



FB180  
PHASE: RESOLUTION

OWNER: SALES

80-90

180



RESOLUTION

OWNER: SALES

# FB180: PHASE 80-90 RESOLUTION

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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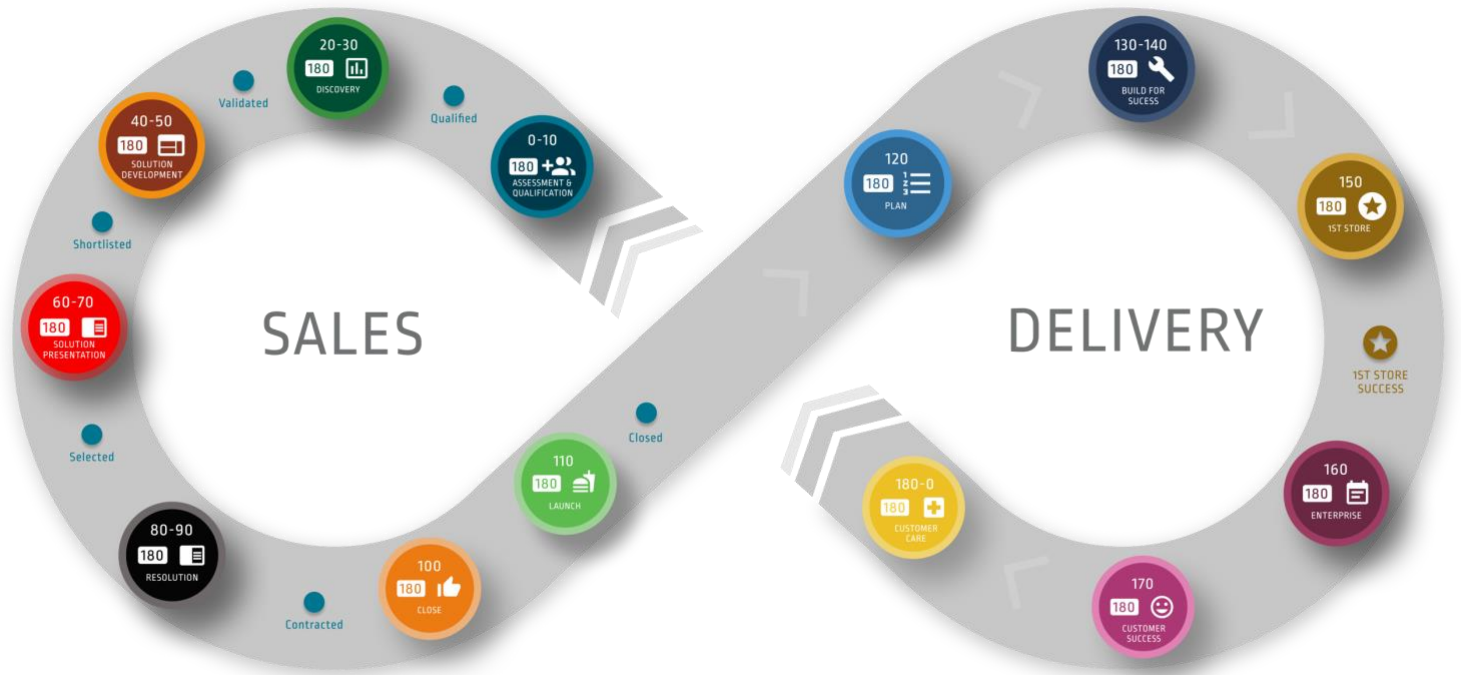
## 2.1 INTRODUCTION

Welcome to the Resolution Stage, which is Phase 80-90 of the Food & Beverage 180 portal. This phase concentrates on all the processes, steps and provides information to the relevant collateral required to deliver a Sales Resolution within the engagement.

## 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

## 2.3 FB180 INFINITY LOOP



## 3 PHASE 80 - 90 RESOLUTION

### 3.1 APPLICABLE TIERS



### 3.3 ORACLE OBJECTIVES

- Finalise Negotiations with Proper Approvals in Place
- Confirm Customer Funding
- Win Deal with Booked Order

### 3.3 FBGBU OBJECTIVES

Finalise Negotiations with Proper Approvals in place. To produce properly formatted Ordering Document and able to review with the customer through to a completed deal through to fully Booked Order:

- Ensure Customer has funding in place for the value of the deal
- Ensure Decision Maker is identified and in Support of the Offer
- Signed and Agreed OMA in place to ensure the deal can progress
- Follow the Express Pathway for deal, if possible, to ensure C2A available
- Review Ordering Document and OMA (if necessary) with customer
- All CEMLI's identified contracted

### 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:

- Ensure Customer has funding in place for the value of the deal
- Ensure Decision Maker is identified and in Support of the Offer
- Signed and Agreed OMA in place to ensure the deal can progress
- Follow the Express Pathway for deal, if possible, to ensure C2A available
- Review Ordering Document and OMA (if necessary) with customer
- All CEMLI's identified contracted

### 3.5 PHASE SLAs & KPIs

- Estimated and average 5-10 working days, dependant on deal complexity
- POEF Acceptance – 2 working days (Collections SLA)
- Order Booking – 8-24 Hours, Quarter Timing dependant

### 3.6 OUTPUT CHECKLIST

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

<input checked="" type="checkbox"/>	POEF Form for Booking, if PO not available
<input type="checkbox"/>	Close Plan

### 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:

- [eSource](#)
- [Credit Snapshot](#)
- [POEF Registration](#)
- [Credit Limit Increase](#)
- [DAS](#)
- [CRA](#)

### 3.8 TRAINING

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

- Negotiate to Yes
- Objection Handling
- Collaborative Influencer
- Advanced Deal Management for GBU