



Oracle Fusion Cloud SCM: Service Logistics Implementation

Student Guide
D110183GC10

Copyright © 2025, Oracle and/or its affiliates.

Disclaimer

This document contains proprietary information and is protected by copyright and other intellectual property laws. The document may not be modified or altered in any way. Except where your use constitutes "fair use" under copyright law, you may not use, share, download, upload, copy, print, display, perform, reproduce, publish, license, post, transmit, or distribute this document in whole or in part without the express authorization of Oracle.

The information contained in this document is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

Restricted Rights Notice

If this documentation is delivered to the United States Government or anyone using the documentation on behalf of the United States Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software" or "commercial computer software documentation" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

Trademark Notice

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

Third-Party Content, Products, and Services Disclaimer

This documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

201210202525D

Contents

1 Oracle Fusion Service Logistics Overview

- Learning Objectives 1-2
- Overview of Oracle Fusion Service Logistics 1-3
- Service Logistics Business Processes 1-4
- Service Logistics: Tasks Overview 1-5
- Integration with Oracle Fusion Service 1-6
- Support for Third Party Service Requests and Work Orders 1-7
- Integration with Oracle Field Service 1-8
- Summary 1-9

2 Reviewing Data Setup in Related Oracle Cloud Applications

- Learning Objectives 2-2
- Oracle Related Applications: Prerequisites 2-3
- Oracle Related Applications: Features Setup 2-4
- Oracle Related Applications Setup 2-6
- Oracle Related Applications: Additional Setup 2-7
- Summary 2-9

3 Integrating Oracle Fusion Service Logistics with Oracle Field Service

- Learning Objectives 3-2
- Benefits of Service Logistics and Field Service Integration 3-3
- Service Logistics and Oracle Field Service Integration 3-4
- Configure Service Logistics 3-5
- Configure Field Service 3-6
- Field Service Integration 3-7
- Summary 3-9

4 Enabling Service Logistics Functionality for Users

- Learning Objectives 4-2
- Overview of Service Logistics 4-3
- Enabling the Functional Areas for Service Logistics 4-4
- Setting Up the Navigator to Access the Service Logistics Landing Page 4-5
- Creating Users for Service Logistics 4-6
- Overview of Assigning Privileges and Data Security Policies to Job Roles 4-7
- Job Roles, Privileges, and Data Security Policies Relationship - Example 4-8
- Predefined Job and Duty Roles in Service Logistics 4-10

Service Logistics Users: Roles and Privileges (1 of 30)	4-12
Service Logistics Users: Roles and Privileges (2 of 30)	4-13
Service Logistics Users: Roles and Privileges (3 of 30)	4-14
Service Logistics Users: Roles and Privileges (4 of 30)	4-15
Service Logistics Users: Roles and Privileges (5 of 30)	4-16
Service Logistics Users: Roles and Privileges (6 of 30)	4-17
Service Logistics Users: Roles and Privileges (7 of 30)	4-18
Service Logistics Users: Roles and Privileges (8 of 30)	4-19
Service Logistics Users: Roles and Privileges (9 of 30)	4-20
Service Logistics Users: Roles and Privileges (10 of 30)	4-21
Service Logistics Users: Roles and Privileges (11 of 30)	4-22
Service Logistics Users: Roles and Privileges (12 of 30)	4-23
Service Logistics Users: Roles and Privileges (13 of 30)	4-24
Service Logistics Users: Roles and Privileges (14 of 30)	4-25
Service Logistics Users: Roles and Privileges (15 of 30)	4-26
Service Logistics Users: Roles and Privileges (16 of 30)	4-27
Service Logistics Users: Roles and Privileges (17 of 30)	4-28
Service Logistics Users: Roles and Privileges (18 of 30)	4-29
Service Logistics Users: Roles and Privileges (19 of 30)	4-30
Service Logistics Users: Roles and Privileges (20 of 30)	4-31
Service Logistics Users: Roles and Privileges (21 of 30)	4-32
Service Logistics Users: Roles and Privileges (22 of 30)	4-33
Service Logistics Users: Roles and Privileges (23 of 30)	4-34
Service Logistics Users: Roles and Privileges (24 of 30)	4-35
Service Logistics Users: Roles and Privileges (25 of 30)	4-36
Service Logistics Users: Roles and Privileges (26 of 30)	4-37
Service Logistics Users: Roles and Privileges (27 of 30)	4-38
Service Logistics Users: Roles and Privileges (28 of 30)	4-39
Service Logistics Users: Roles and Privileges (29 of 30)	4-40
Service Logistics Users: Roles and Privileges (30 of 30)	4-41
Assign Data Security Policies to Job Roles	4-42
Data Security Policies (1 of 6)	4-43
Data Security Policies (2 of 6)	4-44
Data Security Policies (3 of 6)	4-45
Data Security Policies (4 of 6)	4-46
Data Security Policies (5 of 6)	4-47
Data Security Policies (6 of 6)	4-48
Oracle Transactional Business Intelligence (OTBI) Reports	4-49
REST Services Privileges	4-50
Demo for Lesson 4: Navigating to the Service Logistics Functional Area	4-51
Navigating to the Service Logistics Functional Area	4-52

Summary 4-53
Practice 4-1: Creating Users for Service Logistics 4-54

5 Setting Up Stocking Locations

Learning Objectives 5-2
Stocking Locations - Overview 5-3
Setting Up Stocking Locations 5-4
Assigning Stocking Locations 5-5
Summary 5-6
Practice 5-1: Setting Up Stocking Locations 5-7

6 Managing Field Service Technicians

Learning Objectives 6-2
Overview 6-3
Prerequisite: Stocking Locations to Field Service Technicians 6-4
Assigning Stocking Locations to Field Service Technicians 6-5
Editing Stocking Locations Assigned to Field Service Technicians 6-6
Summary 6-7
Practice 6-1: Assigning Stock Locations to Field Service Technicians 6-8

7 Setting Up Billing Types and Service Activities

Learning Objectives 7-2
Understanding Billing Types 7-3
Using Billing Types in Service Logistics 7-4
Adding Billing Types in Service Logistics 7-5
Assigning Billing Types to Billing Categories 7-6
Adding Billing Types to Items 7-7
Understanding Service Activities 7-8
Using Service Activities in Service Logistics 7-9
Setting Up Service Activities 7-10
Assigning a Service Activity to a Billing Type 7-11
Summary 7-12
Practices for Lesson 7: Overview 7-13

8 Setting Up the Posting of Field Service Charges

Learning Objectives 8-2
Posting of Field Service Charges in Service Logistics - Overview 8-3
Automatic Posting of Field Service Charges – Process Flow 8-5
Prerequisites: Automatically Post Field Service Charges 8-6
Setting Up Automatic Processing Rules for Field Service Charges 8-7
Setting Up Custom Processing Rules for Field Service Charges 8-8

Prerequisites: Custom Processing Rules to Post Field Service Charges 8-9
Summary 8-11

9 Creating Return Routing Rules

Learning Objectives 9-2
Return Routing Rules - Overview 9-3
Creating Return Routing Rules 9-4
Prerequisite Tasks 9-5
Managing Geographies 9-6
Managing Shipping Zones 9-7
Summary 9-8
Practices for Lesson 9: Creating Return Routing Rules 9-9

10 Setting Up Lookups

Learning Objectives 10-2
Service Logistics Lookups (1 of 6) 10-3
Service Logistics Lookups (2 of 6) 10-4
Service Logistics Lookups (3 of 6) 10-5
Service Logistics Lookups (4 of 6) 10-6
Service Logistics Lookups (5 of 6) 10-7
Service Logistics Lookups (6 of 6) 10-8
Order Management Lookups: Item Master 10-9
Using the Document Type Lookup to Create Custom Document Types 10-10
Document Type Lookups (1 of 4) 10-11
Document Type Lookups (2 of 4) 10-12
Document Type Lookups (3 of 4) 10-13
Document Type Lookups (4 of 4) 10-14
Managing Lookups and Lookup Codes for Service Logistics 10-15
Enabling Support for Third-Party Work Objects 10-17
Enabling Support for Business Intelligence Publisher 10-19
Demo 10-1: Enabling Support for Third-Party Work Objects 10-20
Summary 10-21
Practice 10-1: Viewing Lookups 10-22

11 Managing Profile Options

Learning Objectives 11-2
Listing of Service Logistics Redwood Profile Options 11-3
Listing of Service Logistics Profile Options 11-4
Listing of Additional Service Logistics Profile Options 11-7
Summary 11-8

12 Setting Up the Service Logistics Parts Search Program

Learning Objectives 12-2

Service Logistics Parts Search Program - Overview 12-3

Service Logistics Parts Search Program - Benefits 12-4

Configuring the Parts Search Program and Parts Search Window 12-5

Setting Up Parts Search Program - Parts Supply Chain 12-6

Configuring the Parts Search Window 12-8

Configuring Part Searches by Source Object: Oracle Fusion Service Requests 12-10

Configuring Parts Searches by Source Object: Oracle Fusion Work Orders 12-11

Configuring Parts Searches by Source Object: Field Parts Replenishment 12-12

Configuring Parts Searches by Source Object: Third Party Objects 12-13

Summary 12-14

13 Setting Up Depot Repair

Learning Objectives 13-2

Using Depot Repair - Overview 13-3

Service Logistics-Depot Repair Integration 13-4

Depot Repair Process Flow 13-5

Setting Up Depot Repair: Prerequisites 13-6

Setting Up Depot Repair: Process Flow 13-7

Depot Repair Setup for Maintenance Work Orders 13-10

Depot Repair: Additional Setup Considerations 13-11

Summary 13-12

14 Setting Up the Field Service Preventive Maintenance Workflow for Customer Assets

Learning Objectives 14-2

Understanding Field Service Preventive Maintenance for Customer Assets 14-3

Preventive Maintenance Tasks for Customer Assets – Process Flow 14-4

Setting Up the Field Service Preventive Maintenance Workflow for Customer Assets 14-5

Summary 14-7

15 Integrating with Oracle Projects

Learning Objectives 15-2

Service Logistics and Oracle Projects 15-3

Setting Up the Integration 15-4

Summary 15-5

16 Using Flexfields to Capture Debrief and Part Requirement Information

Learning Objectives 16-2

Setting Up Custom Attributes 16-3

Managing Flexfields 16-4
Summary 16-5

17 Using Reports and Analytics

Learning Objectives 17-2
Using Oracle Transactional Business Intelligence 17-3
Creating Service Logistics Reports 17-4
Summary 17-5