LOGISTICS AND BUSINESS PROCESSES
COURSE CODE: 5482

COURSE DESCRIPTION: For a business, logistics means having the right thing, at the right place, at the right time. This course spans the complete order to cash lifecycle and gives students an overview of the processes involved in order management from its inception to its fulfillment.

Students will learn about fundamental logistics concepts and processes including defining items and customers, entering and processing orders, inventory and warehouse operations, shipping and RFID technology, pricing and invoices, and payment processing.

Students will have online access to Oracle's virtual company, Vision Enterprises, enabling them to carry out the practices using the same software used by many companies around the world today. Assuming the roles of managers and employees of Vision Enterprises, students will enter new customers and items to the system and understand how inventory is ordered, stored, shipped, and replenished.

OBJECTIVE: Given the necessary equipment, supplies, and facilities, the student will complete all of the following core standards successfully.

RECOMMENDED GRADE LEVEL: 10-12

COURSE CREDIT: 1 unit

PREREQUISITE: Integrated Business Applications (IBA) 1

COMPUTER REQUIREMENT: one computer per student; Internet access

RECOMMENDED SOFTWARE:

Oracle Logistics software
Microsoft Office 2003, 2007, or above

RESOURCES: Curriculum and assessments provided by Oracle Academy

A. SAFETY AND ETHICS

1. Identify major causes of work-related accidents in offices.
2. Describe the threats to a computer network, methods of avoiding attacks, and options in dealing with virus attacks.
3. Identify potential abuse and unethical uses of computers and networks.
4. Explain the consequences of illegal, social, and unethical uses of information technologies (e.g., piracy; illegal downloading; licensing infringement; inappropriate uses of software, hardware, and mobile devices).

5. Differentiate between freeware, shareware, and public domain software copyrights.
6. Discuss computer crimes, terms of use, and legal issues such as copyright laws, fair use laws, and ethics pertaining to scanned and downloaded clip art images, photographs, documents, video, recorded sounds and music, trademarks, and other elements for use in Web publications.
7. Identify netiquette including the use of e-mail, social networking, blogs, texting, and chatting.
8. Describe ethical and legal practices in business professions such as safeguarding the confidentiality of business-related information.
9. Discuss the importance of cyber safety and the impact of cyber bullying.

B. EMPLOYABILITY SKILLS

1. Identify positive work practices (e.g., appropriate dress code for the workplace, personal grooming, punctuality, time management, organization).
2. Demonstrate positive interpersonal skills (e.g., communication, respect, teamwork).

C. STUDENT ORGANIZATIONS

1. Explain how related student organizations are integral parts of career and technology education courses.
2. Explain the goals and objectives of related student organizations.
3. List opportunities available to students through participation in related student organization conferences/competitions, community service, philanthropy, and other activities.
4. Explain how participation in career and technology education student organizations can promote lifelong responsibility for community service and professional development.

D. NAVIGATING VISION ENTERPRISES

1. Start the Vision Enterprises application.
2. Navigate the Vision Enterprises application.
3. Stop the Vision Enterprises application.
4. Access Help functions.
5. Define form terminology.
6. Create records.
7. Delete records.
8. Save records.
9. Search for records.
10. Retrieve records.

E. ORDER TO CASH LIFECYCLE

1. Identify components of the Order to Cash Lifecycle.
2. Define components of the Order to Cash Lifecycle.

F. CUSTOMERS

1. Define customers.
2. Identify customer data.
3. Collect customer data.
4. Enter customer data.
5. Define customer account management.

G. ITEMS

1. Define items.
2. Identify how items are used.
3. Identify item status as it relates to the Order to Cash Lifecycle.
4. Create items.

H. INVENTORY

1. Define inventory.
2. Identify inventory organization models and structures.
3. Create inventory structures in the Vision Enterprises application.
4. Define inventory receipts.
5. Receive items into inventory.
6. Receive material into inventory.
7. Receive material into stock.
8. Transfer inventory.
9. Issue inventory.
10. Identify inventory status as it relates to the Order to Cash Lifecycle.
11. Identify how much inventory to order for replenishment.
12. Define reorder-point.
13. Define min-max reorder-point.
14. Define Kanban Replenishment.

I. WAREHOUSES

1. Define a warehouse.
2. Define warehouse processes.
3. Identify inbound logistics.
4. Identify inspection standards and processes.
5. Identify put away and storage optimization processes.
6. Identify cross docking and label printing processes.
7. Identify outbound logistics.

8. Identify order-picking processes.
9. Define warehouse control board.
10. Identify consolidation and packing processes.
11. Identify shipping issues.
12. Identify issues related to use of Radio Frequency Identification.

J. ORDER MANAGEMENT

1. Identify Oracle order management process.
2. Identify order management issues in the Order to Cash Lifecycle.
3. Identify order fulfillment models; ship from stock, make to order, internal order, configure to order, assemble to order, and drop ship to customer.

K. PRICING

1. Define pricing.
2. Identify pricing issues in the Order to Cash Lifecycle.
3. Define pricing concepts.
4. Define a price list.
5. Copy a price list.
6. Add items to a price list.
7. Define an agreement price list.

L. ENTERING ORDERS

1. Identify order entry.
2. Identify order creation methods.
3. Define a sales order.
4. Define blanket sales agreement.
5. Create an order against blanket sales agreements.
6. Define order headers.
7. Define transaction types.
8. Enter customer information in header.
9. Enter pricing information in header.
10. Enter additional header information.
11. Create a sales order and apply a sales credit.
12. Create a sales order header.
13. Enter line information.
14. Enter line pricing information.
15. Examine line status.
16. Examine line date fields.
17. Enter line shipping information.
18. Create a sales order line.
19. Identify issues related to scheduling orders, including available to promise and reserves.
20. Schedule an order line.
21. Create an order.

22. Book an order.

M. MANAGE ORDERS

1. Identify post-order entry management issues.
2. Update orders and order lines.
3. Identify issues related to credit checking.
4. Cancel an order.
5. Close orders and order lines.

N. SHIPPING EXECUTION

1. Identify issues related to shipping execution.
2. Identify shipping issues in the Order to Cash Lifecycle.
3. Identify shipping concepts.
4. Identify issues in pick release process flow.
5. Release a sales order.
6. Ship using confirm delivery.
7. Identify issues related to freight cost.
8. Identify issues related to transit times.

O. INVOICES

1. Define an invoice.
2. Define a receipt.
3. Identify issues related to invoices in the Order to Cash Lifecycle.
4. Identify issues related to receivables.
5. Define invoice entry methods.
6. Create a standard invoice manually.
7. Identify standard invoice line types.
8. Enter freight invoices and lines.
9. Enter a sales credit.
10. Complete a transaction.
11. Create an invoice.
12. Identify issues related to receipts.
13. Identify cash receipt status.
14. Identify issues related to manual receipt entry.
15. Enter a manual receipt.
16. Apply receipts to an invoice.
17. Identify issues related to automatic receipts.

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