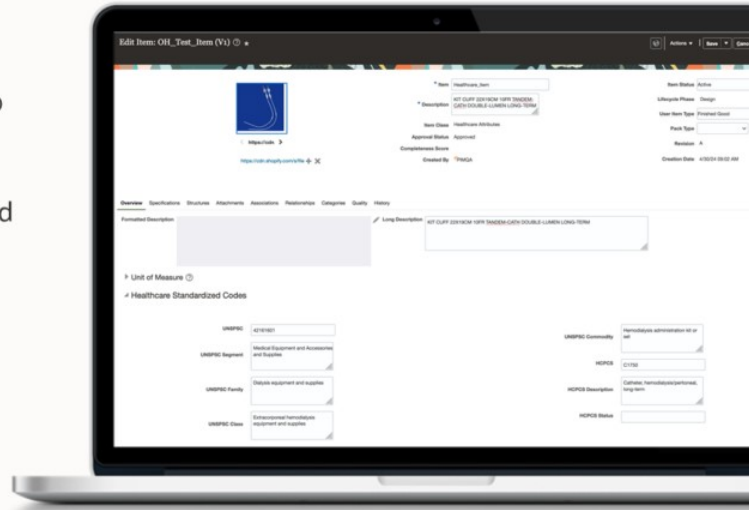
Enrich item attributes and classify items per standardized codes accurately

Publish the SCM item master items seamlessly to the External Healthcare Catalog

Eliminate duplicate items with auto-cleansing and deduplication capabilities

Find and identify items with well structured descriptions

Fast track the ability to transact with the item for your supply chain and clinical processes while reducing errors due to manual maintenance



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The quality of product data in healthcare is critical, yet it is very challenging to maintain. To better manage this process we now support the import, enrichment and cleansing of healthcare product data from a cleansed External Healthcare Catalog. This includes:

- Trading partner information
- Standardized codes
- GUDID information
- product classifications
- Product operational information

The result is cleaner product data, delivering better supply chain processes, and improved patient outcomes.

PROCUREMENT
SUPPLIER MANAGEMENT
SELF SERVICE PROCUREMENT
SOURCING

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Now on to Procurement where we continue to make improvements using Redwood and in delivering impactful Gen AI capabilities.

Redwood: Manage Suppliers with Smart Search

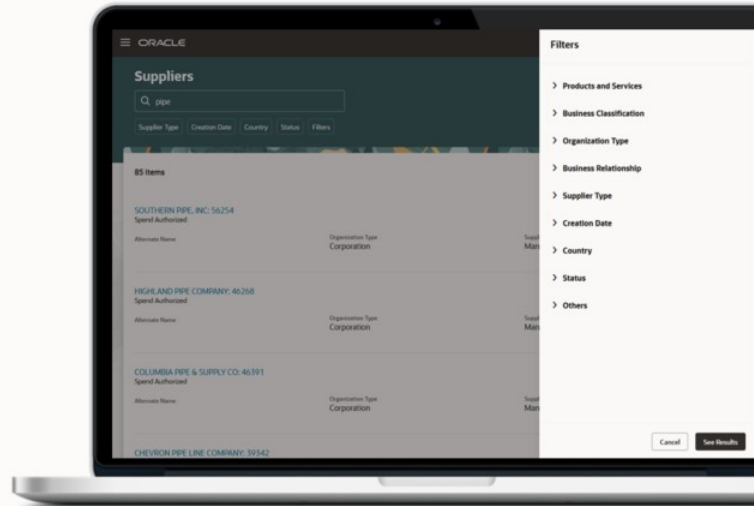
Search and manage suppliers with a new user experience

Employ keyword search with fuzzy matching and comprehensive filters to quickly find suppliers

Leverage automatic search suggestions

Improve user productivity with new Redwood design to easily find, review and edit suppliers

Enhance supplier management with a more comprehensive and powerful search



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A new Redwood user interface provides a powerful and efficient way to search for and find suppliers. The new UI uses an elastic-based smart search that supports searchable key words across all suppliers with built-in fuzzy matching. Search results progressively narrow down using additional keywords and filters to quickly find the needed suppliers.

Redwood: Supplier Registration Business Rules

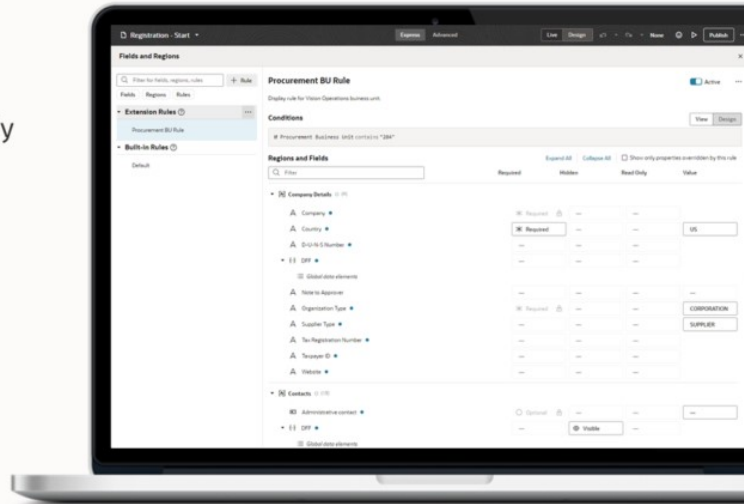
Extend Supplier Self Service Registration pages with Business Rules

Tailor supplier registration pages to set default values, make fields required or optional, read-only or editable, or hidden

Conditionally control pages based on specific criteria such as country or business unit

Present a more intuitive registration experience

Deliver a supplier registration experience with lower support cost and higher rates of success



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Business rules are a powerful and pervasive capability in Redwood that allows you to make any page work the way you want it to. You can:

- Set default values
- Make fields required or optional
- Read-only or editable or hidden

All of these can be setup conditionally based on specific criteria such as country or business unit.

Here we are using them in the Procurement Supplier Registration page, delivering a more intuitive user experience, with lower support costs and higher quality.

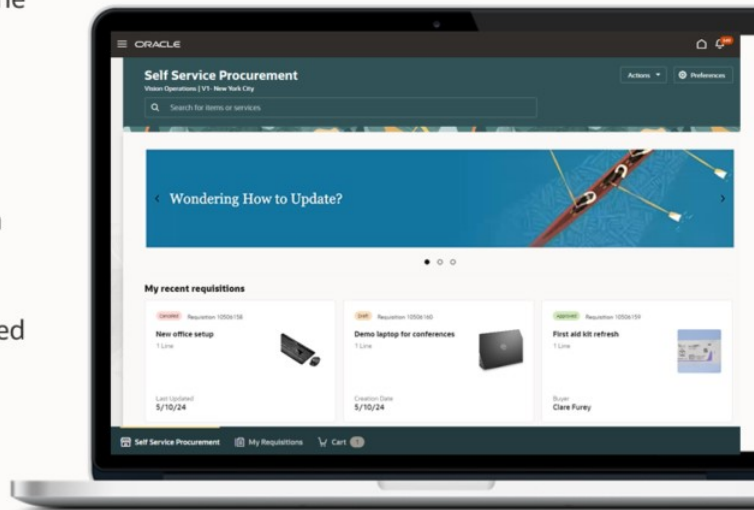
Redwood: Shopping Flow Guided Journey

Deliver easy to access, in context assistance for the Self Service Procurement shopping flow

Enables multiple forms of assistance including videos, links to web pages and task lists

Provide support at the page level or focused on a specific section

Reduce support costs while delivering an improved experience for requesters



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Here is another example of Redwood guided journeys, this time in the Self-Service Procurement shopping flow, which now provides users with support and information in real time, eliminating the need for expensive and time-consuming helpdesk inquiries. Guided Journeys enable multiple forms of assistance including videos, links to web pages and task lists, delivering a greatly improved experience for requesters.

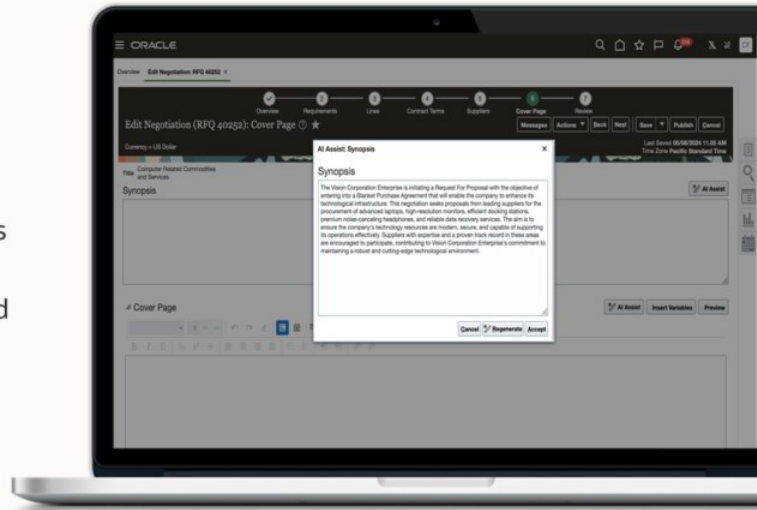
Gen AI: Generate Supplier Negotiation Synopsis

Generates a short synopsis of a Negotiation (ex. RFQ)

Tailors synopsis content to specific negotiation, ensuring a personalized and professional touch

Enables rich text formatting of AI generated content to further tailor the text to specific needs

Reduces the time and effort traditionally required for manual creation



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OK, I know you were waiting for it, so here is more Gen AI!
In 24C you can leverage Gen AI to author the synopsis for sourcing negotiations. The AI Assist will generate the synopsis text based on the details entered in the draft negotiation. AI will also suggest additional context that you can edit and regenerate to explore different contents and formats until you find the one that fits your needs.

SUPPLY CHAIN PLANNING DEMAND MANAGEMENT

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Let's look now and innovations in 24C in Supply Chain Planning, and in particular a cool new feature in Demand Management that illustrates another aspect of the new world of AI.

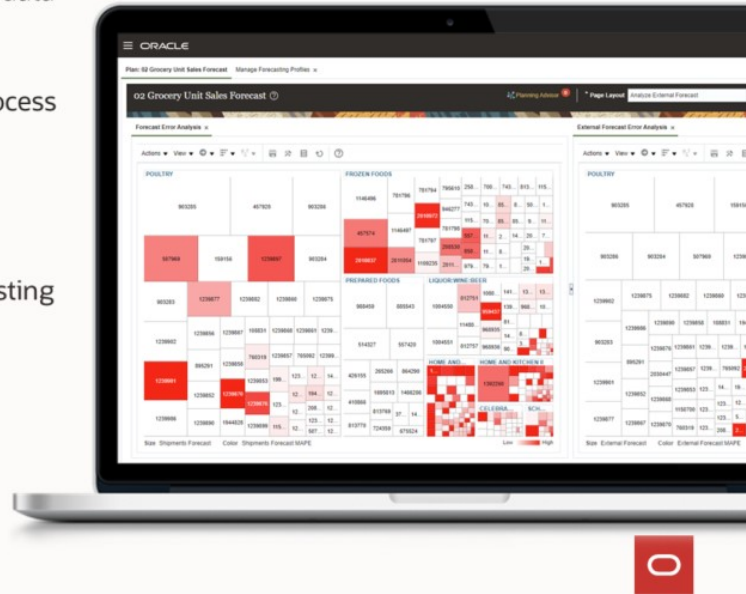
Forecast Using External Machine Learning Models

Deploy your own machine learning model in OCI data science platform

Use this model in your demand management process to forecast demand

Use the planning advisor to review the forecast

Incorporate this forecast in the consensus forecasting process improving overall forecast accuracy



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Demand Management comes packed with a host of built-in AI, and sophisticated mathematical algorithms. However, you may have data scientists in your organization who want build their own forecasting machine learning models, or leverage some of the Open AI models that are out there. With the 24C, these internal data scientists can build and deploy these models in the OCI data science platform, and Demand management can then seamlessly utilize them in the demand management process - just as if they were using any of the native forecasting models.

SUPPLY CHAIN EXECUTION SMART OPERATIONS

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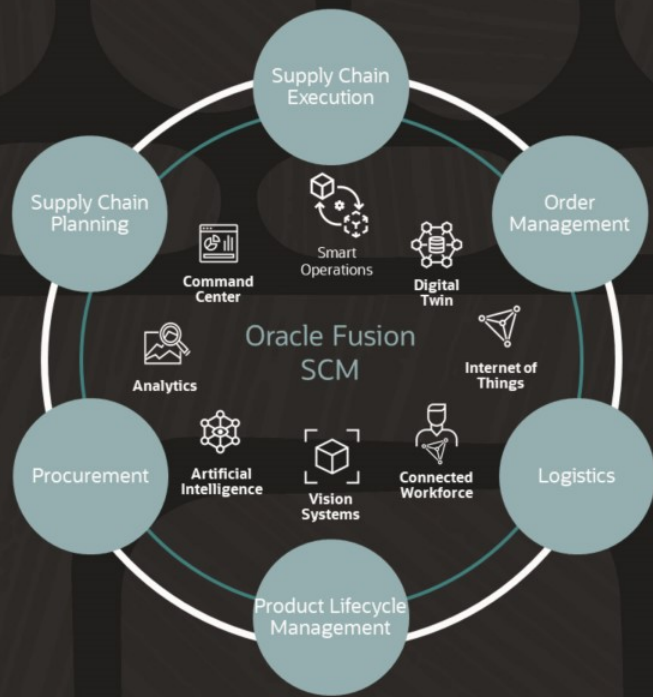
Next up: and this is big, so all pay special attention now, Smart Operations.

Oracle Smart Operations (aka SmartOps) for Manufacturing and Maintenance is a dramatically new way of empowering the operational aspects of your business. Our goal with our strategic Oracle Smart Ops initiative is to eliminate the need for a separate MES or EAM systems –separate systems which up till now may have been a necessary evil, but which add cost, complexity and contribute to disconnection across the enterprise.

ANNOUNCING

Smart Operations

Harness digital technologies to move supply chain and manufacturing operations into the cloud era



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Smart Operations is not an Oracle-term, but rather an emerging industry term for improving cross-enterprise connection, delivering digital insights, and driving automation for operational processes. However, Oracle is in the unique position to make Smart Operations real. Our industry-leading ERP and SCM cloud solutions for product-centric industries have been extended with purpose-built capabilities created specifically for the needs of the operational worker.

Smart Operations

Enable the disruption-free factory

Bringing digital technologies to supply chain execution



Manufacturing

Operator Workbench

Automated data capture and continuous monitoring



Maintenance

Maintenance Technician Workbench

Gen AI assistance with tasks, service history, and knowledge base



Manufacturing

Production Supervisor Workbench

AI-powered anomaly detection and opportunity insights



Manufacturing

Digital Work Instructions

Visual guidance on real-time manufacturing execution processes



Oracle Smart Operations includes new capabilities for the operator & their supervisors in both Manufacturing and Maintenance, and for their related automation equipment. This has been combined with our powerful technology for user experiences, all mobile and AI-enabled, and seamlessly connected to the rest of the enterprise, enabling us to deliver on the promise of Smart Ops, a complete connected, intelligent, and automated experience -in ways that no point solution or other ERP vendor can match.



Elaine Wan

Director, Manufacturing Product Strategy
Oracle



SUPPLY CHAIN EXECUTION SMART OPERATIONS: MANUFACTURING

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To look at our first set of deliveries in our Smart Ops strategic initiative, Smart Ops for Manufacturing! Over to Elaine Wan.

Smart Operations: Operator Workbench

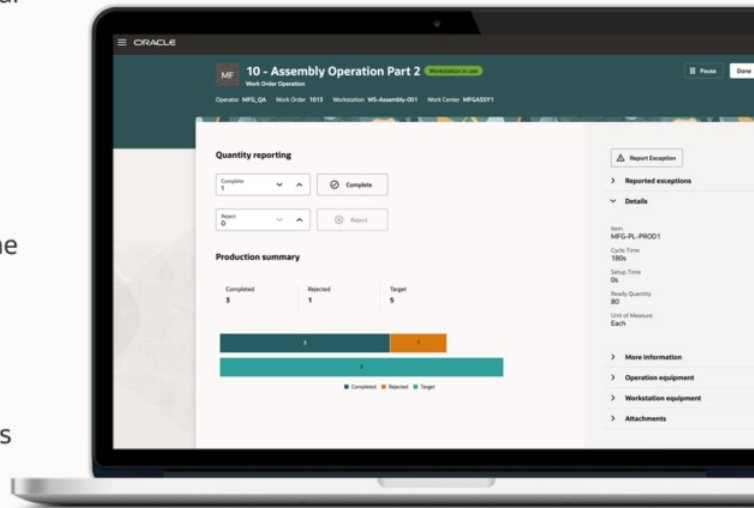
Deploy a simple, engaging user experience for real-time work execution for frontline workers

Check in/check out of a workstation for time tracking and automated labor and equipment usage reporting

Complete quantities at an operation with real-time progress summary and exception reporting

Record shift notes for operator hand-off

Enable operators to focus on manufacturing tasks for improved efficiency and productivity



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Hello, I'm Elaine Wan, Director of Product Strategy.

Today production operators spend a lot of time sifting through multiple screens and documentation. They are looking for valuable information to get started on and complete their work.

The operator workbench provides a frictionless, digital experience that enhances operational performance. Operators can focus on their manufacturing tasks with quick access to the information needed to efficiently perform those tasks.

Let's take a look at the operator workbench, a new Redwood user experience optimized for frontline factory workers.

Checking into the assigned workstation is quick and easy at the start of the shift.

In this workstation view, there's knowledge sharing from an activity feed of the prior shift and instant access to reference materials for workstation equipment setup and safety.

Getting started on work is as simple as scanning a barcode from the printed work order traveler.

Relevant information presented to the operator in preparing for work saves considerable time and increases productivity for the task at hand.

Clicking the Start button automatically tracks the time spent in executing the work order operation, so the operator can focus on the physical tasks.

Reporting production is simplified with easy-to-see buttons to complete and reject quantities.

Real-time, visual progress tracking helps operators understand the remaining work and estimated

time to completion.

An operator can pause the timer at any time. Any production issue that disrupts work can also be reported directly from the workstation. This gets the supervisor's attention without going into another application.

The operator can resume work easily and efficiently.

Clicking the Done button automates the reporting of work completed and equipment and labor resource usage. This automation eliminates the risk of data entry errors that can happen in busy

factory environments.

Before checking out of the workstation, communication with the next operator is streamlined by using Generative AI to assist with note-taking. This ensures a smooth transition between operators and increases employee engagement.

Smart Operations: Operator Workbench

All the information for operator needs – in one place



Workstation Visibility

Workstation activity feed and relevant information



Execution Focus

Barcode scanning efficiency with focus on physical tasks



Operational Performance

Real-time progress tracking and direct exception reporting



Operator Productivity

Automated production reporting and AI-assisted operator notes

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The Operator Workbench supports working faster and smarter, removing any non-value-added manual activity. There's no switching back and forth between applications.

As a result, operators improve workstation visibility, execution focus, operational performance, and productivity.

This unified experience leverages information from relevant sources – all in one place and in real time.

We've seen an initial set of capabilities with more to come in the future.



Kaushik Sivakumar

Director, Maintenance Product Strategy
Oracle

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SUPPLY CHAIN EXECUTION SMART OPERATIONS: MAINTENANCE

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Thank you, Elaine.

Now, Smart Ops for Maintenance, and over to Kaushik Sivakumar.

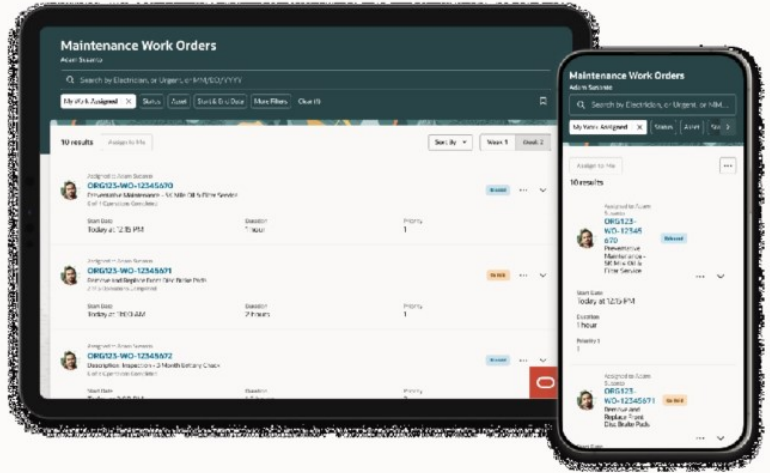
Smart Operations: Maintenance Technician Workbench

Mobile-enabled, consumer-grade user experience for maintenance technicians

Intelligent guidance for maintenance execution with continuous monitoring of asset performance

Connected data between real-time asset information, workforce, and the supply chain digital thread

Predictions and recommendations for seamless asset management and maintenance execution



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Thank you, Jon.

Hello, everyone. I am Kaushik Sivakumar, and responsible for Cloud maintenance product strategy. I am excited to share with you a spotlight on our new maintenance technician workbench.

Research shows that on-the-go access to asset information, work orders, and maintenance tasks, is important. This is because of the changing profile of the workforce and their skill variability. Maintenance technicians should be able navigate and use the system without extensive training and improve their efficiency.

As part of the Smart Operations for Maintenance initiative, the new technician workbench uses Redwood UX to give maintenance technicians a responsive, mobile-friendly, and a consumer-grade user experience to perform work execution:

- Single-user interface for all technician work execution needs.
- Advanced technologies embedded to enhance execution performance.
- Cross-functional coordination with a unified digital thread
- Enable technicians to focus on work execution tasks for improved efficiency and productivity, with least amount of time on the system

Without much ado, let's look at a demo of some of the key capabilities! Our technician, Linda, navigates to My Maintenance Work application. You notice that her landing page is prefiltered and presents her assigned work orders, sorted by date and priority.

This saves her time, eliminates the need to search for her work, and enables her to start her tasks quickly.

She can customize her work queue with smart search and filter chips. For example, real-time monitoring can allow the maintenance teams to react to work that may need immediate attention that may not have been assigned yet.

She now sees an unassigned work order that she can work on while she is at this issue, so she assigns to herself. This also ensures the supervisor is notified that the task has been picked up!

While we are here, I wanted to highlight the aspect of responsiveness with Redwood UX.

1. See how the tablet view looks
2. And, you can see how the same appears in a smart phone

The UI automatically adjusts itself to the device where the application is being used. This is true for all the UIs you will see in the workbench.

Ok - preview is meant for research before the technician engages in performing the work. The work order preview provides more details with a problem statement and other key information for the technician to review.

She can see prior inspection notes on the work order. Here, she can review the notes from Patrick who has performed an initial inspection. As she scrolls down the page, she sees information about: what operations she needs to do, the status of the asset, and any associated documents like warranties.

Reporting work has never been simpler! Our goal for the technician is to spend least time on the system and more time turning the wrenches!

In the materials tab, Linda can view all items on the work orders across the operations. Parts can be issued by simply scanning a bar code or a QR code at the using her device's camera. She can of course:

- Issue an adhoc item as needed
- Easily enter the time taken in the resources tab
- Record a mandatory meter in the Meters tab
- Importantly, report failure causes and resolution that would be essential for reliability analysis
- Easily flag the operations as completed to notify the progress on the work

With this update, you can actually perform the operations in any sequence. In maintenance situations, this is especially helpful to schedule technicians based on their availability.

In the Notes and attachments tab, she can add notes for collaborating with colleagues or write a turnover note for the next shift. In built GenAI can help her do this faster with relative ease.

Linda is ready to complete the work order

This page provides a final review of the work order tasks that now show as being completed. She can easily return to a previous step, to make any adjustments.

The AI Assist button leverages Generative AI and reduces the time and effort traditionally required to create a work summary manually. It helps create an effective repair summary using the reported problem, causes discovered, and resolution. And it helps augment the knowledge base for future reference.

She has the option to update the summary, or she can directly submit the work order!

Smart Operations: Next-Gen Maintenance Technician Workbench

Single-user interface
for all technician
work execution
needs!



Consumer Grade

Focus on getting work
done vs. data entry



Efficient Execution

Review and understand
the problem, and
execute with ease



Intelligent

Smart execution
powered by Gen AI



Greater Capabilities

Significant new
capabilities, flexible

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I hope you enjoyed the demo. You have seen some of the benefits of Smart Operations for Maintenance.

The Workbench supports working faster and smarter, removing any non-value-added manual activity. There's no switching back and forth between applications. This unified experience leverages information from relevant sources – all in one place and in real time.

In summary, Technicians now have a Consumer grade UX, that allows that to be Efficient (focus on how maintenance works vs data entry), Smart Execution (Gen AI), and with more capabilities than before (such as Out of sequence execution etc.)

Now, we continue to invest in this area, so look out for cooler improvements in the future!

SUPPLY CHAIN EXECUTION QUALITY MANAGEMENT

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Thank you Kaushik, that was amazing!

Now let's look at an update in 24C Quality Management, which illustrates a cool combination of capabilities, that of using Guided Journeys together with Gen AI, all designed to improve the user experience.

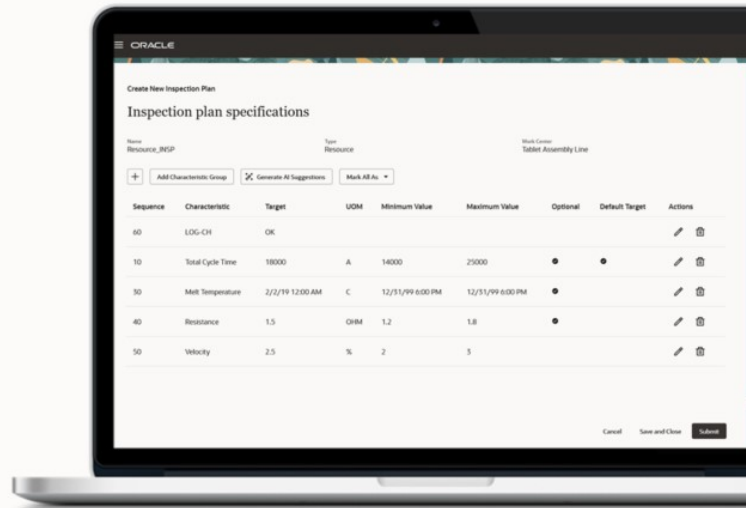
Gen AI: Generate List of Inspection Characteristics

Gen AI available in Create New Inspection UI through Redwood guided journey

Click on AI Assist to generate a list of inspection characteristics

Review, edit and accept the inspection characteristics into the inspection plan

Fast track the creation of the quality inspection plan, reduce labor hours



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Quality Management offers Gen AI capabilities in the Create New Inspection UI through the Redwood guided journey user experience. When entering the inspection plan specifications, the quality engineer can now click on the Generate AI Suggestions button to get a list of proposed inspection characteristics based on data previously entered. The results are returned on successive drawers where the quality engineer reviews, edits and confirms. The selected inspection characteristics are accepted into the inspection plan specifications table. The use of the Redwood Guided Journey together with Gen AI will greatly improve the quality engineers productivity.

SUPPLY CHAIN EXECUTION MOBILE INVENTORY

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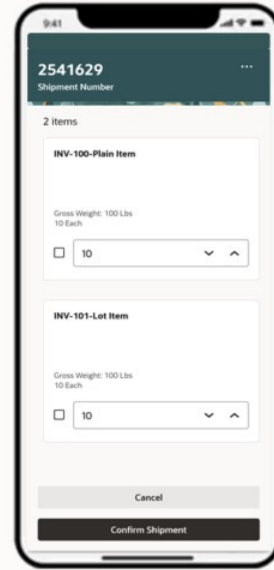
Now Mobile Inventory, where we continue to add more capabilities.

Mobile Inventory: Process and Confirm Outbound Shipments

Capture relevant shipment and shipment line level details and then ship confirm a shipment using a mobile device

Pack, unassign, add, and split shipment lines from a shipment

Improve order cycle times and shipping agent efficiency by processing shipments in real-time



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In 24C Mobile Inventory now supports shipping flows. Users can scan, or enter a shipment or order number, then review lines assigned to the shipment, pack the assigned lines, update shipment or line data, split shipment lines, assign or unassign shipment lines to the shipment, and confirm the shipment all from a mobile device.

LOGISTICS TRANSPORTATION MANAGEMENT

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Now Oracle Transportation Management where new capabilities assist in carbon management.

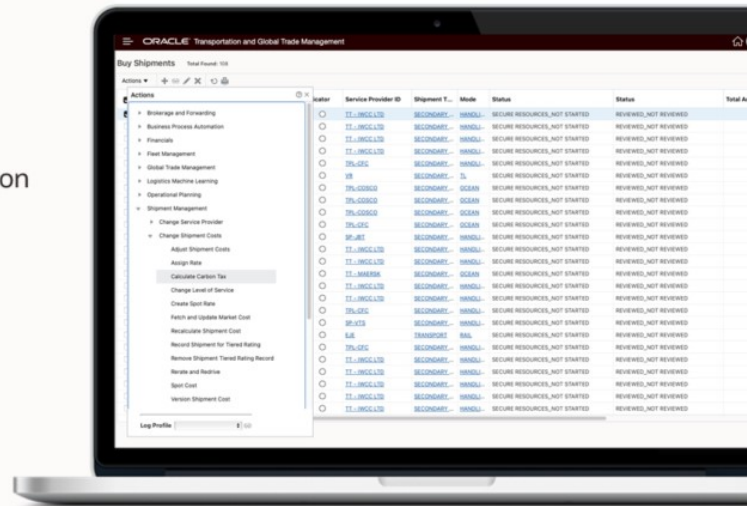
Sustainability: Calculate Carbon Tax for Transportation

Calculate Carbon Tax for shipments

Get geography-specific carbon tax values according to the shipping route

Streamline the calculation process with automation agent work flows

Reduce manual effort to estimate and process carbon tax on freight invoices



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In OTM there is a new functionality for calculating carbon tax for shipments, such as those now used in Canadian rail shipments. The system analyzes the shipping route, breaking it down into geographies, then applies geography-specific carbon tax rates to calculate the tax values. Customers are now able to automate the process with agent workflows. This capability helps customers estimate their emissions responsibilities, and process carbon tax on freight invoices.

ORDER MANAGEMENT PRICING

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In update 24C we've made improvements to Oracle Pricing to simplify the definition of Pricing Rules.

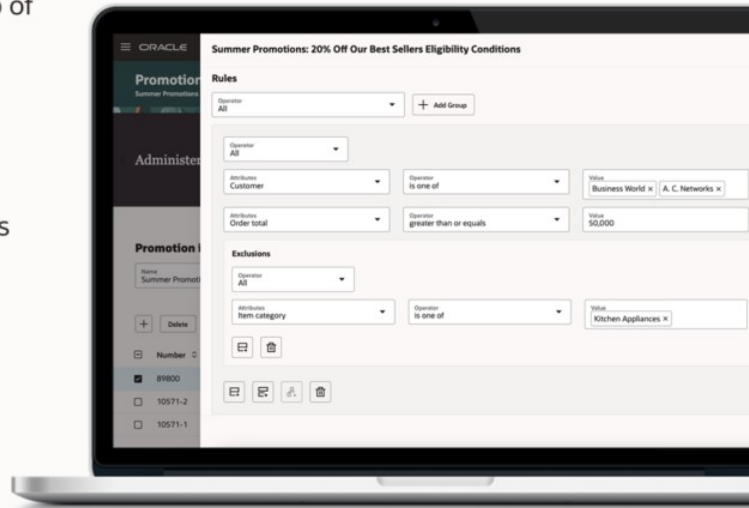
Redwood: Order Management - Pricing Rule Builder

Use new pricing rule builder to simplify the setup of complex pricing rules

Define eligibility rules for promotional discounts based on customer and item attributes

Create eligibility rules that match any or all values in a condition group or across condition groups

Add eligibility rules that exclude the promotional discount from the sales order



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We've have created a new Pricing Rules Builder that lets you define eligibility conditions for a promotional discount based on predefined customer and item-related attributes. You can also model your most complex eligibility rules that match values in or across condition groups, and rules that exclude customers or items from receiving the promotional discount.

ORACLE FUSION SCM 24C ADDITIONAL INNOVATIONS

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There are many more innovations in 24C so get ready to do a screen capture for coming up is a long list.

Additional innovations in Oracle Fusion SCM 24C

Inventory

Receipt returns for non-quantity tracked subinventories & expense destination Transfer Orders
Scan Health Industry barcode labels

Costing

Track Lot or Serial Level Costs During Transfers
Costing Operation Yield in Discrete Manufacturing
Costing Multiple Outputs in Discrete Manufacturing
Costing Repair to Stock Maintenance Work Orders

Manufacturing

Multiple outputs in discrete manufacturing
Operation yield in discrete manufacturing
Quality inspection setup and execution in Redwood UX

Maintenance & Service Logistics

Repair to Stock
Redwood Field Parts Inventory
Repair Multiple Assets on a Depot Work Order

Channel Revenue Management

Settle a Customer Claim in Accounts Payable
Manually Split a Customer Claim
Export Earned Accruals to Microsoft Excel from Program Checkbook

Transportation & Global Trade Mgmt.

Transportation Sourcing Workbench
Duty Management Enhancements to Global Trade Management

Warehouse Management

Receive Expense Destination Items on Inbound Orders
Item-driven cycle counting
Replenish Inventory between Active Locators in Pucks and Cases

Product Lifecycle Management

Redwood: Workflow search and analysis
Redwood: Mass item attribute update using guided tasks
Redwood: Manufacturer Management
Auto-create UOM conversions when adding a packaging string to an item

Supply Chain Planning

Plan multiple outputs from discrete manufacturing work definition
Plan considering yield of product at a manufacturing operation in plan
Plan considering minimum transfer quantity between operations in plan
Consider Shift Exceptions in Scheduling
Usability improvements to automated hyperparameter tuning of forecast

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Let me highlight just a few:

- Specialist barcode support for Healthcare
- Support for multiple outputs and operation yield in manufacturing, costing & planning
- Repair to Stock support in Depot Repair flows
- Enhanced Claims support in Channel Revenue Management
- A new Transportation Sourcing Workbench
- Item-driven Cycle Counting in WMS
- Enhancements to UoM and Packing String support
- Planning & scheduling support for Minimum Transfer Quality
- And many many more

ORACLE FUSION SCM UPCOMING INNOVATIONS

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Let's now take a sneak peak at what's coming for Redwood Order Management, with a GA target of 24D.

Redwood: Search, Mass Change, Create Order

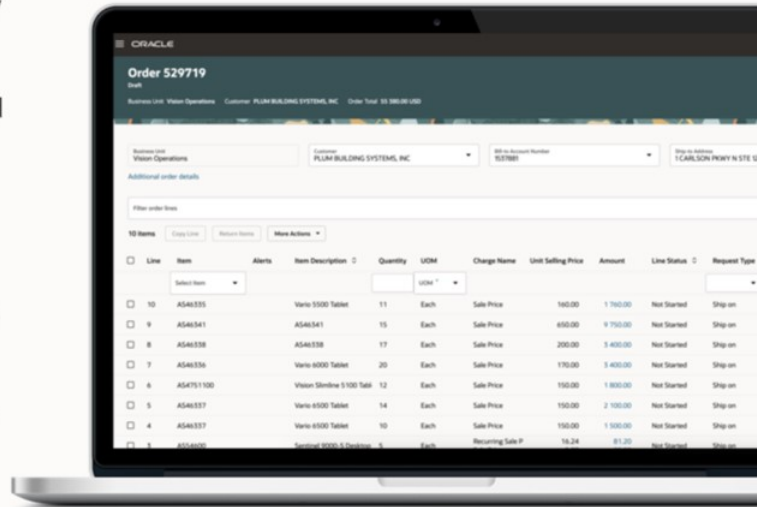
Use keyword, filter and saved searches to quickly find and access orders and order lines

Perform mass actions across selected orders and order lines

Create and revise orders quickly by entering minimal information

Tune the user experience using business rules to show or hide data

Improve your order cycle time and efficiency of order specialists



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We've been busy, busy developing a completely new Order Management experience in Redwood. You will be able to use the new unified search to find orders and order lines using keywords, filters and saved searches. You can select lines from the search results and perform mass actions such as cancel, submit and reprice. In addition creation and revision of orders is streamlined to allow you to enter minimal header information and enter orders in-line including extensible attributes (EFF) to get a basic order created quickly. Access to additional information required to complete the order is easily accessible. And of course all of this also support Business Rules and Guided Journeys to help configure the flow into multiple shapes to match your different and specific needs.

Resources

Oracle Cloud Customer Connect

<https://cloudcustomerconnect.oracle.com>

Oracle Documentation

<https://docs.oracle.com>

Oracle Cloud Readiness Content

<https://oracle.com/readiness>



There are many more features in 24C. So, for more information use these links or the QR code.

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My name is Jon Chorley, thank you so much for your time today.