

## ORACLE RETAIL ORDER MANAGEMENT SYSTEM FUNCTIONAL BOOT CAMP

*This Boot Camp is designed to provide participants with an in-depth functional review of Oracle Retail Order Management System Cloud Service (OROMS) V15, an omni-channel retail solution that provides robust order management functionality for many leading retail brands.*

### What will we cover:

In this hands-on session, participants will be introduced to various order management business objectives and learn how Oracle's Order Management System is used to meet these objectives.

### Learn To:

- Describe the value and benefits of OMS
- Define basic OMS Industry terminology
- Configure and control business rules within OMS application
- Manage security options
- Configure items and attributes
- Describe order types and order flows
- Perform returns, exchanges, and refunds
- Manage end of day processing
- Conduct a business analysis impact for customers
- Describe various aspects of managing an OMS implementation

### Duration:

The Boot Camp is instructor-led via Live Virtual access and has been created to span 5 days.

*Note: The duration is intended for general reference. All content created will be delivered as intended for successful knowledge transfer. The Boot Camp instructor may adjust the session based upon the pace of the class and the needs of the participants. Overall daily agendas may vary by region effecting the overall scheduled agenda – including start / end times. Please be sure to reference all materials to ensure your complete participation.*

*Students are required to participant for the full duration and will not be permitted to join post start to ensure a good learning experience for all participants.*

### Level of Enablement:

At the successful completion of the session participants should be able to act in a participant role for an OMS implementation.

### Audience:

- Configuration Implementation Consultant
- Functional Implementation Consultant

### Level:

Intermediate Level Courseware

**Prerequisite Training and Environment Requirements:**

- Previous implementation experience with an order management system.
- Participants will be required to provide their own laptop. Laptops will require access to the Internet through Remote Desktop via Windows.

**Agenda Topics:**

- OMS Overview
- Common Terms, General Navigation, Online User Documentation
- System Configuration
- Merchandising and Marketing
- Order Entry
- Customer Service
- Returns and Exchanges
- End of Day Processing
- Business Impact Analysis
- Project Management
- Hands On Exercises

**Related training:**

Please visit the Oracle PartnerNetwork Competency Center and the Oracle Retail Guided Learning Paths available for additional training at [www.competencycenter.oracle.com](http://www.competencycenter.oracle.com).



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