

(25D) Oracle SCM Cloud: Service Logistics Implementation

Oracle Supply Chain Management (SCM) Cloud

DURATION

1 Days

MODULES

17 Lectures

COURSE CODE

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Course Overview

(25D) Oracle SCM Cloud: Service Logistics Implementation

What You Will Learn

Oracle Fusion Service Logistics Overview

- Learning Objectives
- Overview of Oracle Fusion Service Logistics
- Service Logistics Business Processes
- Service Logistics: Tasks Overview
- Integration with Oracle Fusion Service
- Support for Third Party Service Requests and Work Orders
- Integration with Oracle Field Service
- Summary

Reviewing Data Setup in Related Oracle Cloud Applications

- Learning Objectives
- Oracle Related Applications: Prerequisites
- Oracle Related Applications: Features Setup
- Oracle Related Applications Setup
- Oracle Related Applications: Additional Setup
- Summary

Integrating Oracle Fusion Service Logistics with Oracle Field Service

- Learning Objectives
- Benefits of Service Logistics and Field Service Integration
- Service Logistics and Oracle Field Service Integration
- Configure Service Logistics

- Configure Field Service
- Field Service Integration
- Summary

Enabling Service Logistics Functionality for Users

- Learning Objectives
- Overview of Service Logistics
- Enabling the Functional Areas for Service Logistics
- Setting Up the Navigator to Access the Service Logistics Landing Page
- Creating Users for Service Logistics
- Overview of Assigning Privileges and Data Security Policies to Job Roles
- Job Roles, Privileges, and Data Security Policies Relationship – Example
- Predefined Job and Duty Roles in Service Logistics
- Service Logistics Users: Roles and Privileges (1 of 30)
- Service Logistics Users: Roles and Privileges (2 of 30)
- Service Logistics Users: Roles and Privileges (3 of 30)
- Service Logistics Users: Roles and Privileges (4 of 30)
- Service Logistics Users: Roles and Privileges (5 of 30)
- Service Logistics Users: Roles and Privileges (6 of 30)
- Service Logistics Users: Roles and Privileges (7 of 30)
- Service Logistics Users: Roles and Privileges (8 of 30)
- Service Logistics Users: Roles and Privileges (9 of 30)
- Service Logistics Users: Roles and Privileges (10 of 30)
- Service Logistics Users: Roles and Privileges (11 of 30)
- Service Logistics Users: Roles and Privileges (12 of 30)
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- Service Logistics Users: Roles and Privileges (15 of 30)
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- Service Logistics Users: Roles and Privileges (28 of 30)
- Service Logistics Users: Roles and Privileges (29 of 30)
- Service Logistics Users: Roles and Privileges (30 of 30)
- Assign Data Security Policies to Job Roles
- Data Security Policies (1 of 6)

- Data Security Policies (2 of 6)
- Data Security Policies (3 of 6)
- Data Security Policies (4 of 6)
- Data Security Policies (5 of 6)
- Data Security Policies (6 of 6)
- Oracle Transactional Business Intelligence (OTBI) Reports
- REST Services Privileges
- Demo for Lesson 4: Navigating to the Service Logistics Functional Area
- Navigating to the Service Logistics Functional Area
- Summary
- Practice 4-1: Creating Users for Service Logistics

Setting Up Stocking Locations

- Learning Objectives
- Stocking Locations – Overview
- Setting Up Stocking Locations
- Assigning Stocking Locations
- Summary
- Practice 5-1: Setting Up Stocking Locations

Managing Field Service Technicians

- Learning Objectives
- Overview
- Prerequisite: Stocking Locations to Field Service Technicians
- Assigning Stocking Locations to Field Service Technicians
- Editing Stocking Locations Assigned to Field Service Technicians
- Summary
- Practice 6-1: Assigning Stock Locations to Field Service Technicians

Setting Up Billing Types and Service Activities

- Learning Objectives
- Understanding Billing Types
- Using Billing Types in Service Logistics
- Adding Billing Types in Service Logistics
- Assigning Billing Types to Billing Categories
- Adding Billing Types to Items
- Understanding Service Activities
- Using Service Activities in Service Logistics
- Setting Up Service Activities
- Assigning a Service Activity to a Billing Type
- Summary
- Practices for Lesson 7: Overview

Setting Up the Posting of Field Service Charges

- Learning Objectives
- Posting of Field Service Charges in Service Logistics – Overview
- Automatic Posting of Field Service Charges – Process Flow
- Prerequisites: Automatically Post Field Service Charges
- Setting Up Automatic Processing Rules for Field Service Charges
- Setting Up Custom Processing Rules for Field Service Charges
- Prerequisites: Custom Processing Rules to Post Field Service Charges
- Summary

Creating Return Routing Rules

- Learning Objectives
- Return Routing Rules – Overview
- Creating Return Routing Rules
- Prerequisite Tasks
- Managing Geographies
- Managing Shipping Zones
- Summary
- Practices for Lesson 9: Creating Return Routing Rules

Setting Up Lookups

- Learning Objectives
- Service Logistics Lookups (1 of 6)
- Service Logistics Lookups (2 of 6)
- Service Logistics Lookups (3 of 6)
- Service Logistics Lookups (4 of 6)
- Service Logistics Lookups (5 of 6)
- Service Logistics Lookups (6 of 6)
- Order Management Lookups: Item Master
- Using the Document Type Lookup to Create Custom Document Types
- Document Type Lookups (1 of 4)
- Document Type Lookups (2 of 4)
- Document Type Lookups (3 of 4)
- Document Type Lookups (4 of 4)
- Managing Lookups and Lookup Codes for Service Logistics
- Enabling Support for Third-Party Work Objects
- Enabling Support for Business Intelligence Publisher
- Demo 10-1: Enabling Support for Third-Party Work Objects
- Summary
- Practice 10-1: Viewing Lookups

Managing Profile Options

- Learning Objectives

- Listing of Service Logistics Redwood Profile Options
- Listing of Service Logistics Profile Options
- Listing of Additional Service Logistics Profile Options
- Summary

Setting Up the Service Logistics Parts Search Program

- Learning Objectives
- Service Logistics Parts Search Program – Overview
- Service Logistics Parts Search Program – Benefits
- Configuring the Parts Search Program and Parts Search Window
- Setting Up Parts Search Program – Parts Supply Chain
- Configuring the Parts Search Window
- Configuring Part Searches by Source Object: Oracle Fusion Service Requests
- Configuring Parts Searches by Source Object: Oracle Fusion Work Orders
- Configuring Parts Searches by Source Object: Field Parts Replenishment
- Configuring Parts Searches by Source Object: Third Party Objects
- Summary

Setting Up Depot Repair

- Learning Objectives
- Using Depot Repair – Overview
- Service Logistics-Depot Repair Integration
- Depot Repair Process Flow
- Setting Up Depot Repair: Prerequisites
- Setting Up Depot Repair: Process Flow
- Depot Repair Setup for Maintenance Work Orders
- Depot Repair: Additional Setup Considerations
- Summary

Setting Up the Field Service Preventive Maintenance Workflow for Customer Assets

- Learning Objectives
- Understanding Field Service Preventive Maintenance for Customer Assets
- Preventive Maintenance Tasks for Customer Assets – Process Flow
- Setting Up the Field Service Preventive Maintenance Workflow for Customer Assets
- Summary

Integrating with Oracle Projects

- Learning Objectives
- Service Logistics and Oracle Projects
- Setting Up the Integration
- Summary

Using Flexfields to Capture Debrief and Part Requirement Information

- Learning Objectives
- Setting Up Custom Attributes
- Managing Flexfields
- Summary

Using Reports and Analytics

- Learning Objectives
- Using Oracle Transactional Business Intelligence
- Creating Service Logistics Reports
- Summary