



Oracle Material Requirements Planning

Depot Repair Training Manual

Version 1.1

5/21/2018



Technical Documentation Team

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Table of Contents

2. Copyright, Trademarks, Notice of Proprietary Rights	3
2.1 COPYRIGHT	3
2.2 TRADEMARKS.....	3
2.3 NOTICE OF PROPRIETARY RIGHTS.....	3
3. Revision History.....	4
4. Approvals.....	4
5. Points of Contact.....	4
5.1 Information Technology Service Desk.....	5
6. Introduction.....	6
6.1 System Overview, Scope, and Purpose.....	6
6.2 Objectives.....	6
6.3 Business Drivers.....	6
7. Click MRO Procedure Document to Review Contents.....	7
8. Acronyms and Abbreviations Used in this Document	11
9. Introduction to Depot Repair	12
9.1 Oracle Depot Repair Key Features.....	13
Appendix.....	15
9.2 Repair Maintenance Flow Chart.....	15
10. Table of Tables.....	16
11. Table of Figures	16



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3. Revision History

Date	Version	Author	Document Changes
5/1/2018	v.1.0	Stephen Mitchell	v.1.0
5/21/2018	v.1.0	Stephen Mitchell	Added topic: Create Invoice
6/20/2018	v.1.1	Stephen Mitchell	Added: topic: Release Sales Order Transact Move Order Shipping Transactions
6/25/2018	v.1.1	Stephen Mitchell	Added topic: How To Change The Ship To Address on a Sales Order
6/26/2018	v.1.1	Stephen Mitchell	Added topic: Note Type Closure

Table 1: Revision History

4. Approvals

Role	Name	Title	Signature	Date
Project Sponsor:	Jon Strafuss	Sr. Director, Aviation Product Support Operations		Date
Project Manager:	Ed Rosario			Date
System Implementation:	Syed Ali	Functional Lead - EBS Depot Repair Consultant		Date
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Table 2: Approvals

5. Points of Contact

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Table 3: Points of Contact



5.1 Information Technology Service Desk

In the event of a question about the operation of the systems, users should contact the Office of Information Technology Service Desk at +1 (954) 538-4357 (HELP), or via email: ITServiceDesk@globaleagle.com.



6. Introduction

6.1 System Overview, Scope, and Purpose

Oracle Depot Repair is part of the Oracle E-Business Suite and offers an enterprise-wide solution for managing depot repair processing.

6.2 Objectives

Oracle Depot Repair drives profitability by automating Global Eagle's in-house repair process, from the creation of the Return Material Authorization (RMA) to billing and shipment of the repaired product back to the customer. Technicians get a workbench to initiate RMAs and other repair activities, while customers are able to minimize downtime with exchanges and loaners while products are being serviced.

FEATURES AND BENEFITS

- Manages a broad spectrum of repair type.
- Provides repair technicians access to a knowledge base for troubleshooting and diagnosing problems for improved productivity.
- Ensures customer needs are met by giving repair technicians and depot managers a comprehensive view of customer information.
- Automates billing customers for repairs based on contractual entitlement.

6.3 Business Drivers

Oracle Depot Repair provides the tools for reducing the number of returns, the cost of processing returns, and the complexity of regulatory compliance. The Oracle Depot Repair application enables businesses to profitably recover, re-use, and recycle products and parts by providing best-in-class tools and intelligence.

Customers expect quick and seamless repair processing. Oracle Depot Repair provides end-to-end repair management functionality for Global Eagle, which is committed to delivering a total service solution.

Oracle Depot Repair enables Global Eagle to meet customer expectations, and draw maximum benefit by improving service readiness.



7. Click MRP Procedure Document to Review Contents

ID	Description
1.	Account Aliases Issue and Receive Transactions for Old Inventory Not Associated to a Purchase Order
2.	Account Aliases Transactions-In-Out
3.	Add or Edit Warranty Terms for an Item
4.	Back to Back Sales Order Process for Inspection Services
5.	Backorder Sales Order-Move Order-Ship Sales Order
6.	Bill of Material Revision Update
7.	BOM Creation
8.	Cancel Purchase Order
9.	Cancel Sales Order Line and Add New Line Item
10.	Complete WIP Job Transaction
11.	Create an Alternate Bill of Material
12.	Create Bill of Materials
13.	Create Invoice
14.	Create New Item in Master and Assign to Organization
15.	Create Obsolete Status Code
16.	Customer Sales Order Entry and Shipping Process for GE Order Type
17.	Customer Sales Order MRP Internal Sales Order Shipping Process
18.	Define a Kit Item and Create a Bill at the Master and Common to Organization
19.	Define Account Aliases for Receipt or Issue
20.	Define Additional Supplier for ASL
21.	Define DFF at Master Level for Finished Good Items
22.	Define Information in DFF at Organizational Level for Finished Good Items
23.	Define Item Status Codes
24.	Define Item-Organization Receiving Tolerances
25.	Define Lot Expiration-Shelf Life for Items
26.	Define Lot Numbers (MOD) for Finished Good Items
27.	Define Lot Numbers (MOD) for GES Finished Good Items



Num	Description
28.	Define Non-standard Expense WIP Job to Capture Employee's Training Cost
29.	Define OSP Item-Resource-Routing
30.	Define Receiving Tolerance at Organization Item Level
31.	Define Resource for Routing Department Association
32.	Define Resource Rate per Resource for Routing
33.	Define Resource Usage Rate for a Routing
34.	Define Setup Account Aliases Issue or Receipt Transactions
35.	Define Transaction Reason Codes
36.	Defining Expiration Date from Manufactures Date
37.	Department Resources Routing
38.	DropShip Overview
39.	Exception Item with a Shortage
40.	Execute Material Transactions
41.	Execute Move Transactions
42.	GEE Receiving Process-Inspection-Return
43.	Generate Lot Number for Inter-Organization Receiving Transaction
44.	How to Create BOM Revision
45.	How to Setup New Item
46.	How to Update Default Buyer in Organization Item
47.	index
48.	Inter-Organization Transfer Process
49.	Inventory Min Max Planning
50.	Item Relationship Setup
51.	Lombard Aerotek Miramar Sales Order Types Setup
52.	Master Demand Schedule and MRP Launch Process
53.	Material Min-Max Planning Item Setup
54.	Min-Max Setup and Execution
55.	Min-Max Setup Execution Training Manual
56.	MRP Docs
57.	MRP Planner Workbench Overview



Num	Description
58.	MRP Workbench for Messages and Action Review Cancel PO
59.	MRP Workbench for Messages and Action Review Cancel WIP Job
60.	MRP Workbench for Messages and Action Review Release PO and WIP
61.	MRP Workbench for Messages and Action Review
62.	Non Standard WIP Asset Setup
63.	Oracle Depot Repair Training Manuals All Documents
64.	Oracle Depot Repair Training Manual v.1.1
65.	Oracle Forecasting Process
66.	Oracle Installed Base Training Manual
67.	Oracle Tool Bar Functionality
68.	Pick-Pack-Ship Sales Order
69.	Planning Bills and Forecasting-MRP Execution
70.	Process to Re-assign Lot Number for Sales Order
71.	Proof of Delivery Attachment to Sales Order Shipment
72.	Purchase Order Attachments Required for Receiving
73.	Purchased Item Definition-ASL for MRP Planned Items
74.	Receipt Into Inventory to Create an Event in Install Base
75.	Receiving and Inspection for Purchase Orders Process
76.	Receiving Process-Inspection-Return
77.	Reject Purchase Order at Inspection Transaction
78.	Release Sales Order
79.	Repair Maintenance Flow Chart
80.	Repair Summary Notes for Repair Estimate Service Report
81.	Requisitions-Purchase Order Created from MRP Planned Order Release
82.	Return Order Process for Incorrect Shipped Serial or Lot Numbers
83.	Revise Item List Price-Update Default Buyer
84.	Revision Update Process for Organization Item
85.	Roll Up Cost for Bill-View Indented Bill for Cost
86.	Run Oracle Standard Reports
87.	Sales Order - Header and Line Information



Num	Description
88.	Sales Order Creation with Customer Purchase Order and Freight Terms Required
89.	Setup Alternate Bill of Material
90.	Setup and Maintain Approved Supplier List
91.	Setup Shelf Life-Lot Control for Items
92.	Ship Repaired Product
93.	Shipment of Zero Dollar Loaner Equipment
94.	Shipping Transactions
95.	Subinventory Transfer Process
96.	Transact Move Order
97.	Update Default Buyer in Organization Item
98.	Update the List Price and or Default Buyer
99.	WIP Component Return and Scrap Process
100.	WIP Return Scrap Reissue Component
101.	Work in Process Issue Material Move Transactions Completion Transaction
102.	Work Order-Sales Order Shortage Check Process



8. Acronyms and Abbreviations Used in this Document

Term	Definition
LOV	List of Values
RMA	Return Material Authorization
SR	Service Request
UOM	Unit of Measurement
WIP	Work In Progress

Table 4: 8. Acronyms and Abbreviations



9. Introduction to Depot Repair

Oracle Depot Repair enables Global Eagle to meet customer expectations, and draw maximum benefit by improving service readiness.

It targets the repair business from simple, quick repairs to routine maintenance. Oracle Depot Repair integrates with other Oracle E-Business Suite modules to provide an integrated, comprehensive solution for Global Eagle.

The depot repair process includes the return of broken and serviceable items, their diagnoses and repair job estimates, customer approvals and repairs management, and subsequent return of items to customers. You use the collection of charges for materials, labor, and expenses for the repairs to invoice the customer.

The depot repair process also includes the processing of item refurbishments, where the items either belong to an internal party, or the items are received from a field service warehouse and then returned to the warehouse after repair.

Customers expect quick and seamless repair processing. Oracle Depot Repair provides end-to-end repair management functionality for Global Eagle, which is committed to delivering a total service solution.



9.1 Oracle Depot Repair Key Features

The significant features of Oracle Depot Repair include:

- **Customer Management**

Oracle Depot Repair provides service organizations with the right tools and knowledge for efficiently responding to the repair issues that customers have.

- **Service Request Management**

Oracle Depot Repair enables service agencies to offer customers the convenience of accessing service through telephone or over the counter. Key Service Request management processes are to create and manage Service Requests.

- **Repair Type Processing**

Oracle Depot Repair provides Repair Types that enable service providers to be more efficient in managing the repair through process automation. Repair Types help to classify the Repair Order and determine the repair management processes and logistics to fulfill the repair process. Oracle Depot Repair supports the following Repair Types:

- Repair and Return (GES will use this repair type).
- Loaner, Repair, and Return.
- Exchange.
- Advance Exchange.
- Loaner.
- Replacement.
- Standard.
- Refurbishment.



- Repair Job Management

Oracle allows us to use either of the following repair modes to manage repair jobs:

- WIP (Work In Process):

Recommended for use when the repair jobs require a series of sequential steps and materials management. The WIP mode leverages the costing of items through Oracle Costing. **GES will use WIP based repairs.**

- Task:

Recommended for use when the repairs require minimal steps that do not necessarily require a series of sequential steps. In contrast to WIP mode, Task mode does not integrate with Oracle Costing.

- Repair Resolution Management

Oracle Depot Repair improves operational efficiency by providing the following key repair resolution management features:

- Repair job search functionality.
 - Process automation based on Repair Type, such as automatic creation of charge lines.
 - Estimate creation and approval.
 - Leveraging of the service depot knowledge base throughout repair processing.
 - Repair job creation and release to the shop floor.
 - Flexible options for receiving items and shipping items.
 - Invoicing of final charges.



Appendix

9.2 Repair Maintenance Flow Chart

Click the hyperlink below to display the Repair Maintenance flowchart.

[Repair Maintenance Flow Chart](#)

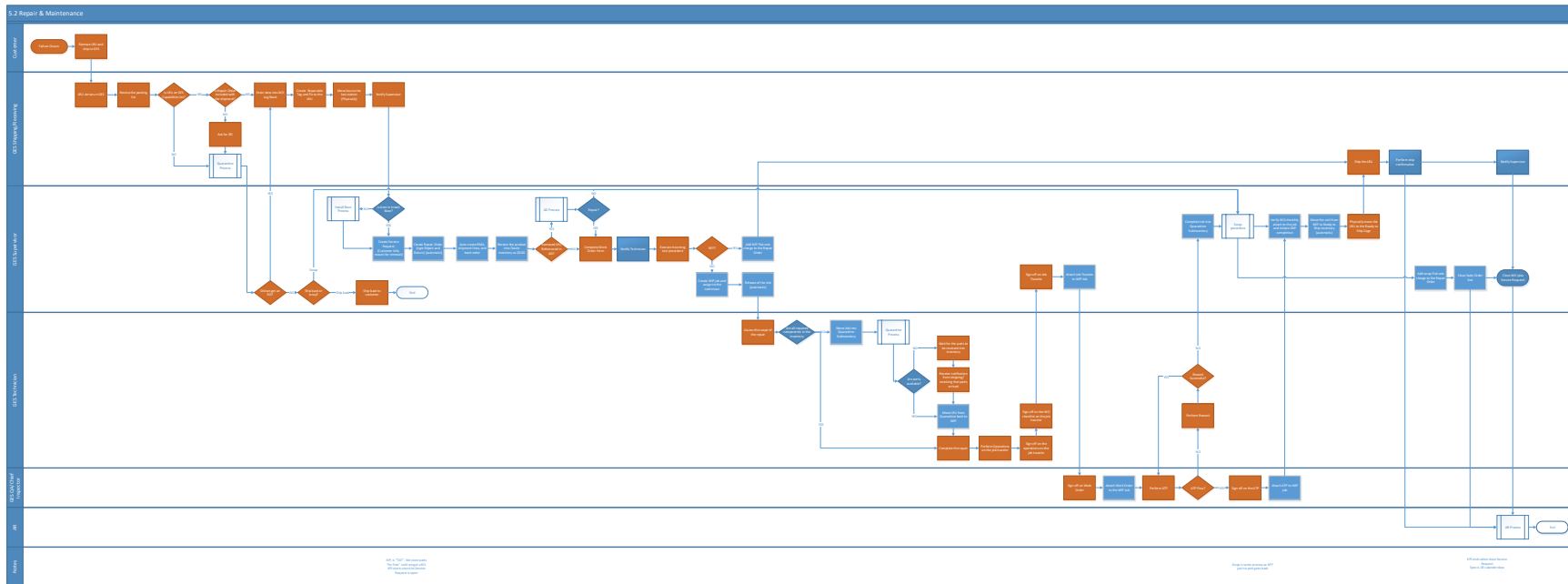


Figure 1: Repair Maintenance Flow Chart



10. Table of Tables

Table 1: Revision History.....	4
Table 2: Approvals.....	4
Table 3: Points of Contact	4
Table 5: 8. Acronyms and Abbreviations.....	11

11. Table of Figures

Figure 172: Repair Maintenance Flow Chart	15
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