Oracle® Retail Point-of-Service with Mobile Point-of-Service

Release Notes

Release 14.0

E50578-01

December 2013

This document highlights the major changes for Release 14.0 of Oracle Retail Point-of-Service with Mobile Point-of-Service.

Overview

Oracle Retail Point-of-Service with Mobile Point-of-Service provides support for using a mobile device to perform tasks such as scanning items, applying price adjustments, tendering, and looking up item information.

Hardware and Software Requirements

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

- Hardware and software requirements
- Oracle Retail application software compatibility

Functional Enhancements

The following functional enhancement is included in this release:

Sales Associate Capabilities

The following enhancements are made to the capabilities available for the sales associate on a mobile device:

- Look up a customer and link the customer to a transaction or add a new customer
- Search for an order and complete pick up for items available to be picked up
- Resume a transaction that was started and suspended in either Oracle Retail Point-of-Service or Oracle Retail Mobile Point-of-Service
- Print gift receipts for individual items or the entire transaction
- Select from a list of available receipt printers
- Complete payment using credit cards, debit cards, and gift cards

For more information, see the *Oracle Retail Point-of-Service User Guide*.

Technical Enhancements

The following technical enhancements are included in this release:

Mobile Devices

Oracle Retail Mobile Point-of-Service Release 14.0 is supported for use with the following mobile devices:

- Apple iPod Touch (5th generation)
- Apple iPad mini

Operating System

Oracle Retail Mobile Point-of-Service Release 14.0 is supported for use with Apple iOS 7.0.3.

Release 14.0 Testing

Oracle Retail Mobile Point-of-Service Release 14.0 Handheld Edition (HE) and Tablet Edition (TE) solutions are designed and architected to run on multiple mobile platforms. For Release 14.0, Oracle Retail Mobile Point-of-Service HE was tested with the Apple iPod Touch (5th Generation) and VeriFone E315 sled and Oracle Retail Point-of-Service TE was tested with the Apple iPad Mini and VeriFone E335 sled. In order to use payment on sled functionality, a third-party payment software vendor provides sled adapter libraries. AJB Software Design provided the libraries used during Release 14.0 testing. Oracle partners are available to assist with deploying Oracle Retail Point-of-Service Release 14.0 on different mobile platforms.

For detailed instructions, see the *Oracle Retail Point-of-Service Installation Guide*.

Note that the VeriFone sleds used for Release 14.0 were released just prior to the completion of the test cycle. Oracle customers should plan to limit the use of Oracle Retail Mobile Point-of-Service Release 14.0 HE and TE solutions to development, customization, and demonstration needs until Oracle Retail POS Suite Release 14.0.1.

Payment Provider

Oracle Retail Mobile Point-of-Service Release 14.0 is supported for use with AJB version APAR 17747. AJB Software Design is a provider of payment integration software solutions. For more information, see the *Oracle Retail Point-of-Service Installation Guide* and *Oracle Retail POS Suite Implementation Guide, Volume 1 - Implementation Solutions*.

Known Issues

The following issues occur in this release:

Parameter Download Fails when IPv6 is Enabled

IPV6 is not tested with Release 14.0 of the POS Suite applications.

Multi-Printer User Interface Needed to Enable User to Switch Printers when Issues with Printing

The MPOS Server supports the ability to define more than one printer for the HE and TE devices through the configuration files or installation. Customers need to create

their own User Interface screens to support the selection of a new printer if the default printer assigned to the device fails.

Adding Duplicate Customer Needs Possible Matches Found Screen to Display

When a customer is added at a handheld or tablet, the application does not check for duplicate customers. If the customer data already exists, the customer could be added as a duplicate customer.

POSLog for Register Open has an Incorrect Till Float Amount

The till reconcile process in Oracle Retail Back Office prompts for the float amount when reconciling a Mobile Point-of-Service till from Back Office. The operator must enter a float of 0.00, even though a warning appears that the amount entered is not what is expected. After that, the till reconciles correctly.

Oracle Retail Mobile Point-of-Service uses the same default float amount as Oracle Retail Point-of-Service.

Customer Details Not Visible in Transaction Tracker if Pricing Group not Selected when Customer is Added

When a customer is added at a Mobile Point-of-Service HE or TE, the operator must select a pricing group for the customer. Leaving the selection as *choose one* results in no visibility to the customer details when using Transaction Tracker in Oracle Retail Central Office.

After Selecting Email for the Receipt, Next Transaction Prompts for Email

When using a Mobile Point-of-Service TE, if Email is selected as the receipt option, the subsequent transactions prompt immediately for the customer e-mail instead of offering the choice of Email, Print, Email and Print, or No Receipt. The operator can choose to cancel out of the email entry field and then select from the usual choices.

Adding an Item to a Transaction Using an IMEI Number is not Supported when Integrated with Oracle Retail Store Inventory Management

When Mobile Point-of-Service is integrated with Oracle Retail Store Inventory Management, adding an item to a transaction using an International Mobile Equipment Identity (IMEI) number is not currently supported. The item may be added by item number or Universal Product Code (UPC).

Related Documentation

For more information, see the following documents in the Oracle Retail Point-of-Service with Mobile Point-of-Service Release 14.0 documentation set:

- *Oracle Retail Point-of-Service Installation Guide*
- *Oracle Retail Point-of-Service User Guide*
- *Oracle Retail POS Suite Configuration Guide*
- *Oracle Retail POS Suite Data Dictionary*
- *Oracle Retail POS Suite Data Model Differences*
- *Oracle Retail POS Suite Data Model ERWIN File*
- *Oracle Retail POS Suite Data Model Mapping File*
- *Oracle Retail POS Suite Entity Relationship Diagrams, Volume 1 - Subject Areas*

- *Oracle Retail POS Suite Entity Relationship Diagrams, Volume 2 - Overviews*
- *Oracle Retail POS Suite Implementation Guide, Volume 1 - Implementation Solutions*
- *Oracle Retail POS Suite Implementation Guide, Volume 2 - Extension Solutions*
- *Oracle Retail POS Suite Implementation Guide, Volume 4 - Point-of-Service External Order*
- *Oracle Retail POS Suite Implementation Guide, Volume 5 - Mobile Point-of-Service*
- *Oracle Retail POS Suite Operations Guide*
- *Oracle Retail POS Suite Security Guide*
- *Oracle Retail POS Suite 14.0/Merchandising Operations Management 14.0 Implementation Guide*

Supplemental Documentation on My Oracle Support

The following documents are available through My Oracle Support. Access My Oracle Support at the following URL:

https://support.oracle.com

***Oracle Retail POS Suite Implementation Guide, Volume 3 - Base Product Extension Support* (Doc ID 1595742.1)**

This implementation guide volume describes the procedures to create modified installers which can be used to build and extend the POS Suite applications.

***Oracle Retail POS Suite Source Code Bundle Issues* (Doc ID 1605158.1)**

This document describes known issues with the source code bundles for Release 14.0 and provides instructions for working around the issues.

Supplemental Training on My Oracle Support

The following document is available through My Oracle Support. Access My Oracle Support at the following URL:

https://support.oracle.com

Release Readiness Transfer of Information (TOI) Recordings (Doc ID 732026.1)

Online training is available to Oracle supported customers at product release. These online courses provide release-specific product knowledge that enables your functional and technical teams to plan, implement and/or upgrade and support Oracle Retail applications effectively and efficiently. Note that Oracle Retail products with minor updates often do not have an associated TOI.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

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Value-Added Reseller (VAR) Language

Oracle Retail VAR Applications

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(i) the **MicroStrategy** Components developed and licensed by MicroStrategy Services Corporation (MicroStrategy) of McLean, Virginia to Oracle and imbedded in the MicroStrategy for Oracle Retail Data Warehouse and MicroStrategy for Oracle Retail Planning & Optimization applications.

(ii) the **Wavelink** component developed and licensed by Wavelink Corporation (Wavelink) of Kirkland, Washington, to Oracle and imbedded in Oracle Retail Mobile Store Inventory Management.

(iii) the software component known as **Access Via™** licensed by Access Via of Seattle, Washington, and imbedded in Oracle Retail Signs and Oracle Retail Labels and Tags.

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