

# JD Edwards EnterpriseOne Sales Order Management Rel 9.2

**Course Duration:40 Hours**

**Course code: Rel 9.2**

## 1. Course Overview

This course provides learners with the knowledge and skills required to manage the sales order process in JD Edwards EnterpriseOne 9.2. Participants will explore the full order-to-cash cycle, including sales order entry, pricing, inventory commitments, customer service management, order holds, order processing, and reporting. Hands-on labs will reinforce the ability to configure and use the system to meet real-world sales and distribution requirements.

## 2. What you'll learn?

**By the end of this course, you should be able to:**

- Describe the JD Edwards EnterpriseOne Sales Order Management process flow
- Enter, update, and process different types of sales orders
- Configure and apply advanced pricing and adjustments
- Manage inventory commitments and availability
- Handle order holds, backorders, and credit checking
- Process sales updates, invoicing, and reporting
- Integrate sales order management with related modules (inventory, accounts receivable, procurement)
- Monitor sales order status and improve operational efficiency

## 3. Target Audience

- Distribution and Inventory Specialists
- Finance and Accounting teams (order-to-cash process)
- JD Edwards EnterpriseOne Functional Implementers

## 4. Pre-Requisites

**Familiarity with:**

- JD Edwards EnterpriseOne navigation and fundamentals

- Basic knowledge of supply chain and order-to-cash processes
- Inventory and pricing concepts

## **5. Course content**

### **Module 1: Course Introduction**

- Introduction
- Course contents

### **Module 2: Introduction to Sales Order Management**

- Overview of Sales Order Management in JDE E1 9.2
- Order-to-Cash cycle
- Key integration points with other modules

### **Module 3: Sales Order Entry**

- Standard order entry process
- Order types and order line types
- Sales order inquiry and revisions

### **Module 4: Pricing and Adjustments**

- Base pricing concepts
- Advanced pricing configuration
- Discounts, markups, and adjustments
- Price history and tracking

### **Module 5: Inventory Commitments**

- Inventory availability checking
- Commitment methods (hard/soft commits)
- Backorder processing
- Substitutes and splits

### **Module 6: Order Holds and Credit Checking**

- Types of order holds
- Hold codes and release process
- Credit management and approvals

### **Module 7: Order Processing and Fulfillment**

- Pick, pack, and ship processes
- Shipment confirmation
- Transportation considerations

### **Module 8: Sales Updates and Invoicing**

- Processing sales updates
- Creating and managing invoices
- Accounts Receivable integration

### **Module 9: Customer Service and Order Maintenance**

- Order inquiries and tracking
- Managing order changes and cancellations
- Handling returns and credits (RMA process)

### **Module 10: Sales Reporting and Analytics**

- Standard sales reports
- Monitoring order activity
- Using dashboards and analytics for insights

### **Module 11: Integration with Other Modules**

- Inventory management integration
- Procurement and supply chain considerations
- Financials (GL & AR) integration

### **Module 12: Case Studies and Wrap-up**

- Real-world scenarios and best practices
- End-to-end order-to-cash cycle walkthrough

- Course summary and Q&A

