

# Oracle® Retail Point-of-Service

Release Notes

Release 13.1.2

February 2010

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This document highlights the major changes for Release 13.1.2 of Oracle Retail Point-of-Service. This release includes numerous defect fixes.

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**Note:** Oracle Retail Point-of-Service 13.1.2 is a required patch upgrade that completes the Oracle Retail Point-of-Service 13.1.1 base release. Because Oracle Retail Point-of-Service 13.1.2 is part of that base release, there are no defect reports included with the release documentation.

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Oracle Customer Support investigates submitted issues assuming that all released patches have been applied. It is the customer's decision when to apply a patch; however, delays in applying patches can complicate the support process.

## Hardware and Software Requirements

See the *Oracle Retail Point-of-Service Installation Guide* for information about the following:

- Hardware and software requirements
- Oracle Retail applications software compatibility

## Functional Enhancement

Clean receipt functionality has been enhanced to group discounted items.

## Technical Enhancement

Windows 2003 Server is supported for the store server on the Oracle stack. For information on installing on Windows, see the *Oracle Retail Point-of-Service Installation Guide*.

## Documentation Enhancements for Release 13.1.2

The following documentation enhancements are made for this release.

### Feedback Page

A feedback page is added to each guide updated for this release.

### Index of Noteworthy Oracle Retail Knowledge Base Articles (My Oracle Support ID 989300.1)

Oracle Retail periodically publishes supplemental documents that provide details that add to the information provided in the standard documentation released with Oracle Retail products. These supplemental documents are available as Knowledge Base articles at My Oracle Support. They include materials such as white papers, instructional notes, lists of fixes, test cases, and support alerts. For each document, the "Index of Noteworthy Oracle Retail Knowledge Base Articles" provides the Knowledge Base article title, ID, pertinent applications, publication date, and a description of content.

## Known Issues

The following issues occur in this release.

### Currencies Not Included in Financial Reports

If additional currencies are added to Oracle Retail Point-of-Service, they are not displayed in the financial reports. The till reconcile and daily register operations are not affected. USD, GBP, YEN, EUR, MXY, and CAD are the currencies already available in this release. These currencies display correctly in the financial reports.

### Display of Decimals in Base and Alternate Currencies

Currency type is determined by the country. The type determines if the currency is displayed with or without decimals. It is not possible in Oracle Retail Point-of-Service to properly display a base currency and an alternate currency that are not in agreement regarding the decimal component.

If base and alternate currencies that have different formats are being used, for example, YEN as the base currency and USD as the alternate currency, the decimals of USD are truncated on receipts and screens.

### Values Switched for Tax Calculation Method Code

The Tax Calculation Method Code is a code denoting how the Tax Group Rule is to be applied in a single transaction. Possible values include the following:

- 1—Calculate and round at the line item unit level
- 2—Calculate and round at the group level

There is no default value, as this setting is dictated by the Tax Authority who defines the rule.

In Oracle Retail Point-of-Service, these values are switched. If the retailer wants to calculate tax at the line item level, code 2 should be selected. If the retailer wants to calculate tax at the group level, code 1 should be selected.

**Update Resource Jars for New Currencies**

The localized strings for International Standards Organization (ISO) currency codes and country names are now in resource bundles. If a new currency is added to the database, the resource jars have to be opened in order to add the bundle entries for the new currency. The bundle entries are in multiple bundle files in Oracle Retail Point-of-Service.

**Receipt for a Completed Order is Not Printed in the Preferred Language of the Customer**

The receipt for a completed order is not printed in the preferred language of the customer. The receipt for the creation of the order is printed in the preferred language of the customer.

**Reloaded Gift Cards Cannot be Returned**

Gift cards that have been reloaded must be redeemed and not returned. Return transactions containing a reloaded gift card will not refund the correct amount to the customer.

**Orphaned Records for Post-Void Transactions in Database Tables**

When post-void transactions are purged, there may be orphaned records in the TR\_LTM\_RTL\_TRN and tender tables. These records have no effect on the Oracle Retail Point-of-Service application.

**Setting Parameter to Capture Price Override Data**

If the Capture Reason Code for Price Override parameter is set to No, the CO\_MDFR\_RTL\_PRC table is not populated with the record of the override. If the retailer wants to collect the override data, this parameter must be set to Yes.

**Security Access Points No Longer Used**

The following access points listed in the Manager Override for Security Access parameter are no longer utilized by the Oracle Retail Point-of-Service application:

- Bank Deposit
- Discount Rule - Add/Modify
- Discount Rule - End
- Employee Time Maintenance
- Inventory
- Inventory Count
- Inventory Receiving
- Inventory Return
- Item Maintenance
- Jobs
- Job Queue
- Kit Maintenance
- Price Change - Add/Modify
- Price Promotion - Add/Modify
- Schedule
- Store Operations
- Transfer

Adding them to the parameter does not cause a problem in the application, but the application does not enable a manager override for the access point.

### **Download of Items Currently on Promotion to New Stores**

In a new store situation, items currently on promotion may download to Oracle Retail Point-of-Service with the original price on the item, not the promotion price. This occurs because the import process assigns a creation date equal to the current date, but this date is after the start date of the promotion.

### **Address Type for Importing Customer Information**

If the Data Import Process (DIMP) is used to import customer information to Oracle Retail Central Office and Oracle Retail Point-of-Service, it is recommended that only the address type of H or Home is used. Importing records with another address type could cause multiple customer records to be displayed in Oracle Retail Central Office and Oracle Retail Point-of-Service. The customer number remains the same, but there could be an additional line entry with the second address type. Customer feature functionality is not affected.

### **Reason Code Displayed Incorrectly for Business Customer**

If a business customer is created in Oracle Retail Point-of-Service, the reason code (that is, non-profit) may not be correctly displayed in Oracle Retail Central Office. If the business customer is created in Oracle Retail Central Office, the reason code is displayed correctly in Oracle Retail Point-of-Service.

### **Layaway Fee Must Be Entered When Creating a Layaway**

When a layaway is created in Oracle Retail Point-of-Service, an amount (0.00 to 9,999.99) must be specified in the Layaway Fee field. This field cannot be left blank; doing so will result in an error and the application may halt.

### **Installing with Store ID of 01291 Results in Database Errors**

Seed data includes sample data used to evaluate the application and demonstrate core functions of the software. There are references in the seed data to store ID 01291. During installation, if 01291 is selected for the store ID, SQL errors occur during the loading of the database. The SQL errors are caused by those references.

### **Error Message in Point-of-Service Client Log after a Sale Transaction**

The following error message may show up in the Point-of-Service Client Log after a sale transaction:

```
ERROR 2008-06-07 19:54:43,312 188849750
(StaticCacheThread-7:com.extendyourstore.foundation.tour.engine.TransferStation):[com.extendyourstore.foundation.tour.engine.TransferStation.depart(TransferStation.java:424)] TransferStation.depart(): Departure must be initiated by an EndServiceLetter or FinalLetter. Actual letter is: Class: Letter (Revision 3)29784459
```

The error does not affect functionality.

### **Total Incorrect on Receipt for Layaway Delete**

When a layaway is deleted, the total shown on the receipt is incorrect. The amount refunded to the customer and the information shown in the Summary Reports are correct.

**Incorrect Gift Card Amount Displayed After Invalid Gift Card Entered**

If the card number entered for a Gift Card sale is invalid and the operator selects to reenter the card number, the amount displayed in the Gift Card Amount field is 0.00. It should be the amount of the original issue/new Gift Card. Functionality is not affected and the Gift Card is issued in the correct amount.

**Incorrect Date for Special Order When Store Not Closed**

If the store has not been closed and re-opened with the next business date, a special order transaction completed after 12:00 AM of the next day is saved to the database with the system date instead of the business date.

**Original Tax Rate in POSLog for Tax Exempt Transaction**

In a tax exempt transaction, the Original Tax Rate field in the POSLog detail contains the store default tax rate for the item.

**Incorrect Tax Amount in EJournal for Price Override Items**

For items that had a price override applied to the return, an incorrect tax amount is displayed in the EJournal. The tax is based on the original price of the item and not the price after the price override is displayed.

**Post-Void of Return Transaction**

An item that is not in the local database is returned using Centralized Transaction Retrieval. If the return transaction is post-voided, the voided amount is zero.

**Retrieving a Suspended Layaway Transaction**

When trying to retrieve a layaway transaction that was suspended, the client goes offline. If the server and client are restarted, the client goes offline again after logging back in to Oracle Retail Point-of-Service. The Device Status screen shows the database as being offline.

**Foreign E-check Used for Non-base Currency Tender**

While the E-Check functionality will work for an E-Check tendered in the base currency, if an E-Check is accepted in an alternate currency, it cannot be reconciled during the Register Close process.

**Hardware Issues**

The following hardware issues occur in this release.

**Unplugging Either the HP Cash Drawer or Magnetic Stripe Reader Causes Application to Hang**

If either the HP Cash Drawer (HP Cash Drawer #EY024AA) or Magnetic Stripe Reader (HP USB MSR #EY026AA) device is unplugged, the application hangs. When the device is plugged back in, the application must be restarted. This issue can be tracked with case number 3605030683.

**Less Text Space Available on Back of Frankable Tenders for Multibyte Languages on IBM Printer**

Due to the font provided for Chinese and other multibyte languages (Traditional = chnm950b or Simplified = chnm1381) on the IBM Printer (IBM4610-2CR ), the amount of text that can be printed on the back of a 'frankable' tender may be reduced.

**Application Hangs if HP Printer Goes Offline**

If the HP Printer (HP USB Thermal Receipt Printer #EY023AA) printer goes offline (out of paper or other error) during a transaction, no error is displayed and the transaction will not resume until the error is corrected on the printer. This issue can be tracked with case number 3605031143.

**Related Documentation**

For more information, see the following documents in the Oracle Retail Point-of-Service Release 13.1.2 documentation set or Oracle Retail Strategic Store Solutions Release 13.1.2 documentation set:

- *Oracle Retail Point-of-Service Installation Guide*
- *Oracle Retail Point-of-Service Operations Guide*
- *Oracle Retail Strategic Store Solutions Configuration Guide*
- *Oracle Retail Strategic Store Solutions Licensing Information*

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#### **Value-Added Reseller (VAR) Language**

##### **Oracle Retail VAR Applications**

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