



**COLLABORATE19**

TECHNOLOGY AND APPLICATIONS FORUM  
FOR THE ORACLE COMMUNITY

# Order Management Integration with Service Contracts for Model Configurations

A Case Study for the  
Transaction Security Industry

*Remember to complete your evaluation for this session within the app!*

**Session ID:**  
**11251**

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**#C19TX**

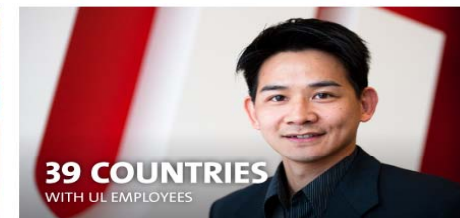
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# UL - Working for a Safer World since 1894



## Summary

- Case Study
- Model Configurations
- Order Entry
- Contact Management
- Hardware Shipping
- Model Fulfillment
- Installed Base Integration
- Service Contract Integration
- Hardware Replacement

## Case Study

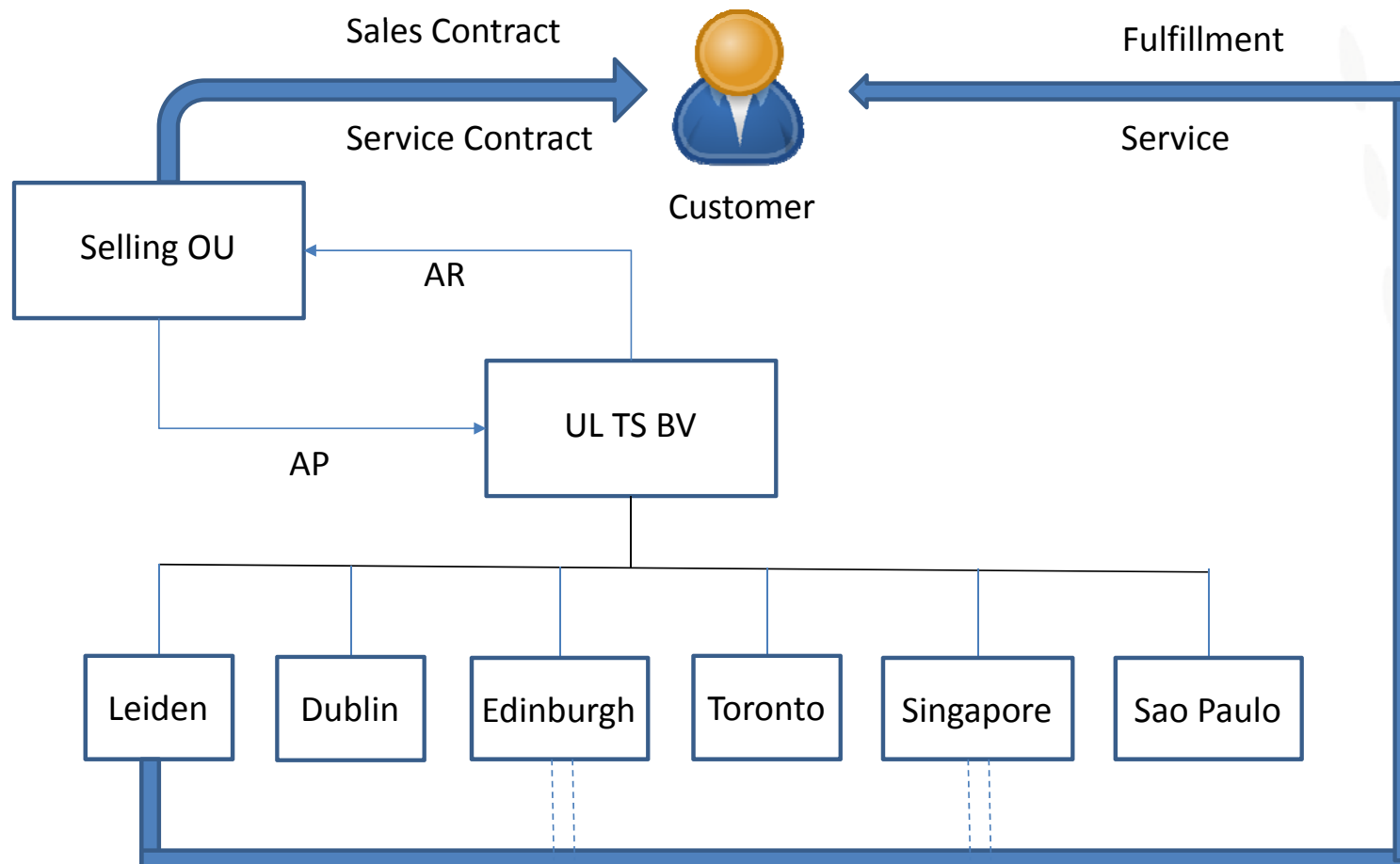
- Company: Underwriters Laboratories
- Industry: Transaction Security Services
- Sectors: Mobile, payment card, eTicketing and ID management sectors
- Services: End-to-end security, interoperability, conformance evaluation and advisory services
- Customers: Banks, governments, mobile network operators, public transport companies



# Global Footprint



# High Level Business Process Flow



# Model Configurations

## Parent/Top

### Pick-To-Order Models

- One-Level (Flat) Bills of Material

### Two Categories

- Generic (A La Carte) Model
  - Consists of all software, hardware and orderable accessories
  - Hundreds of software and about 50 hardware components
- Pre-Configured Models
  - Consist of software and hardware for specific applications

All Models are serviceable/IB trackable



# Model Configurations

## Software/Hardware

- Software (SW)
  - Bill-Only items
  - Serviceable/IB Trackable
  - Non-Serialized
- Hardware (HW)
  - Shippable items
  - Majority Serviceable/IB Trackable
  - Majority Serialized (at sales order issue)
- Accessories (ACC)
  - Orderable/shippable
  - Non Serviceable/IB trackable
  - Non-Serialized

# Accessories

## Processing

Majority of accessories are not orderable

- Handled outside of model configurations
- Associated with pre-configured models or components of generic model
- Set up through inventory item relationships
- Printed on packing slip

# Accessories

## Example

Hardware:  
UL Smartwave Box

Pre-Configured Model:  
BTT + SmartLink Box +  
SmartWave Box

From Item	To Item	Type	Reciprocal	Planning Enabled	Effective Dates
					From To [ ]
30300056	70000008	Related	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
30300056	70000019	Related	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
30300056	70000020	Related	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
30300056	70000021	Related	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10010001	70000008	Related	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10010001	70000009	Related	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10010001	70000016	Related	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10010001	70000019	Related	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10010001	70000020	Related	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10010001	70000022	Related	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Item Description

From: UL SmartWave Box

To: FireWire Cable

Planning Details

Packing Slip logic picks up accessories for specific hardware or pre-configured models

# Order Entry

## Configuration/Service line

### Standard Functionality

- Model (Generic)
  - Service Line
  - SW1
    - Service Line
  - SW2
    - Service Line
  - SW3
    - Service Line
  - HW1 (Serviceable)
    - Service Line
  - HW2 (Non Serviceable)
  - ACC1

Add Service Line



### With Folder

- Model (Generic)
  - Service Line
    - SW1
    - SW2
    - SW3
    - HW1
    - HW2
    - ACC1

# Order Entry

## Pricing

### With Folder

- Model (Generic)
  - Service Line
    - SW1
    - SW2
    - SW3
    - HW1
    - HW2
    - ACC1

#### Price

Automatic  
Manual  
Manual  
Manual  
0 (with exceptions)  
0 (with exceptions)  
0

#### Pricing Method

Custom modifier  
Manual surcharge  
Manual surcharge  
Manual surcharge

# Order Entry

## Configuration - Example

Sales Orders (UL Brazil) -

Order Information    **Line Items**

Display\_Inv\_Lines\_only\_UL    Order Total    1,000.00

Main    Pricing    Shipping    Addresses    Returns    Services    Others

Line	Ordered Item	Item Description	Qty	UOM	Unit Selling Price	Customer PO Number	Request Date	Schedule Ship Date	Status
1.1	10010005	BTT + SmartConnect	1	Ea	0.00		18-FEB-2019 07:17:00		Entered
1.1.1	30300049	UL License Key HASP	1	Ea	0.00		18-FEB-2019 07:17:00		Entered
1.1.1	30300207	UL Brand Test Tool	1	Ea	1,000.00		18-FEB-2019 07:17:00		Entered
1.1.2	30300052	UL SmartConnect	1	Ea	0.00		18-FEB-2019 07:17:00		Entered
1.1.3	70000009	Magstripe Fallback Card Set	1	Ea	0.00		18-FEB-2019 07:17:00		Entered

Line Total    Description    BTT + SmartC

Actions    Related I

Oracle Configurator

Find:    Go    Order Quantity: 1

Item	Description
<input checked="" type="checkbox"/> 30300207	UL Brand Test Tool
<input checked="" type="checkbox"/> 30300052	UL SmartConnect
<input checked="" type="checkbox"/> 70000009	Magstripe Fallback Card Set

Item	Description	UOM
30300207	UL Brand Test Tool	Ea
30300052	UL SmartConnect	Ea
70000009	Magstripe Fallback Card Set	Ea

Included Item



# Order Entry

## Service Line Entry - Approach

<u>Field</u>		<u>Method</u>	<u>Value</u>
Service Reference Type	Required	Defaulting Rule	ORDER
Service Order Type	Required	Personalization	From Order
Service Ref Order Number	Required	Personalization	From Order
Service Ref Line Number	Required	Personalization	Top Model
Service Ref Shipment Number	Required	Personalization	Top Model
Service Ref Option Number		Personalization	0
Service Duration		Defaulting Rule	From Item
Service Period		Defaulting Rule	From Item
Service Number		Personalization	1

# Order Entry

## Service Line Entry - Example

Sales Orders (UL Brazil)

Order Information **Line Items**

Display\_Inv\_Lines\_only\_UL

Order Total 1,000.00

Main Pricing Shipping Addresses Returns Services Others

Line	Ordered Item	Item Description	Qty	UOM	Unit Selling Price	Customer PO Number	Request Date	Schedule Ship Date
1.1	10010005	BTT + SmartConnect	1	Ea	0.00		18-FEB-2019 07:17:00	
1.1.1	30300049	UL License Key HASP	1	Ea	0.00		18-FEB-2019 07:17:00	
1.1.1	30300207	UL Brand Test Tool	1	Ea	1,000.00		18-FEB-2019 07:17:00	
1.1.2	30300052	UL SmartConnect	1	Ea	0.00		18-FEB-2019 07:17:00	
1.1.3	70000009	Magstripe Fallback Card Set	1	Ea	0.00		18-FEB-2019 07:17:00	
2.1	30300001	UL IMS Service Contract 1 year	1	YRS			18-FEB-2019 07:17:00	

Line Total  Line Qty  Service Total

Description

# Order Entry

## Service Line Entry – Example (cont'd)

Sales Orders (UL Brazil)

Order Information    **Line Items**

Display\_Inv\_Lines\_only\_UL    Order Total    1,000.00

Main    Pricing    Shipping    Addresses    Returns    **Services**    Others

Line	Ordered Item	Qty	Service Reference Type	Service Order Type	Service Ref Order Number	Service Ref Line Number	Service Ref Shipment Number	Service Ref Option Number
1.1	10010005	1						
1.1.1	30300049	1						
1.1.1	30300207	1						
1.1.2	30300052	1						
1.1.3	70000009	1						
2.1	30300001	1	Order	UL BRZ Std Order	12727742	1	1	0

Line Total    Line Qty 1    Service Total

Description UL IMS Service Contract 1 year

# Order Entry

## Service Line Entry – Example (cont'd)

Sales Orders (UL Brazil)

Order Information   **Line Items**

Display\_Inv\_Lines\_only\_UL

Order Total 1,000.00

Main   Pricing   Shipping   Addresses   Returns   **Services**   Others

Line	Ordered Item	Item Name	Service Coterminal	Service Start Date	Service End Date	Service Duration	Service Period	Service Number
1.1	10010005		<input type="checkbox"/>					
1.1.1	30300049		<input type="checkbox"/>					
1.1.1	30300207		<input type="checkbox"/>					
1.1.2	30300052		<input type="checkbox"/>					
1.1.3	70000009		<input type="checkbox"/>					
2.1	30300001		<input type="checkbox"/>			1	Year	1
			<input type="checkbox"/>					
			<input type="checkbox"/>					

Line Total   Line Qty 1   Service Total


Description UL IMS Service Contract 1 year

# Order Entry

## After Saving Service Line

Sales Orders (UL Brazil)

Order Information **Line Items**

 Display\_Inv\_Lines\_only\_UL

Order Total 1,200.00

Main Pricing Shipping Addresses Returns Services Others

Line	Ordered Item	Item Description	Qty	UOM	Unit Selling Price	Customer PO Number	Request Date	Schedule Ship Date
1.1	10010005	B11 + SmartConnect	1	Ea	0.00		11-FEB-2019 13:10:13	11-FEB-2019 23:59:00
1.1.1.1	30300001	UL IMS Service Contract 1 year	1	YRS	200.00		11-FEB-2019 13:10:13	
1.1.1.1	30300049	UL License Key HASP	1	Ea	0.00		11-FEB-2019 13:10:13	11-FEB-2019 23:59:00
1.1.1.1	30300207	UL Brand Test Tool	1	Ea	1,000.00		11-FEB-2019 13:10:13	11-FEB-2019 23:59:00
1.1.2	30300052	UL SmartConnect	1	Ea	0.00		11-FEB-2019 13:10:13	11-FEB-2019 23:59:00
1.1.3	70000009	Megastripe Fallback Card Set	1	Ea	0.00		11-FEB-2019 13:10:13	11-FEB-2019 23:59:00

Line Total 1,200.00 Line Qty 1 Service Total 0.00

Description B11 + SmartConnect

# Order Entry

## Service Line Pricing

Advanced Pricing - Define Modifier

Main Advanced Other

Type: Surcharge List Number: UL TS Service Line ☒ Active ☐ Automatic

Name: UL TS Service Line ☒ Global Operating Unit:

Version: Start Date: - Description: [ ]

Currency: List Qualifiers

Modifiers Summary Discounts/Charges Promotion Upgrades Promotion Terms Coupons Price Breaks\*

Modifier No	Level	Modifier Type	Start Date	End Date	Automatic	Override
6546609	Line	Surcharge			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6548603	Line	Surcharge			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Product Attr Product Attr Value Product Description

Item Number 30300001 UL IMS Service Contract 1 year

Item Number 30300002 UL IMS Service Contract 3 year

Excl

ude Pricing Attributes Line Qualifiers Define Details\*

Modifiers Summary Discounts/Charges Promotion Upgrades Promotion Terms Coupons Price Breaks\*

Modifier No	Level	Modifier Type	Formula	Application Method	Value
6546609	Line	Surcharge	UL TS Service Line	New Price	A
6548603	Line	Surcharge	UL TS Service Line	New Price	B

Exclude Pricing Attributes Line Qualifiers Defi

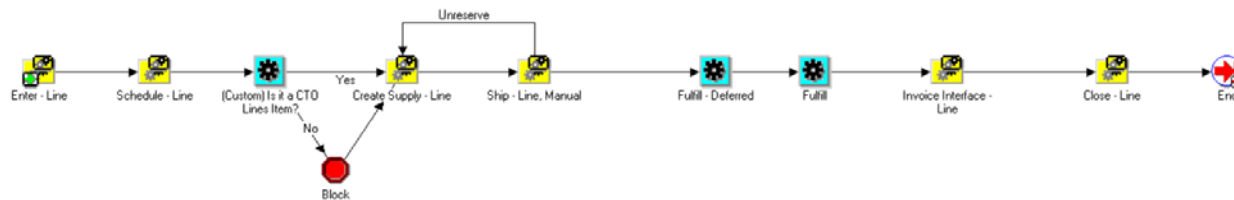
Multiplier on product value

Formula uses pricing attribute to calculate product value and then multiplies by modifier value

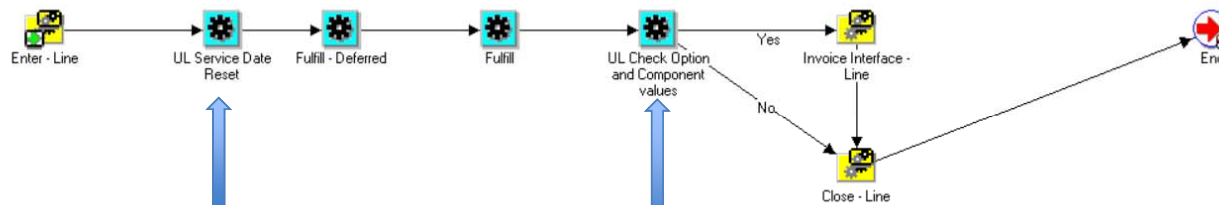


# Order Entry Workflows

## Hardware/Software



## Service Line



Not needed in 12.2.6

- Filters out non-model service lines
- Sets service start/end dates

# Contact Management

## Requirements

### Process Requirements

- Service Contract contacts required on contract header
- Entered in OM by salespeople/office management personnel
- Needed for daily extract from Service Contracts to customer Web Portal
- Customers log into Web Portal and download software license keys

# Contact Management Processing

- Service Contracts entered in 'Service Contract Details' window of Model Service Line

Sales Orders (UL Brazil)

Order Information    Line Items

Display\_Inv\_Lines\_only\_UL

Order Total 1,200.00

Main   Pricing   Shipping   Addresses   Returns   Services   Others

Line	Ordered Item	Item Description	Qty	UOM	Unit Selling Price	Customer PO Number	Request Date	Schedule Ship Date	Status	On H
1.1	10010005	BTT + SmartConnect	1	Ea	0.00		11-FEB-2019 13:10:13	11-FEB-2019 23:59:00	Awaiting Fulfillment	<input type="checkbox"/>
1.1...1	30300001	UL IMS Service Contract 1 year	1	YRS	200.00		11-FEB-2019 13:10:13		Awaiting Fulfillment	<input type="checkbox"/>
1.1.1	Contract Details									<input type="checkbox"/>
1.1.1										<input type="checkbox"/>
1.1.2										<input type="checkbox"/>
1.1.3										<input type="checkbox"/>

Order Number 12727738    Order Line Number 1    Customer Name Antal Tecnologia S.A. de C.V.

Service Ordered 30300001    Start Date 04-FEB-2019    End Date 03-FEB-2020

Apply All ☐    Line Renewal Type Full Duration

Merging Rules

New

Renewal Process     Approval     Repricing Details

PO Required ☐    Billing Profile     Renewal Pricing Type     Price List     Markup(%)

Quote To

Contact Rios, Yuliana    Address

Email     Phone     Fax

Customer Contacts

Role	Name	Address
Contract Manager	Rios, Yuliana	

Existing

Type     Contract Number     Start Date     End Date



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# Hardware Shipping

## Delivery Shipping

**Shipping Transactions**

Query  Query <1>

Context  Line - 36319312

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TS\_Del\_Summary

Name	Initial Pick-Up Date	Consignee	Ultimate Ship to	Salesperson - Pro Forma Invoice	Status	Additional Info	Org Code	Routing Instructions
36093482	11-FEB-2019 23:59:00	Antal Tecnologia S.A	2246534 : Av. Insurgentes Sur 1898, Int. Of. C	Barradas Ruben....	Open	Top Model Line(s) Released	NCB	Yuliana Rios/rios@praxis.com

Lines/LPNs   Delivery   Path by Stop   Path by Trip

Actions  Go (B) Detail... (J)

## IB Interface Data

### After Hardware is Shipped

Before all order lines are fulfilled

- Serviceable Hardware is immediately Interfaced to IB

Unprocessed



INTERFACE_ID	ORGANIZATION_ID	TRANSACTION_DATE	SEGMENT1	DESCRIPTION	QUANTITY	TRANSACTION_ID	TRANSACTION_REFERENCE	PROCESSED_FLAG
490095	35030	2/13/2019 1:11:33 PM	30300049	UL License Key HASP	1	47186265	49451337	N
490096	35030	2/13/2019 1:11:33 PM	30300052	UL SmartConnect	1	47186266	49451337	N

After all order lines are fulfilled

- Software is interfaced as part of parent line (top model)

INTERFACE_ID	ORGANIZATION_ID	TRANSACTION_DATE	SEGMENT1	DESCRIPTION	QUANTITY	TRANSACTION_ID	TRANSACTION_REFERENCE	PROCESSED_FLAG
490095	35030	2/13/2019 1:11:33 PM	30300049	UL License Key HASP	1	47186265	49451337	N
490096	35030	2/13/2019 1:11:33 PM	30300052	UL SmartConnect	1	47186266	49451337	N
490097			10010005	BTT + SmartConnect				N



# Order Service Details

## Before IB Processing

### Order Service Details

	ORDER_NUMBER	COD_TYPE	LINK_ORDER_HEADER_ID	ORDER_LINE_ID1	LINK_ORD_LINE_ID1
▶	12727738	NCT	49451337	95358389	

Top Model

### Order Service Contact Details

	ORDER_NUMBER	PARTY_NAME	ORDER_LINE_ID1	JTOT_OBJECT_CODE
▶	12727738	Yuliana Rios-Antal Tecnologia S.A. de C.V.-7301481	95358389	OKX_PCONTACT

Table

oks\_k\_order\_details

oks\_k\_order\_contacts

# Order Service Details

## After IB Processing

### IB Interface Data

INTERFACE_ID	ORGANIZATION_ID	TRANSACTION_DATE	SEGMENT1	DESCRIPTION	QUANTITY	TRANSACTION_ID	TRANSACTION_REFERENCE	PROCESSED_FLAG
490095	35030	2/13/2019 1:11:33 PM	30300049	UL License Key HASP	1	47186265	49451337	PC
490096	35030	2/13/2019 1:11:33 PM	30300052	UL SmartConnect	1	47186266	49451337	PC
490097			10010005	BTT + SmartConnect				PC

Processed



### Order Service Details

ORDER_NUM...	COD_TYPE	LINK_ORDER_HEADER_ID	ORDER_LINE_ID1	LINK_ORD_LINE_ID1
12727738	NCT	49451337	95358389	
12727738	NCT	49451337	95358391	
12727738	LTO	49451337	95358393	95358391
12727738	LTO	49451337	95358396	95358391

Top Model

Model  
Components

# Order Service Details

## Reset Before Service Contracts Interface

### Before Resetting

ORDER_NUM...	COD_TYPE	LINK_ORDER_HEADER_ID	ORDER_LINE_ID1	LINK_ORD_LINE_ID1
12727738	NCT	49451337	95358389	
12727738	NCT	49451337	95358391	
12727738	LTO	49451337	95358393	95358391
12727738	LTO	49451337	95358396	95358391

### After Resetting

ORDER_NUMBER	COD_TYPE	LINK_ORDER_HEADER_ID	ORDER_LINE_ID1	LINK_ORD_LINE_ID1
12727738	NCT	49451337	95358389	
12727738	LTO	49451337	95358393	95358389
12727738	LTO	49451337	95358396	95358389
12727738	LTO	49451337	95358391	95358389

To create one contract, need to reset

- COD\_TYPE
- LINK\_ORD\_LINE\_ID1

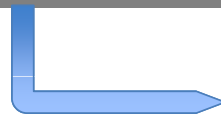
# Service Contracts Integration

## Before Service Contract Interface Processing

	ORDER_NUMBER	ORDER_LINE_ID	SUCCESS_FLAG	CONTRACT_ID	CONTRACT_LINE_ID
▶	12727738	95358389	N		
	12727738	95358396	N		
	12727738	95358391	N		
	12727738	95358393	N		

## After Service Contract Interface Processing

	ORDER_NUMBER	ORDER_LINE_ID	SUCCESS_FLAG	CONTRACT_ID	CONTRACT_LINE_ID
▶	12727738	95358389	S	20783562	2.17905269284548E38
	12727738	95358396	S	20783562	2.17905269284548E38
	12727738	95358391	S	20783562	2.17905269284548E38
	12727738	95358393	S	20783562	2.17905269284548E38



Single contract

# Service Contract Header

Service Contracts Authoring (UL Brazil: BRL)

Number	BR1015	Version	0.1 <input type="checkbox"/> Template	Status	Active	Negotiation Status	Complete
Order	12727738	Start Date	04-FEB-2019	End Date	03-FEB-2020	Subtotal	200.00 USD
Known As		Duration	1	Period	Year	Tax	0.00
Description	CUSTOMER:			Category	Service Agree	Total	200.00 [TS]

Summary Lines

Parties Pricing / Billing Renewals Administration Security / Text

Party

Role	Name	Party Number	GSA	[ ]
Customer		7301479	<input type="checkbox"/>	
Vendor Operating Unit	UL Brazil		<input type="checkbox"/>	
			<input type="checkbox"/>	

Bill To

Party	Account	Location
	2240641	4553614

Ship To

Party	Account	Location
	2240641	4553614

Contacts

Role	Name	Sales Group	Email	Start Date	End Date	[ ]
Billing	Rios, Yuliana					
Contract Manager	Rios, Yuliana					

Contracts Manager flows to Service Contracts Header

# Service Contract Lines

Service Contracts Authoring (UL Brazil: BRL)

Number: BR1015    Version: 0.1    ☐ Template    Status: Active    Negotiation Status: Complete

Order: 12727738    Start Date: 04-FEB-2019    End Date: 03-FEB-2020    Subtotal: 200.00    USD

Known As:    1    Period: Year    Tax: 0.00

Description: CUSTOMER:    Category: Service Agreeeme    Total: 200.00    [TS]

Summary    **Lines**

Accounts    Effectivities    **Pricing / Products**    Tax / Payment Options    Counters    Events

Line	Line Type	Name	Line Ref	Duration	Period	Price UOM	Last Contract Price	Curr	Subtotal	Tax	Print Invoice Total
1	Service	30300001		1	Year		0.00		200.00	0.00	200.00

Show All Products    Price Break...    Price Calculation...    Reprice (A)    Billing...

Effectivity    Pricing    Administration

Line	Level	Name	Serial Num	Status	Line Ref	Start Date	End Date
1.1	Product	BTT + SmartContr		Active		04-FEB-2019	03-FEB-2020
1.2	Product	UL License Key	TS1001	Active		04-FEB-2019	03-FEB-2020
1.3	Product	UL Brand Test To		Active		04-FEB-2019	03-FEB-2020
1.4	Product	UL SmartConnect	TS2001	Active		04-FEB-2019	03-FEB-2020

Description: 10010005;;29974735

Invoice Text: UL IMS Service Contract 1 year:1:BTT + SmartConnect:04-FE    Product Details (J)    New Instance...



# Service Contract

## Header DFF

Service Contracts Authoring (UL Brazil: BRL)

Number	BR1015	Version	0.1	<input type="checkbox"/> Template	Status	Active	Negotiation Status	Complete
Order	12727738	Start Date	04-FEB-2019		End Date	03-FEB-2020	Subtotal	200.00 USD
Known As		Duration	1		Period	Year	Tax	0.00
Description	CUSTOMER:	Category	Service Agreeme				Total	200.00 [TS]

Summary Lines Contract Headers

Parties

Party Role MyCollis Username/Token Context Value TS Contract TS Contract

Customer New MyCollis Username/Token Username/Token

Vendor Contract Type Direct

MS CRM Opportunity Num OPP-10001-12345

Bill To Party

OK Cancel Clear Help

Contacts

Role	Name	Sales Group	Email	Start Date	End Date
Billing	Rios, Yuliana				
Contract Manager	Rios, Yuliana				

New Username/Token  
From OH Sales Channel  
From OH DFF

# Service Contract

## Header Sweep Program

### Service Contract Field

MyCollis Username/Token  
Contract Type  
MS CRM Opportunity Num  
Salesperson  
Bill Services

### Source Field

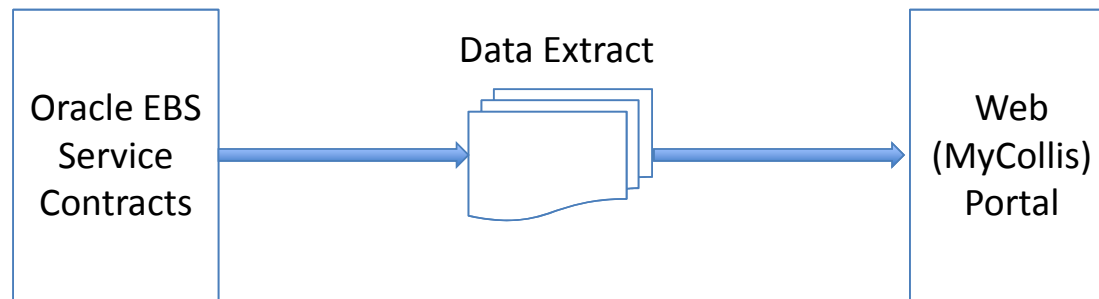
New MyCollis Username/Token  
Sales Channel  
MS CRM Opportunity Num  
Salesperson  
Order Type

### Source Entity

Service Contracts DFF  
Order Header  
Order Header  
Order Header  
Order Header

# Service Contracts to Web Portal

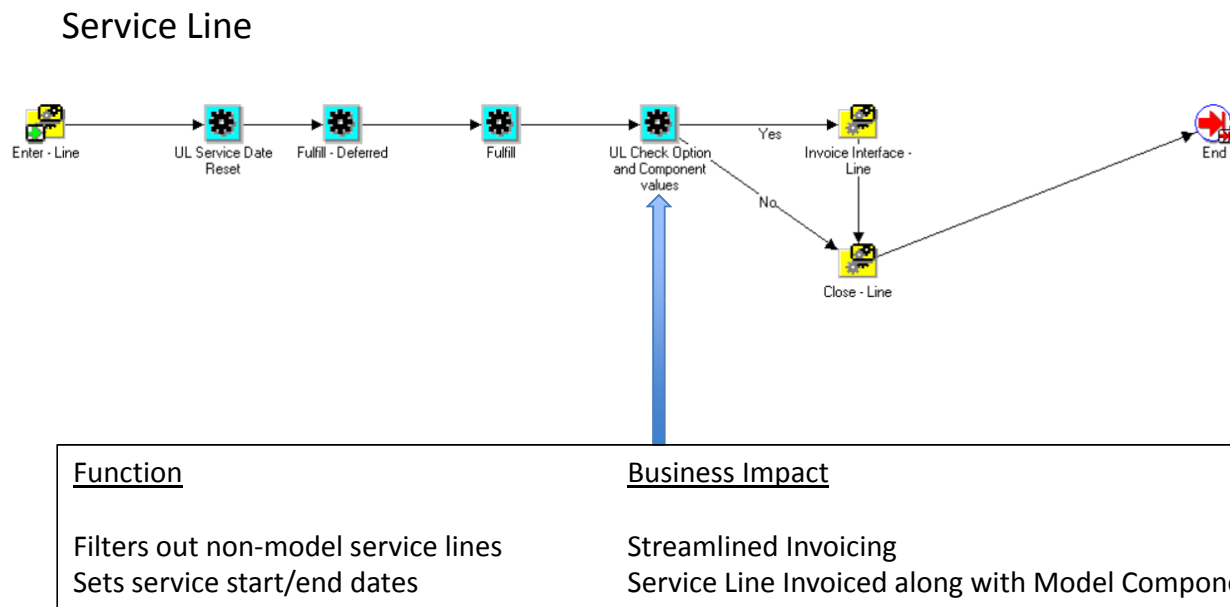
## Data Extract



Clients log into the Web Portal to:

- Download license keys
- Update software

# Order Closing/Invoicing Service Line Workflow



# Order Closing/Invoicing

## Service Line Workflow

Need to set service start/end dates

### Standard functionality

- After model fulfillment, service line is in 'Awaiting Invoice Interface - Incomplete Data' status (flow\_status\_code = 'INVOICE\_INCOMPLETE')
- All model lines are in 'Closed' status.
- Service line is awaiting contract creation and can be closed after 'Progress Order' is performed
- This may result in invoice splitting into two parts, one for the model and one for the service line.

### Customization

- After fulfillment, service start/end dates are updated based on model
  - actual\_shipment\_date or, if null, actual\_fulfillment\_date
- This ensures that model and service lines are invoiced together



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**#C19TX**

# Hardware Replacement Process

# Hardware Replacement

- 12.2.6 Standard Process
  - Return non-functioning Hardware and then ship the replacement hardware.  
This Process is fully integrated with IB/Service Contracts.
- UL Process
  - First, ship replacement to address the customer needs
    - ✓ Shipment of replacement hardware is processed as a product merge to the existing contract.
  - Then, process returns for non-functioning hardware.
    - ✓ Return of non-functioning hardware is processed as a 'Return for Replacement' Transaction.

# Service Contract

## Before Replacement Shipment

Service Contracts Authoring (UL VSPL: SGD)

Number	20150237	Version	0.0 <input type="checkbox"/> Template	Status	Active	Negotiation Status	
Order		Start Date	06-APR-2015	End Date	05-APR-2019	Subtotal	5850.00 USD
Known As		Duration	4	Period	Year	Tax	0.00
Description	CUSTOMER:	Category	Service Agreeme	Total	5850.00	[TS]	

Summary Lines

Line	Line Type	Name	Line Ref	Duration	Period	Price UOM	Last Contract Price	Curr	Subtotal	Tax	Print Invoice Total
1	Service	30300001		4	Year		0.00		5850.00	0.00	5850.00

[Show All Products](#)
[Price Break...](#)
[Price Calculation...](#)
[Reprice \(A\)](#)
[Billing...](#)

Line	Level	Name	Serial Num	Status	Line Ref	Start Date	End Date
1.2	Product	UL SmartWave B	1510-0032	Active		06-APR-2015	05-APR-2019

Description: 30300056;1510-0032;29243437  
 Invoice Text: CounterUL SmartWave Box

[Product Details \(J\)](#)
[New Instance...](#)



# Replacement Shipment

Sales Orders (UL VSPL)

Order Information    Line Items

Display\_Inv\_Lines\_only\_UL

Order Total 0.00

Main   Pricing   Shipping   Addresses   Returns   Services   Others

Line	Ordered Item	Qty	Service Reference Type	Service Order Type	Service Ref Order Number	Service Ref Line Number	Service Ref Shipment Number	Service Ref Option Number	S
1.1	30300056	1							
1.1...1	30300001	1	Order	UL VSPL Ship Only Order	12727740	1	1		

Contract Details

Order Number 12727740    Order Line Number 1    Customer Name Ingenico Solutions (M) Sdn Bhd  
 Service Ordered 30300001    Start Date 15-FEB-2019    End Date 05-APR-2019

Apply All ☐    Line Renewal Type Full Duration

Merging Rules

Renewal

☐ New    Renewal Process    Approval    Repricing Details

PO Required ☐    Billing Profile    Renewal Pricing Type    Price List    Markup(%)

Quote To

Contact    Address    Email    Phone    Fax

Customer Contacts

Role	Name	Address

Existing

Type Contract    Contract Number 20150237    Start Date 06-APR-2015    End Date 05-APR-2019

Tip  
Contract will not show up unless  
Order Currency = Contract Currency

# Service Contract

## After Replacement Shipment

Service Contracts Authoring (UL VSPL: SGD)

Number: 20150237    Version: 0.0    ☐ Template    Status: Active    Negotiation Status:    Subtotal: 5850.00    USD

Order:    Start Date: 06-APR-2015    End Date: 05-APR-2019    Tax: 0.00

Known As:    Duration: 4    Period: Year    Category: Service Agreement    Total: 5850.00    [TS]

Description: CUSTOMER:

Summary    Lines

Accounts    Effectivities    Pricing / Products    Tax / Payment Options    Counters    Events

Line	Line Type	Name	Line Ref	Duration	Period	Price UOM	Last Contract Price	Curr	Subtotal	Tax	Print Invoice Total
1	Service	30300001		4	Year		0.00		5850.00	0.00	5850.00
2	Service	30300001		50	Days		0.00		0.00	0.00	0.00

Show All Products    Price Break...    Price Calculation...    Reprice (Δ)    Billing...

Effectivity    Pricing    Administration

Line	Level	Name	Serial Num	Status	Line Ref	Start Date	End Date
2.1	Product	UL SmartWave B	1510-0032R1	Active		15-FEB-2019	05-APR-2019

Description: 30300056;1510-0032R1;29974738

Invoice Text: UL IMS Service Contract 1 year:1:UL SmartWave Box:15-FEB

Product Details (J)    New Instance...

New Service Line  
for the remainder  
of the Contract

Replacement  
Hardware

# Hardware Return

Sales Orders (UL VSPL)

Order Information    **Line Items**

Display Inv Lines only\_UL    Order Total 0.00

Main   Pricing   Shipping   Addresses   **Returns**   Services   Others

Line	Ordered Item	Qty	Return Reason	Line Type	Reference	Order	Line	Invoice	Invoice Line	Credit Invoice	Item Revision
1.1	30300056	-1	Returned Products	UL VSPL Return R							

Line Total    Description UL SmartWave Box

Actions   Related Items

**Transaction Details**

Source Information

Source Txn Type RMA Receipt    Item 30300056    System Auto Create

Group Hdr Ref    Source Txn Id 95389909    Qty -1    -    Ea

Source Hdr Ref 12727741    Source Lin Ref 1    Qty Entered -1    Rev

Transaction Line Details

Source Transaction Details    Non Source Transaction Details

Transaction Subtype	System	Item	Rev	Instance Type	Item Condition	Locati
Return for Replacement		30300056				

Serial Num 1510-0032    Lot Num    Instance Num 29243437

**Parties**   Replace/Upgrade   Organization Assignments   Extended Attributes   Configuration

Party Source	Name	Relationship	Start Date	End Date

**Accounts**   Contacts

Accounts Number	Name	Relationship	Start Date	End Date

# Service Contract

## After Hardware Return

Service Contracts Authoring (UL VSPL: SGD)

Number: 20150237    Version: 0.1    ☐ Template    Status: Active    Negotiation Status:    Subtotal: 5850.00 USD

Order:    Start Date: 06-APR-2015    End Date: 05-APR-2019    Tax: 0.00

Known As:    Duration: 4    Period: Year    Total: 5850.00 [TS]

Description: CUSTOMER:    Category: Service Agreeeme

Summary    Lines

Accounts    Effectivities    Pricing / Products    Tax / Payment Options    Counters    Events

Line	Line Type	Name	Line Ref	Duration	Period	Price UOM	Last Contract Price	Curr	Subtotal	Tax	Total	Print Invoice
1	Service	30300001		4	Year		0.00		5850.00	0.00	5850.00	<input type="checkbox"/>
2	Service	30300001		50	Days		0.00		0.00	0.00	0.00	<input checked="" type="checkbox"/>

Show All Products    Price Breaks...    Price Calculation...    Reprice (A)    Billing...

Effectivity    Pricing    Administration

Line	Level	Name	Serial Num	Status	Line Ref	Start Date	End Date
1.2	Product	UL SmartWave B	1510-0032	Terminated		06-APR-2015	05-APR-2019

Description: 30300056;1510-0032;29243437    Invoice Text: CounterUL SmartWave Box    Product Details (J)    New Instance...

Hardware Terminated



**COLLABORATE19**

TECHNOLOGY AND APPLICATIONS FORUM  
FOR THE ORACLE COMMUNITY

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**Session ID:**

**11251**

*Remember to complete your evaluation for this session within the app!*

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**#C19TX**