



Enhanced RMA

Presented by:

Shrikant Gogate, Grant Thornton LLP

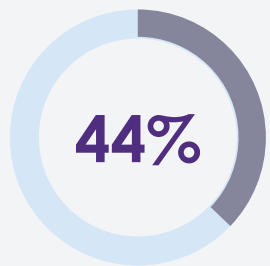
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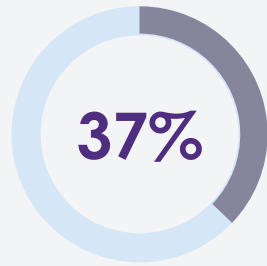
About Grant Thornton

Thriving since 1924, our U.S. firm is people-focused and purpose-driven. We believe business should be more personal and that the strongest results start with trust.

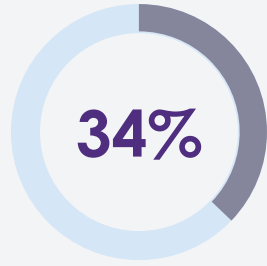
Who we serve:



Fortune 100
companies



Fortune 500
companies



Fortune 1000
companies

* Statistics as of July 31, 2020



\$1.92bn

in revenue



8,459

people, including
595 partners



53

offices

Our Oracle Practice



ERP and SCM

Financials | Revenue management | Accounting hub | Project accounting | Risk management | Project execution
Procurement | Inventory management | Cost management | Maintenance | Manufacturing | Order management | Product lifecycle and data management | Supply chain collaboration and planning



EPM Analytics

Planning and budgeting | Profitability and cost management | Financial close and consolidation | Tax reporting and provisioning
Management and operational analytics | Narrative reporting | Account reconciliation | Enterprise data management



HCM

Culture journey | Talent acquisition | Workforce administration | Talent management | Workforce development
Alumni network

Data governance & cloud integration

PaaS

Solution delivery center (off-shore and on-shore)

Industries

Construction,
Real Estate
& Hospitality

Consumer
And Industrial
Products

Energy

Financial
Services

Healthcare
And Life
Sciences

Not-For-Profit
Organizations

Private Equity

Public Sector

Technology

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Oracle Partner Excellence Awards



Grant Thornton is the proud recipient of the Oracle JD Edwards 2020 Partner Excellence Awards in three categories: Application Optimization, Process Automation, and Building a Cloud Culture.



The awards recognize Grant Thornton's ability to combine business strategy with JD Edwards' functional and technical capabilities to deliver value.



The 2020 Partner Excellence Awards are the latest in a long line of accolades Grant Thornton has received over decades of collaborating with JD Edwards.

About Grant Thornton JDE

JD Edwards practice – 80+ dedicated professionals in U.S.

Project management and functional expertise

- Specialized functional resources
- Project management office
- Implementations
- Upgrades
- Mobile applications
- Third party integration architecture
- Business process re-engineering
- Managed services (functional)
- User materials and training
- Financials
- Distribution
- Manufacturing
- HR / Payroll
- CAM
- Project advisory

Technical

- CNC
- Development
- Workflow
- Security management
- Technical management
- Database management
- Infrastructure / hosting
- Managed services (technical)
- Private cloud
- Disaster recovery
- Security
- Development (FRICE)

Trusted business advisor

- Gap assessment
- Transformation
- Industry point of view
- Proven methodologies
- Process excellence
- Benchmarking
- ERP governance
- Data governance
- Master data management
- Reporting strategy
- Change management
- Cloud roadmap / strategy
- FASB planning
- Chart of accounts optimization



Oracle leadership

- The Leading Oracle Platinum Partner presenter at COLLABORATE, INFOCUS and OpenWorld conferences (more presentations than any other Platinum partner in the past 3 years)
- Featured in PROFIT magazine – JD Edwards Special Issue
- Teaming with JDE product development – we work with JD Edwards on enhancing the code base for customers (e.g. OneView Reporting, Revenue Recognition, Leasing Standards, Configurator)



Experience and recognition

- More than 250 JD Edwards implementations and upgrades as a practice
- Over 20 implementations in the past 5 years
- Over 50 upgrades in the past 5 years
- 2017 JD Edwards Partner Excellence Award for **User Adoption**
- 2016 JD Edwards Partner Excellence Award for **Vertical Industries**
- Oracle JD Edwards recognized Grant Thornton with its 2014 and 2015 JD Edwards Partner Excellence Award for Outstanding **Upgrades**



- Solutions Architect (Mfg.& Distribution)
- C&IP, Life Sciences and Construction
- 30+ years of Industry +IT +Consulting
- Mechanical Engineering, Business Management & Strategic Manufacturing
- ERP,WMS,EDI and DW/BI experience
- 20+ years in JDE 😊

Agenda

- Background
- Approach
- Legacy Process
- E1 RMA limitations
- Enhancement
- Go digital (Next Steps)
- Q&A

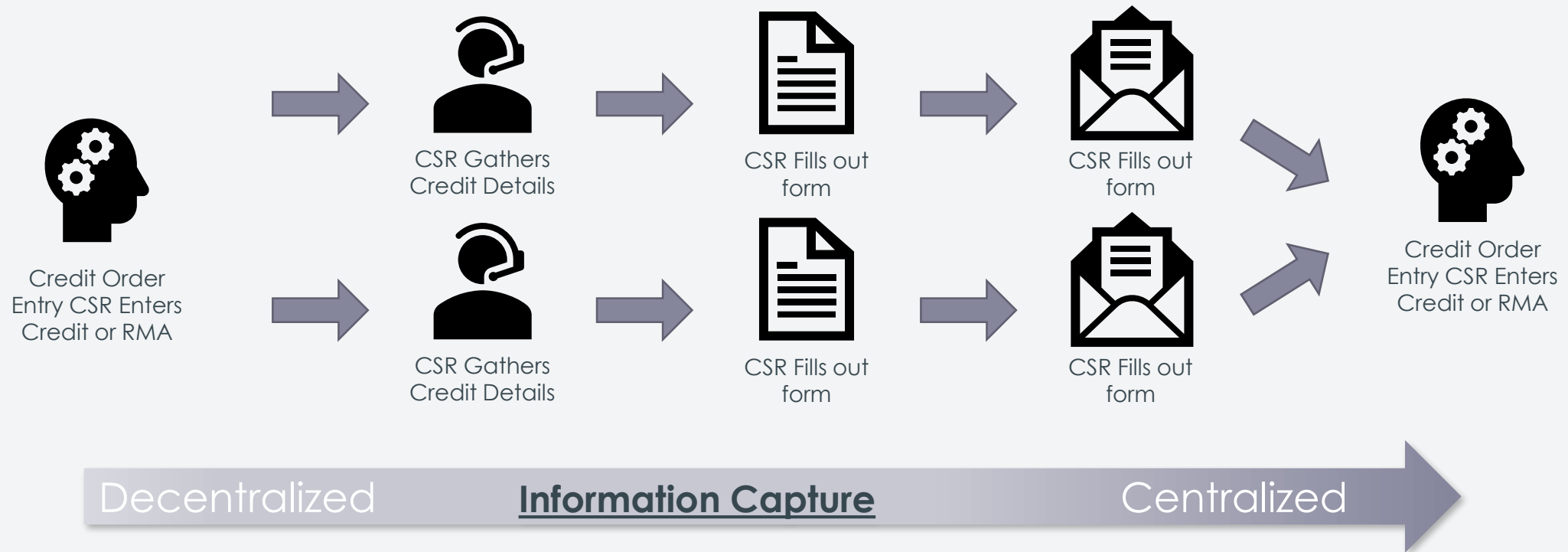
Background

- C&IP Industry in product + service business
- Paper + E1 process
- Decentralized RMA creation
- Centralized approval
- Tacit knowledge/manual transaction modifications
- Hundreds of RMA's due to nature of products/end usage
- E1 Limitations to address various RMA types

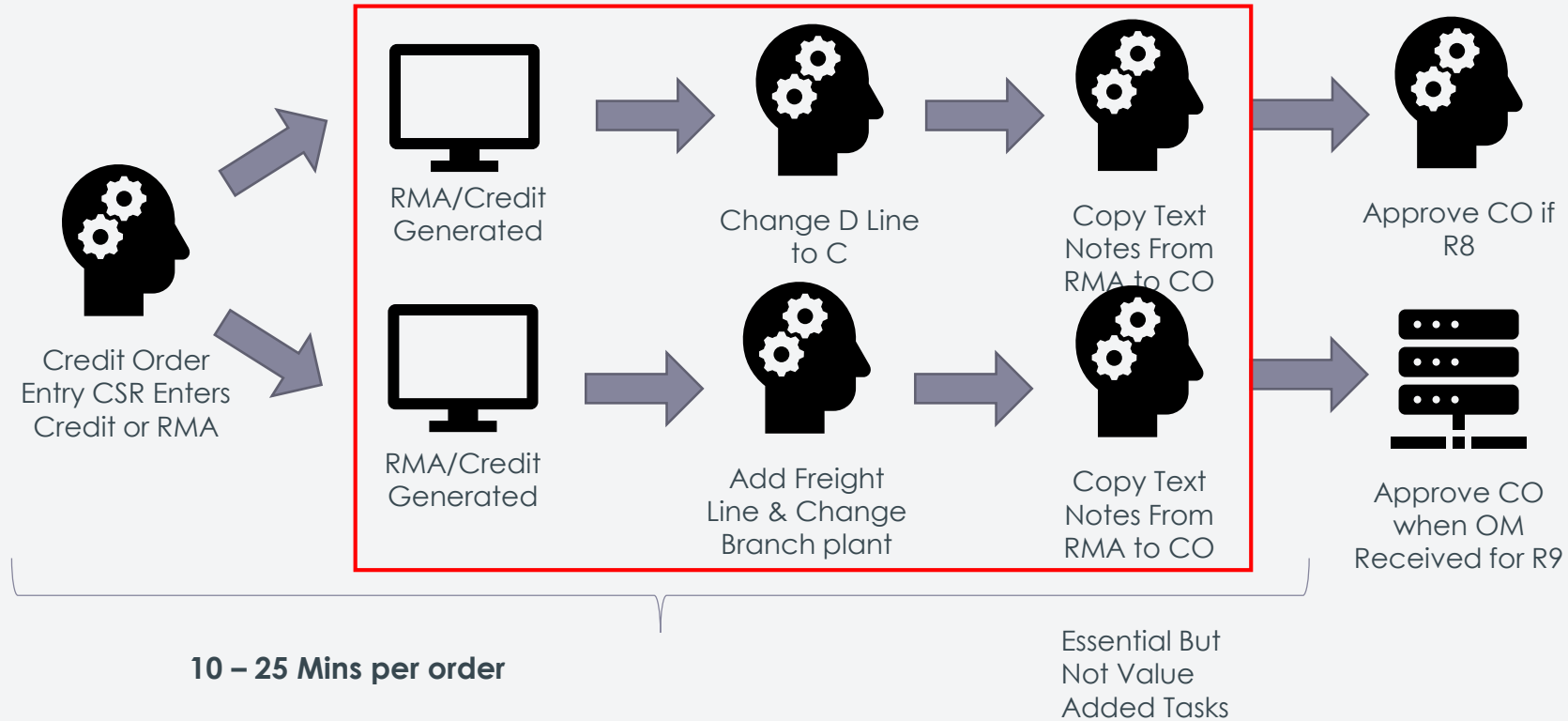
Approach

- Conducted Point Kaizen
- Cross functional brainstorming
- Identified process, VA/NVA/EVNA
- No base E1 customization, only bolt on's
- Breakthru' improvements

Legacy process



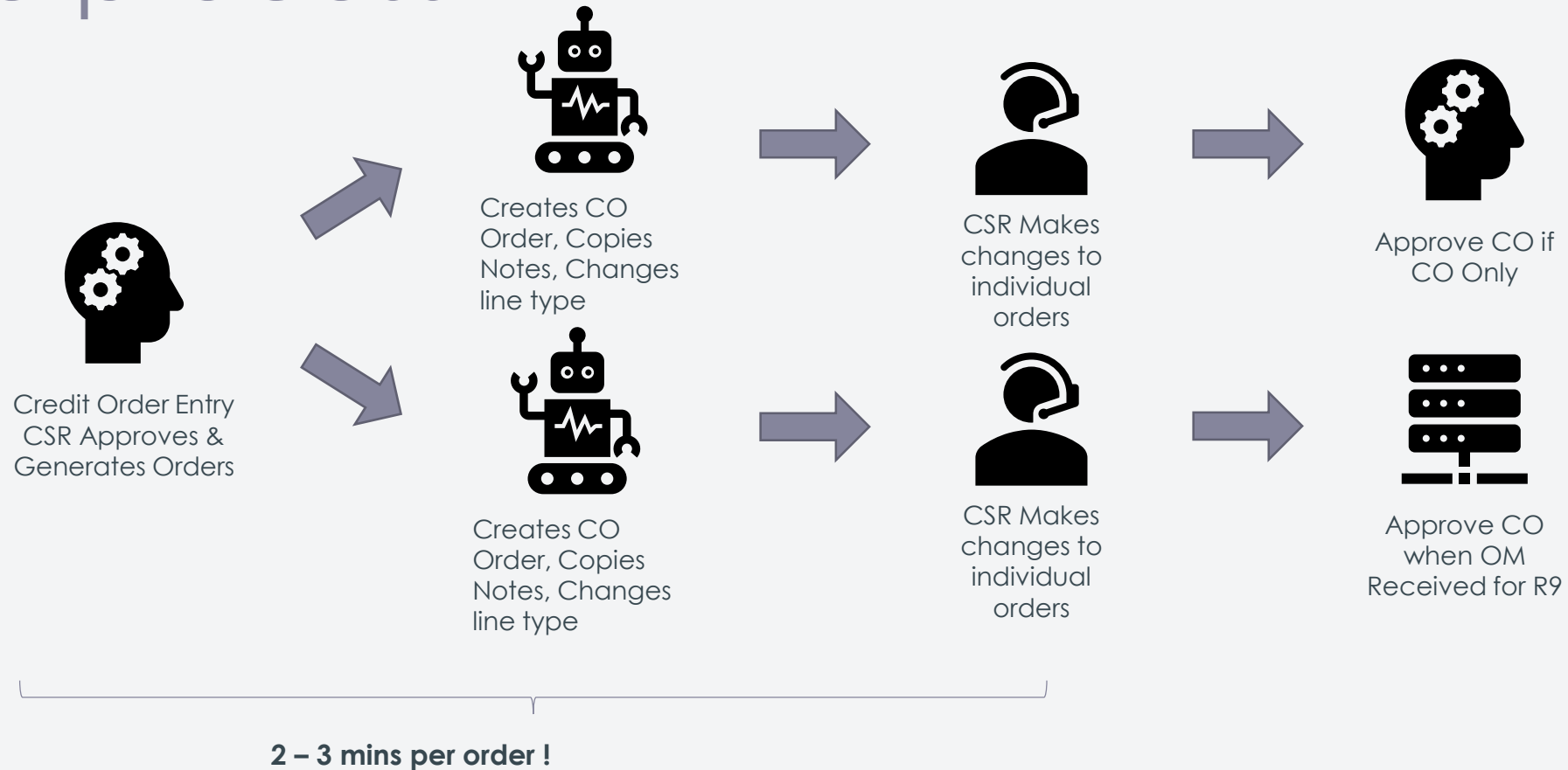
Legacy process (contd.)



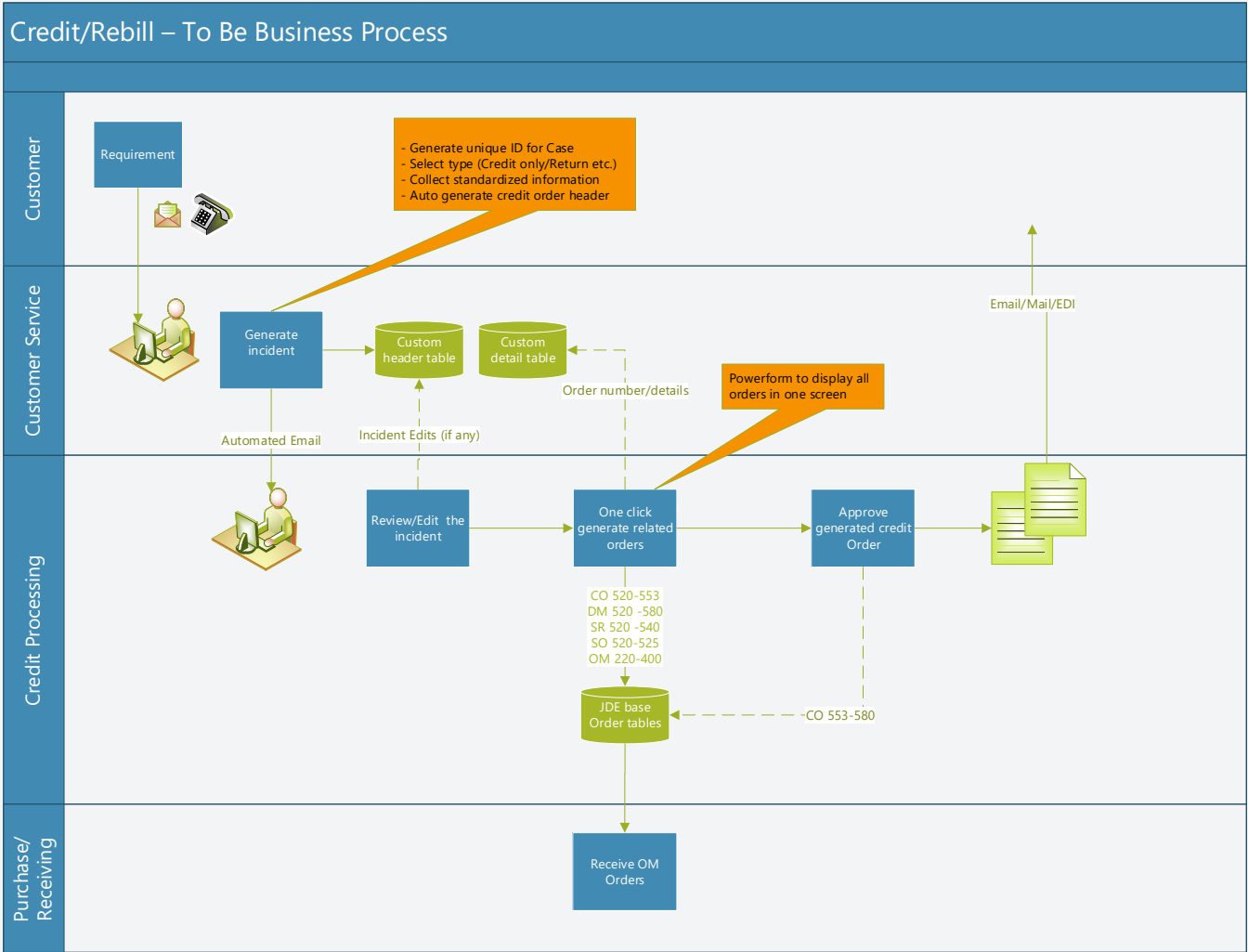
E1 RMA Limitations

- No one configuration for use selected dropdown to trigger
 - Credit Only (CO)
 - Credit Rebill (CO,DM)
 - Credit with Replacement (CO,SR)
 - Return with no credit (OM)
 - Credit with Return (CO,OM)
 - Credit, Return, Rebill, Replace (CO,OM,DM,SR)
 - Replacement Only (SR)
 - Credit with Sales Order (CO,SO)
- Freight lines do not come over
- No header reason code
- No instant visibility of original qty./value and returned qty./value
- Returning location
- D & W line types
- Several open enhancement bugs

To be process



To be architecture



Incident Entry (P56RMA – W56RMA1)

Work with Credit Processing Personal Form: (No Personalization)

✓ 🔍 ✗ ⌵ Row ⚙️ Tools

* Segment Project Number Incident ID Taken By Per Original

* Credit Type Displayed if Credit Type = CO/DM

CO/DM Options Mandatory field If Segment = IG

* Reason Code Mandatory field If Credit type= OM or CO/OM or CO/OM/DM/SR SALES Credit/Rebill Orders

Receiving B/P

Invoice Number Notes
JSMITH - Item 665426F5 for Qty. 120 only at Price 4.00, remaining order fully credit.

or

Order Number

Records 1 - 30 > >

Company	Business Unit	Sold To	Description	Ship To	Description	Order Number	Doc Ty	Line Number	Ln Ty	2nd Item Number	Description	Qty. Shipped	UM
00001	CDC	24630	LOGANS HEALTHCARE	31072	LOGANS HEALTHCARE	123123	SO	1.000	S	07251500	SHT TEXTURIZED KNIT 36X81X13	100	YD
00001	CDC	24630	LOGANS HEALTHCARE	31072	LOGANS HEALTHCARE	123123	SO	2.000	S	665426F5	WARM UP JKT T180 CEIL L	150	YD
00001	CDC	24630	LOGANS HEALTHCARE	31072	LOGANS HEALTHCARE	123123	SO	3.000	F	FREIGHT	FREIGHT	1	EA

- One form for all actions
- Enter Invoice or sales order to search history
- Credit type to decide related orders
- Header reason code

Invoice No.	Doc Ty	Invoice Date	Unit Price	Ext. Price	Credit	Same Unit Price	Credit Unit Pri	Same Qty.	Credit Qty.	Credit Amount
1212112	RI	7/23/2019	3.81	381.00	Y	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		381.00
1212112	RI	7/23/2019	4.27	640.50	Y	<input type="checkbox"/>	4.00	<input type="checkbox"/>	120.00	480.00
1212112	RI	7/23/2019	80.00	80.00	Y	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		80.00
				1101.50						941.00

Incident Inquiry (P56RMA – W56RMA2)

Incident Inquiry Personal Form: (No Personalization) Layout: (No Layout) Query: All Records

Form Row Tools - Detail Attachment

* Segment: Healthcare Header: *

Incident ID: 123 Display Incidents Processed ☒ Unprocessed ☐ All ☐

Order Number: * - Related Orders to generate and view orders - Revise to edit existing case - Header Attachment

Records 1 - 30 > X

Segment	Incident ID	Project No	Business Unit	Sold To	Description	Ship To	Description	Order Number	Doc Ty	Line Number	Ln Ty	2nd Item Number	Description	Qty. Shipped	UM	Invoice No.	Doc Ty	Invoice Date	Unit Price	Ext. Price	Credit Y/N	Credit Unit Price	Credit Qty.	Credit Amount	Reason Code
Healthcare	123		CDC	24630	LOGANS HEALTHCARE	31072	LOGANS HEALTHCARE	123123	SO	1.000	S	07251500	SHT TEXTURIZED KNIT	100	YD	1212112	RI	7/23/2019	3.81	381.00	Y	3.81	100.00	381.00	\$5
Healthcare	123		CDC	24630	LOGANS HEALTHCARE	31072	LOGANS HEALTHCARE	123123	SO	2.000	S	665426F5	WARM UP JKT T180 C	150	YD	1212112	RI	7/23/2019	4.27	640.50	Y	4.00	120.00	480.00	\$5
Healthcare	123		CDC	24630	LOGANS HEALTHCARE	31072	LOGANS HEALTHCARE	123123	SO	3.000	F	FREIGHT	FREIGHT	1	EA	1212112	RI	7/23/2019	80.00	80.00	Y	80.00	1.00	80.00	\$5

- Revise incident if needed (before generating orders)
- One click generate related orders
- Header attachment

Related orders (Power form)

Related Orders Personal Form: (No Personalization) Layout: (No Layout)

✓ ✗ ⚙ Tools

Incident ID

Credit Order

Records 1 - 30 > X

More Row Actions -- Select One --

Order Number	Order Type	Customer PO	Hold Code	Line Number	2nd Item Number	Description 1	Quantity	UOM	Last Status	Next Status	Unit Price	Extended Amount	Document Number	Document Type	Req. Date	Invoice Date
18050313	CO	4345345		1.000	07251500	SHT TEXTURIZED KNIT 36X81X13	-100.00	YD	520	553	3.81	-381.00			10/10/2019	
18050313	CO	4345345		2.000	665426F5	WARM UP JKT T180 CEIL L	-120.00	YD	520	553	4.00	-480.00			10/10/2019	
18050313	CO	4345345		3.000	FREIGHT	FREIGHT	-1.00	EA	520	553	80.00	-80.00			10/10/2019	

Debit Memo

Records 1 - 30 > X

More Row Actions -- Select One --

Order Number	Order Type	Customer PO	Hold Code	Line Number	2nd Item Number	Description 1	Quantity	UOM	Last Status	Next Status	Unit Price	Extended Amount	Document Number	Document Type	Req. Date	Invoice Date
1234	DM	4345345		1.000	07251500	SHT TEXTURIZED KNIT 36X81X13	100.00	YD	520	580	3.81	381.00			10/10/2019	
1234	DM	4345345		2.000	665426F5	WARM UP JKT T180 CEIL L	120.00	YD	520	580	4.00	480.00			10/10/2019	
1234	DM	4345345		3.000	FREIGHT	FREIGHT	1.00	EA	520	580	80.00	80.00			10/10/2019	

Purchase Order

Replacement Order

Taking RMA to next level...

- UX One for visibility
- Orchestrator for email notifications
- Workflow management (Release 22)

At Quest, you belong.

Swap stories, ask questions, find answers, and learn from other Oracle users.

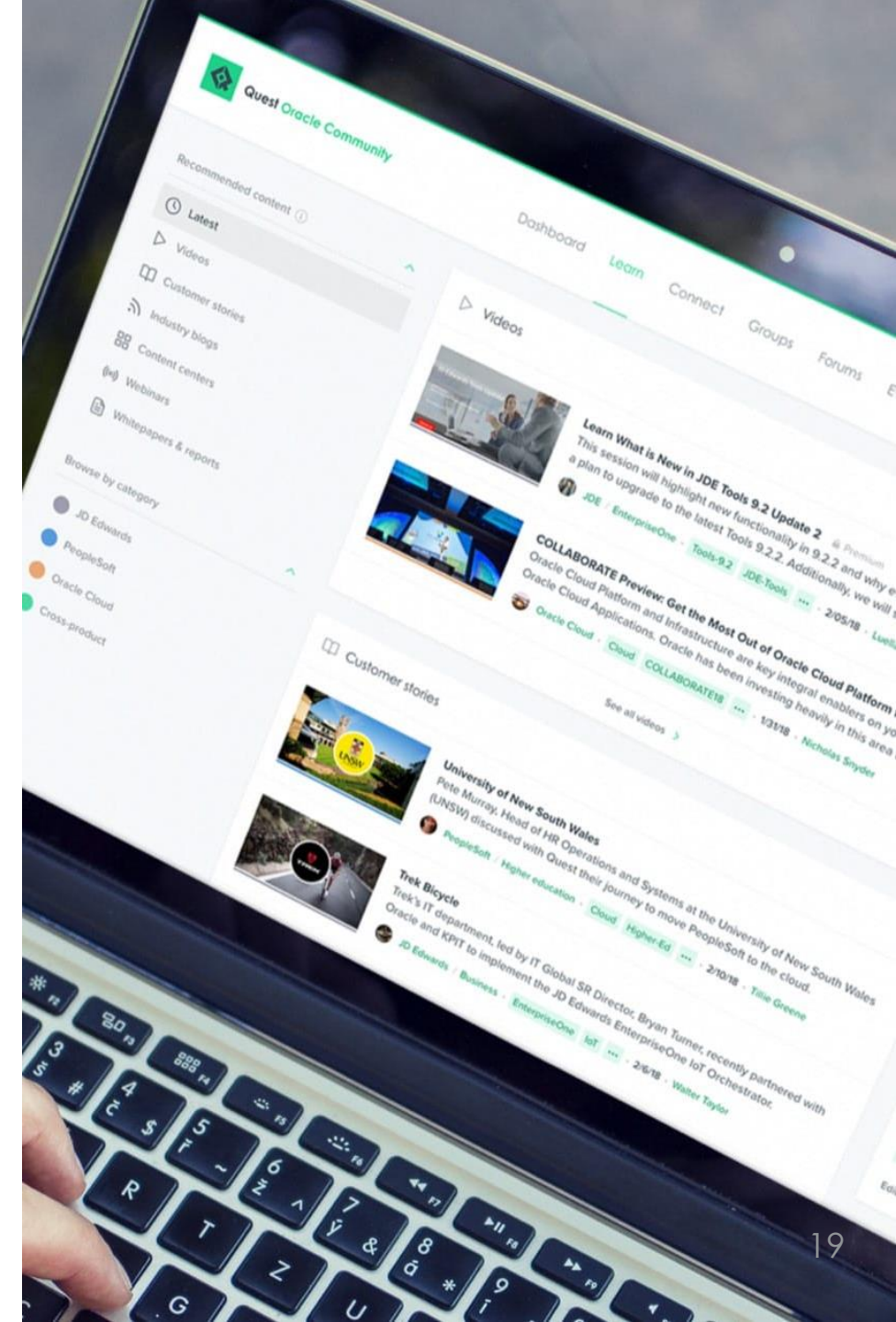
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- Make better, informed decisions.
- Increase their sphere of professional influence and advance their careers.

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- Transform their organizations and modernize their product planning.
- Recognize opportunities for efficiency gains and cost savings.

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JD Edwards

INFOCUS

DIVE DEEP

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Quest
JD Edwards
Community

Hear more from Grant Thornton

Tuesday

- **Automating positive pay with Orchestrations** | Mohammad Shujaat | 8:15 a.m. CT
- **Designing job cost code structures for effective cost management** | Craig Davied | 11:15 a.m. CT
- **Unleash the power of EDI 852** | Shrikant Gogate | 11:15 a.m. CT
- **Use form extensions to turbocharge JD Edwards 9.2** | Mohammad Shujaat | 1:15 p.m. CT
- **Using enhanced RMA** | Shrikant Gogate | 3:15 p.m. CT
- **A simplified guide to implementing lease accounting** | Sam Johnson | 3:15 p.m. CT
- **Extend JDE reporting with Oracle Analytics** | Jeffrey Silverman and Matt Elfeldt, Greer Labs | 3:15 p.m. CT

Wednesday

- **JDE's advanced pricing can handle the most complex pricing structures** | Craig Davied | 7:30 a.m. CT
- **Creating workflows with JD Edwards Orchestrator** | Dwight Moore | 8:45 a.m. CT
- **The steps to JD Edwards Orchestrator** | Anthony Palmisano | 12:45 p.m. CT
- **How general ledger can improve sales and operational reporting** | Craig Davied | 2:00 p.m. CT
- **A Covid migration: World to EnterpriseOne upgrade** | David Kratzke | 4:00 p.m. CT
- **Utilizing Orchestrator Studio for real estate** | Sam Johnson | 4:00 p.m. CT

Thursday

- **Paperless AP automation journey - An Orchestrator case study** | David Kratzke and Matt Marfice, Watson Land Company | 8:15 a.m. CT
- **Stop Integrating & start InteGreat-ing** | Mohammad Shujaat | 8:15 a.m. CT
- **The benefits from upgrading from World to EnterpriseOne** | Craig Davied | 10:00 a.m. CT
- **Step by step: Evaluate the effectiveness of your EAM/CAM asset maintenance program** | Steve Yniguez | 11:15 a.m. CT
- **IoT methods for reporting, dashboarding & customer portal using Orchestrator and CafeOne** | Jordan Myers | 11:15 a.m. CT
- **Manage your joint venture needs in JDE** | Craig Davied | 1:15 p.m. CT