

FB180  
PHASE: CLOSE  
OWNER: SALES



100  
180 |   
CLOSE

# FB180: PHASE 100 CLOSE

Owner: Sales

## 1 VERSION CONTROL

### 1.1 DOCUMENT HISTORY

Version	Amendment Description	Date	Author
1.0	Initial overview version	19/06/2019	Craig Neal

## 2 INDEX

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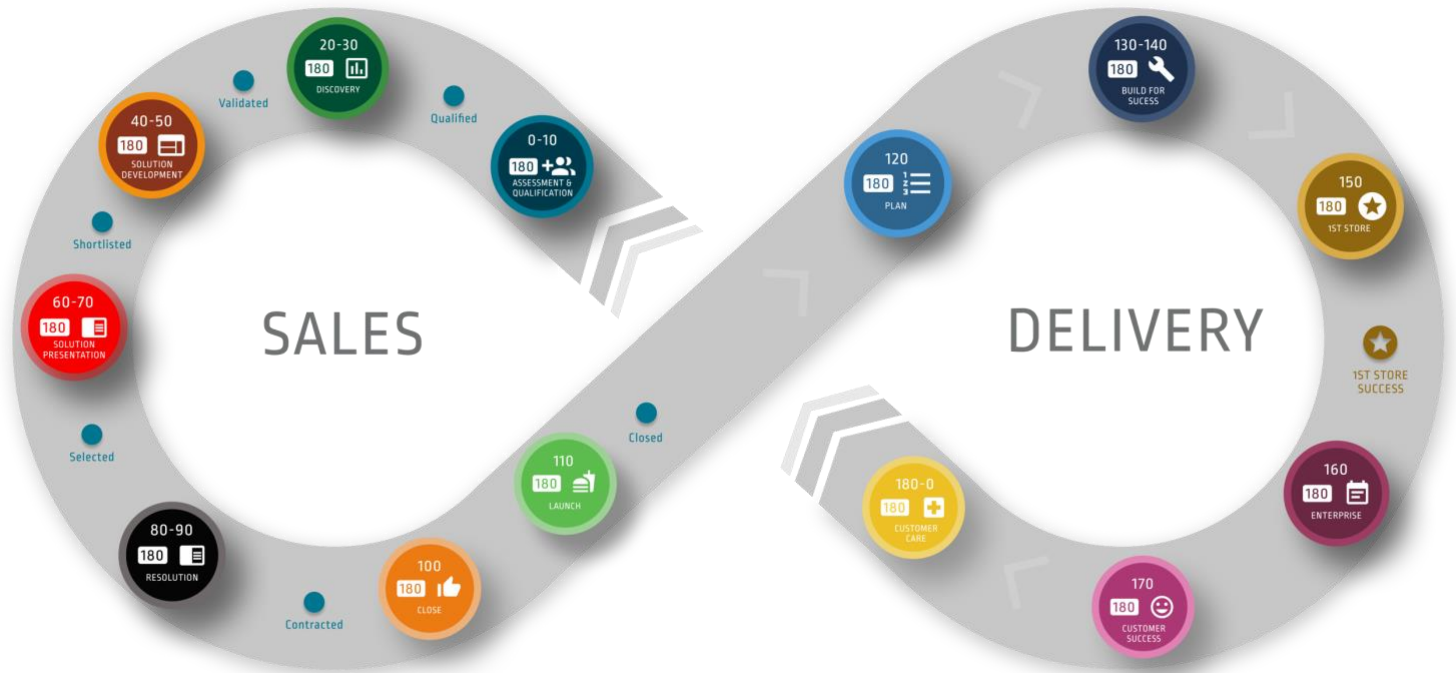
## 2.1 INTRODUCTION

Welcome to the Close Stage, which is Phase 100 of the Food & Beverage 180 portal. This phase concentrates on all the processes, steps and provides information to the relevant collateral required to Close the Sales within the Sales Cycle.

## 2.2 GLOSSARY OF TERMS

Acronym	Type	Definition
OMA	Document	Oracle Master Agreement
C2A	Process	Click to Accept
CEMLI	Document	Configuration, Extension, Modification, Localization, and Integration
DAS	Application	Deal Approval System
OD	Document	Order Document
POEF	Document	Purchase Order Exemption Form
PO	Document	Purchase Order
OIP	Application	Order Information Portal (Lite)
SLA	Document	Service Level Agreement
CRA	Application	Customer Request Application
SPS	Application	Cloud Provisioning Portal (Why SPS I don't know)
Q	Application	Application that manage, track your quote, contract and approvals
CPQ	Application	Think this is a spelling mistake and should be CRA
ABE	Process	Accelerated Buying Experience
SAR	Document	Service Activation Request

## 2.3 FB180 INFINITY LOOP



## 3 PHASE 100 - CLOSE

### 3.1 APPLICABLE TIERS



### 3.3 ORACLE OBJECTIVES

- Book won Deal
- Provide Accurate Details for Provisioning and to Project Teams

- Advise Customer and Projects Team of Delivery Dates

### 3.3 FBGBU OBJECTIVES

Complete Booking and Provide all relevant details to Customer, SPS and Projects Team:

- Follow Booking through the Q Process and check completed in OIP
- Provide Hardware Delivery Dates to both the Customer and Projects Team
- Complete Relevant SAR Documentation and Upload to SPS Portal for Cloud Provisioning
- Ensure all CEMLI's are Signed and Sent to Consulting Sales Rep for Booking

### 3.4 FBGBU PROCESS FLOW

Below describes the typical process flows including references to documents or actions that may need to be completed to support this phase:

- Book Deal in CPQ (If ABE) or in Q, if Non-Standard Terms
- Check in Q for Deal Booking Completion
- Check in OIP to ensure no Booking Holds and for Hardware Delivery Dates
- Provide Hardware Delivery Dates to Customer and Projects Team
- Complete SAR Documents for relevant Cloud products and Upload to SPS Portal

### 3.5 PHASE SLAs & KPIs

- Estimated and average 1-2 working days, dependant on deal complexit

### 3.6 OUTPUT CHECKLIST

Below list's the key outputs as a checklist that would be required to be completed within this phase:

<input type="checkbox"/>	Close Plan
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### 3.7 USEFUL LINKS

Below list's the links to the application portal described in this phase as well as some useful links to knowledge based collateral that may help you:

- [OIP](#)
- [Q](#)

- [SPS](#)

### 3.8 TRAINING

Some recommended training courses/training material that are available that will help you in this phase:

- [Advanced Deal Management for GBU](#)