

# Oracle® Retail Point-of-Service

Release Notes

Release 14.1

E54466-01

December 2014

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This document highlights the major changes for Release 14.1 of Oracle Retail Point-of-Service.

## Overview

Oracle Retail Point-of-Service is a point-of-sale application that provides the capabilities to carry out day-to-day transactions and conduct daily store activities. Tasks such as scanning items, applying price adjustments, tendering, and printing receipts as well as processing returns and web orders can be performed. Store operations including opening the store, managing registers and tills, and closing the store can be handled through Oracle Retail Point-of-Service.

## 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 enhancements are included in this release:

### Commerce Anywhere

The following enhancements provide additional features for Commerce Anywhere:

### Notifications

Oracle Retail Central Office provides the ability to receive messages from an external system or create a message in Central Office and push those messages to Oracle Retail Point-of-Service and Oracle Retail Mobile Point-of-Service. Point-of-Service and Mobile Point-of-Service notify the user, through a configurable indicator such as an icon or text on the screen, that a message is available. The store user selects to view a list of messages for the store. This feature can be used to notify store associates that an order has come in that needs to be filled or some other action that is required to be done by a store user.

For more information, see the *Oracle Retail Point-of-Service User Guide* and *Oracle Retail POS Suite Implementation Guide, Volume 1 - Implementation Solutions*.

## **Item Search**

The item search capabilities are enhanced in Oracle Retail Point-of-Service and Mobile Point-of-Service so a user is able to filter results in order to further refine the search. For example, if a search resulted in more than one match, a filter results option can be selected and the user can add filters such as color, style, department, and so on, to that result set. When the user selects to continue, the search is performed on only the result set from the original search result set, thus narrowing the search.

In addition, on the Advanced Search screen where the user selects additional filters, the drop-down values (department, color, and so on) only contain values pertinent to the result set from the original search. For example, if the user searches for flannel shirt and decides to filter the search further, the drop-down for Department only contains departments applicable to the items that resulted in the flannel shirt search.

Along with the item search enhancements for Commerce Anywhere, Mobile Point-of-Service provides the ability to perform an item search from within a transaction.

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

## **Add Items at Order Pickup**

Oracle Retail Point-of-Service and Mobile Point-of-Service enable a shopper to add take-with items during the pickup process. If items are added during the pickup process for Commerce Anywhere orders that have been reserved but not paid for, all items, both take-with and those from the order, are repriced based on the current in-store price.

If items are added during the pickup process for Commerce Anywhere orders that have been paid for, either partially or in full, repricing of the order line items does not occur. The order remains as it was placed and tendered (either online or in the store). The items added during the pickup process are priced based on the current in-store price.

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

## **Integrated Commerce Enablement**

Integrated Commerce occurs when store systems leverage access to content, data, and business processes from the web (digital/online) channel to enhance the consumer shopping experience in the physical stores. The following enhancements provide features in support of Integrated Commerce Enablement:

### **Extended Customer Data**

A store associate can view supplemental customer data to understand the customer's preferences, purchase history, gift lists, and so on. A configuration is added to retrieve extended customer data from an external system, such as an e-commerce system, when using the customer search function in Oracle Retail Point-of-Service and Mobile Point-of-Service. Extended customer data could include recently viewed items, lists created by the customer such as gift or wish lists, or recent purchases.

In a Commerce Anywhere environment, the core customer data comes from the defined data source (locally or centrally), but the extended data is retrieved from an external data source such as Oracle Commerce.

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

## Extended Item Data

A store associate can view supplemental item data to provide additional information to the shopper. Extended item data is retrieved from an external data source when using the item search function in Point-of-Service and Mobile Point-of-Service. Extended item data can include extended item descriptions and recommended items.

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**Note:** When retrieving extended item data, the application expects to call across the enterprise wide area network to the extended item data source. As a result, the response time for retrieving the complete set of item data will be unpredictable even on a high performance Wide Area Network (WAN). The Integrated Commerce Environment feature is not recommended for high volume/traffic Point-of-Service implementations. In these settings, it may be better suited to customer service and mobile workstations where high customer touch is expected.

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

## Item Recommendations

A store associate can view item recommendations when adding items to the transaction to create up-sell and cross-sell opportunities with the customer. When each item is added, item recommendations based on the items in the transactions are displayed.

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

## Technical Enhancements

The following technical enhancements are included in this release:

### Software Operating Environment Upgrades

The following are enhancements to the software operating environment options for Oracle Retail Point-of-Service Release 14.1:

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**Note:** The list below announces the addition of Oracle Retail support for the technology described. See the Installation Guide requirements section for critical information, such as whether the enhancement below replaces previous versions or is supported in addition to already existing versions.

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### Database Server Support

Oracle Retail Point-of-Service Release 14.1 is supported for use with the following database servers:

- Oracle Database 12c (12.1.0.1) Standard Edition with Microsoft Windows 2012 Server
- Oracle Database 12c (12.1.0.1.4) Standard Edition with Novell SLEPOS

## **Novell SLEPOS**

Oracle Retail Point-of-Service Release 14.1 is supported for use with Novell SLEPOS 11 SP3.

## **Microsoft Windows 2012 Server**

Oracle Retail Point-of-Service Release 14.1 is supported for use with Microsoft Windows 2012 Server R2 Standard Edition.

## **Additional Register Devices**

Oracle Retail Point-of-Service Release 14.1 is supported for use with the following register devices:

- Dell Venue 11 Pro Tablet
- Toshiba TcxWave 6140-E10

## **Known Issues**

The following issues occur in this release:

### **Item Search**

In Item Search, if Clearance is selected as a search criteria, more than the maximum results are returned in a search, and the operator chooses to display the limited result set, it is possible that not all clearance results will be returned. The filter of non-clearance items currently happens after the error is triggered for the maximum search results.

### **Commerce Anywhere Returns**

When an item that was originally on a Commerce Anywhere order (either for pick up or ship), is returned at the store, the return transaction is completed normally, however, a benign exception message is generated and logged in the \OracleRetailStore\Server\pos\bin\QueueException directory. This is due to an attempt to update the item status in the Stores Database, which is unnecessary, since the item status will be updated at the Order Management System (OMS).

## **Related Documentation**

For more information, see the following documents in the Oracle Retail Point-of-Service Release 14.1 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 14.1/Merchandising Operations Management 14.1 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 Point-of-Service Receipt Builder Tool User Guide (Doc ID 1926950.1)***

The Receipt Builder Tool is an Eclipse plug-in which is used to create and modify blueprint files for receipts. The *Oracle Retail Point-of-Service Receipt Builder Tool User Guide* describes how to install and use the Receipt Builder Tool.

### ***Oracle Retail Point-of-Service White Paper: Configuring Siebel in an Oracle Retail Point-of-Service to Siebel Integration (Doc ID 1926951.1)***

This document describes the configuration needed in Siebel for implementing the integration of Oracle Retail Point-of-Service with Siebel.

### ***Oracle Retail POS Suite Implementation Guide, Volume 3 - Base Product Extension Support (Doc ID 1926947.1)***

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 Uptake Guide (Doc ID 1598170.1)***

This guide describes the approach that each Oracle Retail POS Suite application takes for the uptake process, as well as its uptake assumptions and considerations.

### ***Oracle Retail Commerce Anywhere Functional White Papers (Doc ID: 1598177.1)***

This library contains a collection of white papers that outline functional aspects of the Commerce Anywhere solution in Oracle Retail applications. One document provides an overview of the solution from an enterprise perspective, and it is accompanied by product specific-papers addressing Oracle Retail Merchandising System, Oracle Retail Store Inventory Management, Oracle Retail Warehouse Management System, Oracle Retail POS Suite, and Oracle Retail Advanced Inventory Planning.

### **Oracle Retail Commerce Anywhere Technical Integration Solution (Doc ID: 1598187.1)**

This set of architectural diagrams and related business processes depict the Commerce Anywhere solution and its major integration points. The conceptual representation that is depicted is intended to support an integrated implementation of an Oracle Retail Commerce Anywhere solution that includes Oracle Retail Merchandising System, Oracle Retail Store Inventory Management, Oracle Retail Warehouse Management System, Oracle Retail POS Suite, and Oracle Retail Advanced Inventory Planning.

## **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>.

### **Access to Oracle Support**

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

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(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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