Oracle® Retail Merchandising

Service Administrator Action List

Release 19.2.000

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ORACLE®

Oracle® Retail Merchandising Service Administrator Action List, Release 19.2.000

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Value-Added Reseller (VAR) Language

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Oracle® Retail Merchandising Service Administrator Action List, Release 19.2.000

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- Do you need different information or graphics? If so, where, and in what format?

- Are the examples correct? Do you need more examples?

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> **Note:** Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the Online Documentation available on the Oracle Technology Network Web site. It contains the most current Documentation Library plus all documents revised or released recently.

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Please give your name, address, electronic mail address, and telephone number (optional).

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Preface

This Service Administrator Action List describes the requirements and process for setting up Merchandising cloud services and associated integrating Merchandising with other software solutions.

Audience

This Installation Guide is for the following audiences:

- Service administrators
- System administrators and operations personnel
- Integrators and implementation staff personnel

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- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times not be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

Oracle Retail product documentation is available on the following web site:

https://docs.oracle.com/en/industries/retail/index.html

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of a document with part number E123456-01.

If a more recent version of a document is available, that version supersedes all previous versions.

Oracle Help Center (docs.oracle.com)

Oracle Retail product documentation is available on the following web site:

https://docs.oracle.com/en/industries/retail/index.html

(Data Model documents can be obtained through My Oracle Support.)

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Overview

The Oracle Retail Merchandising Cloud Suite of solutions is comprised of the Merchandising Foundation Cloud Service, with optional additions of the Pricing Cloud Service, Invoice Matching Cloud Service, and Allocation Cloud Service. Your Merchandising Foundation Cloud Service will also include the Oracle Retail Integration Cloud Service, which is critical for integrating with your legacy solutions, as well as other Oracle solutions - both cloud and on-premise.

When starting a Merchandising Cloud Services implementation, there are a number of key considerations and actions you will need to take. This document outlines the most important actions and provides a general timeline for when many of these actions should be completed to ensure success for your implementation. These actions are divided up in the following phases:

- Pre-Provisioning

- Provisioning

- Post Provisioning

- Deployment

Audience

This document is intended for your service administrator. The service administrator is the key person in your business that manages your Merchandising cloud services. Oracle will target important communications to the service administrator, such as the initial welcome e-mail that is described in this document. If the person who receives this e-mail is not the person or part of the group of people that will be taking responsibilities for the tasks in this document, please work with your Customer Success Manager (CSM) to have that the name updated.

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Pre-Provisioning

Pre-provisioning is the period after contracts are signed, but before receiving your environments, where some key activities can occur related to your upcoming implementation. For Merchandising Cloud Service implementations, your Customer Success Manager (CSM) will be your main point of contact for these activities.

Activate IDCS

Identity Cloud Service (IDCS) is the user identity solution for most Oracle Retail cloud services. A foundation-level IDCS subscription comes with your retail subscription, but can also be purchased separately, if desired, such as for use as an enterprise identity provider or to manage PaaS or IaaS instances, metrics, and so on. However, it should be noted that these are not applicable for your Merchandising subscription, as Merchandising solutions utilize it only for administration of users. IDCS requires your subscribed cloud service to be attached within an Oracle Cloud Account.

Multiple IDCS instances can be set up within a single Oracle Cloud Account, enabling several activation options. For example, if you use a single set of administrators to manage the pool of users across all your retail services, you may want to have just a single IDCS instance. Or you might consider separate instances by product area (for example, Merchandising, Planning, Omni-channel) or by business unit (for example, Brand A, Brand B). Using one instance for all your retail services is the most common approach.

You will receive an activation e-mail from Oracle in the initial stages of provisioning — often immediately following your subscription order being booked. You will need to activate your IDCS account in order to begin the Merchandising provisioning activities. Promptly completing the activations steps will better enable on-time environment delivery.

> **Note:** Activation for IDCS does NOT impact billing or the subscription service period - those details are connected to the subsequent environment delivery of the Merchandising cloud services.

Creating an Oracle Cloud Account[1]

To start the setup, you'll click the Activate link provided in the e-mail received. Then the following steps are required:

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[1] An Oracle Cloud Account is not the same as your My Oracle Support account. The Oracle Cloud Account exists within IDCS and is used for managing user security within the Merchandising solutions.

1. Provide the desired name for the Oracle Cloud Account

   A best practice is to use a name which will encompass the scope of services to be managed in the account, such as a combination of your company name and "retail". For example, **mystoresretail**. After activation, you can adjust the displayed name for the cloud account.

2. Provide your e-mail address as the customer administrator who receives the activation e-mail.

   The e-mail address must match the initial e-mail. If you would like a different contact to be used as the administrator, this can be managed after activation in coordination with your CSM.

3. The activation success message will display, and you will receive a new welcome e-mail with access credentials.

New IDCS Instance in Existing Oracle Cloud Account

Activate a new IDCS instance for your Retail cloud service within the Account Management section of your existing Oracle Cloud Account.

1. Log in to your existing Oracle Cloud Account.

   Clicking the **Activate** link brings you to the login page.

2. Within the Dashboard, click on the **Account Management** menu and then select the **Activate** tab.

   Available services to activate will be listed; you may need to select **Show: Pending Activations**.

3. Click the Cloud Service Account Setup button to complete setup.

If you have any issues with the above, see the Frequently Asked Questions chapter.

On-Boarding Questionnaire

This document will be used when building out your Merchandising environments and the answers to the questions are key for the configuration. There are two components to the questionnaire: required questions and optional questions.

The required questions will determine how Merchandising and Pricing will be configured initially. For example, it will specify your primary currency, language, and calendar configuration. The information in this tab is mandatory and is very difficult to change after initial provisioning, so you should carefully review and complete this section. The questionnaire has guidance for helping to answer all questions, but where assistance is required, your CSM representative can assist.

The optional questions are a number of system options which, while they can be changed within certain parameters after provisioning and prior to going live in production, there are some limitations in doing so. So, if you know the answers, it is recommended you provide this information initially. As with the required questions, guidance is provided to help in answering these questions. The default values in the questionnaire are set to the most common implementation configurations and will be used if no other information is provided. Post provisioning, you can find more information on these attributes in the *Merchandising Implementation Guide*.

Prepare Project Team

During this time, you will also be putting together your project plan for the deployment and go-live phases of your implementation. It is important to consider the following during this planning phase to prepare your project team for the Merchandising implementation:

- **Identity Cloud Service** - As noted above, you will be using IDCS for user management for your Merchandising cloud services. During the pre-provisioning timeframe, familiarize yourself with this solution and its features.

  - https://docs.oracle.com/en/cloud/paas/identity-cloud/index.html

- **Golden Gate Configuration** - If you will be replicating data to an on premise or PaaS database using Golden Gate to support reporting, custom integration, or extensions, then it is highly recommended that you ensure your team has skills in configuring the receiver components of this technology.

  - See My Oracle Support Doc ID 2283998.1 for details on installing and configuring your target environment

  Additionally, you should begin to work through your plan for how to use the replicated data because those use cases will determine your target architecture and sizing. For example, should the target database be RAC, do you want to use full Golden Gate or the marketplace VM, and so on. Some of these architecture decisions will drive licensing decisions for Golden Gate and those need to be in place before your target can be set up and configured.

- **Project Team Training** - Consider the training that the members of your team will need in order to make your implementation successful. This includes both your employees, as well as your systems integration partner. Suggested training topics to consider include:

  - BI Publisher

  - Retail Integration Cloud Service configuration

  - Functional User Training

- **Security Configurations** - During this phase, you should designate a portion of your team to becoming familiar with IDCS and the enterprise roles, duties, and privileges that will be part of the Merchandising cloud services you are implementing. You can also start designing the roles that you will need for your users, and what duties will be assigned to your custom roles. For more details, please refer to *Merchandising Cloud Services Security Guide Volume 2*. There is a similar guide for each Merchandising cloud service. For more information on IDCS, see Managing Users, User Accounts, and Roles.

- **Data Conversion Preparations** - During this period you can start planning for the eventual data conversion by cleaning up your legacy data - purging outdated items or transactions, ensuring standardization of data, and so on. You can also download the Oracle Retail Merchandising Data Conversion Offline Validator tool from My Oracle Support (Doc ID 2538102.1). This tool can be deployed in your legacy environment to help you start to validate data that will be eventually loaded into to Merchandising environments. This will help you to get a jumpstart on building the transformation logic that will be required.

  For details on using this tool, see the *Merchandising Data Conversion Guide*.

- **System Options Configuration** - Start reviewing the system options available in all the Merchandising solutions to determine how these should be configured. Work with your systems integrator to identify those you are unsure about or need

to be considered in the program planning. For details on the system options for each of the cloud services, see the implementation guide for each cloud service.

- **Integration Planning** - Start reviewing the available existing integrations available as part of the Merchandising cloud services to support internal Oracle integrations, as well as any integrations you may need to external solutions. This will also help you identify whether you require any custom integrations that may require use of the replicated DAS information, or other components to achieve. Key documents to review include:

  - **Operations Guides** - Each of the Merchandising cloud services has an operations guide which outlines batches and integrations. For the Merchandising Foundation Cloud Service, there are two volumes. The first is mainly batch processes, but also contains some integrations that are batch and/or flat file based. The second volume is where RIB, ReST and SOAP services, and BDI integration details are held.

  - **Oracle Retail Xstore Suite/Merchandising Implementation Guide** - This will be an important document to review if you are implementing Xstore with Merchandising. This document is located with the Merchandising Foundation Cloud Service documentation.

  - **Retail and WMS Cloud Implementation Guide** - This will be an important document to review if you are implementing Merchandising with WMS Cloud (formerly Logfire WMS). This document is located with the Merchandising Foundation Cloud Service documentation.

  - **Oracle Retail Merchandising and SIM Integration with OROMS and OROB** - This white paper will be an important reference for which integrations are used when integrating with the Oracle Retail Order Management and Oracle Retail Order Broker solutions for customer orders. It can be found on My Oracle Support under Doc ID 2088235.1.

  - **Customer Order Journeys** - If you are integrating with a third-party OMS for customer ordering, you can reference this white paper found in the Merchandising Functional Library on MOS under Doc ID 1585843.1.

  - **Retail Reference Library** - This tool is free to all Oracle Retail customers and can be downloaded from My Oracle Support under Doc ID 2058843.2. This tool is composed of multiple parts, but the most critical to become familiar with are the Retail Reference Models (business process flows) and the Retail Reference Architecture (integration diagrams, payloads, and so on).

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Provisioning

Once your environments are ready for you, the person designated as your service administrator will receive a welcome e-mail: one for each cloud service and each environment (stage, production, and so on). This e-mail has several key pieces of information:

- Username

  - This user is referred to as the Service Administrator user in this document. A temporary password will be sent in a separate e-mail

- Link to IDCS (Identity Cloud Service)

- Links to your Merchandising cloud services — you should receive one e-mail for each cloud service you purchased, including the Oracle Retail Integration Cloud Service.

- SFTP Information

- Customer Support (CSI) Number

It is recommended that you save this e-mail for future reference, because at this point the service administrator is the only person with access.

Access IDCS

Once you receive your welcome e-mail, it is recommended that you, as the system administrator, log into IDCS to verify your access and create a new password. You will also be assigned the application administrator group[2] for each Merchandising service in both your production and pre-production environments. Note that the group for pre-production will have an added extension (_PREPROD) in order to differentiate between the two. These should not be deleted.

It is also recommended that you add additional administrators in order to have a backup administrator and share in user management administration, as at this point no one else in your organization will have access to IDCS or the Merchandising solutions. For assistance in creating users or adding them to groups, see the following documents:

- Managing Users, User Accounts, and Roles

- Adding Identity Domain Administrators

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[2] Group is the equivalent of role in the Merchandising security setup.

> **Note:** You may notice that there are a number of other user IDs set up in IDCS for Merchandising (for example, bdi_admin, jos_admin). These users were seeded by the Oracle Cloud Operations team for use in Merchandising batch and integration processes. These users will be managed by the Oracle Cloud Operations team.

Validate Cloud Service Access

Next, you should validate that you are able to access and successfully log into each of the Merchandising cloud services for which you have been provisioned using the URLs provided in the e-mail, along with the username and password. For the Merchandising Foundation Cloud Service (RMFCS), if you are planning to use Sales Audit, the URL will not be included in the welcome e-mail, use the following URL for accessing that solution:

```
https://xxx-yyy-mfcs-mas.oracleindustry.com/ResaPortal/faces/Home
```

Replacing the xxx and yyy portions with the above information from the RMFCS URL in your welcome e-mail.

System Options Access

Once you have logged into a service or solution, click on the Tasks link ( ) in the main menu. Navigate to the system options page to validate you can access.

- **Merchandising:** Application Administration > System Options
- **Sales Audit:** Foundation Data > Application Administration > System Options
- **Pricing:** Application Administration > System Options
- **Invoice Matching:** Foundation > System Options
- **Allocation:** Allocation Foundation > System Options

Validate that the screen opens without errors. Then you can click **Close** to exit the page.

Settings Menu Access

Additionally, within each service, you should validate that you are able to access the security set up. This is where you'll map any custom groups/roles that you might create in IDCS, as well as configure the duties that are part of the base solution to map to your roles. This is done in the Oracle Retail Application Administration Console, via the Settings menu in the task list. For each of the services, follow these steps:

1. Click the Settings icon on the task bar:
2. Select **Security > Role Mappings**.

> **Note:** This will open another browser window.

3. Validate that the Role Mappings page opens without errors. You should see a list of the job roles for the service you were logged into displayed in the table on the screen.

Access SFTP Account

The Merchandising cloud services also require the use of a secure file transfer protocol (SFTP) server to transfer files to and from your cloud environments. The welcome e-mail provides credentials for accessing your SFTP account and details on how to configure the SFTP connection are found in Chapter 2 of the *Merchandising Administration Guide*. It is suggested that you log in using an SFTP client and the connection details to validate you can connect successfully.

Register Customer Support Identifier

The welcome e-mail will also include your Customer Support Identifier (CSI). This should be registered with My Oracle Support (MOS), which you will use to log questions or issues about these services. Follow link in the e-mail or access `support.oracle.com` to create a new account. If you already have a MOS account, remember to add your new CSI to your existing MOS account.

The first person to request access to a CSI will be checked by Oracle to ensure the domain of their e-mail address matches the domain associated with the CSI. Once approved, they will be made the Customer User Administrator of that CSI, and can approve others to use it. If someone else has already been made the administrator of that CSI, then the request will be e-mailed to him or her for approval. For more information on the Customer User Administrator, see `MOS ID 1544004.2`.

Note: You will not be able to register your CSI number until your production environment has been provisioned.

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Post Provisioning

In the first few days after your initial provisioning, it is recommended that you do each of the following tasks, as they are applicable for your implementation. This will help ensure that any configuration or access issues are resolved earlier in your program to avoid delays. For each of the URLs below, the *xxx* and *yyy* portion of the URL should be replaced with the one specific for your implementation, which will be the same as your cloud service URLs.

Data Conversion

The data conversion tool is an application that will be deployed in your non-production environments to assist you in converting your legacy application data into the Merchandising cloud services - primarily Merchandising and Pricing. Details on how to use the data conversion application can be found in the *Merchandising Data Conversion Guide*. Validate you are able to log into this tool successfully and that you are able to see the links in the task list.

URL:

```
https://xxx-yyy-mfcs-rhs.oracleindustry.com/DataConversion/faces
/Home
```

Process Orchestration and Monitoring

The Merchandising Cloud Services have their own batch scheduler that will be used. The user interface for this scheduler is called Process Orchestration and Monitoring (POM). POM will allow you to schedule, track and manage nightly and intraday batch jobs.

As part of your implementation, you will need to evaluate which batches should be run for your business, based on the features in the product you intend to use. However, the first step will be to validate that you can connect to scheduler successfully. To do this, login using your same IDCS user ID. Use the URL information below to create the links for your environments. Refer to the *Process Orchestration and Monitoring User Guide* for more details on using this tool.

URL: `https://xxx-yyy-mfcs-mas.oracleindustry.com/POMJetUI`

During this period, you'll also be receiving a batch schedule diagram from the Oracle Cloud Operations team, which includes all the Merchandising batch processes. You'll be asked to indicate which batches should be enabled in your environments and return the updated diagram. The Oracle team will review the information that you provide and validate that all dependent batches have been accounted for. Any updates will be

passed back to you for a final review and then the Oracle Cloud Operations team will enable the appropriate batches in your environment.

> **Note:** You can change your initial configuration later on as well, but this initial setup is intended to account for the majority of the processes you will need as you start your deployment.

BI Publisher

BI Publisher is available as part of your Merchandising cloud service subscription. It allows you access to create custom reports directly against the Merchandising database. Reports created in BI Publisher can be scheduled, exported into a spreadsheet or other document, or can be configured to run as a custom report in a dashboard or contextual pane in one of the Merchandising cloud services. For more information on using BI Publisher to create custom reports, see the Merchandising Customization and Extensions Guide. See also the Oracle documentation on BI Publisher.

URL:
`https://xxx-yyy-mfcs-obi.oracleindustry.com/xmlpserver/servlet/home`

Data Viewer

As part of provisioning, only the service administrator group/role will have access to the Data Viewer. This will allow you to directly access the Merchandising database in read/write mode (for non-production environments) or read only (in production). To validate that you can connect with this capability, log into Merchandising as the administrator. Then do the following:

1. Click the Tasks link ( ) in the main menu.

2. Select **Application Administrator > Data Viewer**. This should open a new browser tab for Oracle APEX (Application Express).

3. Select the appropriate workspace.

Once in this workspace, you can create additional users that will have access to the workspace for query or read/write access.

> **Note:** The users you are creating in Data Viewer should already exist in IDCS. If you have not yet created users in IDCS, you can add them to Data Viewer at another time. Refer to the *Merchandising Administration Guide* for additional details. See also the Oracle documentation on `Application Express`.

Configure and Test Data Access Schema

The Data Access Schema (DAS) is a way for certain tables in the Merchandising Foundation production database to be replicated to an on-premise or hosted environment to provide you with more direct access to your production data in order to build extensions, integration, custom reporting, and so on. The DAS uses Oracle GoldenGate, which is a comprehensive software package for real-time data integration and replication in heterogeneous IT environments. If you plan to implement

replication from Merchandising, you will also need to acquire database capacity and a Golden Gate license for the target.

After your Merchandising environments have been provisioned, then you will need to log an SR to complete the GoldenGate installation on the source (SaaS) side. As part of this activity, you will be asked to provide the target connection details for configuration on the source side, as well.

Then, once you have installed and configured your target environment, you can configure which of the tables available for replication you want replicated to your target database. The list of tables that are available to be replicated are found in the DAS data model, which can be downloaded from My Oracle Support by accessing note `2200398.1`. For details on configuring your target environment and adding tables to DAS, see the My Oracle Support note `2283998.1`.

Web Services

ReST service URLs for the Merchandising cloud services can be found in the Operations Guides for each service[3], along with details on how they are used. It will require you to configure your hostname into the URL in order to call the service, similar to that used for accessing the Merchandising applications:

```
xxx-yyy-mfcs-rhs.oracleindustry.com
```

For **SOAP services**, there are two URLs - one if you are calling the service via Retail Service Backbone (RSB) which is a component of the Oracle Retail Integration Cloud Service (RICS), and one if you are calling directly via Merchandising. The URLs for each of those options and how to configure them can be found in *Operations Guide - Volume 2*.

Retail Home

Oracle Retail Home is a role-based, web portal for the retail enterprise and a user's launch pad to data and supporting solutions most relevant to their role: buyer, planner, inventory analyst, promotional manager, to name just a few. If you purchased Oracle Retail Insights as part of your Oracle Retail subscription, it comes populated with thousands of pre-integrated metrics. But even without Retail Insights, it can be used as a launch point for your users for your Merchandising cloud services, as well as other Oracle Retail or legacy applications. For more details on how to configure and use this portal for your business, see the *Oracle Retail Home Administration Guide* and the *Oracle Retail Home Security Guide*.

URL: `https://xxx-yyy-mfcs-rhs.oracleindustry.com/retailhome`

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[3] For Merchandising and Sales Audit, *Operations Guide Volume 2*, is where the details on ReST services are found.

5

Deployment

The deployment phase is when you'll be designing, configuring, and building the integration, conversions, training, reports, and any extensions needed to run the Merchandising cloud services for your business. Here are some other things to consider as you transition into this phase.

Get Started

Review additional product-specific tools and resources that help you and your implementation team by referencing the Documentation libraries at this location: https://docs.oracle.com/en/industries/retail/index.html. Key documents for each cloud service, include:

- Implementation Guides - one per solution describing
    - System options/configurations
    - DAS configuration
    - Configuration of key foundational data
    - Translation information
- Security Guides
    - Volume 1 has the technical details on the security architecture
    - Volume 2 has details on the roles, duties, and privileges by solution
- Operations Guides
    - Batch process by solution
    - Integrations - including REST services for each solution
- Merchandising Customization and Extensions Guide
    - Flex Attribute usage and configuration
    - Label and UI configurations
    - Contextual panel payloads
    - In-context launch
- Merchandising Conversion Guide
    - Overview of tool
    - Description of entities supported

Leverage Oracle Support

Attend a session on Working Effectively with Support (WEWS) to learn about support policies and best practices when working with Oracle Support. Oracle Support representatives are ready 24/7 to answer questions and address issues about your service. Access the Oracle Support Contacts Global Directory to find the Oracle Support Hotline for your country, and explore the page on *Working Effectively with Oracle Support - Best Practices* found on My Oracle Support under Doc ID 166650.1.

Get Connected

Register for RGBU support communities:

- Use My Oracle Support Community (ID 2299812.1) to post technical questions and get resolution on technical issues.

    - See "Getting Started" to learn how to use the Support Community.

- Use The RACK to view informative resources and participate in discussions around Retail Solutions.

6

Frequently Asked Questions

IDCS Activation

Since the Merchandising cloud services are installed using the activated IDCS details, it is important to ensure any activation concerns are resolved during the pre-provisioning/provisioning period, as making changes after your Merchandising cloud services are provisioned may require extended downtime.

What should I do if I cannot activate IDCS into an existing Oracle Cloud Account?

Inform your CSM or sales representative if you run into issues, providing the following information:

- Existing Oracle Cloud Account name
- Subscription ID of a service in the account
- Administrator e-mail for the account

What do I do if I experience errors or failures while attempting to activate IDCS?

The administrator e-mail address must match the e-mail which received the activation notification. If this does match and you are still running into issues, inform your CSM or sales representative, providing the following information:

- Intended activation approach (new Oracle Cloud Account or activate within an existing)
- Any error or failure messages received - include screen shots if possible

Can I use another identity management solution?

Only IDCS is supported in Merchandising Cloud Service implementations, however IDCS could also be integrated with external identity management providers, like Active Directory, using its APIs.

Can I use another identity management solution?

Only IDCS is supported in Merchandising Cloud Service implementations, however IDCS could also be integrated with external identity management providers, like Active Directory, using its APIs.

I have multiple pre-prod environments and want to have different security configurations for the same users/roles in each, can I do that?

The recommended approach is to create roles in IDCS (and ORAAC) that reflect the configuration needs for each environment. Or you could consider creating two user IDs for the same person to reflect the different role configurations that they need to test.

Why do I see other users in my IDCS instance (for example, batchuser)?

The Oracle Cloud Operations team will also seed a set of integration users required by the solutions as part of the provisioning process. These are users used for integration or internally for batch and other processing and **should not be deleted**.

Cloud Services Access

Why don't I see any links in the task list when I access my cloud service?

Validate that you have the correct group/role assigned to your user in IDCS. You should have the administrator job assigned for each Merchandising solution. In the **production** environment, these are:

- Merchandising: RMS_APPLICATION_ADMINISTRATOR_JOB

- Sales Audit: RESA_APPLICATION_ADMINISTRATOR_JOB

- Pricing: PRICING_APPLICATION_ADMINISTRATOR_JOB

- Allocation: ALLOCATION_APPLICATION_ADMINISTRATOR_JOB

- Invoice Matching: REIM_APPLICATION_ADMINISTRATOR_JOB

If you are accessing a **pre-production** environment, then the job roles will have a _ PREPROD extension.

If you are associated to the correct group/role above and are still having issues with seeing links in the task list or logging into the application, please log an SR for further assistance.

I can see links in the task list, but why don't I see any links under the Settings task bar option?

The links under the Settings icon require you to have the SETTINGS_MENU_DUTY associated with your group/role. If you aren't seeing these options, then that duty may be missing from the group/role you are assigned to. Validate your group/role assignment in IDCS. If you are linked to the administrator group/role and are still not seeing the links, then you should log an SR for further assistance.

Why can I see links in the Settings task bar option, but not the Security link?

The Security link under the Settings icon require you to have the ADMIN_CONSOLE_ DUTY associated with your group/role. If you aren't seeing this option, then that duty may be missing from the group/role you are assigned to. Validate your group/role assignment in IDCS. If you are linked to the administrator group/role and are still not seeing the links, then you should log an SR for further assistance.

Why don't I see the Data Viewer menu option in the Merchandising task list?

Make sure that your Application Administrator role in Merchandising has the following duties and/or privileges assigned to it:

- DATABASE_VIA_APPLICATION_EXPRESS_INQUIRY_DUTY

     – VIEW_DATABASE_VIA_APPLICATION_EXPRESS_PRIV

If not, then you should add this duty to the application administrator role using ORAAC. For details on how to add duties to roles, see the *Merchandising Administration Guide*. If you have this duty associated with your role and are still not seeing the link, then you should log an SR for further assistance.

Why can't I log into the Data Conversion tool?

There are groups/roles specifically for the conversion tool that you will need to associate with your user in IDCS. For the administrator, this group/role is named DATACONV_ADMIN_JOB. If this group/role is associated to your user in IDCS and you are still not seeing links when you log into the Data Conversion tool, then you should log an SR for further assistance.

Why do I not see any task links in Process Orchestration and Monitoring (POM)?

Make sure that you have the Batch Administrator Job group/role assigned to you in IDCS, which should provide you with the privileges to see all the links. For details on the all the roles, duties, and privileges used by POM, see the *Oracle Retail Process Orchestration and Monitoring Security Guide*. If you are assigned to this group/role and still are not able to see any tasks in POM, then log an SR for further assistance.

Why do I not have access to create reports in BI Publisher?

Confirm access to the required BI Publisher groups by clicking on the username in the upper right corner, then select My Account. In the My Account popup click the My Groups tab. You should see the following groups listed:

Instructions for configuring these groups can be found here:

- BI Consumer
- BI Service Administrator
- BI Content Author

https://docs.oracle.com/middleware/12211/biee/BIESC/GUID-7204D27 3-79EE-4A1A-BFCD-CF4C137328FE.htm#BIESC671

If you are still having issues, please log an SR for further assistance.

Why are tables not replicating via Golden Gate?

Review the GoldenGate target side replication for the following:

1. The RRMS replication is in a running state. If not, check for errors.

2. Verify the receiver server path exists and is running.

3. Check the merchtables and merchoptionaltables files and validate configuration such as PDB names, DAS schema name, optional tables are uncommented within merchoptionaltables.

If all of these look correct, then log an SR for further assistance.

Other

I want other users in my company to receive notifications about upgrades, planned downtime, and maintenance periods. How do I add other users?

To get the backup member or distribution list added to notifications about upgrades, monthly updates, planned downtime, and maintenance periods, raise a MOS SR with the details of the members to be added to the Notification.

A

List of Key URLs

Solution/Tool	URL
Merchandising	https://xxx-yyy-mfcs-mas.oracleindustry.com/Rms/faces/RmsHome
Sales Audit	https://xxx-yyy-mfcs-mas.oracleindustry.com/ResaPortal/faces/Home
Pricing	https://xxx-yyy-mfcs-mas.oracleindustry.com/Rpm/faces/Home
Invoice Matching	https://xxx-yyy-mfcs-mas.oracleindustry.com/ReimViewController/faces/Home
Allocation	https://xxx-yyy-mfcs-mas.oracleindustry.com/alloc/faces/Home
Data Conversion	https://xxx-yyy-mfcs-rhs.oracleindustry.com/DataConversion/faces/Home
Process Orchestration and Monitoring (POM)	https://xxx-yyy-mfcs-mas.oracleindustry.com/POMJetUI
BI Publisher	https://xxx-yyy-mfcs-obi.oracleindustry.com/xmlpserver/servlet/home
Merchandising, Sales Audit, and Invoice Matching Mobile	https://xxx-yyy-mfcs-rhs.oracleindustry.com/MerchMobile/
Retail Home	https://xxx-yyy-mfcs-rhs.oracleindustry.com/retailhome