

Oracle® iStore

Concepts and Procedures

Release 11*i*

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Preface

Audience for This Guide

Welcome to Release 11*i* of *Oracle iStore Concepts and Procedures*.

This guide assumes you have a working knowledge of the following:

- The principles and customary practices of your business area.
- Oracle iStore 11*i*

If you have never used Oracle iStore 11*i*, Oracle suggests you attend one or more of the Oracle iStore 11*i* training classes available through Oracle University.

- The Oracle Applications graphical user interface.

To learn more about the Oracle Applications graphical user interface, read the *Oracle Applications User's Guide*.

See [Other Information Sources](#) for more information about Oracle Applications product information.

How To Use This Guide

This guide contains the information you need to understand and use Oracle iStore 11*i*.

- [Chapter 1](#) provides an overview of Oracle iStore 11*i* features, concepts, business flows, and template flows.
- [Chapter 2](#) details the tasks required to build online stores using Oracle iStore 11*i*.

- [Chapter 3](#) describes the administration of Oracle iStore 11*i*, including maintenance of users and roles, setup of notifications, cache management, and collection of key business information from Oracle iStore 11*i* stores.
- [Appendix A](#) lists the template mappings that are seeded in Oracle iStore 11*i*.
- [Appendix B](#) describes standards for Oracle iStore 11*i* JavaServer Page™ customization.
- [Appendix C](#) provides procedures and guidelines for customization of Oracle iStore 11*i*'s catalog.
- [Appendix D](#) details usage information for each user interface page and object.

Typographic Conventions

This manual uses the typographic conventions listed in the following table:

Convention	Meaning
<i>italic text</i>	Book titles
Courier text	User commands, file content examples, directory names
UPPERCASE	Structured Query Language (SQL) commands, initialization parameters, profile options, responsibilities, or environment variables
boldface text	Menu, button, keyboard, and form options, emphasis
< >	Angle brackets enclose user-supplied names. Note: Do not type the angle brackets.

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JAWS, a Windows screen reader, may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, JAWS may not always read a line of text that consists solely of a bracket or brace.

Other Information Sources

You can choose from many sources of information, including online documentation, training, and support services, to increase your knowledge and understanding of Oracle iStore 11*i*.

If this guide refers you to other Oracle Applications documentation, use only the Release 11*i* versions of those guides.

Online Documentation

All Oracle Applications documentation is available online (HTML or PDF). Online help patches are available on MetaLink.

Related Documentation

Oracle iStore 11*i* shares business and setup information with other Oracle Applications products. Therefore, you may want to refer to other product documentation when you set up and use Oracle iStore 11*i*.

You can read the documents online by choosing Library from the expandable menu on your HTML help window, by reading from the Oracle Applications Document Library CD included in your media pack, or by using a Web browser with a URL that your system administrator provides.

If you require printed guides, you can purchase them from the Oracle Store at <http://oraclestore.oracle.com>.

Documents Related to All Products

Oracle Applications User's Guide

This guide explains how to enter data, query, run reports, and navigate using the graphical user interface (GUI) available with this release of Oracle iStore 11*i* (and any other Oracle Applications products). This guide also includes information on setting user profiles, as well as running and reviewing reports and concurrent processes.

You can access this user's guide online by choosing "Getting Started with Oracle Applications" from any Oracle Applications help file.

Documents Related to This Product

Oracle iStore Implementation Guide

This guide has the information needed to implement Oracle iStore 11*i*, including procedures for setting up and customizing Oracle iStore 11*i*, and profile option descriptions.

Oracle iStore API Reference Guide

This guide has information about Oracle iStore 11*i* Java APIs.

Oracle CRM Application Foundation Concepts and Procedures

This guide describes the usage of Oracle CRM Application Foundation to approve and maintain resources for Oracle CRM applications such as Oracle iStore 11*i*.

Oracle CRM Technology Foundation Concepts and Procedures

This guide explains the setup and usage of Oracle CRM Technology Foundation features that Oracle iStore 11*i* uses.

Oracle General Ledger User Guide

This guide provides information on setting up Oracle General Ledger, a mandatory dependency for Oracle iStore 11*i*.

Oracle HTML Quoting Implementation Guide

This guide describes Oracle HTML Quoting roles that use Oracle iStore 11*i* permissions.

Oracle Inventory User's Guide

This guide provides information on setting up Oracle Inventory, a mandatory dependency for Oracle iStore 11*i*.

Oracle iPayment Concepts and Procedures

This guide describes the usage of Oracle iPayment, which provides credit card payment functionality for Oracle iStore 11*i*.

Oracle iPayment Implementation Guide

This guide describes the implementation of Oracle iPayment, which provides credit card payment functionality for Oracle iStore 11*i*.

Oracle Order Management User's Guide

This guide provides information on setting up Oracle Order Management, a mandatory dependency for Oracle iStore 11*i*.

Oracle Pricing User's Guide

This guide provides information on setting up Oracle Pricing, a mandatory dependency for Oracle iStore 11*i*.

Oracle Shipping Execution User's Guide

This guide explains the setup of shipping parameters in Oracle Shipping Execution. Oracle iStore 11*i* can use these shipping parameters.

Oracle8*i* interMedia Text Reference

This guide explains how to set up synonym files in Oracle8*i* interMedia, a necessary step to implement synonym product search functionality in Oracle iStore 11*i*.

Implementing Oracle CRM: ERP Functional Checklist, Release 11*i*

This document provides information on the functional flows of Oracle Enterprise Resource Planning (ERP) Applications when integrated with Oracle Customer Relationship Management products. It is available on Oracle MetaLink.

Implementing Oracle CRM: Foundation Functional Checklist, Release 11*i*

This document provides information on the functional flows of other Oracle Foundation Applications when integrated with Oracle Customer Relationship Management products. It is available on Oracle MetaLink.

Installation and System Administration

Oracle Applications Concepts

This guide provides an introduction to the concepts, features, technology stack, architecture, and terminology for Oracle Applications Release 11*i*. It provides a useful first book to read before an installation of Oracle Applications. This guide also introduces the concepts behind Applications-wide features such as Business Intelligence (BIS), languages and character sets, and Self-Service Web Applications.

Installing Oracle Applications

This guide provides instructions for managing the installation of Oracle Applications products. In Release 11*i*, much of the installation process is handled using Oracle Rapid Install, which minimizes the time to install Oracle Applications, the Oracle8 technology stack, and the Oracle8*i* Server technology stack by automating many of the required steps. This guide contains instructions for using Oracle Rapid Install and lists the tasks you need to perform to finish your installation. You should use this guide in conjunction with individual product user's guides and implementation guides.

Upgrading Oracle Applications

Refer to this guide if you are upgrading your Oracle Applications Release 10.7 or Release 11.0 products to Release 11*i*. This guide describes the upgrade process and lists database and product-specific upgrade tasks. You must be either at Release 10.7 (NCA, SmartClient, or character mode) or Release 11.0, to upgrade to Release 11*i*. You cannot upgrade to Release 11*i* directly from releases prior to 10.7.

Maintaining Oracle Applications

Use this guide to help you run the various AD utilities, such as AutoUpgrade, AutoPatch, AD Administration, AD Controller, AD Relink, License Manager, and others. It contains how-to steps, screenshots, and other information that you need to run the AD utilities. This guide also provides information on maintaining the Oracle applications file system and database.

Oracle Applications System Administrator's Guide

This guide provides planning and reference information for the Oracle Applications System Administrator. It contains information on how to define security, customize menus and online help, and manage concurrent processing.

Other Implementation Documentation

Oracle Workflow Guide

This guide explains how to define new workflow business processes as well as customize existing Oracle Applications-embedded workflow processes. You also use this guide to complete the setup steps necessary for any Oracle Applications product that includes workflow-enabled processes.

Oracle Applications Flexfields Guide

This guide provides flexfields planning, setup and reference information for the Oracle iStore 11*i* implementation team, as well as for users responsible for the ongoing maintenance of Oracle Applications product data. This manual also provides information on creating custom reports on flexfields data.

Oracle eTechnical Reference Manuals

Each eTechnical Reference Manual (eTRM) contains database diagrams and a detailed description of database tables, forms, reports, and programs for a specific Oracle Applications product. This information helps you convert data from your existing applications, integrate Oracle Applications data with non-Oracle applications, and write custom reports for Oracle Applications products. Oracle eTRM is available on Metalink.

Oracle CRM Application Foundation Implementation Guide

Many CRM products use components from CRM Application Foundation. Use this guide to implement CRM Application Foundation correctly.

Training and Support

Training

Oracle offers training courses to help you and your staff master Oracle iStore 11*i* and reach full productivity quickly. You have a choice of educational environments. You can attend courses offered by Oracle University at any one of our many Education Centers, you can arrange for our trainers to teach at your facility, or you can use Oracle Learning Network (OLN), Oracle University's online education utility. In addition, Oracle training professionals can tailor standard courses or develop custom courses to meet your needs. For example, you may want to use your organization's structure, terminology, and data as examples in a customized training session delivered at your own facility.

Support

From on-site support to central support, our team of experienced professionals provides the help and information you need to keep Oracle iStore 11*i* working for you. This team includes your Technical Representative, Account Manager, and Oracle's large staff of consultants and support specialists with expertise in your business area, managing an Oracle8*i* server, and your hardware and software environment.

OracleMetaLink

OracleMetaLink is your self-service support connection with web, telephone menu, and e-mail alternatives. Oracle supplies these technologies for your convenience, available 24 hours a day, 7 days a week. With OracleMetaLink, you can obtain information and advice from technical libraries and forums, download patches, download the latest documentation, look at bug details, and create or update TARs. To use MetaLink, register at (<http://metalink.oracle.com>).

Alerts: You should check OracleMetaLink alerts before you begin to install or upgrade any of your Oracle Applications. Navigate to the Alerts page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade/Alerts.

Self-Service Toolkit: You may also find information by navigating to the Self-Service Toolkit page as follows: Technical Libraries/ERP Applications/Applications Installation and Upgrade.

Do Not Use Database Tools to Modify Oracle Applications Data

*Oracle STRONGLY RECOMMENDS that you never use SQL*Plus, Oracle Data Browser, database triggers, or any other tool to modify Oracle Applications data unless otherwise instructed.*

Oracle provides powerful tools you can use to create, store, change, retrieve, and maintain information in an Oracle database. But if you use Oracle tools such as SQL*Plus to modify Oracle Applications data, you risk destroying the integrity of your data and you lose the ability to audit changes to your data.

Because Oracle Applications tables are interrelated, any change you make using Oracle Applications can update many tables at once. But when you modify Oracle Applications data using anything other than Oracle Applications, you may change a row in one table without making corresponding changes in related tables. If your tables get out of synchronization with each other, you risk retrieving erroneous information and you risk unpredictable results throughout Oracle Applications.

When you use Oracle Applications to modify your data, Oracle Applications automatically checks that your changes are valid. Oracle Applications also keeps track of who changes information. If you enter information into database tables using database tools, you may store invalid information. You also lose the ability to track who has changed your information because SQL*Plus and other database tools do not keep a record of changes.

About Oracle

Oracle Corporation develops and markets an integrated line of software products for database management, applications development, decision support, and office automation, as well as Oracle Applications, an integrated suite of more than 160 software modules for financial management, supply chain management, manufacturing, project systems, human resources and customer relationship management.

Oracle products are available for mainframes, minicomputers, personal computers, network computers and personal digital assistants, allowing organizations to integrate different computers, different operating systems, different networks, and even different database management systems, into a single, unified computing and information resource.

Oracle is the world's leading supplier of software for information management, and the world's second largest software company. Oracle offers its database, tools, and applications products, along with related consulting, education, and support services, in over 145 countries around the world.

Understanding Oracle iStore 11i

This chapter provides overviews of Oracle iStore 11i and its components, explanations of key concepts, features, and functions, as well as Oracle iStore 11i's relationships to other Oracle or third-party applications. Topics include:

- [Overview of Oracle iStore 11i](#)
- [Main Components of Oracle iStore 11i Functionality](#)
- [Oracle iStore 11i Business Objects](#)
- [Business-to-Business \(B2B\) Features](#)
- [The Oracle iStore 11i Shopping Cart](#)
- [Shopping Lists](#)
- [The Address Book](#)
- [Access Control](#)
- [Globalization](#)
- [Contract Creation](#)
- [Relationship of Oracle iStore 11i to Other Oracle Applications](#)
- [Roles and Responsibilities in Oracle Applications](#)
- [Product Catalog Key Points and Concepts](#)
- [Hierarchy Key Points and Concepts](#)
- [Multimedia and Templates Key Points and Concepts](#)
- [Customer User Interface Key Points and Concepts](#)
- [Search Functionality Key Points and Concepts](#)

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- Notifications Key Points and Concepts
 - Storefront Reports Key Points and Concepts
 - Business Flows and Templates for Search
 - Business Flows and Templates for Shopping Cart
 - Business Flows and Templates for B2B Checkout
 - Business Flows and Templates for B2C Checkout
 - Business Flows and Templates for Account
 - Business Flows and Templates for Customer Information
 - Business Flows and Templates for Carts and Lists
 - Business Flows and Templates for Orders and Invoices
 - How the Store Displays Multimedia
 - How the Store Displays Templates
 - Understanding JSPs
 - Standard Includes
 - JSP Processing
 - PageCompileServlet
 - The Request Object

1.1 Overview of Oracle iStore 11i

Oracle iStore 11i is an electronic commerce application that businesses use to sell products directly to customers over the World Wide Web. Businesses can customize Oracle iStore 11i to set up an online store and integrate the front end order capturing system with the order fulfillment system. Using Oracle iStore 11i, a business can create, manage, and personalize a powerful Web-based store in a secure and scalable environment.

Key features of Oracle iStore 11i include the following:

- **Specialty stores** to create different stores within a single instance for serving different customer segments. Each store can have its own product selection, user interface, and process flows, while all the stores can utilize a unified, central merchant administration and repository of products and content.
- **A rich product catalog** that can display in multiple languages and currencies and is dynamically generated to reflect customer-specific product selection and pricing. The product catalog also supports a variety of relationships between products and product groups.
- **Oracle Configurator** for guided selling of complex products and configurable items
- **Sophisticated order capture** for customer-specific pricing, shipping and handling, and tax, and access to inventory availability
- **Channel integration** to leverage assets and processes, and to achieve a consistent customer experience across the contact points
- **Seeded roles and permissions** to offer personalized features for different customer segments and channel partners
- **Self-administration** that enables customers to manage store users and processes, thereby lowering operational costs
- **Personalization and recommendations** that cross-sell and up-sell items and improve the visits to purchase ratio for your Web stores
- **B2B functionality** that allows management of complex relationships with corporate customers in a self-service environment

Create one or more specialty stores using your own configuration of the following components:

- **Templates** that are provided with the application or that you create
- **Media components** that are provided with the application or that you define

- **Multimedia**, including text, from any source
- **Product information** that you enter using the application
- **Product information** that you supply in Oracle Inventory
- **Logical template names** that you map to template files based on specialty store and display language
- **Logical multimedia names** that you map to multimedia files based on product and display language
- **Registration requirements** including an approval process for business customers

The integration with other Oracle applications provides powerful functionality for your store that you can turn into an exceptional customer experience.

You can use the templates provided with Oracle iStore 11i to create quickly a fully functioning Web store. Oracle iStore 11i provides functional templates that control the flow of information through the store, as well as display templates that determine the appearance of store sections and products.

Note: After a customer places an order in the store, the order cannot be cancelled within Oracle iStore 11i. The customer must contact a customer service representative to cancel the order.

Oracle iStore 11i offers additional functionality that enhances the customer experience and level of service for B2B users. See [Section 1.4, "Business-to-Business \(B2B\) Features"](#) for a review of the B2B features available in Oracle iStore 11i.

1.2 Main Components of Oracle iStore 11i Functionality

Oracle iStore 11i functionality consists of the following components:

- **Business Objects**—The schema for representing and storing customers, orders, product catalog and presentation elements. These entities are persistent, shared across all Oracle applications, and manipulated by Java Application Programming Interfaces (API) provided within Oracle iStore 11i's runtime services.
- **Customer Facing UI**—Referred to as templates in Oracle iStore 11i, the Customer UI essentially consists of JavaServer Pages™ (JSP™). The application

receives an HTTP request and executes the JSP. Accordingly, the JSPs use Oracle iStore 11i's runtime services to reply in HTML.

- **Runtime Services and APIs**—The coupling of certain common services available within all e-commerce applications (Oracle Foundation) and Java-based APIs (includes some PL/SQL APIs). This combination queries Oracle iStore 11i's persistent storage of objects and relationships and enables update operations.
- **Store Manager**—The component that enables business users without programming knowledge to manage Oracle iStore 11i through data setup. Store Manager tasks are performed in the Oracle iStore 11i Merchant UI. See [Section 2.3, "Accessing the Merchant UI"](#) for more information.

1.3 Oracle iStore 11i Business Objects

Oracle iStore 11i shares and leverages the Oracle Applications schema for modeling and storing customer names, products, and orders. In addition, Oracle iStore 11i also provides the following additional business objects to enhance presentation capability:

- **Customer Master**—The manager and storage unit for customer information, this business object model is consistent across all Oracle applications.
- **Multimedia**—Oracle iStore 11i organizes and stores the body of media files used for presentation on the storefront. The multimedia object also supports the organization of language and specialty store media files. You can sort and name these media files using a logical name, which the application calls according to the Oracle iStore 11i user's language preference and chosen specialty store.
- **Order System**—The manager and storage unit for customer orders and their statuses, this business object model is consistent across all Oracle applications.
- **Product Catalog**—The product catalog consists of the following components:
 - Item Master in Oracle Inventory
 - Hierarchy created and managed within Oracle iStore 11i
 - Relationships and rules between differing items

The product catalog is complemented by a set of dependency rules created in Oracle Configurator that provides configuration and validation abilities.

- **Specialty Stores**—This feature of Oracle iStore 11*i* allows multiple store fronts operated and managed in one central instance. The specialty stores may differ in appearance, products, or processing flow.
- **Templates**—Essentially the JSPs, templates are similar to multimedia files in that Oracle iStore 11*i* supports the mapping of multiple JSP files to one logically named template.
- **User Information**—The manager and storage unit for user roles and privileges, this business object model is consistent across all Oracle applications.

1.4 Business-to-Business (B2B) Features

Oracle iStore 11*i* offers many advantages to the merchant seeking to implement B2B ecommerce. Special Oracle iStore 11*i* B2B features include the following:

- User and role management for B2B users
- Party restriction by specialty stores
- An enhanced checkout process that allows creation of shipping and billing addresses and contacts, creation of new customers, application of specific pricing agreements, and attachment of files


1.4.1 B2B User Registration






Customers can register in your Web stores as B2B users to access the B2B features. B2B users are representatives of a customer organization. All purchases by B2B users will be assigned to their organizations' accounts. If their organization does not have an account yet, an account is created for it in the Oracle applications when they register as B2B users.

If they know their organization's ID, they can also register as a B2B user specifically for that organization.

When B2B customers register in the Web store, the Oracle iStore 11*i* system administrator must approve their user registration before they can access B2B features and make purchases.

Figure 1-1 The B2B User Registration Page



 [Cart](#)
 [My Orders](#)
 [Profile](#)
 [Sign In](#)
 [Help](#)

[Home](#) | [Books](#) | [Music](#) | [Electronics](#) | [Computers](#)

Quick Search [Advanced Search](#)

Business User Registration

Business Information

Existing Organization

* Existing Organization Number

New Organization

* Organization

* Address

* City

* State * Zip

* Country

User Information

* First Name

Middle Name

* Last Name

* Email

In addition to Order Status Alerts, I would like to receive important information on exclusive Store specials, promotions and events.

Daytime Phone Number () Ext.

Evening Phone Number () Ext.

Fax Number () Ext.

* Username

* Password

* Confirm Password

* Required fields

1.4.2 B2B User and Role Management

When customers register as B2B users through the Web stores, you can assign them specific B2B roles that determine the permissions they have in the Web stores. You can use the seeded Oracle iStore 11i roles or create new B2B roles with various combinations of the Oracle iStore 11i B2B permissions.

If you give a B2B user a role with the IBE_USER_ADMIN permission, the B2B user can create more users for his or her organization in the Web store without the Oracle iStore 11i system administrator's approval. A B2B user with the IBE_USER_ADMIN permission can also assign B2B roles to the users he or she creates, and define new B2B user roles with unique sets of permissions.

If a customer directly requests a Web store user name for an organization account that already exists, instead of going through the organization's B2B administrative user(s), the Oracle iStore 11i system administrator needs to approve the user.

See [Section 3.2, "Setting Up B2B Users"](#) for more information.

1.4.3 Restricting Specialty Stores by Organization

Oracle iStore 11i allows you to choose the organizations that can access each of your specialty stores, either by including them specifically or excluding them specifically. This enables you to set up specialty stores that are targeted toward certain business customers. You can also set up specific specialty stores for certain organizations and exclude them from other specialty stores. You can create specialty stores that have no access restrictions as well.

A specialty store that limits access according to organization is by definition a B2B-only store and automatically excludes walk-in customers. If an anonymous customer comes to this site, he or she will see a login page that only allows registration as a B2B user. If a customer logs in to a specialty store as a B2B user for an organization that is not allowed in the store, he or she is denied further access to the store.

1.4.4 The B2B User's Shopping Cart

B2B customers have several options in their shopping carts to improve the level of service they receive, depending on the permissions that you assign to them. The Oracle iStore 11i default B2B user role is seeded with permissions to choose ship-to and bill-to contact addresses. You can also grant the permissions to the B2B user role to create and change ship-to and bill-to customers, contacts, and addresses, to choose pricing agreements, and to attach files to the shopping cart.

Customers and contacts are normally created through processes in Oracle Sales Online, Oracle TeleSales, or Oracle Receivables. The Oracle iStore 11i functions for creating customers and contacts enter only the minimum information necessary to place an order.

Shipping Details

All customers can create and change their own ship-to addresses. B2B customers with the requisite permissions can also create and change ship-to customers and contacts, and create and change addresses for these customers and contacts. B2B customers can choose ship-to customers, contacts, and addresses for both header level and item level shipping information.

You can also determine whether a B2B user can search for all existing customers in your records or only those with an existing ship-to relationship with the B2B user.

Billing Details

All customers can create and change their own bill-to addresses. B2B customers with the requisite permissions can also create and change bill-to customers and contacts, and create and change addresses for these customers and contacts.

You can also determine whether a B2B user can search for all existing customers in your records or only those with an existing bill-to relationship with the B2B user.

Pricing Agreements

You can give B2B users the permission to apply pricing agreements. If you do so, their user interface will have a page where they have the option to choose which pricing agreements they want to use to price their orders.

Pricing agreements are set up in Oracle Order Management or Oracle Pricing. You can create both universal pricing agreements and customer-specific pricing agreements. If a B2B user has the permission to apply pricing agreements, the pricing agreement selection page will return all universal pricing agreements and any pricing agreements that are specific to the B2B user's organization. Here, the B2B user can choose which pricing agreement to apply to his or her shopping cart.

Attachments

B2B customers can browse their file systems and attach various types of files to the shopping cart, if they have the permission to do so. Attachments may be used for various purposes, depending on the requirements and processes of your business and your customer organizations.

1.5 The Oracle iStore 11i Shopping Cart

The Oracle iStore 11i shopping cart allows B2B and B2C customers to perform an Available to Promise (ATP) Check for products and apply promotion codes. They can also request sales assistance from their shopping carts. [Section 1.4.4, "The B2B User's Shopping Cart"](#) describes the additional features that the Oracle iStore 11i shopping cart offers to B2B customers.

Available to Promise (ATP) Check

Oracle iStore 11i Web store customers can check for product availability according to the quantity ordered and the date needed, using ATP Check. The Regular ATP Check retrieves item availability information from Oracle Inventory, while the Global ATP Check also requires Oracle Advanced Supply Chain Planning and Oracle Material Requirements Planning.

For each specialty store, you can decide whether or not to allow ATP Check by setting their ATP Enabled flags in the Oracle iStore 11i Merchant UI. See [Section 2.5, "Creating Specialty Stores"](#) for instructions.

See *Oracle iStore Implementation Guide* for more information about setting up other Oracle application modules to provide ATP Check in Oracle iStore 11i.

Promotion Codes

Oracle iStore 11i Web store customers can enter promotion codes (also known as "offer codes") to capture automatic discounts set up in the Oracle Pricing engine as available to request. They access this feature by clicking a Promotion Codes button (for B2C customers) or link (for B2B customers) in the shopping cart.

See *Oracle Pricing User's Guide* and *Oracle iStore Implementation Guide* for more information about setting up promotion codes.

Sales Assistance

Web store customers can request help from a sales representative through the Oracle iStore 11i Sales Assistance feature. Sales Assistance events proceed through the following sequence:

1. The user logs in to the store.
2. The user creates a shopping cart or activates an existing saved shopping cart.
3. The user proceeds to checkout.
4. In the Review Order and Confirm page, the user clicks the **Request Assistance** button.

5. In the sales assistance request page that opens, Oracle iStore 11i prompts the user to choose from a list of reasons why he or she needs assistance, and to enter any comments.
6. The user submits the request by clicking the **Submit Request** button.
7. Oracle iStore 11i saves the user's comments as notes associated with the cart. The application submits the shopping cart as an order with an Entered status.
8. Oracle iStore 11i sends a notification to the user's sales representative. See [Section 3.3.2, "Setting Up Notification Recipients"](#) for more information.
9. The sales representative can then contact the user, provide the necessary assistance, and book the order.

You can activate and customize the lookup where the user selects the reason that he or she needs assistance. See *Oracle iStore Implementation Guide* for more information about how to set up the Sales Assistance feature.

1.6 Shopping Lists

Shopping lists allow Oracle iStore 11i users to maintain lists of frequently purchased items. Users can add these lists to their active shopping carts, or convert the lists into Express Checkout orders. The users can keep these lists as long as necessary. Unlike shopping carts, shopping lists do not cease to exist after they are placed as orders. Users can include standard items in their shopping lists, but not configurable items or service items.

1.7 The Address Book

Oracle iStore 11i users can maintain their addresses using the Address Book feature of the Customer UI. They can enter addresses for their accounts and specify whether an address is a preferred billing or shipping address.

Users' Address Book information is stored in the Oracle iStore 11i database tables. When a user enters an address, a new address record is created in the tables. Although users can modify an address in the Address Book, they usually cannot override an existing address record in the tables. Instead, a new address record is created. Thus, the tables store the entire address history of the user.

However, if a user changes only the Address Name of an existing address in the Address Book, Oracle iStore 11i modifies the existing address record and does not create a new record. Any other address modification results in a new record.

When a B2B user enters an address in the Address Book, the address information is associated with the user, not with the organization.

When a user places an order, the addresses used in the order are populated into Oracle Receivables, Oracle Order Management, and other ERP modules. ERP modules are not populated with an address from the Address Book until an order is placed with the address.

1.8 Access Control

You can control users' access to Oracle iStore 11i specialty stores through setting the stores up to check the user responsibility, restrict access by the user's party, and prevent walk-in users. You can use these three types of access control together or separately to manage users' ability to enter your Web stores.

This topic addresses how the access control types interact to give you control over who can access your Web stores. See [Section 2.5, "Creating Specialty Stores"](#) for instructions on how to set up these access controls in your specialty stores.

1.8.1 Users

Users may be anonymous or registered.

An anonymous user may be an unregistered user or a guest user. An anonymous user may be a first-time visitor or a returning user. A registered user that Oracle iStore 11i does not recognize is also an anonymous user. Registered users, created by the Oracle iStore 11i system administrator or by their primary user, who are arriving for the first time are also considered anonymous users.

A registered user is an FND_USER who is recognized as such via his or her cookie.

1.8.2 Specialty Stores and Responsibilities

The Customer UI presents a list of user-friendly names that each represent a specialty store-responsibility combination. From this list, users can choose the specialty store that they will enter and the responsibility that they will use for the session.

One or more responsibilities may be assigned to users in their profiles. However, in a session, a user must be associated with one unique responsibility. The specific responsibility assigned for a given session is the one that the user chooses in the specialty store-responsibility combination list of values (LOV). If a specialty store is

not set up to check user responsibility, the responsibilities assigned to the users in their profiles are irrelevant.

However, if a specialty store is set up to check user responsibility, Oracle iStore 11i first determines the intersection between the responsibilities in the user's profile and the responsibilities supported by that specialty store. For a registered user, Oracle iStore 11i accesses the user's profile to determine assigned responsibilities. For an anonymous user, the default responsibility is used. The default responsibility is specified in the JTF_PROFILE_DEFAULT_RESPONSIBILITY profile option at the iStore (IBE) application level. The seeded value of this profile option at the iStore application level is IBE_CUSTOMER. However, if users enter Oracle iStore 11i from another application, they will have the responsibility specified in the JTF_PROFILE_DEFAULT_RESPONSIBILITY profile option for that application.

Oracle iStore 11i generates the Customer UI specialty store-responsibility combination LOV for each user according to the following rules:

1. Include all specialty store-responsibility combinations defined in the Oracle iStore 11i Merchant UI for the current application. For example, if the user is accessing Oracle iStore 11i directly as a Web storefront, the current application is Oracle iStore 11i, and only iStore responsibilities should be included. On the other hand, if the user is accessing Oracle iStore 11i as a quoting tool through Oracle Sales Online, the current application is Oracle Sales Online, and only Oracle Sales Online responsibilities should be included in the specialty store-responsibility combination LOV.
2. For every specialty store set up to check the user's responsibility, exclude those specialty store-responsibility combinations containing responsibilities that are not associated with the user.
3. If access to a specialty store is restricted by party of type organization, exclude all specialty store-responsibility combinations containing specialty stores to which the user's party does not have access.
4. If the user has the responsibility IBE_ADMINISTRATOR, all specialty store-responsibility combinations are included in the specialty store-responsibility combination LOV.

1.8.3 Direct Access

It is also possible that a user tries to access a specialty store directly by typing in the URL and circumventing the specialty store-responsibility combination LOV. This URL has a reference to a specialty store and a responsibility. Oracle iStore 11i treats such users as described in the following scenarios:

Scenario 1: The store does not check responsibility access or have party restrictions.

Scenario 2: The store does not check responsibility access. The store excludes only certain parties.

Scenario 3: The store does not check responsibility access. The store includes only certain parties.

Scenario 4: The store checks responsibility access. The store does not have party restrictions.

Scenario 5: The store checks responsibility access. The store excludes only certain parties.

Scenario 6: The store checks responsibility access. The store includes only certain parties.

Scenario 1

The store does not check responsibility access or have party restrictions.

Anonymous User If the responsibility specified in the URL is supported by the specialty store specified in the URL, Oracle iStore 11*i* grants access to the specialty store and assigns the responsibility for the session.

If the responsibility specified in the URL is not supported by the specialty store specified in the URL, and this specialty store supports only one other responsibility, Oracle iStore 11*i* grants access to the specialty store and assigns the other responsibility for the session.

If the responsibility specified in the URL is not supported by the specialty store specified in the URL, but this specialty store supports multiple other responsibilities, Oracle iStore 11*i* displays the specialty store-responsibility combination LOV for this particular specialty store only. When the user chooses from this LOV, Oracle iStore 11*i* grants access to this specialty store and assigns the chosen responsibility for the session.

If no responsibilities are supported by the specialty store specified in the URL, Oracle iStore 11*i* redirects the user to the main specialty store-responsibility combination LOV.

If the store does not allow walk-in users, Oracle iStore 11*i* displays the login and registration page after it grants the user access to the specialty store.

Registered User Oracle iStore 11i follows the same procedures for registered users that it follows for anonymous users. However, the setting of the walk-in user flag is irrelevant for registered users.

Scenario 2

The store does not check responsibility access. The store excludes only certain parties.

Anonymous User Oracle iStore 11i follows the same procedures that it follows for the anonymous user in a store that does not check responsibility access or have party restrictions ([Scenario 1](#)), unless the store does not allow walk-in users.

If the store does not allow walk-in users, Oracle iStore 11i displays the login and registration page after it grants the user access to the specialty store. When users log in, if they are identified as being associated with an organization excluded from the specialty store, Oracle iStore 11i redirects them to the main specialty store-responsibility combination LOV.

If the store does allow walk-in users, this identification takes place later in the session. For example, if the users arrive anonymously, they must log in while proceeding to checkout. At this time, if they are identified as being associated with an organization excluded from the specialty store, Oracle iStore 11i redirects them immediately to the main specialty store-responsibility combination LOV.

Registered User Oracle iStore 11i follows the same procedures that it follows for the registered user in a store that does not check responsibility access or have party restrictions ([Scenario 1](#)), unless the user is associated with an organization excluded from the specialty store specified in the URL. In this case, Oracle iStore 11i redirects them to the main specialty store-responsibility combination LOV.

Scenario 3

The store does not check responsibility access. The store includes only certain parties.

Anonymous User Oracle iStore 11i displays the login and registration page. When the users log in, if they are identified as being associated with an organization that is included in the specialty store specified in the URL, and the responsibility specified in the URL is supported by this specialty store, Oracle iStore 11i grants access to this specialty store and assigns the responsibility for the session.

If the responsibility specified in the URL is not supported by the specialty store specified in the URL, and this specialty store supports only one other responsibility,

Oracle iStore 11*i* grants access to this specialty store and assigns the other responsibility for the session.

If the responsibility specified in the URL is not supported by the specialty store specified in the URL, but this specialty store supports multiple other responsibilities, Oracle iStore 11*i* displays the specialty store-responsibility combination LOV for this particular specialty store only. When the user chooses from this LOV, Oracle iStore 11*i* grants access to this specialty store and assigns the chosen responsibility for the session.

If no responsibilities are supported by the specialty store specified in the URL, Oracle iStore 11*i* redirects the users to the main specialty store-responsibility combination LOV.

If the user logs in and is identified as being associated with an organization that is not included in the specialty store specified in the URL, Oracle iStore 11*i* redirects them to the main specialty store-responsibility combination LOV.

Only B2B registration is allowed in a specialty store that includes only certain parties. If the user registers as a representative of an organization that is not included in the specialty store, Oracle iStore 11*i* redirects him or her to the main specialty store-responsibility combination LOV.

The walk-in user flag is irrelevant for a store that only includes certain parties, because the store only allows logged in B2B users.

Registered User Oracle iStore 11*i* follows the same procedures for registered users that it follows for anonymous users.

Scenario 4

The store checks responsibility access. The store does not have party restrictions.

Anonymous User Oracle iStore 11*i* determines the intersection between the responsibilities associated with the users in their user profiles, and the responsibilities supported by the specialty store specified in the URL. If the responsibility specified in the URL is present in this intersection, Oracle iStore 11*i* grants access to the specialty store specified in the URL and assigns the responsibility specified in the URL for the session.

If the responsibility specified in the URL is not present in this intersection, and only one other responsibility is present in this intersection, Oracle iStore 11*i* grants access to the specialty store specified in the URL and assigns the other responsibility for the session.

If the responsibility specified in the URL is not present in this intersection, but multiple other responsibilities are present in this intersection, Oracle iStore 11i displays the specialty store-responsibility combination LOV for this particular specialty store and responsibilities in the intersection only. The user can choose from this LOV. Oracle iStore 11i then grants access to this specialty store and assigns the chosen responsibility for the session. If the store does not allow walk-in users, and the user is anonymous, Oracle iStore 11i displays the login and registration page after it grants access to the specialty store.

If the intersection is null, Oracle iStore 11i displays the login and registration page. If the user logs in, Oracle iStore 11i checks the responsibilities associated with the user and determines the intersection. If this intersection is not null, Oracle iStore 11i executes the logic described above. If this intersection is still null, Oracle iStore 11i redirects the user to the main specialty store-responsibility combination LOV.

If the user registers, Oracle iStore 11i checks the responsibilities associated with the user at registration and determines the intersection. If this intersection is not null, Oracle iStore 11i executes the logic described above. If this intersection is still null, Oracle iStore 11i redirects the user to the main specialty store-responsibility combination LOV.

Registered User Oracle iStore 11i follows the same procedures for registered users after they log in that it follows for anonymous users.

Scenario 5

The store checks responsibility access. The store excludes only certain parties.

Anonymous User Oracle iStore 11i follows the same procedures that it follows for the anonymous user in a store that checks responsibility access and does not have party restrictions ([Scenario 4](#)). The only exception is that if an anonymous user logs in, and Oracle iStore 11i identifies the user as being associated with an organization excluded from the specialty store, then the application redirects user to the main specialty store-responsibility combination LOV.

Registered User Oracle iStore 11i follows the same procedures that it follows for the registered user in a store that checks responsibility access and does not have party restrictions ([Scenario 4](#)). The only exception is that if the user is associated with an organization excluded from the specialty store specified in the URL, Oracle iStore 11i redirects the user to the main specialty store-responsibility combination LOV.

Scenario 6

The store checks responsibility access. The store includes only certain parties.

Anonymous User Oracle iStore 11*i* displays the login and registration page. If the user logs in, and is associated with an organization included in the specialty store specified in the URL, Oracle iStore 11*i* determines the intersection between the responsibilities associated with the user in his or her user profile, and the responsibilities supported by the specialty store specified in the URL. If the responsibility specified in the URL is present in this intersection, Oracle iStore 11*i* grants access to the specialty store specified in the URL and assigns the responsibility specified in the URL for the session.

If the responsibility specified in the URL is not present in this intersection, and only one other responsibility is present in this intersection, Oracle iStore 11*i* grants access to the specialty store specified in the URL and assigns the other responsibility for the session.

If the responsibility specified in the URL is not present in this intersection, but multiple other responsibilities are present in this intersection, Oracle iStore 11*i* displays the specialty store-responsibility combination LOV for this particular specialty store and responsibilities in the intersection only. The user can choose from this LOV. Oracle iStore 11*i* then grants access to this specialty store and assigns the chosen responsibility for the session.

If the intersection is null, Oracle iStore 11*i* redirects the user to the main specialty store-responsibility combination LOV.

If the user logs in, and is identified as being associated with an organization that is not included in the specialty store specified in the URL, Oracle iStore 11*i* redirects the user to the main specialty store-responsibility combination LOV.

Only B2B registration is allowed in a specialty store that includes only certain parties. If the user registers as a representative of an organization that is not included in the specialty store, Oracle iStore 11*i* redirects him or her to the main specialty store-responsibility combination LOV.

The walk-in user flag is irrelevant for a store that only includes certain parties, because the store only allows logged in B2B users.

Registered User Oracle iStore 11*i* follows the same procedures for registered users after they log in that it follows for anonymous users.

1.9 Globalization

Oracle iStore 11i functionality supports the implementation of a global store in a single instance. Each specialty store can support multiple languages and currencies. All templates and multimedia components can be specified for each specialty store and language combination. Messages, alerts, and short and long inventory descriptions can be specified by language. Oracle iStore 11i captures and renders these various associations as it dynamically renders the Web storefront.

Every registered store customer has a preferred language and currency in his or her user profile. The store customer can change the preferred language or currency in the store's home page, which is the highest level featured section of the store catalog. See [Section 2.5.1, "Creating Global Specialty Stores"](#) for information on setting up the home page to allow the user to change preferred language and currency.

Globalization also depends on setups for your organizations in Oracle Human Resources. See *Oracle iStore Implementation Guide* for more information about setting up Oracle Human Resources to work with Oracle iStore 11i.

Some countries mandate that the merchant display taxes at line level as well as header level. For these countries, globalization of your stores requires that the Oracle iStore 11i shopping cart display line level taxes. See [Section 2.5.1, "Creating Global Specialty Stores"](#) for instructions on setting up line level tax display in specialty stores.

1.10 Contract Creation

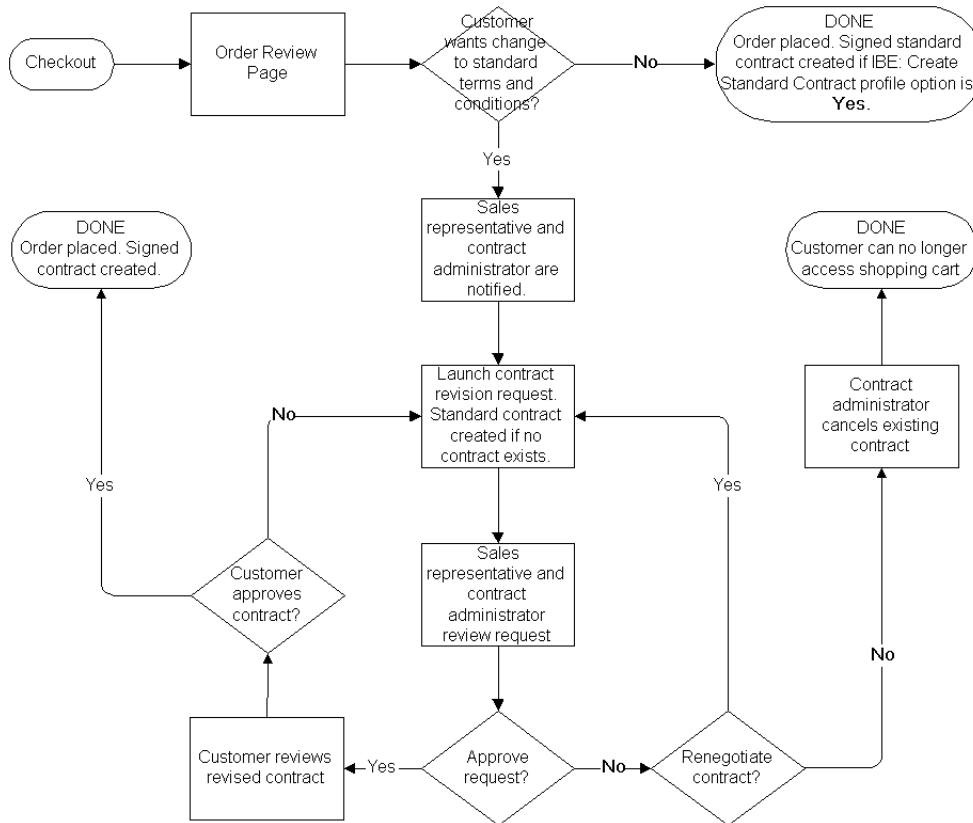
You can integrate Oracle iStore 11i with Oracle Contracts for Sales to enable contract creation and negotiation in Web stores. This contract functionality has two major features:

- Customers can review standard terms and conditions in the storefront when they proceed to checkout. Oracle iStore 11i retrieves the standard terms and conditions from a contract template.
- Customers can accept or reject the contract terms in the storefront. If customers reject the terms, Oracle iStore 11i initiates an online contract negotiation process.

You must set up a standard contract template in Oracle Contracts for use with all initial quotes. You can set up different standard contract templates for each Oracle iStore 11i customer responsibility.

The following diagram shows the process flow for contract creation and negotiation in Oracle iStore 11i.

Figure 1–2 Process Flow for Oracle iStore 11i Contracts



When customers proceed to checkout with a shopping cart, Oracle iStore 11i displays the terms and conditions of the standard contract in the order review page and asks the customers to agree or disagree.

If the customers agree with the terms and conditions, they can place the order. At this point, a standard contract in the signed state is created if the profile option IBE: Create Standard Contract is set to **Yes**. The standard contract is associated with the quote number.

If the customers disagree with the terms and conditions, the following sequence of events takes place:

1. Oracle iStore 11i forces the customers to save the shopping cart.
2. The customers must enter a reason for their disagreement in a text field. These comments are associated with the contract created by the application.
3. The standard contract is created and associated with the shopping cart.
4. Oracle iStore 11i sends an e-mail to the sales representative, contract administrator, and customer with the quote number and contract ID. The sales representative's e-mail is specified in Oracle Human Resources for each of your organizations. The contract administrator is set up in Oracle Contracts for Sales, and also in Oracle CRM Application Foundation as a CRM Resource.
5. The contract administrator looks at the quote and the customer's reason for disagreeing with the standard terms and conditions.
6. If the contract administrator approves the requested change in terms and conditions, the customer and the sales representative are notified automatically through Oracle Workflow. At this point, the customer can either place the order, which creates the revised contract in the signed state, or disagree with the terms and conditions again, which repeats the process of notifying the contract administrator and sales representative. The customer cannot otherwise modify the cart.
7. If the contract administrator rejects the requested change in terms and conditions, the sales representative is notified and decides whether the contract administrator should pursue negotiation or cancel the contract.
8. If the contract administrator pursues negotiation, the negotiation continues until the contract is either approved or cancelled.
9. If the contract administrator cancels the contract, the customer cannot modify or checkout the shopping cart.

See *Oracle iStore Implementation Guide* for more information about how to integrate Oracle iStore 11i and Oracle Contracts.

1.11 Relationship of Oracle iStore 11i to Other Oracle Applications

Oracle iStore 11i depends upon the following modules, which may in turn be dependent on other modules:

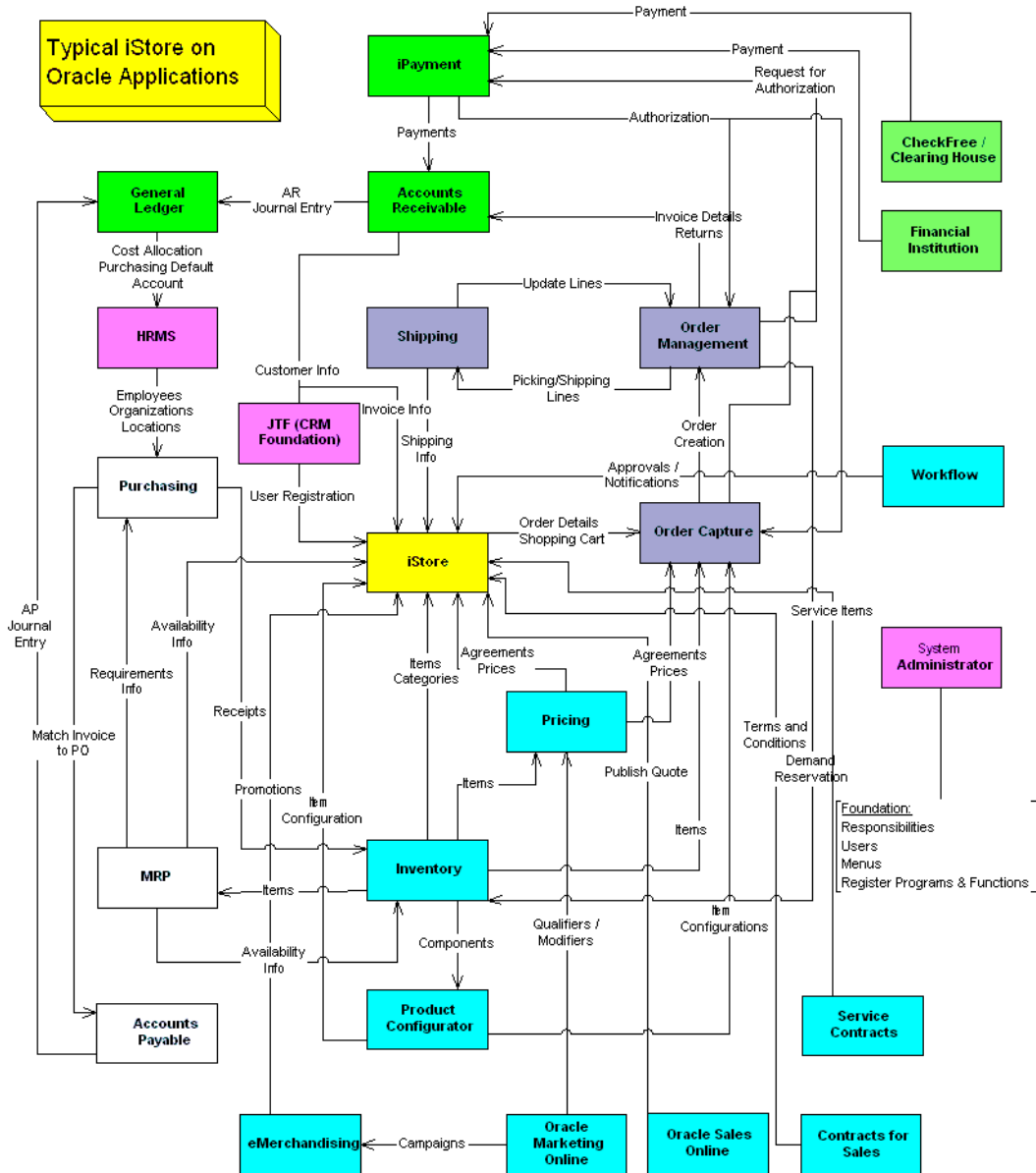
- **Oracle Application Object Library (AOL)** to manage responsibilities of store managers and customers, to define new languages, and to manage Web storefront prompts
- **Oracle General Ledger** to provide business unit information
- **Oracle Human Resources** to store information related to your organizations, such as permitted bill-to and ship-to countries
- **Oracle Inventory** to provide product information
- **Oracle Order Capture** to capture the customer's order from the shopping cart
- **Oracle Order Management** to process the orders and provide order tracking, returns, and history
- **Oracle Pricing** to provide complex, customer-specific pricing
- **Oracle Receivables** to act as a central data repository for customer information by using the Trading Community Architecture (TCA) model, as well as to calculate taxes and generate invoices

Integration with other Oracle products extends the functionality of your store. Oracle iStore 11i integrates with the following applications:

- **Oracle Advanced Inbound** to process call-me-back requests
- **Oracle Advanced Supply Chain (Global ATP Server)** to provide product availability information
- **Oracle Configurator** to enable customer configured products and provide guided selling as well as to perform some of the validations of the shopping cart
- **Oracle Contracts** for complete contract management and service agreements
- **Oracle CRM Business Intelligence** to assess the performance of the store
- **Oracle Incentive Compensation** for managing sales compensation across all channels
- **Oracle iPayment** to process payments with online credit card authorization
- **Oracle iSupport** to provide return authorizations and knowledge base integration

- **Oracle Marketing Online** to define, execute, and manage marketing campaigns, budgets, and segments across all channels, and to define promotions and discounts
- **Oracle Material Requirements Planning** to provide product availability information
- **Oracle Shipping** to calculate shipping charges
- **Oracle Web Cache** to serve the non-SSL catalog content
- **Oracle Workflow** to send e-mail notifications and confirmations to customers

Figure 1-3 Typical Oracle iStore 11i Integration With Other Oracle Applications



1.12 Roles and Responsibilities in Oracle Applications

User roles and responsibilities are set up in Oracle Applications to secure access to the data and functionality within the applications. The key element in Oracle Applications security is the definition of a responsibility. A responsibility defines:

- Application database privileges
- An application's functionality that is accessible
- The concurrent programs and reports that are available

The system administrator defines application users and assigns one or more responsibilities to each user. In the Oracle iStore 11i context, the system administrator may be you or another person.

See *Oracle Applications System Administrator's Guide* and *Oracle Applications User's Guide* for more information on how to set up roles and responsibilities.

1.12.1 Defining Application Users

The system administrator allows a new user to log in to Oracle Applications by defining an application user. An application user has a user name and a password. The system administrator defines an initial password. Then the first time the application user logs in, he or she must enter a new (secret) password.

When the system administrator defines an application user, he or she assigns to the user one or more responsibilities. If the system administrator assigns only one responsibility, the user, after logging in, immediately enters an application. If the system administrator assign two or more responsibilities, the user, after logging in, sees a window listing available responsibilities.

1.12.2 Responsibilities Define Application Privileges

A responsibility is a level of authority in Oracle Applications that lets users access only those Oracle Applications functions and data that are appropriate to their roles in an organization. Each responsibility allows access to:

- A specific application or applications, such as Oracle General Ledger or Oracle Planning.
- A set of books, such as U.S. Operations or German Sales, or an organization, such as New York Manufacturing or New York Distribution.

- A restricted list of windows that a user can navigate to; for example, a responsibility may allow certain Oracle Planning users to enter forecast items, but not enter master demand schedule items.
- A restricted list of functions a user can perform. For example, two responsibilities may have access to the same window, but one responsibility's window may have additional function buttons that the other responsibility's window does not have.
- Reports in a specific application; the system administrator can assign groups of reports to one or more responsibilities, so the responsibility a user chooses determines the reports that can be submitted.

Each user has at least one responsibility, and several users can share the same responsibility. A system administrator can assign users any of the standard responsibilities provided with Oracle Applications, or create new custom responsibilities.

1.12.3 Defining a Responsibility

When a system administrator defines a responsibility, he or she assigns to it some or all of the components described below:

- **A Data Group** (required) defines the mapping between Oracle Applications products and ORACLE IDs. A Data Group determines to which Oracle database accounts a responsibility's forms, concurrent programs, and reports connect.
- **A request security group** (optional) defines the concurrent programs, including requests and request sets, that may be run by an application user under a particular responsibility.
- **A menu** (required) is a hierarchical arrangement of application functions (forms) that displays in the Navigate window. Menus can also point to non-form functions (subfunctions) that do not display in the Navigate window, but that define the range of application functionality available for a responsibility. Each responsibility is associated with a menu.
- **Function and menu exclusion rules** (optional) associated with a responsibility restrict the application functionality enabled for that responsibility.

1.12.4 Predefined Responsibilities

All Oracle Applications products are installed with predefined responsibilities. Consult the reference guide for your Oracle Applications product for the names of those predefined responsibilities. Additionally, instances of the major components that help define a responsibility (data groups, request security groups, menus, and functions) are predefined for Oracle Applications.

1.12.5 Responsibilities and Request Security Groups

When a request group is assigned to a responsibility, it becomes a request security group.

From a standard submission form, such as the Submit Requests form, users can run only the reports, concurrent programs, and request sets that are in their responsibility's request security group.

- If you do not include the Submit Requests form on the menu for a responsibility, then you do not need to assign a request security group to the responsibility.
- If a request security group is not assigned to a responsibility, then users working under that responsibility cannot run any reports, request sets, or other concurrent programs from a standard submission form.

1.12.6 Responsibilities and Function Security

Oracle Applications GUI-based architecture aggregates several related business functions into a single form. Parts of an application's functionality may be identified as individual Oracle Applications functions, which can then be secured (i.e., included or excluded from a responsibility).

1.12.7 User Roles and Responsibilities

In Oracle iStore 11i, all users are also assigned responsibilities, which customize their Web store experience. At least one responsibility is assigned to each user during user registration.

Oracle iStore 11i assigns the seeded IBE_CUSTOMER responsibility by default to anonymous customers who register in a Web store. You can also create and assign other responsibilities.

In a multiple operating unit environment, you need to create a responsibility for each operating unit. See *Oracle iStore Implementation Guide* for more information on setting up the responsibility-operating unit relationships.

In the Merchant UI, you can specify a list of the customer responsibilities that are supported by a given specialty store. You can select these from all existing responsibilities. You can also specify for a given specialty store whether Oracle iStore 11i checks the user's responsibilities and grants access only if the user has an assigned responsibility that is supported by the specialty store.

If multiple responsibilities are supported by a specialty store, a user who enters the store must choose one responsibility for that session. The responsibility uniquely identifies the operating unit against which any orders placed during the session will be booked. The responsibility also identifies the values of the profile options set at the responsibility level.

If you set up a specialty store to check the customer's responsibility, the customer can choose only from the responsibilities that have been assigned to him or her. If the specialty store is not set up to check the customer's responsibility, then the customer can choose any of the supported responsibilities.

1.13 Product Catalog Key Points and Concepts

The product catalog in Oracle iStore 11i is created against one inventory organization of Oracle Inventory, which you need to identify during the setup operation. You typically use the Master Inventory Organization. Merchants create items using Oracle Inventory form windows, and can choose only items marked as WEB_PUBLISHABLE for use with Oracle iStore 11i. After item creation, the merchants then use the Store Manager to perform the following tasks:

- Provide or update the short and long descriptions. The short description serves as the name of the product, and the long description provides detail about the product for the customer. You may provide the descriptions while creating the items.
- Assign the product to the hierarchy and relative order in which it should appear, and effective dates.
- Describe the product display specifications for different locations on the Customer UI.
- Provide additional content in the form of media files. Users have the option of creating unlimited multimedia components during setup. The user can provide

multimedia components of various types, such as “small image” and “large image.”

- Define or review the related items for different relationships.
- Restrict the product to appear in only certain specialty stores.
- Publish the product.

To provide richer information to customers or facilitate the cross-sell or up-sell functionality, the merchant can specify different types of relationships between products. Oracle iStore 11i specialty store developers can determine their own relationships (for example, substitute, cross-sell, up-sell), and then specify the related items for each relationship. Merchants can also establish rules relating all items in a section or category to all items in another section or category.

1.14 Hierarchy Key Points and Concepts

The Oracle iStore 11i hierarchy facilitates customers’ browsing. Oracle iStore 11i store managers can arrange their products in a hierarchy of sections. Each section has a translatable name, a section identifier (section code), and associated content descriptions.

You can classify sections as navigational or your own definable types. For example, section type in Oracle iStore 11i has been seeded with the FEATURED and NAVIGATIONAL values. The navigational sections serve as the tree that the customers navigate when browsing. The non-navigational sections organize products for highlighting at any level. Each section has two display parameters: the template that displays that section, and the style that displays products in that section. The display style determines the template that will be used.

If you want to indicate if a particular section and its descendants should appear in a specialty store, then select it as the root node for that specialty store. Normally, customers in a specialty store see all descendants of the root node, unless a section or product has been excluded from the specialty store.

Note: In the Customer UI for Oracle iStore 11*i*, the specialty stores' root sections are treated as virtual roots. The current specialty store's root section will not appear in the menu tabs or the navigational hierarchy of the Customer UI. The store's home page will display the first navigational subsection under the root section, not the root section page itself. To present featured sections on the specialty store's home page, make them subsections of this navigational subsection.

Certain programmatic advanced features exist for the Oracle iStore 11*i* developer. Instead of manually assigning products to a hierarchy, developers can write an auto-placement rule (WHEREBY clause of a SQL query) to assign items automatically to sections. Whenever an item is created or changes in the underlying inventory tables, Oracle iStore 11*i* executes the placement rules that indicate the location of the added item. Oracle iStore 11*i* also supports the addition of a SQL query that determines the relationship of an item to a set of related items.

1.15 Multimedia and Templates Key Points and Concepts

All multimedia and template files possess the following features:

- Name
- Programmatic access name
- Set of source files for languages and specialty stores
- Description and keywords

Template developers can access the multimedia file directly by referencing its programmatic access name, or by referring to the multimedia file associated with a product or section. In the second scenario, a template developer would ask for the particular multimedia component of a given product or section, for example the "Section Logo" multimedia of the "Book" section.

When setting up Oracle iStore 11*i*, you can indicate template affiliations for presenting sections, products, or other objects such as the shopping cart.

Display a section by using the section's own template. If different sections require different layouts, then indicate the template for use at the section level. Also at the section level, specify a display style for displaying products in that section. Template developers do not need to hard code the display style in each template for

the section. This feature and method allow template developers to focus on presentation rather than coding logic into the JSPs.

Typically products are displayed differently depending on their location and type. Accordingly, Oracle iStore 11i provides functionality that supports a merchant definable set of display styles for store products. For each display style, the store creator can indicate which template to use to display a particular product for that display style.

See [Section 1.28, "How the Store Displays Multimedia"](#) and [Section 1.29, "How the Store Displays Templates"](#) for detailed information.

1.16 Customer User Interface Key Points and Concepts

Oracle iStore 11i ships with templates that render the Customer UI and process flow. Templates are JSPs that the template developer can use to call JavaBeans for dynamic data and then present the returned data by embedding it within HTML tags. Oracle iStore 11i's seeded templates generate only HTML, but output can be generated into other formats. In addition to calling Oracle iStore 11i's APIs, template developers can call any other components to get data for inclusion in the final HTML page that is returned to the browser.

1.17 Search Functionality Key Points and Concepts

Oracle iStore 11i has an extensive search functionality that both the user and merchant can utilize.

The Oracle iStore 11i user has the following search capabilities:

- Quick search by category or section, or across all products
- Quick search by entering keywords
- Advanced search by category or section, or across all products, via the following options:
 - Keyword search
 - Boolean searching using **and/or** qualifiers
 - Excluded keyword search
- Exact phrase matching, to search for products that match a phrase exactly by enclosing keyword phrases in double quotes

The Oracle iStore 11*i* merchant has the following configurable options for search functionality:

- Context keyword default—Set up the system so that the Quick search keyword is entered by default. With this functionality the user does not need to enter a contextual value; the application populates the field according to the defaults by category. The search engine uses the following product information to return the products that match the search criteria:
 - Product name
 - Long description
 - Part number
- Product display information—Customize the template to decide which fields of product information to display. (By default, the product name and category are displayed.)
- Search result display number—Limit the number of results that display for a search. You determine the number of search results in total and the number to display per page.
- Search result prioritization—Divide the search results by priority, top matches versus the complete set.
- Fuzzy search—Allow search results that do not match the spelling of the user’s keywords exactly.
- Synonym search—Create synonym relationships to return search results that are relevant to the user’s keywords but do not contain the keywords.

1.18 Notifications Key Points and Concepts

Oracle iStore 11*i* Web stores communicate with their users by e-mail notifications. These notifications can include information about registration, order confirmation, cart sharing, sales assistance, contract negotiation, and more.

Oracle iStore 11*i* uses Oracle Workflow to send notifications. Oracle iStore 11*i* is seeded with notification events and messages for the e-mails that Oracle Workflow sends when notification events are triggered. A notification event can be triggered by a Web store user (e.g., registration) or by the application itself (e.g., when an update message is scheduled for daily delivery). The messages include attributes that are replaced with user-specific values, such as the user’s name, when an e-mail is sent. Notification events and messages are stored in Oracle Workflow.

To set up Oracle iStore 11i notifications, you first modify or create messages in Oracle Workflow Builder. Next, you select messages for notification events based on combinations of organization and user type in the Oracle iStore 11i Merchant UI.

When one of these notification events is triggered, Oracle iStore 11i selects the message for the notification based on the recipient's organization and user type. Oracle Workflow then parses the message, enters dynamic content, and sends the resulting e-mail to the user.

See *Oracle iStore Implementation Guide* and *Oracle Workflow Guide* for information on creating messages. See [Section 3.3, "Setting Up Notifications"](#) for information on assigning messages to notification events by organization and user type.

1.19 Storefront Reports Key Points and Concepts

Oracle iStore 11i's Storefront Reports meet business owners' reporting and business intelligence needs. Storefront Reports provide a management and administrative view into Oracle iStore 11i and other Oracle CRM applications, enabling timely collection of relevant business data and helping merchants to plan, monitor, and manage the effectiveness of their sales and marketing efforts.

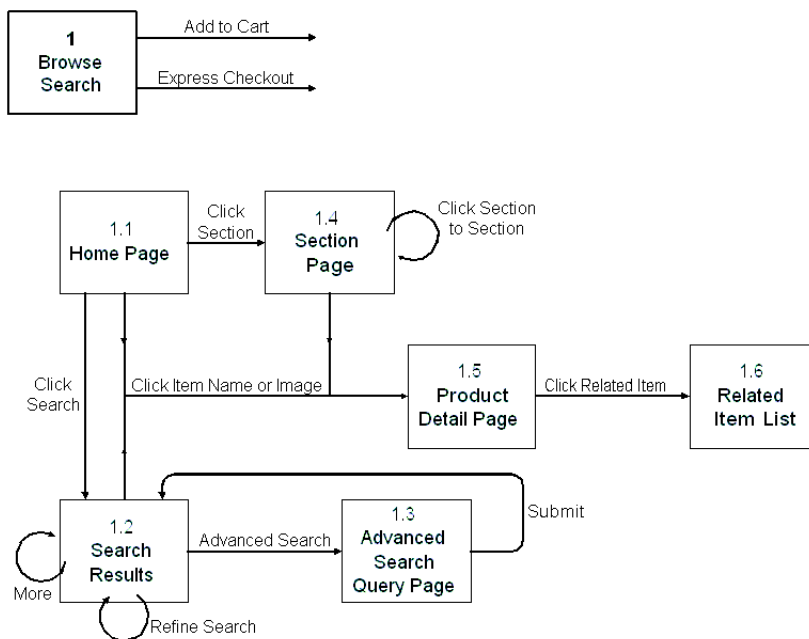
Oracle iStore 11i has pre-defined reports that assemble and organize intelligent data about the customers' interactions with the merchant's web sites. Different users can view only the information that is pertinent to their areas of responsibility and management roles. Report users can specify what data is included in their reports using certain parameters.

You can run these reports in the Oracle iStore 11i Merchant UI after preparing report data in Oracle Forms with the iStore Concurrent Programs Responsibility. See [Section 3.6, "Using Storefront Reports"](#) for instructions.

1.20 Business Flows and Templates for Search

The customer enters the store at the home page and searches for information or browses through pages that display section and product information. The following diagram shows the required flows your templates must follow in this section of the store.

Figure 1–4 Page Flow for Search



Customers enter the store at the home page (1.1).

Customers conduct a simple search (1.2) to find items of interest.

Customers can also conduct an advanced search (1.3). Add to cart and Express Checkout are not available on this page.

Customers view groupings of products called sections (1.4). In the sample store, one template is used to display all sections.

Customers review detailed product information (1.5). Any page that displays a product also links to the product detail page. In the sample store, one display style is used for all product detail pages.

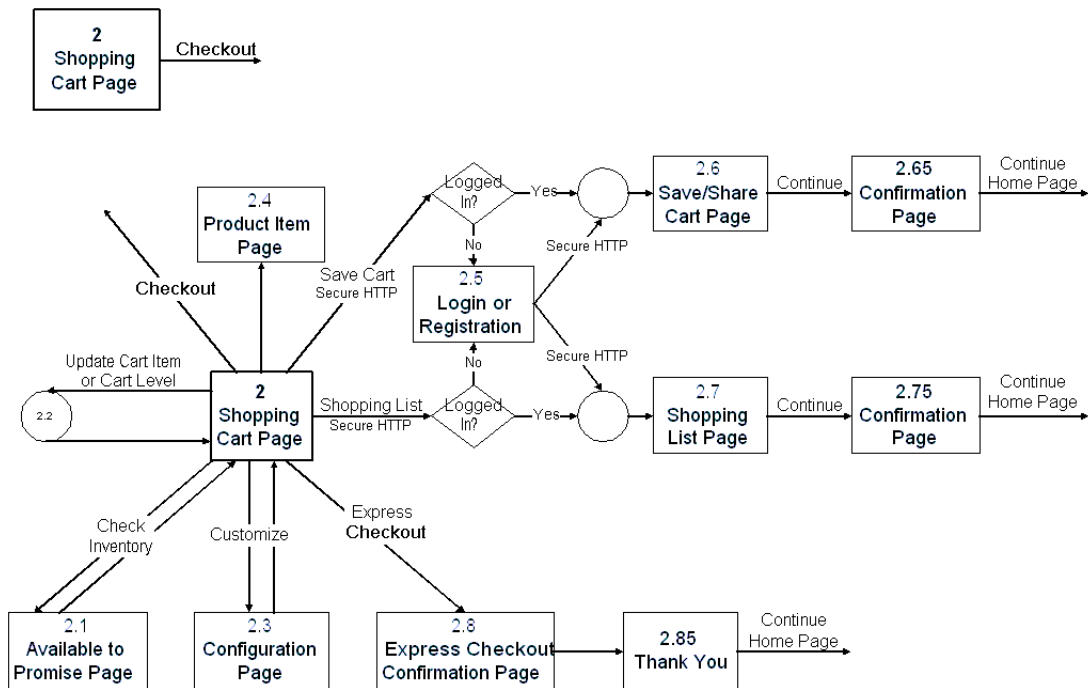
While viewing a product, customers can choose to look at products that relate to the product being viewed (1.6).

Customers can add to cart and perform the Express Checkout from any page.

1.21 Business Flows and Templates for Shopping Cart

While browsing the store, customers add products to their shopping carts. When customers add a product, the shopping cart page opens. Customers can review their selected items and perform other functions such as saving the cart or saving it as a shopping list. The following diagram shows the required flows your templates must follow in this section of the store.

Figure 1–5 Page Flow for Shopping Cart



Customers can save the shopping cart (2.6) for future use. Login or registration (2.5) is required before the cart can be saved, and the store changes to secure mode. Customers are asked to provide a cart name (2.6). They can also elect to share their carts (2.6) by specifying the e-mail addresses of the customers with whom they wish to share the carts. These sharees receive an e-mail with instructions on how to access the shared carts. Customers receive confirmation (2.65) when the cart is saved. Only one shopping cart can be active at a time. Customers can then choose to continue shopping and are returned to the home page (1.1).

Customers can also choose to save the shopping cart as a shopping list (2.7). Shopping lists can be combined into a single order. Login and registration are required (2.5) before saving a shopping list, and the store changes to secure mode. Customers receive confirmation (2.75) when the shopping list is saved. Customers can then choose to continue shopping and are returned to the home page (1.1).

Customers can click an item description to view detailed item information on the product item page (2.4). They then return to the shopping cart page.

Customers can click Reconfigure to go to the configuration page (2.3) for products that can be customized.

Customers can choose to remove an item, recalculate, or make other changes to the cart. The update is processed (2.2).

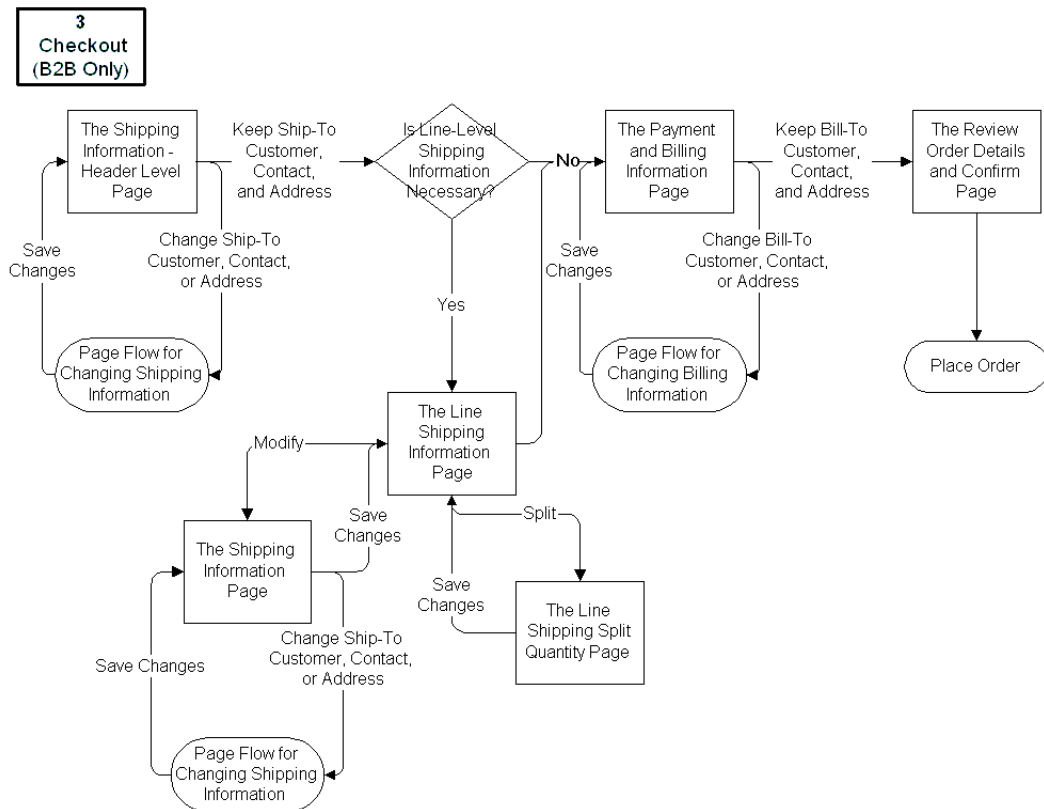
Customers can check inventory for available to promise (2.1) information. They then return to the shopping cart page.

Customers can either go to checkout (3) or perform an Express Checkout. They receive confirmation of the Express Checkout (2.8) and a thank you page (2.85). Then they are returned to the home page.

1.22 Business Flows and Templates for B2B Checkout

B2B customers who are ready to place their orders go to the checkout area of the store, where they enter shipping and payment information. The following diagram shows the required flows your templates must follow in this section of the store.

Figure 1–6 Page Flow for B2B Checkout



When B2B customers proceed to checkout, they begin in the Shipping Information - Header Level page, where they enter the header-level shipping information using the page flow for [Changing B2B Shipping Information](#). They also specify whether they need to enter line-level shipping information.

If B2B customers do not need to enter line-level shipping information, they continue to the Payment and Billing Information page.

If B2B customers need to enter line-level shipping information, they continue to the Line Shipping Information page. Next, if they choose to split a line item into multiple lines, they continue to the Line Shipping Split Quantity page. When they finish splitting the line item, they return to the Line Shipping Information page.

In the Line Shipping Information page, when B2B customers select a line item to modify its shipping information, the Shipping Information page for that line item opens.

In the Shipping Information page, B2B customers enter the line-level shipping information using the page flow for [Changing B2B Shipping Information](#). When they finish entering the line-level shipping information, they return to the Line Shipping Information page.

From the Line Shipping Information page, B2B customers continue to the Payment and Billing Information page.

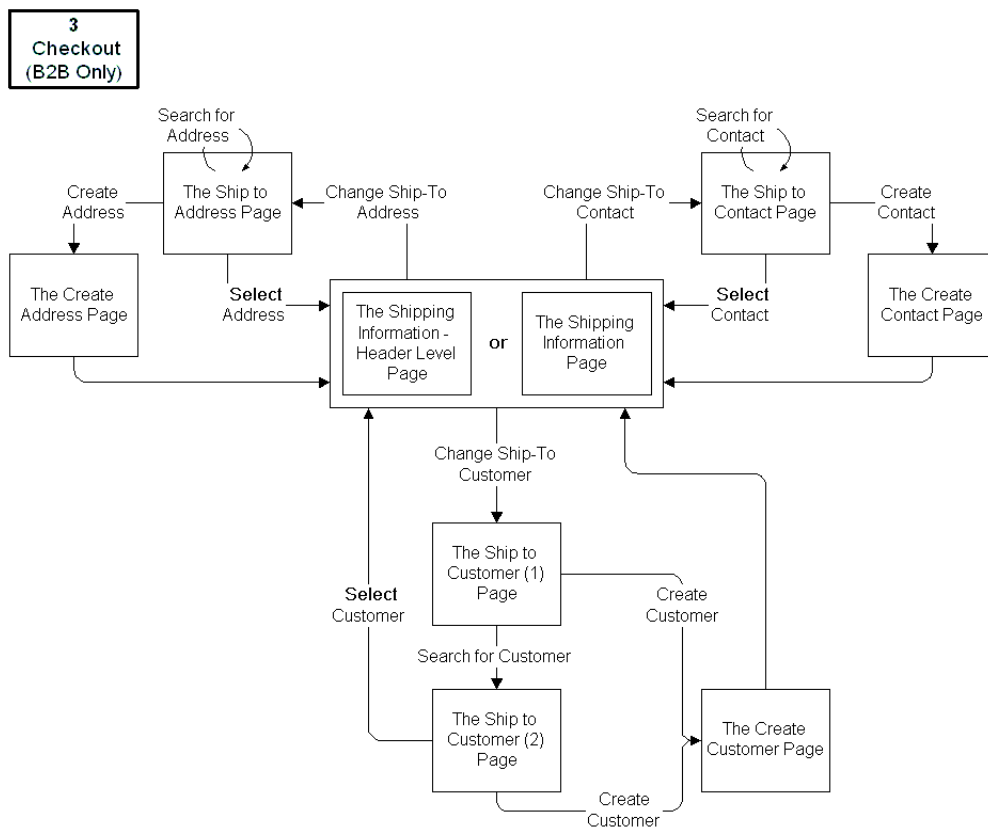
In the Payment and Billing Information page, B2B customers enter payment and billing information for the order using the page flow for [Changing B2B Billing Information](#). For payment methods, Oracle iStore 11i displays the enabled values of the lookup type ASO_PAYMENT_TYPE.

When B2B customers finish entering information in the Payment and Billing Information page, they continue to the Review Order Details and Confirm page, where they place the order.

1.22.1 Changing B2B Shipping Information

B2B customers can change and create their ship-to customer, contact, and address at checkout if they have the requisite permissions. The following diagram shows the required flows your templates must follow in this section of the store.

Figure 1–7 Page Flow for B2B Shipping Information



In the Shipping Information - Header Level page and the Shipping Information page, B2B customers can choose to change the ship-to customer, contact, or address.

If B2B customers choose to change the ship-to customer, the Ship to Customer (1) page opens. In the Ship to Customer (1) page, they search for a ship-to customer or

decide to create a new ship-to customer. If they search for a ship-to customer, the Ship to Customer (2) page opens with their search results.

In the Ship to Customer (2) page, B2B customers can search again for a ship-to customer and view their results in the same page, select a ship-to customer, or choose to create a new ship-to customer.

If B2B customers select a ship-to customer, they return to the Shipping Information - Header Level page or the Shipping Information page.

If B2B customers choose to create a ship-to customer in the Ship to Customer (1) page or Ship to Customer (2) page, the Create Customer page opens. They create the ship-to customer in the Create Customer page. Next, they return to the Shipping Information - Header Level page or the Shipping Information page.

If B2B customers choose to change the ship-to contact, the Ship to Contact page opens. In the Ship to Contact page, they can search for a ship-to contact and view their results in the same page, select a ship-to contact, or choose to create a new ship-to contact.

If B2B customers select a ship-to contact, they return to the Shipping Information - Header Level page or the Shipping Information page.

If B2B customers choose to create a ship-to contact in the Ship to Contact page, the Create Contact page opens. They create the ship-to contact in the Create Contact page. Next, they return to the Shipping Information - Header Level page or the Shipping Information page.

If B2B customers choose to change the ship-to address, the Ship to Address page opens. In the Ship to Address page, they can search for a ship-to address and view their results in the same page, select a ship-to address, or choose to create a new ship-to address.

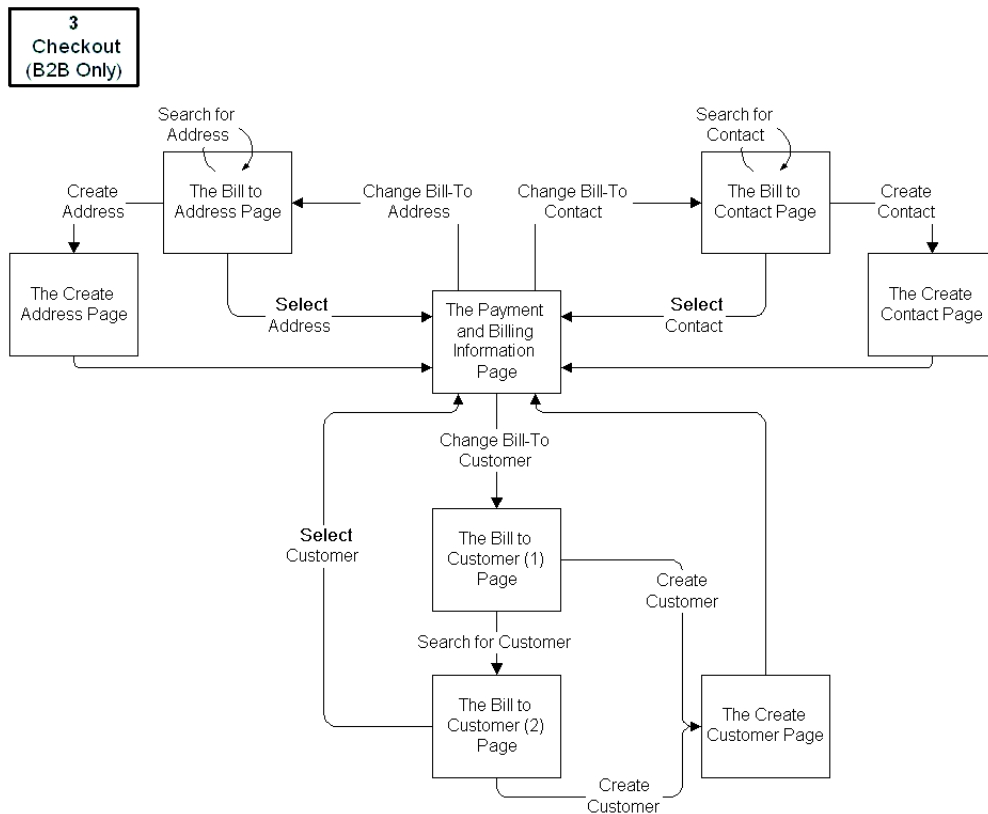
If B2B customers select a ship-to address, they return to the Shipping Information - Header Level page or the Shipping Information page.

If B2B customers choose to create a ship-to address in the Ship to Address page, the Create Address page opens. They create the ship-to address in the Create Address page. Next, they return to the Shipping Information - Header Level page or the Shipping Information page.

1.22.2 Changing B2B Billing Information

B2B customers can change and create their bill-to customer, contact, and address at checkout if they have the requisite permissions. The following diagram shows the required flows your templates must follow in this section of the store.

Figure 1–8 Page Flow for B2B Billing Information



In the Payment and Billing Information page, B2B customers can choose to change the bill-to customer, contact, or address.

If B2B customers choose to change the bill-to customer, the Bill to Customer (1) page opens. In the Bill to Customer (1) page, they search for a bill-to customer or decide

to create a new bill-to customer. If they search for a bill-to customer, the Bill to Customer (2) page opens with their search results.

In the Bill to Customer (2) page, B2B customers can search again for a bill-to customer and view their results in the same page, select a bill-to customer, or choose to create a new bill-to customer.

If B2B customers select a bill-to customer, they return to the Payment and Billing Information page.

If B2B customers choose to create a bill-to customer in the Bill to Customer (1) page or Bill to Customer (2) page, the Create Customer page opens. They create the bill-to customer in the Create Customer page. Next, they return to the Payment and Billing Information page.

If B2B customers choose to change the bill-to contact, the Bill to Contact page opens. In the Bill to Contact page, they can search for a bill-to contact and view their results in the same page, select a bill-to contact, or choose to create a new bill-to contact.

If B2B customers select a bill-to contact, they return to the Payment and Billing Information page.

If B2B customers choose to create a bill-to contact in the Bill to Contact page, the Create Contact page opens. They create the bill-to contact in the Create Contact page. Next, they return to the Payment and Billing Information page.

If B2B customers choose to change the bill-to address, the Bill to Address page opens. In the Bill to Address page, they can search for a bill-to address and view their results in the same page, select a bill-to address, or choose to create a new bill-to address.

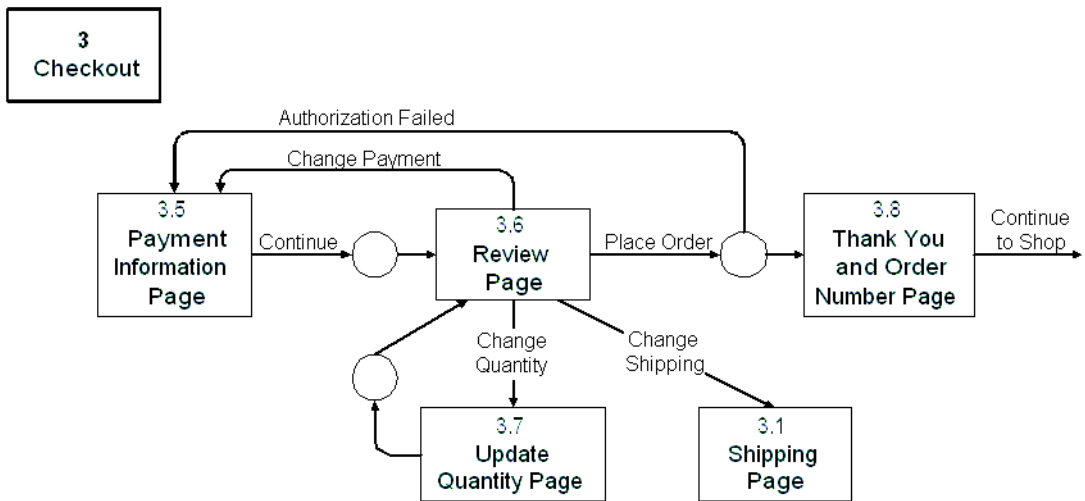
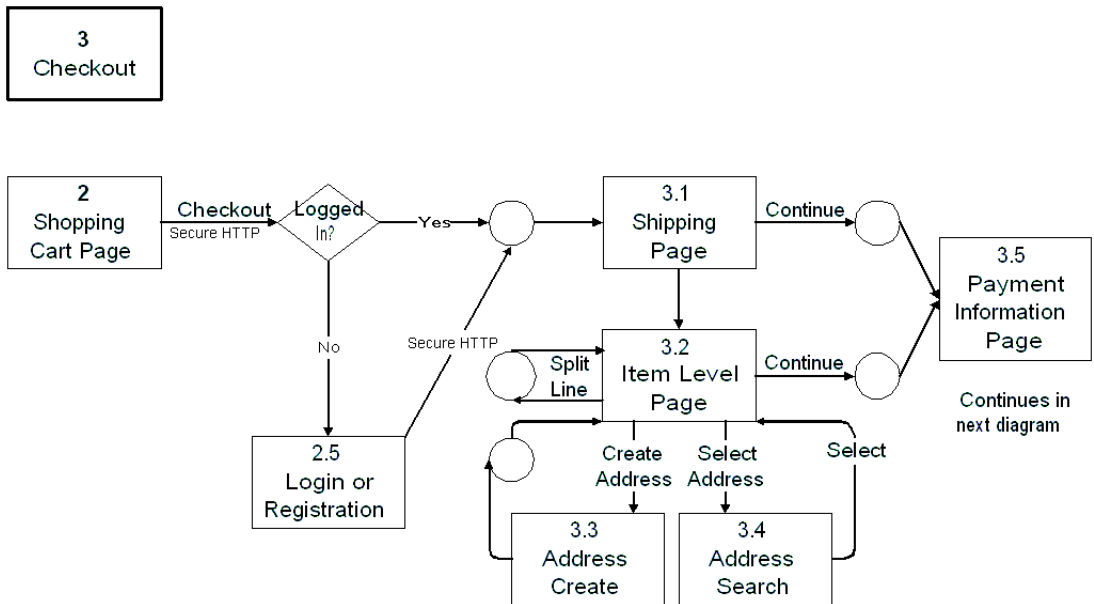
If B2B customers select a bill-to address, they return to the Payment and Billing Information page.

If B2B customers choose to create a bill-to address in the Bill to Address page, the Create Address page opens. They create the bill-to address in the Create Address page. Next, they return to the Payment and Billing Information page.

1.23 Business Flows and Templates for B2C Checkout

B2C customers who are ready to place their orders go to the checkout area of the store, where they enter shipping and payment information. The following diagrams show the required flows your templates must follow in this section of the store.

Figure 1-9 Page Flows for B2C Checkout



When a B2C customer chooses to check out, Oracle iStore 11i changes to secure mode and checks to see if the customer is logged in. If not, then the customer goes to log in or register (2.5).

The shipping page opens (3.1). The B2C customer can choose an existing address or add a new address and choose the shipping method and shipping instructions.

B2C customers can choose to set shipping at the item level (3.2). They can select an address, choose the search method (3.4), or add an address to their address books (3.3).

Clicking Continue takes B2C customers to the payment information page (3.5). For payment methods, Oracle iStore 11i displays the enabled values of the lookup type ASO_PAYMENT_TYPE.

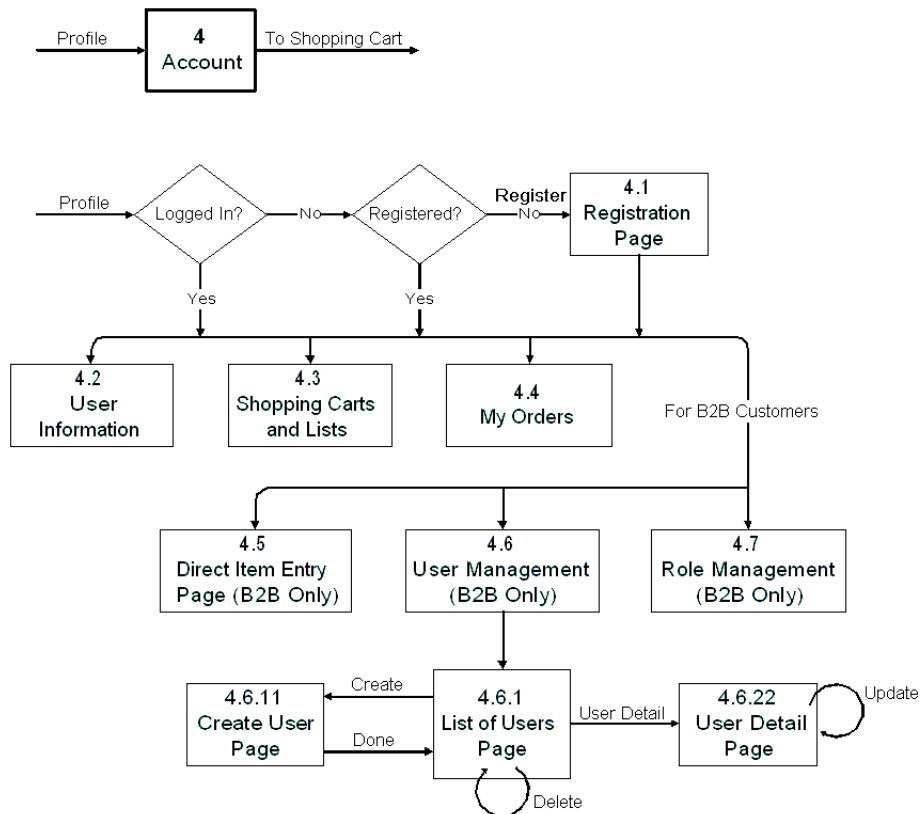
Clicking Continue starts the payment process and takes the B2C customers to the review order details page (3.6).

From the review page, B2C customers can update quantities (3.7), change payment information (3.5), and change shipping information (3.1).

B2C customers click Place Order on the review order details page to process the order and go to an order thank you page (3.8). Customers can then choose to continue to shop and return to the home page.

1.24 Business Flows and Templates for Account

Customers can click Profile from any page to update their user information, check on orders and invoices, work with shopping carts and shopping lists, or directly enter an item to purchase. The following diagram shows the required flows your templates must follow in this section of the store.

Figure 1–10 Page Flow for Account

Clicking Profile takes customers to user information (4.2), the personal information page. See [Section 1.25, "Business Flows and Templates for Customer Information"](#) to view the expanded diagram.

Customers choose Carts and Lists (4.3) to use their shopping lists or saved carts. Customers are first taken to the saved carts page. See [Section 1.26, "Business Flows and Templates for Carts and Lists"](#) to view the expanded diagram.

Customers choose My Orders (4.4) to go to the order status page, and from there view invoice and payment information. See [Section 1.27, "Business Flows and Templates for Orders and Invoices"](#) to view the expanded diagram.

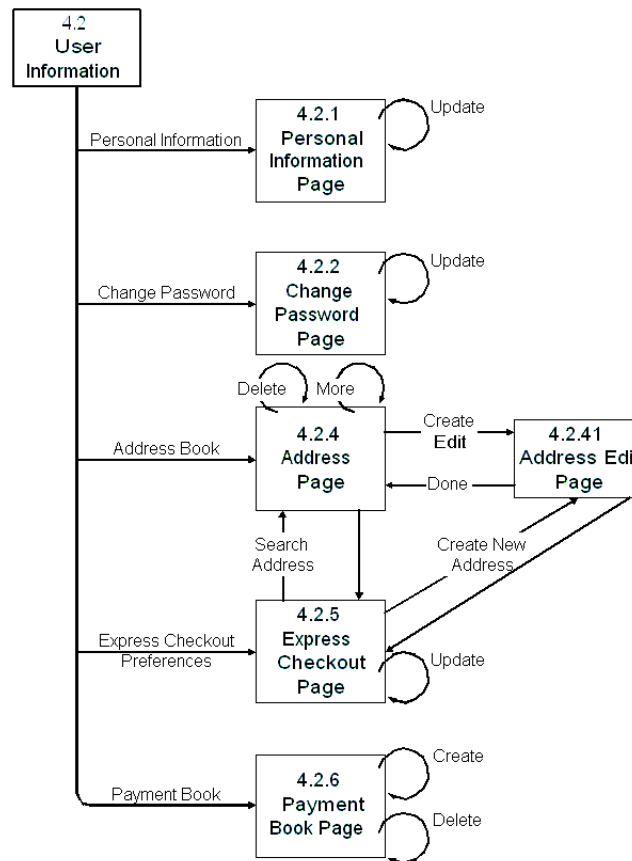
B2B customers can choose Direct Item Entry (4.5) to add items to their shopping carts by customer or merchant part numbers.

B2B customers can choose User Management (4.6) to create and maintain other users for their organizations, who can use your store. They click User Management, which takes them to a list of their users (4.6.1). They can then add new users (4.6.11) and edit the details for a user (4.6.22).

B2B customers can choose Role Management (4.7) to create and maintain roles for assignment to other users in their organizations.

1.25 Business Flows and Templates for Customer Information

Customers manage their own personal, address, and payment information. The following diagram shows the required flows your templates must follow in this section of the store.

Figure 1–11 Page Flow for Customer Information

When customers click Profile, the personal information page (4.2.1) opens.

Customers click Change Password to access the change password page (4.2.2). The password must be at least six characters long.

Customers click Address Book to review their billing and shipping addresses (4.2.4).

Customers click Edit or Add Address to access the address edit page (4.2.4.1).

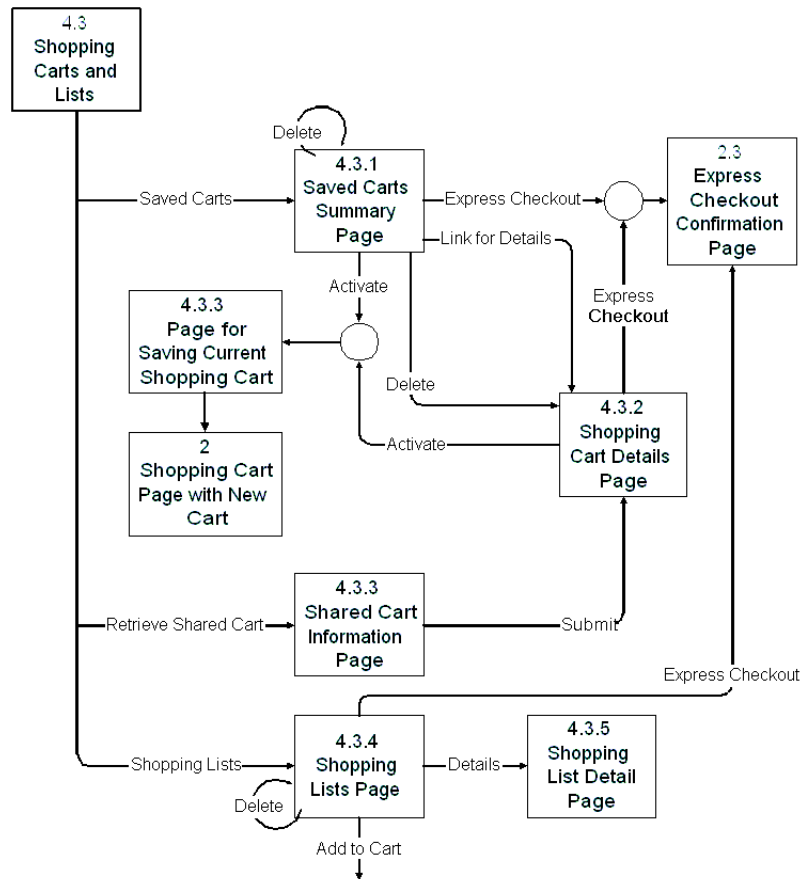
Customers click Payment Book to change payment methods or add to their payment options (4.2.6). For payment methods, Oracle iStore 11i displays the enabled values of the lookup type ASO_PAYMENT_TYPE.

Customers click Express Checkout Preferences (4.2.5) to edit their address (4.2.41), payment, and shipping information to use for Express Checkout. For payment methods, Oracle iStore 11i displays the enabled values of the lookup type ASO_PAYMENT_TYPE.

1.26 Business Flows and Templates for Carts and Lists

Customers use the Carts and Lists section of the store to share carts with others, retrieve saved carts, and use shopping lists. The following diagram shows the required flows your templates must follow in this section of the store.

Figure 1–12 Page Flow for Carts and Lists



Customers choose Carts and Lists and the saved carts summary page (4.3.1) opens.

Customers can activate a saved cart. When they do so, they are asked to save their currently active cart (4.3.3) and are taken to the active shopping cart page (2).

Customers can also click a shopping cart link on the summary page to view the detail information (4.3.2). They can also activate the cart from the detail page.

Customers can choose a cart and click Express Checkout, which takes them to the Express Checkout confirmation page (2.3).

A shopping cart can be shared by one customer with another customer. The receiving customer clicks Retrieve Shared Cart and the retrieve cart information page opens (4.3.3). The customer must enter the cart name and password. Customers can access the shared cart by following the instructions that are automatically e-mailed to them when the cart owner specifies them as sharees.

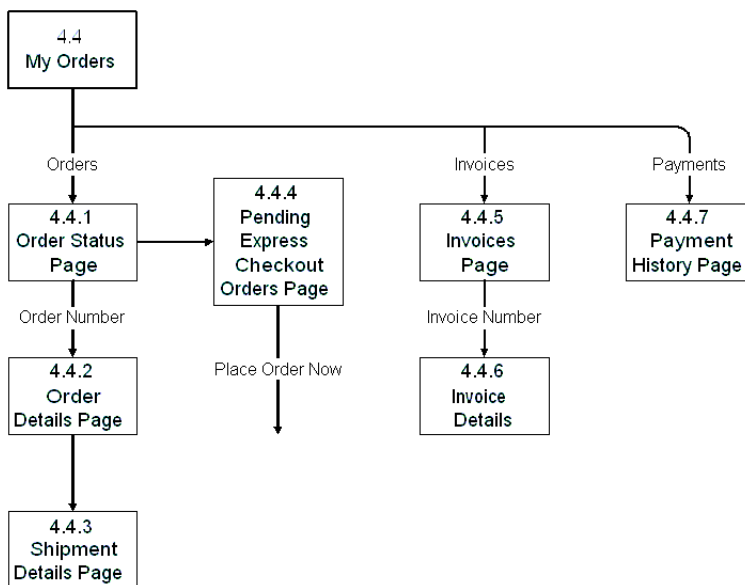
Customers choose Shopping Lists to view existing shopping lists (4.3.4).

From the Shopping Lists page, customers can navigate to the details (4.3.5) of a particular shopping list. One or more shopping lists can be added to the active shopping cart or sent directly to Express Checkout to become an order.

1.27 Business Flows and Templates for Orders and Invoices

Customers can review their orders, invoices, and shipping status. The following diagram shows the required flows your templates must follow in this section of the store.

Figure 1–13 Page Flow for Orders and Invoices



Customers choose My Orders and the order status page (4.4.1) displays status information for their outstanding orders.

Customers click an order number to view the order details (4.4.2).

Customers click shipment information to view shipment details (4.4.3).

Customers choose Pending Express Checkout Orders to view a list of Express Checkout orders that they have not yet placed (4.4.4). They can choose to place a selected order.

Customers choose Invoices to view a list of their invoices (4.4.5) with payment and order information.

Customers can click an invoice number anywhere to view the details for an invoice (4.4.6).

Customers choose Payments to view a history of all payments (4.4.7) and how payments have been applied to invoices.

1.28 How the Store Displays Multimedia

Multimedia consist of files used to present content on a Web page to your customer, such as graphics, text, audio, and video. Your Web page can call for multimedia to display in two ways:

- Directly, by using the multimedia name
- Indirectly, by using a multimedia component

1.28.1 Multimedia Called Directly

You assign a multimedia name and a programmatic access name to a multimedia object using the Multimedia tab. You then assign one or more physical media files to combinations of specialty stores and languages. At runtime, for a specific multimedia object, Oracle iStore 11i looks at the display language and displays the files that are assigned to the display language for the specialty store that the customer is in. If no file is specified for the language and specialty store, then the default file for that specialty store and all languages is displayed. If no file is specified for the specialty store and all languages, then the default file for all specialty stores and all languages is displayed. See [Section 2.6, "Customizing Multimedia"](#) for information about how to define multimedia relationships to specialty stores and languages.

1.28.2 Multimedia Called Indirectly

You can also use multimedia components in your templates to reference multimedia objects. See [Section 2.7, "Defining Multimedia Components"](#) for information about creating multimedia component names, their related programmatic access names, and assigning a default multimedia object to each multimedia component. Oracle iStore 11*i* determines what multimedia to display for a multimedia component.

In this case, you assign the multimedia object with a given multimedia component associated with products or sections. Then, when that product or section is displayed (using defaulting rules that are described below), Oracle iStore 11*i* gets the multimedia object that is associated with the multimedia component for the product or section according to the following process.

Example 1 The Product is Displayed

1. If you specified a multimedia object for the multimedia component associated with the product, Oracle iStore 11*i* retrieves the correct file based on the language of the specialty store.
2. If you have not specified a multimedia object at the product level, Oracle iStore 11*i* retrieves the multimedia object for the multimedia component set at the level of the product's primary display category.
3. If you have not specified a multimedia object at the product or category level, Oracle iStore 11*i* retrieves the default multimedia object for the multimedia component set at the store level.

Example 2 The Section is Displayed

1. If you specified a multimedia object for the multimedia component associated with the section, Oracle iStore 11*i* retrieves the correct file based on the language of the specialty store.
2. If no value is specified, Oracle iStore 11*i* retrieves the default multimedia object for the multimedia component set at the store level.

1.29 How the Store Displays Templates

Your Web page can call for templates to display in two ways:

- Directly by using the template name
- Indirectly by using the display style

1.29.1 Templates Called Directly

You assign a template name and a programmatic access name to a template using the Template tab. You then assign one or more physical template files to combinations of specialty stores and languages. At runtime, Oracle iStore 11*i* looks at the customer's language and displays the files that are assigned to the customer's language for the specialty store the customer is in. If no file is specified for the language, then the default file for that specialty store and all languages is displayed. If no file is specified for the specialty store and all languages, then the default file for all specialty stores and all languages is displayed.

1.29.2 Templates Called Indirectly

You can indicate that the template associated with a given display style will be used when displaying a product. See [Section 2.9, "Defining Display Styles"](#) for information on creating your own display styles. You can also indicate at the section level the display style to use for displaying products that belong to that section. Oracle iStore 11*i* uses the following process to determine which template to use when displaying a product according to a given display style.

1. For a given display style, Oracle iStore 11*i* uses the template that you associated with the product.
2. If no template is associated at the product level, Oracle iStore 11*i* retrieves the template associated with the product's primary display category.
3. If no template is associated with the product or category, Oracle iStore 11*i* retrieves the default template for the display style.

1.30 Understanding JSPs

A JavaServer Page (JSP) is a dynamic HTML Web page that embeds Java language methods in the HTML content to generate dynamic content on the Web page. A JSP file includes HTML, Java, JavaScript, and forms.

JSP files consist of the following basic components:

Directives

- Page Directive

```
<%@ page import="hello.NameHandler" %>
<%@ page info="a hello world example" %>
```

- Include Directive

```
<%@ include file="banner.html" %>
```

Declarations

```
<%!...%>
    <%! int a, b; double c; %>
```

Expressions

```
<%=...%>
    <%= a + b + c %>
```

Scriptlets

```
<%...%>
    <% String name=null;
    if ( request.getParameter("name") == ) { %>
```

Example 1 foo.jsp

```
<%@ include file="jtfincl.jsp" %>
<%@ include file="ibeCZzpHeader.jsp" %>
<%@pageContext.setAttribute ("_pageTitle", "Test", pageContext.REQUEST_SCOPE);
%>
<%@ include file="ibeCZzpHeader.jsp" %>
Hello World
<%@ include file="ibeCZzdBottom.jsp" %>
```

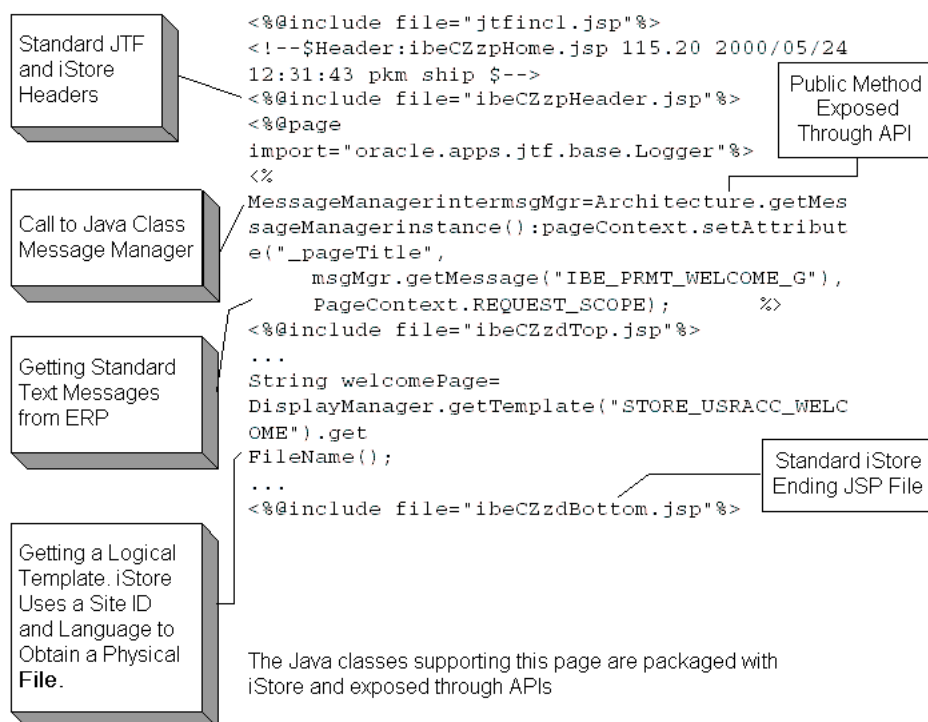
foo.jsp is accessed from a browser as:

```
http://some.domain.com/html/foo.jsp?minisite=10120
```

The minisite ID is a different number for different installations. After the first session, the minisite parameter is passed along in the cookie.

For an example of a JSP layout, see the following illustration.

Figure 1-14 JSP Layout Example



1.31 Standard Includes

The Oracle iStore 11i standard includes are listed in the following table.

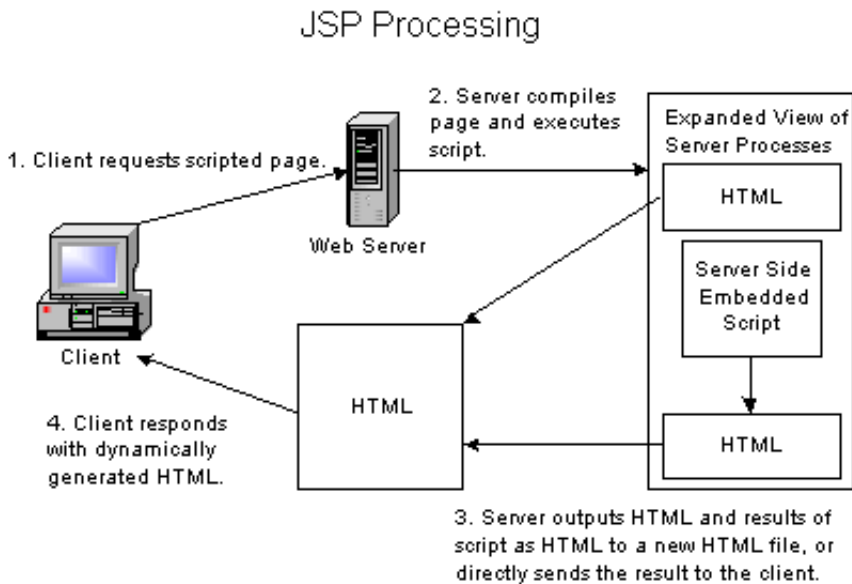
Table 1–1 Standard Includes

JSP	Description
jtfincl.jsp	Oracle CRM Technology Foundation standard header
ibeCZzpHeader.jsp	Oracle iStore 11i standard header
ibeCZzdTop.jsp	Prints the top of the page to be generated: <head>, <title>, and so on
ibeCZzdMenu.jsp	Prints the top links, tabs, subtabs and the search bar
ibeCZzdBottom.jsp	Standard footer

1.32 JSP Processing

The following drawing illustrates how JSPs are processed.

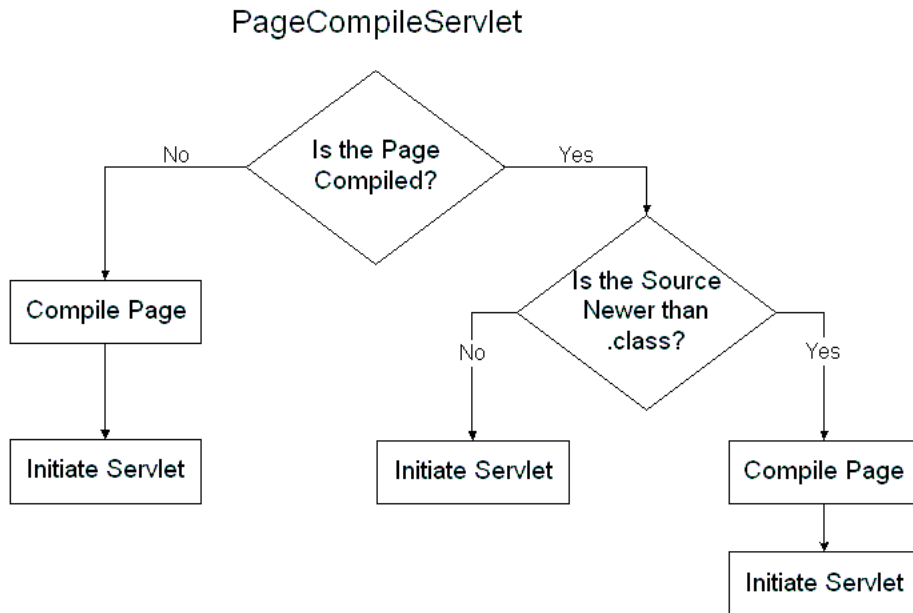
Figure 1–15 JSP Processing



1.33 PageCompileServlet

The following diagram illustrates the server's decision process for PageCompileServlet.

Figure 1–16 *Decision Process for PageCompileServlet*



The server checks to see if the page is compiled. If the page is not compiled, then the server compiles the page and initiates the servlet.

If the page is compiled, the server checks to see if the source is newer than the .class file. If the .class file is newer than the source, the server initiates the servlet. If the source is newer than the .class file, the server recompiles the page and then initiates the servlet.

1.34 The Request Object

After a user enters data, the data is stored in the request object, which usually implements `javax.servlet.http.HttpServletRequest`. You can access the request object from within a scriptlet. The following table lists request objects.

Table 1–2 Request Objects

Method	Defined In	Job Performed
<code>getRequest</code>	<code>javax.servlet.jsp.PageContext</code>	Returns the current request object.
<code>getParameterNames</code>	<code>javax.servlet.ServletRequest</code>	Returns the names of the parameters that the request currently contains.
<code>getParameterValues</code>	<code>javax.servlet.ServletRequest</code>	Returns the values of the parameters that the request currently contains.
<code>getParameter</code>	<code>javax.servlet.ServletRequest</code>	Returns the value of the parameter if you provide the name.

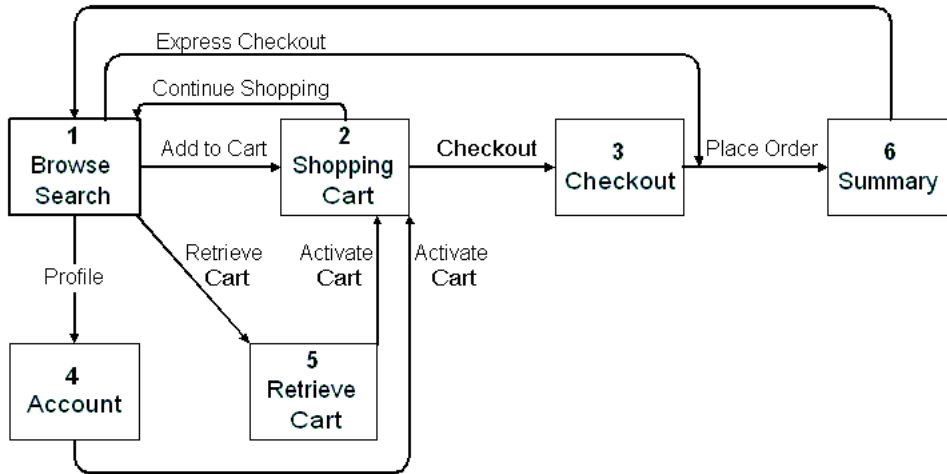
Using Oracle iStore 11i

This chapter describes the usage of Oracle iStore 11i after you have verified your installation and dependency setup. (Refer to *Oracle iStore Implementation Guide* and *Implementing Oracle CRM: ERP Functional Checklist* for information on setting up Oracle iStore 11i.) Topics include:

- [Setting Up the Store Business Flow](#)
- [Overview of Creating Your Store](#)
- [Accessing the Merchant UI](#)
- [Accessing Oracle Forms](#)
- [Creating Specialty Stores](#)
- [Customizing Multimedia](#)
- [Defining Multimedia Components](#)
- [Customizing Templates](#)
- [Defining Display Styles](#)
- [Creating the Hierarchy](#)
- [Building the Product Catalog](#)
- [Creating Product Relationships](#)
- [Customizing Product Presentation at the Category Level](#)
- [Customizing Product Presentation at the Item Level](#)
- [Setting Up the Product Search](#)
- [Customizing the Shopping Cart](#)
- [Testing the Store](#)

2.1 Setting Up the Store Business Flow

The flow through your store must follow a certain path, as shown in the following top level diagram and related detail diagrams. Oracle iStore 11i provides templates you can use for the pages illustrated in the diagrams.



Customers enter the store at (1) and browse through the store pages. See [Section 1.20, "Business Flows and Templates for Search"](#) to view the expanded diagram.

If the customers want to edit their user information, view orders, or use saved shopping carts and lists, then they click Profile (4). A customer can reach the account page from any other page. See [Section 1.24, "Business Flows and Templates for Account"](#) to view the expanded diagram.

While shopping, customers choose items to add to the shopping cart (2). When they add an item, the shopping cart page opens. See [Section 1.21, "Business Flows and Templates for Shopping Cart"](#) to view the expanded diagram. Continue Shopping takes the customer back to the home page.

Customers who are browsing the store can retrieve a previously saved shopping cart (5), which takes them to the shopping cart page.

Customers ready to purchase the items in the shopping cart click Checkout and go to the checkout page (3). See [Section 1.22, "Business Flows and Templates for B2B"](#)

[Checkout](#)" and [Section 1.23, "Business Flows and Templates for B2C Checkout"](#) to view the expanded diagrams.

The checkout process takes customers to the summary page (6). Customers click Express Checkout to omit the shopping cart and checkout process and go directly to placing the order.

2.2 Overview of Creating Your Store

Oracle iStore 11i ships with templates and defaults that allow you to develop a basic store. You can customize presentation and add functionality as required. The Merchant UI enables you to create and modify your specialty stores.

The following prerequisites must be met prior to creating your initial store:

Prerequisites

- Define JTT profile options. See *Oracle iStore Implementation Guide* for details.
- Define IBE profile options. See *Oracle iStore Implementation Guide* for details.
- Run concurrent jobs. See *Oracle iStore Implementation Guide* for details.
- Set up shipping options. See *Oracle Order Management User's Guide* and *Oracle Shipping Execution User's Guide* for details.
- Set up payment options. See *Oracle Order Management User's Guide* and *Oracle iPayment Implementation Guide* for details.
- Set up price lists and currencies in Oracle Pricing. See *Oracle Pricing User's Guide* and *Oracle Order Management User's Guide* for details.

You must select a price list for each type of customer on the Oracle iStore 11i Currencies and Price Lists page. Only maximum order limit is optional.

- Set up languages in Oracle AOL. See *Oracle Applications Concepts* for details.
Set a default language for the store.
- Set up business units in Oracle General Ledger. See *Oracle Applications Concepts* and *Oracle General Ledger User's Guide* for details.

Note: If the information for these prerequisites is unknown, you can continue with the setup now and revise this information later.

Customizing your store also requires the following tasks:

- Identify the ways in which the store will display products.
- Plan page designs and divide them into common components that you can make into templates.
- Invent a name for each possible template to facilitate planning and communication of designs.
- Customize templates now as part of the design or later in the setup cycle.

You can create a specialty store using Oracle iStore 11*i* by the following suggested sequence of steps. The steps required to develop a basic store are labeled, "Required." The other steps are necessary to customize the appearance and functionality of the store.

Steps

1. Required: Access the Merchant UI.
2. Required: Set up a specialty store.
3. Create proprietary media source files for use in the customized store. Some examples of media file types are small .gif, large .gif, descriptive text, audio, and video. The types of media you can use in the store depend on the capabilities of the browsers that will access it.
4. Catalog Oracle iStore 11*i* multimedia in the Multimedia tab to make them available for assignment to multimedia components. Each multimedia name cataloged can have a number of media source files assigned to it.
5. Define and catalog multimedia components under **Multimedia Components** in the Setup tab. Enter a default multimedia name for each multimedia component.
6. Create template source files for pages and for blocks within pages using Oracle JDeveloper or another Web page authoring application.
7. Catalog Oracle iStore 11*i* templates in the Template tab. Each template name cataloged can have a number of template source files assigned to it.
8. Define and catalog the display styles determined during planning, under **Display Styles** in the Setup tab. Enter a default template name for each display style.
9. Required: Set up an overall hierarchy for the store sections and products.

If necessary, you can later modify the overall hierarchy for your products using the Hierarchy tab. For example, you can add items to a section, remove items from a section, and create or delete sections.

10. Required: Build the product catalog.
11. Create new relationship types.
12. Customize product presentation at the category level.
13. Customize product presentation at the item level.
14. Set up a product search for the Customer UI.
15. Customize shopping cart presentation and functionality.
16. Required: Test the Customer UI.

2.3 Accessing the Merchant UI

After installing Oracle iStore 11i and setting up the Merchant UI, you can enter the Merchant UI by logging in to:

```
http://<host>:<apache port>/OA_HTML/jtfllogin.jsp
```

with a user name that the system administrator has set up as an Oracle iStore 11i store manager user account. See *Oracle iStore Implementation Guide* for more information on creating a store manager user account.

On any page of the Merchant UI, you can click the Profile icon to go to your Oracle CRM Technology Foundation user profile page. Here, you can switch responsibilities and update your profile.

Figure 2–1 The Oracle iStore 11i Merchant UI



2.4 Accessing Oracle Forms

Some setups for Oracle iStore 11i require that you use Oracle Forms. Launch Oracle Forms by navigating to:

`http://<host>:<apache port>/`

and clicking **Apps Logon Links > VIS Logon through the Forms cartridge**. When Oracle Forms launches, log in with the appropriate user name and responsibility to perform the required tasks.

2.5 Creating Specialty Stores

A specialty store is any Web store. You can create multiple stores, for example a main store, a store for one large customer, a holiday specials store, and a store that requires registered users. You must create at least one store.

Multiple currencies and languages can be selected for every specialty store. The customer’s preference, as defined in his or her user profile, determines which currency and language is to be used for a store. Once a registered customer selects a

preferred language, the store defaults to that preferred language each time the customer enters. When the user preference is not set, default language and currency settings will take effect.

Users can also change their display languages and currencies by choosing from a list of the languages and currencies supported by the store. When a customer changes the display language and currency, Oracle iStore 11i changes his or her preferred language and currency to match the newly selected display language and currency. This change enables consistency across customer sessions and Oracle applications. For example, this will ensure that the order confirmation alert in a German language store will be in German, even if the customer's previous preferred language was French.

Customers must also choose the responsibility with which they enter a specialty store. The Customer UI shows a list of available combinations of specialty stores and Oracle iStore 11i responsibilities. When the customer chooses one of these combinations, he or she enters that specialty store with that responsibility for the current session. The responsibility determines the operating unit against which any orders placed in the current session are booked. The responsibility also determines the values of the profile options set at the responsibility level.

You can set up specialty stores to check the customers' responsibilities when they log in. For every specialty store flagged to check the user's responsibility, the Customer UI excludes those specialty store-responsibility combinations containing responsibilities not associated with the user.

Note: If the customer can only access one specialty store-responsibility combination, he or she is automatically forwarded to that specialty store's home page with that responsibility and does not see a list of specialty store-responsibility combinations.

Use Oracle Forms to create responsibilities and assign them to customer user names. See *Oracle Applications System Administrator's Guide* for more information.

Use the following procedure to create a basic specialty store.

Note: Specialty stores are also referred to as "minisites."

Steps

1. Launch the Merchant UI.
2. In the Setup tab, choose **Specialty Stores**.
3. Click **Create**. The Specialty Store Detail page opens.
4. Enter the basic information for the specialty store in the following fields. The fields marked with an asterisk in the Merchant UI are mandatory.
 - a. Specialty Store Name: Enter the name of the specialty store.
 - b. Specialty Store Code: Enter a unique programmatic access name for the specialty store. Oracle iStore 11i's JSPs and Java code will use this programmatic access name to retrieve the specialty store information. The specialty store code should be an alphanumeric string without spaces.
 - c. Description: Enter a description for the specialty store.
 - d. Start Date: Enter the date when the specialty store should first be active and available to customers.
 - e. End Date: Enter the date when the specialty store should no longer be active and available to customers.
5. In the Languages section, check the Select checkbox next to each language that you want the specialty store to support.
6. In the Default Language pull-down menu, choose the default language for your specialty store.
7. Click **Continue**. The Store Flags page opens.

This page is used to select the root section for the specialty store from the Oracle iStore 11i hierarchy and to determine whether the specialty store will:

- Be ATP Enabled for Oracle Inventory
 - Allow walk-in customers (customers who have not logged in or registered)
 - Check user responsibility
8. From the ATP Enabled pull-down menu, choose **Yes** if you want this store to provide ATP inventory information to the customer.
 9. From the Walkin Customers Enabled pull-down menu, choose **Yes** if you want this store to allow walk-in customers who are not registered or logged in.
 10. From the Check User Responsibility pull-down menu, choose **Yes** if you want the store to check user responsibility when customers log in.

11. Click **Go** next to the Root Section field.

A pop-up window displays the Oracle iStore 11i hierarchy.

12. Search for and highlight the root section of the store, and click **Done**.

The pop-up window closes, and the Root Section field is populated with the name of the section you have chosen.

Note: Each specialty store must have a root section.

13. Click **Continue**.

The Supported Responsibilities page opens.

14. Click **Add Responsibility**.

The Select Responsibility pop-up window opens.

15. In the Select Responsibility pop-up window, search for responsibilities that you want this specialty store to support by application and responsibility name, key, or description, using the wildcard character % if necessary. Check the Select checkbox next to the responsibilities, and click **Add**. When you are finished selecting responsibilities, click **Done**.

You return to the Supported Responsibilities page.

16. In the Display Name fields, enter user-friendly names by which each specialty store-responsibility combination will appear in the Customer UI.
17. In the Start Date and End Date fields, enter the dates when the specialty store will support each responsibility you have added.
18. In the Order fields, specify the order in which these responsibilities will appear on the customer login page.
19. Click **Continue**.

The Access Restrictions page opens.

20. Click **Add Organization**.

The Select Organization pop-up window opens.

21. In the Select Organization pop-up window, search for organizations by name or account number, using the wildcard character % if necessary. Check the Select checkbox next to the organizations you want to add to the list, and click **Add**. When you are finished selecting organizations, click **Done**.

You return to the Access Restrictions page.

22. Highlight one of the three radio buttons:

- No Restriction, if you want this specialty store to allow users from any organization
- Include the following organizations, if you want this specialty store to allow only users from the organizations you specify in this page
- Exclude the following organizations, if you want this specialty store to deny access only to users from the organizations you specify in this page

23. In the Start Date and End Date fields, enter the dates when the inclusion or exclusion of the listed organizations is effective.

24. Click **Continue**.

The Currencies and Price Lists page displays available currencies.

25. Choose currencies by checking the Select checkbox next to the currencies that you want this specialty store to support.

26. For each selected currency, choose the price lists for Walk-in Customer, Registered Customer, and Business Partner from the pull-down menus.

27. Optional: Enter a maximum orderable limit for each selected currency.

28. Choose the default currency for the store from the Default Currency pull-down menu.

29. Click **Continue**.

The new specialty store is saved.

To modify an existing specialty store, click on its name in the **Setup > Specialty Stores** section of the Merchant UI and change the information as needed. Click on **Update** instead of **Continue** in the specialty store information pages to save your changes.

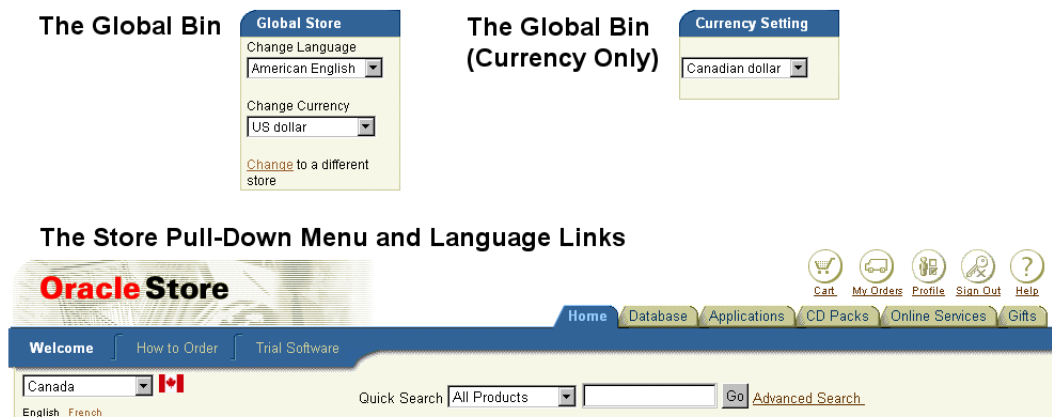
2.5.1 Creating Global Specialty Stores

If you have created specialty stores that support multiple languages and currencies, you can set up the stores' home pages to allow the user to change his or her preferred language and currency. The store home page is the highest level featured section of the catalog.

In the store home page, you can set up different UI objects where the user can change his or her preferred language and currency, as well as the specialty store. The UI objects are the following items:

- **The global bin**—This bin appears by default on the right side of the home page. The global bin displays pull-down menus in which the user can choose the preferred language and currency. It also displays a link to the specialty stores login page, where the user can choose another specialty store.
- **The global bin for currency only**—This bin is the same as the standard global bin, but displays only a currency pull-down menu.
- **Store pull-down menu and language links**—The home page menu bar can display a specialty store pull-down menu and links for the current store’s supported languages. The menu bar can also display a thumbnail image representing the current store next to the specialty store pull-down menu. The user can choose a new specialty store directly from the pull-down menu and change the preferred language by clicking a link.

Figure 2–2 UI Objects for the Global Store Home Page



Using the seeded Oracle iStore 11i page layouts, you can combine these UI objects in one of the scenarios described in the following table.

Table 2–1 Global Store Home Page Layouts

Global Bin	Global Bin (Currency Only)	Store Menu and Language Links	Procedure
Yes (Appears in all seeded section pages)	No	No	Set the profile option IBE: Use Global Bin to Yes and the profile option IBE: Use Specialty Stores Page to Yes . Additionally, if you want to remove the link to the specialty stores login page from the global bin, set the profile option IBE: Show Change Store Link to No .
No	Yes (Appears in all seeded section pages)	Yes	Set the profile option IBE: Use Global Bin to Yes and the profile option IBE: Use Specialty Stores Page to No . For the thumbnail image representing the current specialty store, map image files to the multimedia programmatic access name STORE_LOGO_SPECIALTY for each specialty store. See Section 2.6.3, "Cataloging Multimedia" for information on mapping image files to multimedia programmatic access names.
No	No	Yes	Set the profile option IBE: Use Global Bin to No and the profile option IBE: Use Specialty Stores Page to No . For the thumbnail image representing the current specialty store, map image files to the multimedia programmatic access name STORE_LOGO_SPECIALTY for each specialty store.
No	No	No	Set the profile option IBE: Use Global Bin to No and the profile option IBE: Use Specialty Stores Page to Yes .

The profile option IBE: Use Global Bin activates the global bin if the profile option is set to **Yes**. The profile option IBE: Use Specialty Stores Page, if set to **Yes**, adds the specialty stores login page link to the global bin. If this profile option is set to **No**, it converts the global bin into the currency-only global bin. It also adds the store pull-down menu and the language links if multiple specialty stores exist and multiple languages are supported.

You can move the global bin by setting the profile option IBE: Use Global Bin to **No** and mapping the global bin JSP to a catalog bin template, as described in [Section C.4.1, "Managing Section Page Bins Through Profile Options"](#) and [Section C.4.2, "Customizing Section Page Bin Content Through Template Setup"](#).

Note: The store pull-down menu displays every specialty store that you have created. Therefore, if you have set up any form of access control for your specialty stores, you must use the specialty stores login page instead of the store pull-down menu. Set the profile option IBE: Use Specialty Stores Page to **Yes**.

The following table summarizes the recommended values for the profile options IBE: Use Global Bin and IBE: Use Specialty Stores Page for various store and globalization scenarios.

Table 2–2 Recommended Values for Global Store Profile Options

Scenario	IBE: Use Global Bin	IBE: Use Specialty Stores Page
One specialty store with one language and currency	No	Not applicable
One specialty store with multiple languages and currencies	Yes	No
Multiple specialty stores with access control	Yes	Yes
Multiple specialty stores without access control	Yes	Yes to require the user to return to the specialty stores page to change stores, or No to activate the store pull-down menu and language links
	No	Yes to prevent store switching completely, or No to activate the store pull-down menu and language links

See *Oracle iStore Implementation Guide* for more information about setting these profile options. You must also specify the permitted bill-to and ship-to countries for each of your operating units in Oracle Human Resources, as described in *Oracle iStore Implementation Guide*.

In addition to supporting multiple languages and currencies, your specialty stores can also display line level taxes if one or more of the countries in which you are a merchant require line level tax display. To set up line level tax display for a specialty store, map the template with the programmatic access name STORE_CART_LINE_TAX to a JSP that displays line level taxes. Set this mapping for the specialty store

and all languages. See [Section 2.8.3, "Cataloging Templates"](#) for information on mapping JSP files to template programmatic access names.

2.6 Customizing Multimedia

Multimedia consist of files such as graphics, text, audio, and video, that are used to present content on a Web page to your customer.

The Oracle iStore 11*i* multimedia catalog enables you to make customized multimedia available for use in your stores and organize the multimedia according to specialty stores and languages. See [Section 1.28, "How the Store Displays Multimedia"](#) for information about how the information you enter here is used by the store.

To customize the appearance of your store pages, you must perform these tasks:

- Create proprietary media source files.
- Choose Oracle iStore 11*i* multimedia names.
- Catalog Oracle iStore 11*i* multimedia and assign multimedia source files to each multimedia object.

2.6.1 Creating Media Source Files

Creating your own media source files for use in your store pages can enhance the appearance of your store to serve better the store's purposes.

Types of media source files can include small or large graphics, such as GIF files, descriptive text, audio, and video. You can create these files through media authoring programs.

You should place all media source files in the file system's `OA_MEDIA` directory if the profile option `IBE: Use Database for Media Storage` is set to **No**, or upload the files to the database from the file system or your local directory if the profile option is set to **Yes**.

If you are using the database for media storage, and the Display Manager calls a media source file that exists in your file system but not in the database, then the Display Manager can still retrieve the source file from the file system.

You can use the following procedure to migrate all of the media source files in your file system to the database. You can run this procedure whenever necessary.

Steps

1. Launch the Merchant UI.
2. Navigate to:

```
http://<host>:<apache port>/OA_HTML/ibemdmgt.jsp
```
3. The Multimedia Migration page opens, with the View All Media in File System subtab listing the Oracle iStore 11i media source files that are in the file system's OA_MEDIA directory.
4. Optional: View a list of the Oracle iStore 11i media source files that are in the database by clicking **View All Media in Database**.
5. In the View All Media in File System subtab, click **Migrate** to begin migrating all of the media source files in the file system to the database.

The Migration in Process page opens. This page refreshes every two seconds with an update of the migration.
6. Optional: You can stop the migration at any time before it completes by clicking **Stop** in the Migration in Process page.
7. When the migration completes, or when you stop it, the Migration Summary Page opens.
8. Optional: To restart the migration, click **Restart** in the Migration Summary Page.

Note: You can close your browser after you start the migration.

2.6.2 Naming Multimedia

Each multimedia object that you list in the Oracle iStore 11i multimedia catalog can have a number of media source files assigned to it. Each of these source files can be assigned to combinations of specialty stores and languages. Each multimedia object is in turn available for assignment to multimedia components, which are called by templates to determine which multimedia object appears on a given store page.

The multimedia name is the catalog name that is easy to communicate and use when planning your page designs. An example is **CompanyLogo**. This name can be translated for convenience in store administration.

Every multimedia name is given a programmatic access name that is short, unique, and not as descriptive. The programmatic access name is used to display that

multimedia file in your Web page, if you want to refer to it directly in the template. An example is **clogo**. This name is not translated.

The multimedia name and programmatic access name represent several source files. You assign each source file to combinations of specialty stores and languages. The following table lists examples of file names for the multimedia name **CompanyLogo**.

Table 2–3 Sample Media File Names for the Multimedia Name CompanyLogo

Multimedia Name	Programmatic Access Name	File	Specialty Store	Language
CompanyLogo	clogo	clog1f.gif	Specialty Store 1	French
CompanyLogo	clogo	clog1e.gif	Specialty Store 1	English
CompanyLogo	clogo	clog2f.gif	Specialty Store 2	French
CompanyLogo	clogo	clog2e.gif	Specialty Store 2	English

In this example, if a French customer enters Specialty Store 1, the store displays the logo file `clog1f.gif`. An English customer entering the same specialty store sees `clog1e.gif` instead.

To see the multimedia which have been seeded into Oracle iStore 11*i* and are available for use in your store, enter the Multimedia tab. This page lists the existing multimedia and their programmatic access names, keywords, descriptions, and default source files for all specialty stores and languages. Click individual multimedia names for more detail. Choose **View All Mappings** from within an individual detail page to display each source file name and its relationship to specialty stores and languages.

2.6.3 Cataloging Multimedia

Use this procedure to catalog an Oracle iStore 11*i* multimedia object and assign media source files to the multimedia object name.

Prerequisites

- Check whether you are storing your media source files in the file system or the database. See [Section 2.6.1, "Creating Media Source Files"](#) for details.
- The default language is defined.
- At least one specialty store exists.

Steps

1. Launch the Merchant UI.
2. In the Multimedia tab, search for multimedia that are already cataloged and available to use in your store.

The Multimedia page lists the multimedia that match your search criteria along with their programmatic access names, keywords, descriptions, and the default source files to use for all specialty stores and languages.

3. Click **Create**.

The Multimedia Details page opens.

Figure 2–3 The Multimedia Details Page

ORACLE
Oracle Applications

Profile Sign Out Help

Setup Category Hierarchy Relationship Product Templates **Multimedia** Cache Reports

Multimedia Details

Information and Source Files

*Name Displays

*Programmatic Access Name Keywords

Description

Update Restore

4. In the Name field, define the multimedia name. Choose a name that is representative of the multimedia object's characteristics and purpose.
5. In the Programmatic Access Name field, define the programmatic access name, which is the name by which the multimedia object will be accessed from the template. Do not duplicate other programmatic access names.
6. In the Displays pull-down menu, specify if this multimedia object will be available for product- and category-level (**CATEGORY**) or section-level

(**SECTION**) presentation, or for page features not specifically associated with catalog presentation (**OTHERS**).

7. Optional: In the Keywords field, enter keywords for the multimedia. Entering keywords enables a keyword-based search for this multimedia object when assigning a multimedia object name to a multimedia component.
8. Optional: In the Description field, enter a description of the multimedia. Entering a description enables a description-based search for this multimedia object when assigning a multimedia object name to a multimedia component.
9. Click **Update**. The Source Files used for Specialty Stores and Languages section appears in the Multimedia Details page.
10. If you are storing your media source files in the file system, then provide a source file for the multimedia object using the following steps:
 - a. In the Add Source File field of the Multimedia Details page, define a media source file by entering the location of the file relative to the OA_MEDIA directory. For example, enter the GIF file product.gif from the OA_MEDIA directory as /OA_MEDIA/product.gif.
 - b. Click **Add**.

The Source File Details section for the media source file appears in the Multimedia Details page.
11. If you are storing your media source files in the database and want to search for a source file in the database, follow these steps:
 - a. In the Multimedia Details page, click **Search**.

A media source file search interface appears in the Multimedia Details page.
 - b. From the Search a multimedia source file pull-down menu, select the parameter on which you want to search. In the text field, enter the search criteria, using the wildcard character % if necessary.
 - c. Click **Go**. The multimedia source file search results appear on the page.
 - d. Highlight the radio button next to the source file that you want to assign to the multimedia object, and click **Continue**.

The Source File Details section for the media source file appears in the Multimedia Details page.
12. If you are storing your media source files in the database and want to upload a source file from your local directory, follow these steps:

- a. In the Multimedia Details page, click **Upload**.

The Upload Source File section appears in the Multimedia Details page.

- b. Click **Browse** to search for a source file in your local directory. When you select the file, the Source File Name field is populated with the file name.
- c. Optional: In the Keywords field, enter keywords for the media source file. Entering keywords enables a keyword-based search for this media source file when assigning a source file to a multimedia object.
- d. Optional: In the Description field, enter a description of the media source file. Entering a description enables a description-based search for this media source file when assigning a source file to a multimedia object.
- e. Click **Upload** to upload the file to the database.

The Source File Details section for the media source file appears in the Multimedia Details page.

13. In the Source File Details section, add each specialty store and language where you want the new source file to appear.
14. Optional: Check the checkbox in the Remove column next to any specialty store-language mapping that you want to delete.
15. Click **Update**. The relationships between the multimedia name, source file, specialty stores, and languages are saved.

The Multimedia Details page opens, listing the newly assigned source file.

16. In the Multimedia Details page, highlight the radio button in the Show as Default column next to the source file name that you want the multimedia object to call when there is no specific source file mapping for the user's specialty store and display language. Click **Update** to save your changes.
17. Optional: In the Multimedia Details page, check the checkbox in the Remove column to remove a source file from the multimedia object, and click **Update**.
18. Optional: Choose **View All Mappings** in the Multimedia Details page.

The View All Mappings page displays each source file name and its relationship to specialty stores and languages. This step is highly recommended.
19. Optional: In the Multimedia Details page or the View All Mappings page, click on a source file name to map it to more specialty store-language combinations.

2.7 Defining Multimedia Components

Multimedia components define the types of multimedia objects available for display on a Web page, such as an image of a certain size, short text description, or a ten-second audio file. They enable assignment of default and specific multimedia objects at the product, category, section, and store levels.

Multimedia components are called by the store Web page templates to determine which multimedia appear on a given store page. One multimedia component dynamically displays the correct media file in your store according to the product, category, or section that the customer chooses to view. See [Section 1.28, "How the Store Displays Multimedia"](#) for more information about how Oracle iStore 11i uses the information that you enter here.

When you catalog a multimedia component, you choose a default multimedia object that is active at store level. In the Hierarchy tab, there are multimedia component fields where you can choose a multimedia object name to correspond with each component for each section.

In the Product and Category tabs, there are also multimedia component fields where you can choose a multimedia object name to correspond with each component for the product or category. Pages associated with the product or category will use this multimedia object instead of the store-level multimedia.

Seeded Values

- STORE_PRODUCT_LARGE_IMAGE
- STORE_PRODUCT_SMALL_IMAGE
- STORE_SECTION_SMALL_IMAGE

You can view the seeded values in the Multimedia Components tab. This page lists existing multimedia components and their programmatic access names, descriptions, default multimedia, and default source files.

Use this procedure to catalog multimedia components that you want to assign to sections, categories, or products.

Prerequisites

Define the types of media objects you want to use on your store Web pages.

You can select a default multimedia object name for a multimedia component only after you have cataloged multimedia. If the default information is unavailable, you can continue the setup and select a default multimedia name at a later time.

However, if a multimedia association is requested for any product, category, or

section with that multimedia component, and there is no product-specific, category-specific, or section-specific association for the multimedia component, Oracle iStore 11i uses the default multimedia object name defined at the store level.

To avoid the error, you can also use the multimedia component's seeded values, as listed in the Multimedia Components tab.

Steps

1. Launch the Merchant UI.
2. In the Setup tab, choose **Multimedia Components**.

The Multimedia Components page displays a list of existing multimedia components and each component's default multimedia name. It also lists the default media source file for each multimedia name.

3. Click **Create**.

The Multimedia Component Details page opens.

Figure 2–4 The Multimedia Component Details Page

The screenshot shows the Oracle Applications interface. At the top, the Oracle logo and 'Oracle Applications' text are visible. To the right, there are icons for Profile, Sign Out, and Help. Below this is a navigation bar with tabs for Setup, Category, Hierarchy, Relationship, Product, Templates, Multimedia, Cache, and Reports. The Multimedia tab is selected. The main content area is titled 'Multimedia Component Details'. It contains four input fields: '*Name', '*Programmatic Access Name', 'Description', and 'Default Multimedia'. The 'Default Multimedia' field has a 'Go' button next to it. At the bottom, there are 'Update' and 'Restore' buttons.

4. In the Name field, define the multimedia component name.
5. In the Programmatic Access Name field, define the programmatic access name. This name is called by the templates for the store Web pages that use this multimedia component.

6. Optional: In the description field, enter a description of the multimedia component. Entering a description enables a description-based search for this multimedia component.
7. In the Default Multimedia field, click **Go** to select a default multimedia name for this component. This default multimedia object will appear in pages associated with this multimedia component when the pages' products, categories, or sections have no specific multimedia assignments for this component.
8. Click **Update**.
The multimedia component information is saved.

2.8 Customizing Templates

Oracle iStore 11*i* Web page designs use common components, such as section tabs and browse bins. Each component is based on a template, and the templates are combined to create a store Web page. The templates control the appearance of the store through the use of JavaServer Pages (JSP), which combine Application Programming Interfaces (API) to call dynamic data and HTML to present static data.

Oracle iStore 11*i* comes packaged with a complete set of JSP templates needed to run the store. If you want to expand the functionality of the store Web pages or customize the pre-packaged templates, then you need to identify the flow of the application and the JSP templates needed to implement the flow.

To customize templates for your store, perform the following tasks after planning your Web page designs:

- Create template source files for pages and for blocks within pages using a Web authoring application.
- Choose Oracle iStore 11*i* template names.
- Catalog template names in the Merchant UI and assign template source files to each template name.

2.8.1 Creating Template Source Files

You can create new JSP templates to replace or add to the Oracle iStore 11i seeded templates. Different physical JSP templates can be used at run-time based on the language and specialty store.

Note: It is recommended that you use Oracle JDeveloper to create and modify JSP templates. Although you can create JSPs with any HTML or text editor, Oracle JDeveloper also enables you to debug the code.

The major skills required to create and modify templates are HTML and JSP. JSP embeds Java language methods in the HTML content to generate dynamic content on the Web page. The structure of a JSP is demonstrated in the following HTML example.

```
<HTML>
<% import="oracle.apps.ibe.util.*" %>
....
....
```

```
<P> Name : <% = customer.getName(12334) %>
```

Where `customer` is a Java class on the server and `getName` is a public method in the class to retrieve the customer Name.

```
<P> Picture: <IMG SRC = "<% = customer.getPict(12334) %>">
```

This step can retrieve the image file name from the customer Java class on the server.

```
....
</HTML>
```

The default UNIX directory for JSP source code is `$COMMON_TOP/html`. All `ibem*.jsp` templates are for the Merchant UI, and all `ibeC*.jsp` templates are for the Customer UI. New templates should also be placed in the `$COMMON_TOP/html` directory. Changes made to the JSPs may not appear immediately on the Web stores, since you must reboot the Apache server before changes take effect.

Deleting the server cache has the same effect as rebooting the Apache server. The server cache is located in the UNIX directory `$COMMON_TOP/html/_pages/oa_html`. This cache directory contains `.java` and `.class` files that are generated after the JSP that has been called is translated. These can be safely deleted and will be regenerated when the JSP is invoked through an HTTP request.

After creating or modifying templates, you can pre-compile them to check for compilation errors and to increase the speed of the initial loading.

Note: Sometimes it is not immediately obvious that templates referred to in the JSP code are in fact JSPs themselves. To find the JSP name of a template, search in the Template tab of the Merchant UI for the template name referenced in the code. The JSP name is included in the template listing. This JSP can then be modified to suit the requirements of the project.

See [Section B.1, "JSP Standards \(Customer Facing\)"](#) for more information.

JSP Naming Conventions

Modify JSP templates only after renaming them first. All modified JSPs should follow a standard naming convention, e.g., name of project-name of jsp.jsp

This will make future Oracle iStore 11*i* upgrades less problematic.

Note: Never change an original JSP. To modify a JSP, make a copy of the original JSP and modify only the copy. If a bug occurs, compare the JSP copy to the JSP original.

Cascading Style Sheets (CSS)

Oracle iStore 11*i* uses the logical template name STORE_STYLE_SHEET in the JSP template files to call the Cascading Style Sheet (CSS) that determines fonts, sizes, colors, and other elements of look and feel. As with JSP templates, you can map different CSS source files to the same logical template name for different specialty stores and languages.

Oracle iStore 11*i* comes with a single CSS called jtfucss.css, and the STORE_STYLE_SHEET is seeded with this CSS as the default source file for all sites and languages. The CSS resides in the \$COMMON_TOP/html directory and can be modified using an HTML editor. Place any other style sheets that you create in the same directory.

2.8.2 Naming Templates

Cataloging templates involves setting up Oracle iStore 11i template objects with names and descriptions and specifying the different physical JSP templates to be used at run-time based on language and specialty store. These template objects can be additions to, or replacements for, the Oracle iStore 11i seeded template objects.

The template name is the catalog name that is easy to communicate and use when planning your page designs. An example is **ProductHome**. Template names may be translated for convenience in store administration.

Every template name also has a programmatic access name that is short, unique, and not as descriptive. The programmatic access name is inserted into your Web page or template. An example is **phome**. Programmatic access names are not translated.

The template name and programmatic access name represent several physical template source files. Each physical file can be assigned to combinations of specialty stores and languages. When Oracle iStore 11i retrieves an assigned template name, the template source file is determined by the mapping of the template name to the current specialty store and language.

The Display Manager is the class that implements Oracle iStore 11i's Template Manager. The Template Manager maintains a mapping from a logical name or access name of a media object to a physical name on the file system. For example, STORE_HOME (logical) maps to ibeCZzpHome.jsp (physical). When the Web store is active, the Display Manager determines what physical file to call from the logical template or multimedia component name, based on the specialty store and language.

The following table shows examples of file names for **ProductHome**.

Table 2–4 Sample JSP File Names for the Template Name ProductHome

Template Name	Programmatic Access Name	File	Specialty Store	Language
ProductHome	phome	hom1f.jsp	specialty store 1	French
ProductHome	phome	hom1e.jsp	specialty store 1	English
ProductHome	phome	hom2f.jsp	specialty store 2	French
ProductHome	phome	hom2e.jsp	specialty store 2	English

In this example, if a French customer enters specialty store 1, the store displays the home page file `hom1f.jsp`. An English customer in the same specialty store 1 sees `hom1e.jsp` instead.

Templates can also be assigned to products, categories, and sections. You can specify these assignments through the Display Style options available in the Product, Category, and Hierarchy tabs, after setting up the Display Styles catalog. See [Section 1.29, "How the Store Displays Templates"](#) and [Section 2.9, "Defining Display Styles"](#) for details.

2.8.3 Cataloging Templates

You can catalog templates using the Template Manager functionality, accessible through the Merchant UI Templates tab. Use this procedure to create or modify template object names and programmatic access names, select default store-level template source files for them, and assign other template source files to them according to specialty store and language settings.

To display text in multiple languages, use Oracle Application Object Library's Message Manager.

Prerequisites

- At least one specialty store must have already been created.
- At least one language must have already been defined.

Steps

1. Launch the Merchant UI.
2. In the Templates tab, search for templates that are already cataloged and available for use in your store.

The Templates page lists the names of the templates that match your search criteria, with their programmatic access names, keywords, descriptions, display level, and the default source files to use for all specialty stores and languages.

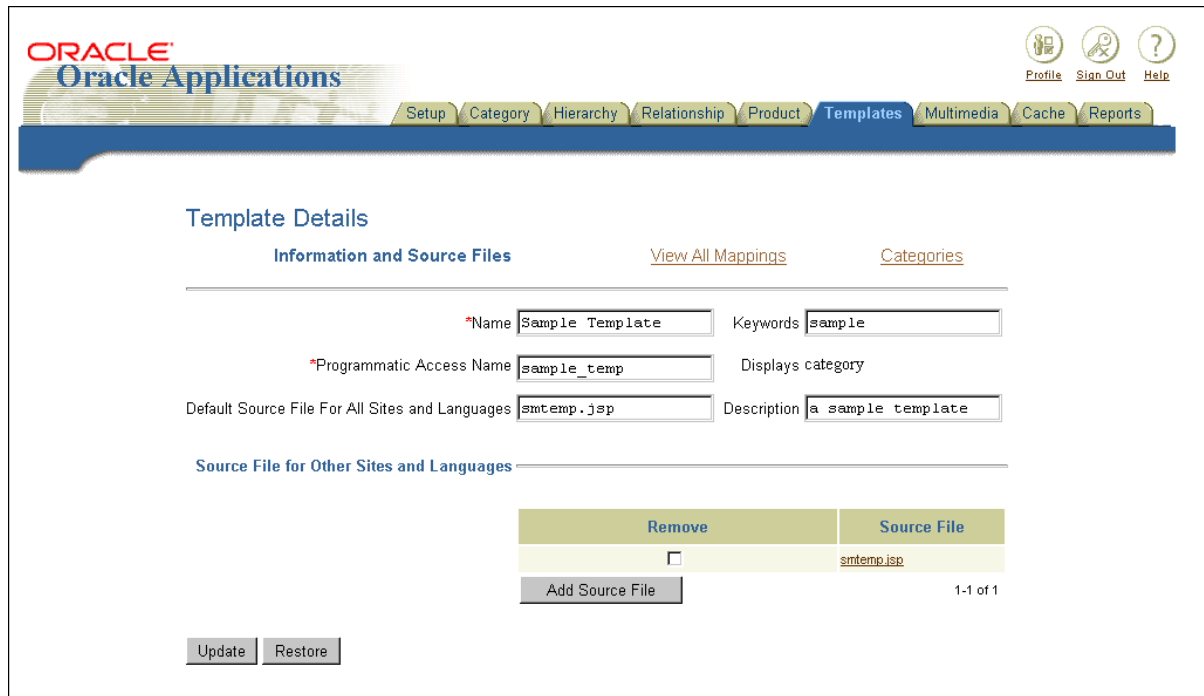
3. Click **Create**. To modify a template listing, click the template name in the page instead.

The Template Details Information and Source Files page opens.

4. In the Name field, enter the name by which the template is referred to during the planning stage, i.e., the common name.

5. In the Programmatic Access Name field, enter the name by which the template is referred to in the JSP.
6. In the Default Source File For All Sites and Languages field, enter the JSP to be used as the default if a non-default language or specialty store mapping is not defined.
7. In the Displays field, specify from the pull-down menu whether the template will be used to display a section (**section**), or a product or category (**category**). If the template will be used on Web pages that do not display the product catalog, choose **others** from the pull-down menu.
8. Optional: In the Keywords field, enter keywords for the template. Entering keywords enables a keyword-based search for this template when assigning a template to a display style.
9. Optional: In the Description field, enter a description for the template. Entering a description enables a description-based search for this template when assigning a template to a display style.
10. Click **Update**. An updated Template Details Information and Source Files page opens with a Source File for Other Sites and Languages section.

Figure 2–5 The Template Details Information and Source Files Page



11. Optional: Click **Add Source File** to choose files for the same template in different languages and specialty stores. See the Guidelines below for details.

The Source File Details page opens.

- a. Enter the name of a physical JSP source file that you want to use for the template name you are creating. Click **Update**.
An updated Source File details page opens with a Specialty Store and Language Mappings section.
- b. Add each store specialty store and language combination where you want the physical file to be used for this template, using the Specialty Store drop-down list and the **Go** buttons next to the Languages fields. Click **Update**.

The relationship between the template name, source file, specialty stores, and languages is saved.

- c. To add another physical file, click on the template name link.

The Template Details Information and Source Files page with the Source File for Other Sites and Languages section opens.

Click **Add Source File** and repeat this step to add another physical file to this template.

12. Optional: In the Template Details Information and Source Files page, choose **View All Mappings**.

The View All Mappings page displays each physical file name and its relationship to specialty stores and languages. This step is highly recommended.

13. Optional: In the Templates tab, choose **Categories** if the template you created is meant to display product categories.

The Templates - Assigned Categories page lists the categories to which the template has been assigned. Click a category name to view all templates that have been assigned to the category.

14. Optional: If the template you created is meant to display product categories, you can assign it to categories now in the Category tab. In the Category tab, follow this procedure to add a template:

- a. Click the name of the category to which the template is applicable.

The Templates Assigned page lists all template names and default source template files for the chosen category.

- b. In the Templates Assigned page, click **Go**.

A list of available template names appears.

- c. Select the template(s) you wish to assign to the category.

- d. Click **Add**. The pop-up window closes when you select **Done**.

You can edit template information by clicking the template name in the Templates tab.

2.9 Defining Display Styles

Display styles specify how to present products on a Web page. For example, one display style specifies how to display Product A on a special sale page containing multiple products, and a different display style specifies how to display Product A on a page detailing product information. A display style calls an Oracle iStore 11i template, which then calls the appropriate template source file for the specialty store and language.

When you catalog display styles in the Setup tab, you choose store-level default template names for them. The display styles appear in the Product and Category tabs with fields where you can choose a template name to correspond with each display style for a product or a category. The display style fields also appear in the Hierarchy tab, where you can choose a template name to correspond with each display style for a section.

When a store Web page displays a product using a particular display style, Oracle iStore 11i selects the appropriate template as follows:

- If there is a product-specific template for the given display style, then the product-specific template is used.
- If no mapping is specified at the product level, and there is a category-specific template, then the category-specific template is used.
- If no template name is selected for a product or a category, then the display style's default store-level template is used on the Web page.

Clicking **Display Styles** in the Setup tab lists seeded display styles and their programmatic access names, descriptions, default templates, and default source files.

Seeded Values

- STORE_FEATURED_PRODUCT
- STORE_PRODUCT_DESCR
- STORE_PRODUCT_DETAIL
- STORE_PRODUCT_DETAILS
- STORE_PRODUCT_SMALL_DESCR

Use the following procedure to create more display styles. See [Section 1.29, "How the Store Displays Templates"](#) for information about how the information you enter here is used by the store.

Prerequisites

You can select a default template only after you have cataloged templates. If the information is unavailable, you may continue the setup and select a default template later. However, if a template association is requested for any product or section with that display style and is not specified, Oracle iStore 11i will use the default store-level template.

To avoid the error, you can also use the seeded values for display styles, listed under **Display Styles** in the Setup tab.

Steps

1. Launch the Merchant UI.
2. In the Setup tab, choose **Display Styles**.
The Display Styles page displays a list of existing display styles.
3. Click **Create**.
The Display Style Details page opens.
4. Assign names and descriptions to the display style.
5. Optional: Click **Go** to select a default template for this display style.
6. Click **Update**.
The display style information is saved.

You can edit display style information by clicking the display style name in the Display Styles page in the Setup tab.

2.10 Creating the Hierarchy

After saving the specialty store, you must define an overall hierarchy in the Oracle iStore 11i Merchant UI Hierarchy tab. This hierarchy determines the organization of your specialty stores and their sections and products in the Merchant UI. It also determines the organization and presentation of each store's sections and products in the Customer UI. All the specialty stores you create will be based in the overall hierarchy you created when setting up your initial specialty store.

The overall hierarchy contains products from Oracle Inventory, grouped into sections. Associate a specialty store to a portion of the overall hierarchy or to the whole hierarchy itself by setting up its root node to point to a section. When reorganizing store sections and products or adding new specialty stores, you need to modify the overall hierarchy.

The hierarchy determines the browsing experience of the customer and what products are featured at different levels in the store. When users come to a specialty store, they see the hierarchy starting from the root node of the store. You can choose not to show a particular section in a specialty store even though the given specialty store might point to an ancestor of the section.

Set up the top level sections in the hierarchy first. For each top level section, create as many subsections or children as you wish. The levels of sections are driven by the design.

You can assign products to sections of the hierarchy from the Hierarchy or Product tabs. Similarly, you can create groups of featured products at any level in the hierarchy by creating a subsection of type Featured in that section. The products in a section are shown by using the display style that you specify for that section.

Note: In the Customer UI for Oracle iStore 11*i*, the minisite root sections are treated as virtual roots. The current minisite's root section will not appear in the menu tabs or the navigational hierarchy of the Customer UI. The minisite's home page will display the first navigational subsection under the root section, not the root section page itself. To present featured sections on the minisite's home page, make them subsections of this navigational subsection.

Your template design determines how to manifest the hierarchy for the user. You can create and revise new templates at any time.

In the templates shipped with Oracle iStore 11*i*, the top level appears as tabs while the lower level appears as browse bins on the store pages. A section containing subsections shows the featured products in the middle and the subsections in the left browse bin. If a section contains only products, it lists the products in the middle. Featured sections cannot have subsections.

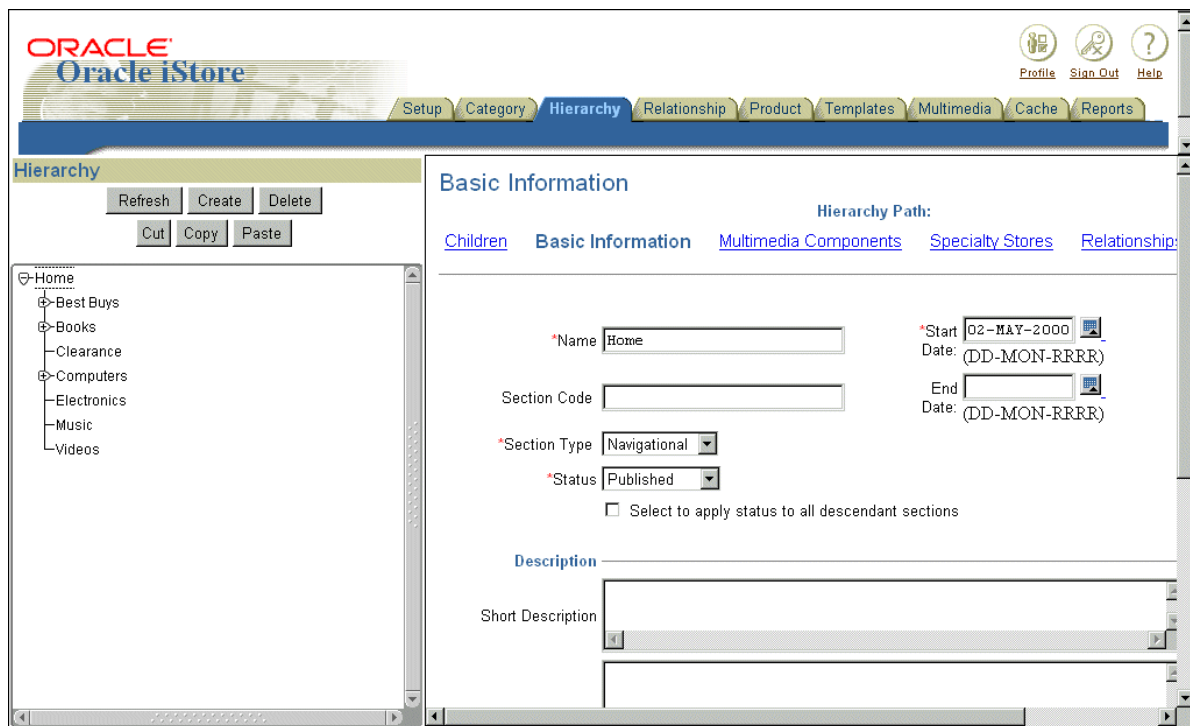
While working with the hierarchy, you can determine whether or not to publish sections. A published section is available in the Customer UI. An unpublished section is not available in the Customer UI, unless the user has the IBE_ADMINISTRATOR responsibility. Thus, you can choose to keep a section unpublished until you have tested its appearance in the Customer UI.

You can also specify whether the descendant sections have the same published/unpublished status as the section on which you are currently working. If a section is unpublished, its descendant sections are effectively unpublished, since a

user cannot navigate to the descendant sections in the Customer UI (unless he or she has the IBE_ADMINISTRATOR responsibility). However, if a user knows the exact URL to access a descendant section, the user can access the descendant section if it is published.

If any section is not published, a user lacking the IBE_ADMINISTRATOR responsibility cannot access the section even if he or she has the exact URL.

Figure 2-6 The Oracle iStore 11i Merchant UI Hierarchy Tab



2.10.1 Creating a Section in the Hierarchy

Use the following procedure to create a section in the hierarchy.

Prerequisites

You have set the profile option IBE: Item Validation Organization. See *Oracle iStore Implementation Guide* for details.

Steps

1. Launch the Merchant UI and enter the Hierarchy tab.
2. In the left frame of the Hierarchy tab window, the overall hierarchy tree appears. In the tree, select the node that will host the node you want to create, and click **Create**.
3. The Basic Information page opens in the right frame of the Hierarchy tab window. Enter the following information:
 - a. Name: The name of the section.
 - b. Section Code: Optional. Specify a Section Code to use as a name for the section in customized templates. The code in your customized templates can refer to the section and access its information directly by using its Section Code.
 - c. Section Type: Select either **Featured** or **Navigational**. A featured section appears on the home page of its parent section. A navigational section appears as a link in the browsing map of its parent section.
 - d. Status: Select either **Published** or **Unpublished**.
 - e. Select to apply status to all descendant sections: Check this checkbox if you want all descendant sections of this section to have the same status.
 - f. Start Date Active and End Date Active: Specify the time limit (if any) when this section will be active.
 - g. Short Description and Long Description: Fill these in to describe the section in the store. The descriptions will appear on the section pages.
 - h. Keywords: Optional. Enter keywords for the section to enable keyword-based searches for this section.
 - i. Template for displaying this section: Optional. Specify a section-level default template for displaying the section. Several sections can share a template. Leave this blank to revert to the default store-level template.

Note: Do not choose a template name that ends with the word "included." These templates display only the center of the section page, not the menu.

- j. Display Style for products in this section: Optional. Select the display style you want to use to display products in this section. Leave this blank to revert to the default store-level display style for products.

Note: If the section is a leaf section, do not choose the display style Product Detail Style.

Click **Continue**. The Multimedia Components page opens.

4. Optional: In the Multimedia Components page, provide information about multimedia components specific for this section. Use this if you want to show or associate multimedia content with sections. For a given component, click **Go** to search the multimedia catalog. If the desired object is not found, create one and associate it with the section.

Leave the fields blank to use the default multimedia for the multimedia components.

Click **Continue**. The Specialty Stores page opens.

5. Move the specialty store(s) in which this section should appear into the Included Specialty Stores column.

Decide if the section should appear only in the specialty stores that you have selected here or in other specialty stores if those specialty stores' roots point to an ancestor of the current section. Check the box **Include in all future sites if the site's root section is ancestor of this section** as appropriate.

Click **Continue**. The Relationships page opens with a list of existing relationships in the section.

6. Review relationship rules for this section. See [Section 2.12, "Creating Product Relationships"](#) for more information.

Click **Continue**. The Advanced Settings page opens.

7. Optional: Specify if the section should be populated automatically with products from Oracle Inventory based on certain SQL clauses, as well as specify the order.

Note: The auto-placement rule is not currently used.

Optional: Specify Order By clause to specify how the product for a section should be ordered when displayed in the Customer UI. The value for this field can be just one column name from MTL_SYSTEM_ITEMS or comma-separated columns of the same table.

Click **Finish**. The Children page opens.

8. Your section has been created. Add products or subsections to this section. Note that a section can have either subsections or products as children, but not both. Featured sections cannot have subsections as children. See [Section 2.10.3, "Adding Products to a Section"](#) and [Section 2.10.4, "Adding Subsections to a Section"](#) for instructions on adding children to a section.
9. Continue to create sections and subsections for your hierarchy as needed.
10. To adjust the order of the section tabs in the specialty store, click its root section in the navigation tree and edit the values in the Order column. The section whose display name should be the first tab should have the lowest number in the Order column.

Guidelines

- The display style you choose for products in this section is the style used to display products on a section page for this section.
- Choosing **Include in all future specialty stores if the store's root section is ancestor of this section** in the Specialty Stores page ties the section to its ancestors. When a specialty store is added to or deleted from the ancestor, the same change applies to all its descendant sections.

Example

1. In the Hierarchy tab, select the **Home** section in the navigation tree in the left frame.
2. In the right frame, click **Children**.
3. Click **Add Section** in the right frame to create a new section.
4. Enter Featured Products as the name and the code.
5. Select **Featured** as the section type. Everything else is optional. Click **Continue**.
6. On the Multimedia Components page, everything is optional. Click **Continue**.

7. Accept the defaults on the Specialty Store and Navigation Relationships pages. Click **Continue**.
The Advanced Settings page opens. Click **Finish**.
8. In the left frame, click **Refresh**. Expand the Home node, which should have the newly-created section under it.
9. Highlight **Home**, and click **Create**. Repeat the above steps to create another section named Books, with type Navigational.
10. Repeat again for Music, Electronics, and Computers, making them all navigational sections.

2.10.2 Modifying a Section in the Hierarchy

Use the following procedure to modify a section in the hierarchy.

Prerequisites

You have set the profile option IBE: Item Validation Organization. See *Oracle iStore Implementation Guide* for details.

Steps

1. Launch the Merchant UI and enter the Hierarchy tab.
2. In the left frame of the Hierarchy tab page, the overall hierarchy tree appears. In the tree, select the node for the section that you want to modify.
The Children page for the section opens in the right frame of the Hierarchy tab.
3. Optional: In the Children page, add products or subsections to this section. See [Section 2.10.3, "Adding Products to a Section"](#) and [Section 2.10.4, "Adding Subsections to a Section"](#) for instructions on adding children to a section.
4. Optional: Click **Basic Information** to open the Basic Information page. Enter or modify the basic information about the section.
Click **Update** to save your changes.
5. Optional: Click **Multimedia Components** to open the Multimedia Components page. Enter or modify multimedia content associations for this section.
Click **Update** to save your changes.
6. Optional: Click **Specialty Stores** to open the Specialty Stores page. Add or remove this section from eligible specialty stores.

Click **Update** to save your changes.

7. Optional: Click **Relationships** to open the Relationships page. Review the existing relationship rules for this section. See [Section 2.12, "Creating Product Relationships"](#) for more information.

Click **Update** to save your changes.

8. Optional: Click **Advanced Settings** to open the Advanced Settings page. Specify an Order By clause. (The auto-placement rule is not currently used.)

Click **Update** to save your changes.

2.10.3 Adding Products to a Section

You can add products to a section in the Hierarchy tab after building the product catalog. You can also add products to a section when working on the product in the Product tab. See [Section 2.11, "Building the Product Catalog"](#) for more information.

Use the following procedure to add products to a section in the Hierarchy tab.

Prerequisites

The section has no subsections.

Steps

1. Launch the Merchant UI.
2. In the Hierarchy tab, navigate to the section's Children page in one of the following ways:
 - Create a section as described in [Section 2.10.1, "Creating a Section in the Hierarchy"](#). When you finish creating your section, the Children page for the section opens.
 - In the hierarchy tree, select the node for the section to which you want to add products. The Children page for the section opens.
 - While working on the section as described in [Section 2.10.2, "Modifying a Section in the Hierarchy"](#), click the Children link. The Children page for the section opens.
3. Click **Add Product**.

Note: The **Add Product** button appears only if the section has no subsections.

4. Perform a product search in the pop-up window.
5. Select one or more of the results and click **Add**.
6. Choose **Done** to close the pop-up window and return to the Children page in the Hierarchy tab.
7. Optional: Modify the start date or end date for the time period when a product will be available in the section. Click **Update** to save your changes.
8. Optional: Edit the values in the Order column to specify the order in which the products will be displayed in the section. The first product should have the lowest number in the Order column. Click **Update** to save your changes.
9. Optional: Check the Remove checkbox next to a product and click **Update** to remove the product from the section.

2.10.4 Adding Subsections to a Section

Use the following procedure to add subsections to a section in the Hierarchy tab.

Note: You can also add subsections to a section by moving existing sections into the parent section. See [Section 2.10.5, "Moving Sections in the Hierarchy"](#) for instructions.

Prerequisites

- The section has no products.
- The section is not a Featured section.

Steps

1. Launch the Merchant UI.
2. In the Hierarchy tab, navigate to the section's Children page in one of the following ways:
 - Create a section as described in [Section 2.10.1, "Creating a Section in the Hierarchy"](#). When you finish creating your section, the Children page for the section opens.

- In the hierarchy tree, select the node for the section to which you want to add subsections. The Children page for the section opens.
 - While working on the section as described in [Section 2.10.2, "Modifying a Section in the Hierarchy"](#), click the Children link. The Children page for the section opens.
3. Click **Add Section**. The Basic Information page for the new subsection opens.

Note: The **Add Section** button appears only if the section has no products.

4. Set up the subsection in the Hierarchy tab as described in [Section 2.10.1, "Creating a Section in the Hierarchy"](#).
5. Optional: In the section's Children page, modify the start date or end date for the time period when a subsection will be available in the section. Click **Update** to save your changes.
6. Optional: Edit the values in the Order column to specify the order in which the subsections will be displayed in the section. The first subsection should have the lowest number in the Order column. Click **Update** to save your changes.

Note: To adjust the order of the section tabs in the specialty store, click its root section in the hierarchy tree to open the Children page, and edit the values in the Order column. The section whose display name should be the first tab should have the lowest number in the Order column.

7. Optional: Check the Remove checkbox next to a subsection and click **Update** to remove the subsection from the section.

2.10.5 Moving Sections in the Hierarchy

In the Hierarchy tab, you can move sections around the hierarchy tree by cutting, copying, and pasting them. Use the **Cut**, **Copy**, and **Paste** buttons to move an entire section from one place in the hierarchy to another.

Use the following procedure to cut or copy a section and paste it into another location in the hierarchy tree.

Steps

1. Launch the Merchant UI.
2. In the Hierarchy tab's hierarchy tree, highlight the section that you want to move.
3. Click **Cut** to cut the section, or **Copy** to copy the section.
4. Paste the cut or copied section into the hierarchy as follows:
 - a. Highlight the root section that should host the pasted section.
 - b. Click **Paste**.

Note: If you cut and paste a section from one location in the hierarchy to another, all the information about the section will transfer to the new location. If you copy and paste a section, all the information about the original section will copy into the new section, except for the section-level multimedia component settings.

2.11 Building the Product Catalog

Setting up the product catalog involves the following considerations:

- Designing page flow and navigation.
- Determining product items to be sold, their display features, and configuration options.
- Determining types of data required. For example, books may require a title, author, and publisher. See *Oracle Inventory User's Guide* for details on how to use the flexfield structures in Oracle Inventory to store and sort data accordingly.

If you plan to use customized multimedia or templates to display products in your specialty stores, then setting up the product catalog also involves the following considerations:

- Designing the display appearance for different product types. This process determines the number and type of product templates required. For example, perhaps all music products list the artist first and then provide a link to an audio clip, but all clothing products list the clothing type (e.g., jacket) first, followed by a graphic of the item. Oracle iStore 11i ships with the assumption that all product types appear the same on the Customer UI.

- Creating template text for product types. Text embedded in a template makes that template specific to the given product type. For example, the word “Artist” in front of the flexfield where a performer’s name is to appear can only be used for the compact disc product category. Embedded text must be manually translated and saved in the required multiple languages as additional template types. Oracle iStore 11i does not translate template text. Alternatively, templates using generic terminology can be more easily applied across product types. For example, using the term “Lead Performer(s)” as a flexfield label could apply to both compact disc and videotape product categories. Providing no flexfield labels in a template allows templates to be most broadly applied across product types.

While working with the product catalog, you can determine whether or not to publish products. A published product is available in the Customer UI, assuming that it is also listed in at least one published section. An unpublished product is not available in the Customer UI, unless the user has the IBE_ADMINISTRATOR responsibility. Thus, you can choose to keep a product unpublished until you have tested its appearance in the Customer UI.

2.11.1 Searching for Products

Use the following procedure to search in the Product tab for Oracle Inventory items that you want to include in the product catalog. After you find an Oracle Inventory item, you can modify its Oracle iStore 11i product catalog information as described in [Section 2.11.2, "Modifying the Product Catalog"](#).

Prerequisites

- Products must be loaded into Oracle Inventory before they can be imported into Oracle iStore 11i.
- Products in Oracle Inventory must have their Web Status flag set to either **Published** or **Unpublished** in the Web Option tab of the Master Item form before they can appear in the Oracle iStore 11i Merchant UI. The Web Status must not be **Disabled** or null. Only products with a Web Status of **Published** can be sold in your stores.
- Products in Oracle Inventory must have a checked Orderable on the Web checkbox in the Web Option tab of the Master Item form.
- Products in Oracle Inventory must have a checked Customer Orders Enabled checkbox in the Order Management tab of the Inventory Master Item form.

- JTT and IBE profile options for the Merchant UI must be set. See *Oracle iStore Implementation Guide* for details.

Note: Products are retrieved from the Inventory Organization ID that matches the value of the profile option IBE: Item Validation Organization.

Steps

1. Launch the Merchant UI.
2. In the Product tab, choose the field on which you want to search from the View pull-down menu, and enter the search criteria in the adjacent text field. The searchable fields are listed below:
 - **Name**—Retrieves products with an Oracle Inventory description matching the search criteria that you enter
 - **Part number**—Retrieves products with an Oracle Inventory item ID matching the search criteria that you enter
 - **Belongs to category**—Retrieves products in an Oracle Inventory category matching the search criteria that you enter
 - **Created after date**—Retrieves products created in Oracle Inventory after the date that you enter. Use date format DD-MON-RRRR.
 - **Created before date**—Retrieves products created in Oracle Inventory before the date that you enter. Use date format DD-MON-RRRR.
 - **Status**—Retrieves products with an Oracle Inventory Web Status matching the status that you enter. Enter PUBLISHED or UNPUBLISHED.
 - **New**—Retrieves products created in last x days where x is the value of the profile option IBE: Number of Days for New Items

Note: You can use % as a wildcard character in the search.

3. After entering your search criteria, click **Go**.

A list of search results appears in the Products page. The list displays products in Oracle Inventory that match your search criteria, with existing product catalog information for those products.

See [Section 2.11.2, "Modifying the Product Catalog"](#) for instructions on modifying a product's catalog information.

If there are unpublished products in your results, the list shows them with a **Publish** button in the Wizard column. See [Section 2.11.3, "Publishing Products"](#) for instructions on publishing a product.

2.11.2 Modifying the Product Catalog

Use this procedure to add products to the product catalog and make them available for sale in your store. You can also use this procedure to remove products from the store.

Additionally, if you plan to use customized multimedia or templates, you can use this procedure to customize a product's presentation at the item level. For example, defining proprietary multimedia and multimedia components enables association of specific images with certain products. Item-level customizations override category-level, section-level, and store-level settings.

Prerequisites

- Store layout must be determined, and the hierarchy of products, sections, and specialty stores must be identified. See [Section 2.10, "Creating the Hierarchy"](#) for details.
- If you plan to use customized multimedia or templates, you must determine store layout with the following additional considerations:
 - Site appearance must be decided.
 - Templates associated with each product, section, and specialty store must be identified.
 - Templates for full Web pages and areas within Web pages must be identified.
 - At the implementation level, the mappings between templates and source files must be decided.
 - Source files (physical templates) must be created by the UI implementation team with stubs for the dynamic elements, along with the multimedia components to be displayed on the site.
 - Templates must be populated with the dynamic JSP elements calling Oracle iStore 11i, using the templates shipped with Oracle iStore 11i as a model.

- Display styles must exist before you can assign them to a product. See [Section 2.9, "Defining Display Styles"](#) for more information.

Steps

1. Launch the Merchant UI.
2. Search for products as described in [Section 2.11.1, "Searching for Products"](#).
The search results appear in the Product tab.
3. Click on a product's name in the search results list to edit its information.
The Basic Information page displays the Posting Status, the Oracle Inventory name and part number, and any descriptions you have already added to the product catalog.
4. To make the product available to be sold in your store, set the Posting Status to **Published**. To remove the product from your store, set the Posting Status to **Unpublished**.
5. Optional: In the Basic Information page, enter or modify the short and long descriptions.
6. In the Basic Information page, click **Update**. The product is published or unpublished immediately. The descriptions are saved, and are also available for display in your store if the product is published.

Note: Products with Posting Status **Published** are visible on the store. Be careful about changing information, since the changes go to the production system and are published immediately. It is recommended that you unpublish the product before making changes, and then republish the item when finished.

7. In this product detail page in the Products tab, choose **Hierarchy Paths**.
The Hierarchy Paths page displays the hierarchy of sections that have been set up for the store. Remove or add parent sections for the product, edit the date range when this product will be available in each section, and number the product's place in the section's product display order. Click **Update**.
8. Optional: In this product detail page in the Products tab, choose **Category and Display Styles**.

The Category and Display Styles page displays the category to which the product belongs and lists all display styles and any template names already assigned to the product. Choose a template name for each display style that you want to use for the product, in any of the following ways:

- To use the category-level default template for a display style, highlight the radio button next to the default setting on the display style line.
- To set an item-level template, highlight the radio button next to the field on the display style line and click **Go**. Select a template from the pop-up window that opens.
- Leave all fields blank to keep default templates for all display styles that you want to use for the product.

Click **Update** when finished.

9. Optional: In this product detail page in the Products tab, choose **Multimedia Components**.

The Multimedia Components page lists all multimedia components that have been set up for Oracle iStore 11*i*. Assign multimedia names to multimedia components. See [Section 2.14.1, "Creating Images for Products"](#) for more information on associating specific images with a product. Alternatively, you can leave fields blank to assign default multimedia names to multimedia components. Click **Update** when finished.

10. Optional: In this product detail page in the Products tab, choose **Relationships**.

The Relationships page displays existing relationships between the product and other products or sections and the rules for those relationships, such as the product to show for an upsell or cross sell.

To add related items for relationships, go to the Relationship tab. See [Section 2.12, "Creating Product Relationships"](#) for more information.

11. In this product detail page in the Product tab, choose **Specialty Stores**.

The Specialty Stores page lists the specialty stores where the product will be displayed. By default the product appears in those specialty stores to which the product's parent section belongs.

Select the specialty stores where the product should appear and click **Update**.

12. Repeat this procedure for every product you want to include in the product catalog.

2.11.3 Publishing Products

By publishing products, you add them to the product catalog and make them available for sale in your stores.

When you search for an item as described in [Section 2.11.1, "Searching for Products"](#), the list of search results displays a **Publish** button in the Wizard column next to any unpublished products that match your search criteria. From the search results, you can publish an unpublished product in one of two ways:

- Click the product name and change the Posting Status to **Published** in the Basic Information page that opens. See [Section 2.11.2, "Modifying the Product Catalog"](#) for more information.
- Click the **Publish** button next to the product name.

Note: Publishing or unpublishing a product in the Oracle iStore 11i Merchant UI also changes the product's Web Status setting in Oracle Inventory.

Use the following procedure to publish a product by clicking its **Publish** button.

Steps

1. Launch the Merchant UI.
2. Search for products as described in [Section 2.11.1, "Searching for Products"](#).
The search results appear in the Product tab.
3. Click the **Publish** button next to an unpublished product that you want to publish.
The Basic Information page opens.
4. Optional: Add or modify the basic and long descriptions.
5. In the Basic Information page, click **Continue**. The Hierarchy Paths page opens.
6. Optional: Add or remove parent sections for the item.
7. In the Hierarchy Paths page, click **Continue**. The Category and Display Styles page opens.
8. Optional: Change template assignments for one or more of the display styles.

9. In the Category and Display Styles page, click **Continue**. The Multimedia Components page opens.
10. Optional: Change multimedia assignments for one or more of the multimedia components.
11. In the Multimedia Components page, click **Publish**.

2.12 Creating Product Relationships

Relationships are used for merchandising, for example, to offer a substitute product for a product that is out of stock. Relationship types are used to create specific relationship rules that associate products, categories, and sections to other products, categories, and sections. One relationship type can contain either rules created using the rule builder or one SQL rule. It cannot contain both.

Note: Using SQL rules to define relationships by querying the database on particular fields is a method primarily used by Oracle Consulting or other highly technical personnel. Most store managers will use the mapping rules.

The mapping rules define relationships in a From-To form. The types of From and To objects can be categories (defined in Oracle Inventory), sections or hierarchies (defined in Oracle iStore 11i), or items (defined in Oracle Inventory). The application evaluates each mapping rule and inserts rows in a table maintaining the preevaluated relationships. For example, if you have a category with two products assigned in your From list and a section with four products assigned in your To list, then Oracle iStore 11i creates a total of eight product relationships.

Your business needs determine the creation of relationships.

Oracle iStore 11i ships with several seeded relationship types, listed under the Relationship tab. If you use any relationship type other than the seeded relationship type RELATED, you must customize the Oracle iStore 11i JSPs to retrieve the related items with the Java API `oracle.apps.ibe.catalog.Item.getRelatedItems()`. This method can retrieve related items given an item ID and a relationship type. The method is also overloaded. See *Oracle iStore API Reference Guide* for documentation of this method.

If the relationship type is also seeded in Oracle Inventory, then `oracle.apps.ibe.catalog.Item.getRelatedItems()` retrieves related items defined in Oracle Inventory as well as in Oracle iStore 11i.

See [Section 2.12.1, "Using Seeded Relationship Types"](#) and [Section 2.12.2, "Creating Relationship Types"](#) for procedures that build relationships.

2.12.1 Using Seeded Relationship Types

You can use Oracle iStore 11i's seeded relationship types to create product relationships.

Seeded Values

- RELATED: Entity B is related to Entity A.
- SUBSTITUTE: Entity B can be substituted for Entity A.
- CROSS_SELL: Entity B can be offered and sold along with Entity A
- UP_SELL: A newer version Entity B can be sold instead of Entity A.
- SERVICE: Entity B is a service item that can be added to the shopping cart for a serviceable Entity A.
- PREREQUISITE: Customer must have Entity B before purchasing Entity A.
- COLLATERAL: Entity B is collateral (e.g. marketing brochures) that exists for Entity A.
- SUPERSEDED: Entity B supersedes Entity A, which is no longer available.
- COMPLIMENTARY: Entity B is available free of charge with Entity A.
- IMPACT: Entity A is usable together with related Entity B, but only under certain conditions.
- CONFLICT: Entity A is not usable together with a related Entity B.
- MANDATORY_CHARGE: Mandatory charge
- OPTIONAL_CHARGE: Optional charge
- PROMOTIONAL_UPGRADE: Entity A ordered by the customer is upgraded to Entity B of equal or higher value, with no change to the price.

See [Section 2.12.2, "Creating Relationship Types"](#) for more information.

Prerequisites

Products must exist in Oracle Inventory.

Steps

1. Launch the Merchant UI.
2. In the Relationship tab, review the seeded relationship types.
3. Click the name of a relationship type to create a relationship between items. For example, click **SUBSTITUTE** to make item B a substitute for item A if item A is out of stock.
4. Click **Add Rules**.
5. In the middle frame, search for the base product, and click the left arrow to add it to the From List.
6. Search for the related product, and click the right arrow to add it to the To List.
7. Click **Done** to save the relationship.

2.12.2 Creating Relationship Types

Use this procedure to define relationship types and add rules to them.

Prerequisites

Products must exist in Oracle Inventory.

Steps

1. Launch the Merchant UI.
2. In the Relationship tab, choose **Create**.
The Create Relationship page opens.
3. In the Name field, enter the relationship type name.
Optional: In the Description field, enter a description. This enables a description-based search for the relationship type.
Optional: In the Start Date and End Date fields, enter a start date and an end date for the relationship type to be valid.
Click **Create**.
The relationship type has been created. The Relationship Detail page opens, where you can begin adding rules to the relationship type.
4. Choose to specify the pairs of related items by SQL query or by mapping rules and highlight the appropriate radio button. Click **Create Rule**.

The Add Rules page opens if you choose **Create Mapping Rules**.

The Relationship Detail page opens if you choose **Create a SQL Rule**.

5. If you choose **Create Mapping Rules**, proceed as follows:

- a. Conduct a search to view products, categories, or sections in the center table.

The search results appear in the table.

- b. Select the items in your search results that you want to be in the From side of your rule, and click the left arrow.

The selected items appear in the From List.

- c. Conduct a search to view products, categories, or sections in the center table.

The search results appear in the table.

- d. Select the items in your search results that you want to be in the To side of your rule, and click the right arrow.

The selected items appear in the To List.

- e. Repeat as needed to complete your From and To lists for this rule.

- f. Click **Done** to submit the relationship rule creation, or click **Preview Rules** to validate or exclude the relationship rules to be added.

If you click **Done**, the Relationship Detail page opens. The application generates a rule from every object in the From list to every object in the To list.

If you click **Preview Rules**, the Preview Rules Page opens. At this point the rules have not been added to the system. You may exclude any rules not needed. When finished, click **Done** to see the Relationship Detail page.

- g. From the Relationship Detail page, you may select a link for each rule to view all product to product relationships generated by that rule, or click **View All Results** to view all product to product relationships generated by all rules in this relationship type.

From either option, the Relationship Result page displays the product-level relationship results.

If you do not want to include one or more of the generated rules, select **Exclude** and click **Update**.

The excluded product-level relationships can be re-included.

6. If you choose **Create a SQL Rule**, the following incomplete SQL displays on the Relationship Detail page:

```
SELECT msi.inventory_item_id
FROM mtl_system_items msi
WHERE
```

The SQL should return only the column `inventory_item_id` in the `MTL_SYSTEM_ITEMS` table. You can add as many tables as you want in the From list and add any conditions in the Where clause.

2.13 Customizing Product Presentation at the Category Level

Every product is assigned or mapped to a category in Oracle Inventory. With customized multimedia, templates, and display styles, you can set up customized category-level defaults for products belonging to a category.

Use this procedure to modify defaults for categories. You can only specify defaults for categories belonging to the primary display category set (the value of the IBE: Category Set profile option). If the product does not belong to any category in the primary display category set, then the store-level defaults are used.

Prerequisites

- Products must be assigned to categories in Oracle Inventory in order to be returned upon a search of those categories.
- Multimedia, templates, and styles must exist before you can assign them to a category.
- The IBE: Category Set profile option must be set. See *Oracle iStore Implementation Guide* for details.

Steps

1. Launch the Merchant UI.
2. In the Category tab, search for categories by Category Name or Description.

The Categories page displays a list of item categories from Oracle Inventory which belong to the category set specified in the IBE: Category Set profile option with related templates, display styles, and multimedia components.

3. Click the category name that you want to update.

The Templates Assigned page lists all template names and default source template files available for Web pages that display items in the chosen category.

4. In the Templates Assigned page that opens, perform the following steps to make a template available for association with a display style in this category:
 - a. Click **Add**.

A list of available template names appears.
 - b. Select a template.
 - c. Click **Add**. The pop-up box closes when you select **Done**.
5. In the Category tab, choose **Display Styles**.

The Display Styles page lists all display styles you defined in the Setup tab.
6. For each display style you can choose a template from the templates assigned to the category. Select **Update**.

In store Web pages related to this category that use a given display style, this template overrides the display style default template.
7. In the Category tab, choose **Multimedia Components**.

The Multimedia Components page lists all multimedia components that you defined in the Setup tab.
8. Optional: Assign multimedia names to multimedia components. Click **Update**.

In store Web pages related to this category, when a template accesses a multimedia component, the multimedia name selected here overrides the multimedia component's default multimedia setting. The multimedia name retrieves the media source file mapped to the specialty store and language used by the customer.

2.14 Customizing Product Presentation at the Item Level

Item-level customizations override category-level, section-level, and store-level settings. You can customize product presentation at the item level in the following ways:

- Modify the product catalog, as described in [Section 2.11, "Building the Product Catalog"](#).
- Create and associate specific images with certain products.
Defining proprietary multimedia and multimedia components enables association of specific images with certain products.
- Add item descriptive flexfields.

2.14.1 Creating Images for Products

To associate specific images with certain products, use the following procedure.

Steps

1. Create images for products. Either create a new image for the product (usually done by a graphic artist) or use an existing image.
2. Set up the multimedia in the Merchant UI as described in [Section 2.6.3, "Cataloging Multimedia"](#). Include the product image file in the source file listing for the multimedia.
3. Set up the multimedia component in the Merchant UI to associate the image with the product.
 - a. In the Product tab, search for the product that you want to associate with the image.
 - b. Click the product name.
 - c. Click **Multimedia Components**.
 - d. Highlight the radio button for Item Small Image and/or Item Large Image.
 - e. Click **Go**. A popup window with all the multimedia names will open.
 - f. Select the multimedia set up for the image.
4. Purge the product from the cache by following the instructions in [Section 3.4, "Managing the Cache"](#).
5. Verify that the image is associated with the product in the store's Customer UI.

2.14.2 Adding Item Descriptive Flexfields

Oracle iStore 11i allows addition of descriptive flexfields to item detail pages. With this option, the item detail page will display the prompt and value of descriptive flexfield global segments if a value is defined for the item. Only global segments of the descriptive flexfield are supported.

To set up descriptive flexfields on an item detail page, follow this procedure.

Steps

1. Log in to Oracle Forms with the Application Developer responsibility.
2. Choose **Flexfield > Description > Segments** to open the Descriptive Flexfields window.
3. Choose **View > Find**, and query for the flexfield with Application = Oracle Inventory and Title = Items.
4. Set up flexfield segments for Global Data Elements. See *Oracle Applications Flexfields Guide* for additional details.
5. Switch to the Inventory responsibility.
6. To set up flexfield segments and values for items and their detail pages:
 - a. Navigate to the Inventory Item window and find the item for which flexfield values will be entered. Use the inventory organization that is set in the profile option IBE: Item Validation Organization.
 - b. Click on the rectangle enclosed within [] next to the Description field in the Inventory Item window.
 - c. A window opens with the flexfield segments set up in the previous steps.
 - d. Enter values for the flexfield segments you want to display on the item detail page.
7. Test that the descriptive flexfield segments appear in the item detail pages as desired, using the following procedure:
 - a. Reboot the Apache server to clear the cache after entering the data.
 - b. In the Customer UI, navigate to the item detail page for an item with flexfield values entered.
 - c. The flexfield segment prompts and values should appear on the item detail page.

2.15 Setting Up the Product Search

Oracle iStore 11i's product search feature allows you to enable your customers to search a store for products they want to buy.

The product search feature in Oracle iStore 11i is implemented using the interMedia text search utility of the Oracle8i database. The product information (part number, description, and long description) is first loaded in an Oracle iStore 11i table (IBE_CT_IMEDIA_SEARCH) via the concurrent program iStore Search Insert. This step is generally performed after the merchant has loaded his or her inventory with products. Once the data is loaded, any change to product information is updated in the Oracle iStore 11i table IBE_CT_IMEDIA_SEARCH through a database trigger call on the inventory table. This keeps product information current in the search table. Once the data is moved into the search table, the interMedia index is created to facilitate search capability of the keywords.

Note: You must ensure that both Oracle Inventory and Oracle interMedia are installed and configured properly before setting up store search. Refer to the Oracle interMedia documentation for details on how to set up and configure interMedia.

Storing Information in the Search Table

The search table IBE_CT_IMEDIA_SEARCH is a denormalized table of MTL_SYSTEM_ITEMS_TL and MTL_ITEM_CATEGORIES.

The core text on which you search is stored in a Clob called INDEXED_SEARCH. Currently it stores a concatenation of part number, name, and description of products. The table also stores inventory_item_id, organizationId, category_id, category_set_id, and the Web status field from MTL_SYSTEM_ITEMS_B table.

Searchable Product Attributes

Searches are performed on the part number, name, and description of a product. The name and description are stored as description and long description columns in the MTL_SYSTEM_ITEMS_TL table.

Search Dependencies

The product search requires version 8.1.7 of the Oracle database with the interMedia option installed. It also requires the 11i version of the Oracle Inventory schema.

Note: For enhanced query performance, enable caching of large object data for the interMedia DR\$R table.

2.15.1 Setting Up Oracle Inventory for Product Search

First, set up your inventory, under a common master organization ID. Points to remember while setting up your inventory include:

- Give products unique names.
- Do not leave category names (concatenated segments) blank or non-unique. They can be null or non-unique in the database, but show as blanks or multiple times in the Categories LOV in your customer home page.
- Make sure the products have the WEB_STATUS flag in the MTL_SYSTEM_ITEMS table set to PUBLISHED. You can also query this field by examining the web_status column of the item.

Next, set the iStore profile options for search.

2.15.2 Setting Search Profile Options

Oracle iStore 11i search needs six iStore (IBE) profile options to be set. The following table lists these profile options with their descriptions.

Table 2–5 Search Profile Options

Profile Option	Description
Enable Fuzzy Search	If set to Yes , this profile option allows users to perform fuzzy product searches, so that they do not have to type in the exact spelling of their search criteria to retrieve results that match these criteria. The profile option defaults to No if not set.
No of Results in Search	This profile option sets the maximum cap on the search results. For example, if the user searches for a very common keyword (not in the stop words list), then the search process stops after the maximum cap set in this profile option, even if the process has not searched through Oracle Inventory completely. If this profile option is not set, it defaults to 200.
Search Lines Per Page	This profile option sets the number of lines to be displayed per page. The profile option defaults to 20 if not set.

Table 2–5 Search Profile Options (Cont.)

Profile Option	Description
Thesaurus File Name	<p>This profile option specifies the prefix for the thesaurus names of the synonym files that you load for the Oracle iStore 11i product synonym search. In the thesaurus names, you must use this prefix followed by <code>_language_short_code</code>. The profile option thus standardizes the thesaurus names. The profile option defaults to <code>IBETHESAURUS</code> if not set.</p> <p>Note: If you change this profile option after you have loaded synonym files, those synonym files are no longer accessible, and you must load the synonym files with their new thesaurus names.</p>
Use Category Search	<p>This profile option determines whether the home page pull-down search menu allows category-level or section-level searching. Yes causes the pull-down menu to list categories with publishable items, while No causes it to list the minisite's top level sections. A null value enables a basic search against all products in the current minisite.</p>
Use Synonym Search	<p>This profile option determines whether the product search retrieves product names that are synonyms of the users' search keywords. Yes enables the synonym search after you have loaded a thesaurus. No disables the synonym search. The profile option defaults to No if not set.</p>

Decide to enable either category-level or section-level searches from the Customer UI home page pull-down menu, then carry out the appropriate procedure to populate the search table with data and create the interMedia text index.

2.15.3 Populating the Category-Level Search Table

To enable category-level search on the Customer UI, the iStore Search Insert program only needs to be run once to populate the search table `IBE_CT_IMEDIA_SEARCH`. After this one-time product data load, the table will get updated product information through a database trigger call on the inventory table.

Prerequisites

Set the profile option `IBE: Use Category Search` to **Yes**.

Steps

1. Log in to Oracle Forms with the iStore Concurrent Programs Responsibility.

2. In the pop-up window, choose **Single Request** and click **OK**.
The Submit Request window opens.
3. Choose **iStore Search Insert** from the Name LOV.
4. Click **Submit** to start the concurrent request. Note the request ID.
5. Optional: You can monitor the progress of your request by looking at the request log and output files in `$COMMON_TOP/admin/log/1<request ID>.log` and `$COMMON_TOP/admin/out/o<request ID>.out`, respectively.
6. Optional: You can also view the request status by selecting **View Requests** and searching by the request ID.

Note: You will only be able to search for products whose `WEB_STATUS` is `PUBLISHED`.

This process can take a substantial amount of time, depending on the number of items you have. As an estimate, for about 300,000 items in inventory this program can take about 45 minutes to run.

The concurrent manager calls the iStore Search Insert program, which moves the product data from the inventory table to the Oracle iStore 11i search table `IBE_CT_IMEDIA_SEARCH`. When this job is running, the search tables are purged and the product search does not work correctly on the store.

Caution: Since this batch job deletes data from the search table, the rollback segment should be large enough for the process to complete.

Once the request is complete, you can search for products based on part number, name, and description. The pull-down search menu on the store's home page lists categories with publishable items. If additional product attributes are to be added in the search, this SQL script needs to be modified to add the extra search column.

2.15.4 Populating the Section-Level Search Table

To enable section-level search on the Customer UI for the first time, run the iStore Search Insert program first, then run the iStore Section Search Refresh program to populate the search table IBE_SECTION_SEARCH.

Whenever you update the Oracle iStore 11i hierarchy, rerun only the iStore Section Search Refresh program to update the search table IBE_SECTION_SEARCH.

Prerequisites

Set the profile option IBE: Use Category Search to **No**.

Steps

1. Carry out the procedure outlined in [Section 2.15.3, "Populating the Category-Level Search Table"](#) to load data into the main search table IBE_CT_IMEDIA_SEARCH.
2. In the iStore Concurrent Programs Manager responsibility, choose **Single Request** and click **OK**.
The Submit Request window opens.
3. Choose **iStore Section Search Refresh** from the Name LOV.
4. Click **Submit** to start the concurrent request. Note the request ID.

The concurrent manager calls the iStore Section Search Refresh program, which populates the search table IBE_SECTION_SEARCH with product data. The product search is still available to customers while the iStore Section Search Refresh program is running.

Once the request is complete, the pull-down search menu on the store's home page lists the top level sections, not the product categories.

2.15.5 Changing Between Category-Level Search and Section-Level Search

To change the listings in the pull-down search menu from categories to sections or vice versa, rerun the iStore Search Insert concurrent program to ensure that product listings will not be duplicated.

Prerequisites

Change the IBE: Use Category Search profile option to **Yes** if you are changing to the category-level search. Change the profile option to **No** if you are changing to the section-level search.

Steps

1. Log in to Oracle Forms with the iStore Concurrent Programs Responsibility.
2. In the pop-up window, choose **Single Request**, and click **OK**.
The Submit Request window opens.
3. Choose **iStore Search Insert** from the Name LOV.
4. Click **Submit** to start the concurrent request. Note the request ID.
5. Optional: You can monitor the progress of your request by looking at the request log and output files in \$COMMON_TOP/admin/log/1<request ID>.log and \$COMMON_TOP/admin/out/o<request ID>.out, respectively.
6. Optional: You can also view the request status by selecting **View Requests** and searching by the request ID.

If you are changing the search from section level to category level, the pull-down search menu lists categories once the request is completed.

If you are changing the search from category level to section level, perform the following steps after the request is completed:

7. In the iStore Concurrent Programs Responsibility, choose **Single Request** and click **OK**.
The Submit Request window opens.
8. Choose **iStore Section Search Refresh** from the Name LOV.
9. Click **Submit** to start the concurrent request. Note the request ID.

The pull-down search menu lists the top-level sections once the request is complete.

2.15.6 Enabling Fuzzy Searches

The fuzzy search functionality returns search results with product names that do not match the spelling of the users' search criteria exactly. For example, if a user enters "laptops" or "laptop," the search retrieves product names with the word "laptop."

You can enable the fuzzy search functionality by setting the profile option IBE: Enable Fuzzy Search to **Yes** and running the iStore Search Insert concurrent program, as well as the iStore Section Search Refresh concurrent program if you have enabled section-level searches. Every time you change the value of the IBE: Enable Fuzzy Search profile option, you must rerun the iStore search concurrent programs.

If the fuzzy search is active, part number searches are unavailable because such searches require completely accurate matching.

Fuzzy search is currently not supported for Japanese language implementations.

2.15.7 Enabling Synonym Searches

The synonym search functionality returns search results with product names that you have set up as synonyms of the users' search criteria. For example, if a user enters "database," and you have set up "database" as a synonym of the phrase "Oracle8i," the search retrieves product names with the phrase "Oracle8i."

You can set up synonym searches for each of your supported languages.

Synonym searches do not process wildcards. For example, if a user enters "datab%" as a search criterion, the synonym search would look for synonyms for "datab" only and would not retrieve product names that are synonyms of "database."

Set up the synonym search functionality for any language using the following procedure.

Prerequisites

Set the profile option IBE: Thesaurus File Name. See [Section 2.15.2, "Setting Search Profile Options"](#) for more details.

Steps

1. Create a synonym file ("thesaurus") for the Oracle iStore 11i product search. See *Oracle8i interMedia Text Reference* for instructions on creating a synonym file.

You can find examples of synonym files in the `$ORACLE_HOME/ctx/thes` directory, where `$ORACLE_HOME` points to the 8.1.7 environment.

2. Load the thesaurus using the `ctxload` utility in `$ORACLE_HOME/ctx/bin` as follows:

```
ctxload -user <username/password> -thes -name <thesaurus name> -thescase  
<y/n> -file <file name>
```

`<username/password>` is your user name and password, e.g.,
`ctxsys/ctxsys`.

`<thesaurus name>` is the thesaurus name with the syntax `prefix_language_short_code` to indicate the thesaurus language. The prefix is set in the profile option IBE: Thesaurus File Name. For example, if the profile option is set to `ibethes`, then the thesaurus name is `ibethes_us` for American English, since

the language short code is us. For French, the thesaurus name is `ibethes_f`, since the language short code is f. You can find the language codes by selecting `LANGUAGE_CODE` from the `FND_LANGUAGES` table.

`<y/n>` indicates whether the thesaurus is case sensitive. Enter `y` if you want the thesaurus to be case sensitive, or `n` if you want it to be case insensitive.

`<file name>` is the physical synonym file's name, e.g., `MyThes.txt`.

The following example is the command you should run as username `ctxsys` with password `ctxsys` when loading an American English thesaurus with the physical file name `MyThes.txt` for a case insensitive synonym search, when the profile option `IBE: Thesaurus File Name` is set to `ibethes`.

```
ctxload -user ctxsys/ctxsys -thes -name ibethes_us -thescase n -file
MyThes.txt
```

3. Set the profile option `IBE: Use Synonym Search` to **Yes**.

Synonym search is now available.

Note: If you have already loaded a thesaurus for a given language, you can use Oracle*8i* `interMedia` APIs such as `ctx_thes.create_relation` and `ctx_thes.delete_relation` to add or remove synonyms in that language for existing searchable items. You can also add or remove phrases by using the APIs `ctx_thes.create_phrase` and `ctx_thes.delete_phrase`. See *Oracle8i interMedia Text Reference* for more information.

2.15.8 Creating Search Index Tables

To be able to run external procedures to create a search index table, please ensure that `ENVS` is included in your `SID_DESC` part of `listener.ora` as follows:

Steps

1. Go to 8.1.7 `ORACLE_HOME`:

```
cd /u02/visappl
ksh
. ./APPSORA.env
cd $ORACLE_HOME/./8.1.7/network/admin
```

This directory should contain `listener.ora`.

2. Verify that listener.ora contains the following:

```
(SID_DESC =  
  (SID_NAME = PLSExtProc)  
  (ORACLE_HOME = /u04/visora/8.1.7)  
  (ENVS = LD_LIBRARY_PATH=/u04/visora/8.1.7/ctx/lib)  
  (PROGRAM = extproc)  
)
```

3. Before creating the search index table, make sure that the Oracle interMedia server is up. Use the following command to check:

```
$ ps -ef | grep ctxsrv
```

If it is not running, start the Oracle interMedia server as follows:

4. Go to 8.1.7 ORACLE_HOME:

```
cd /u02/visappl  
ksh  
  ./APPSORA.env  
cd $ORACLE_HOME/./8.1.7  
  ./VIS.env
```

This will set up 8.1.7 ORACLE_HOME env.

5. Run the following command:

```
ctxsrv -user ctxsys/ctxsys&
```

2.15.9 PL/SQL and Java/JSPs Used in Search

The following program units are used in product search process:

- java/catalog/Search.java (main Java program that executes the query)
- ibeCSrdSrchResults.jsp (search result JSP)
- ibeCZzdMenu.jsp (main home page)
- ibeCSrdSrchAdvForm.jsp (search result JSP)
- IBEVCSKS.pls (package specification)
- IBEVCSKB.pls (package body for trigger on search table)
- IBEVCSUB.pls (package body)
- IBEVIDTS.pls (package specification for the main database trigger)

- IBEVIDTB.pls (package body for the main database trigger)
- java/catalog/PrdRec.java (definition of search result object)
- IBEVCSIS.pls (package specification for section search package)
- IBEVCSIB.pls (package body for category and section search package; one time load of product descriptions through concurrent manager)
- ibecsmcr.sql (creates materialized view to facilitate availability of product search functionality during iStore Section Search Refresh)

2.15.10 Customizing Search

If you need to add more attributes of the item to search for, you must modify IBEVCSIB.pls for the initial load and the PL/SQL triggers mentioned above to make sure that updates to these attributes get propagated to the search table.

1. Modify the search package (IBEVCSKS.pls and IBEVCSKB.pls) for adding the additional product search attributes. By default, only the part number, product name (description column), and product description (long description column) are included in the search.

If additional attributes are to be added in the product search, the parameters for the package specification and body will have to be changed accordingly, with the new attributes. This package moves the subsequent changes in the product information, to Oracle iStore 11i's search table IBE_CT_IMEDIA_SEARCH. Any insert, delete, or update on MTL_ITEM_CATEGORIES, any delete or update on MTL_SYSTEM_ITEMS_B and any insert, delete, or update on MTL_SYSTEM_ITEMS_TL table will move the change to the search table IBE_CT_IMEDIA_SEARCH through this procedure. This procedure is called from the main database trigger procedures, as explained in the next step.

2. If new parameters are added to the search package, the call to the search package must be modified in the main database trigger package IBEVIDTB.pls to include the new parameters added to the search move procedures. This package body calls all of Oracle iStore 11i's ERP-related database trigger procedures, including the search package procedures.
3. The database trigger on the product tables calls the main database trigger package to move the product data change to the Oracle iStore 11i search table IBE_CT_IMEDIA_SEARCH.

However, modifying the search package call will not recreate the interMedia index to include the changed information in the search table IBE_CT_IMEDIA_SEARCH. Administrators must refresh the interMedia search index every time

a new product is added or an existing product is changed or deleted. You can refresh the interMedia index IBE_CT_IMEDIA_SEARCH_IM through the Oracle Enterprise Manager utility, or by executing the command "CTX_DDL.SYNC_INDEX" in SQL*Plus as follows:

```
exec ctx_ddl.sync_index('IBE_CT_IMEDIA_SEARCH_IM');
```

You must have privileges to alter the interMedia index. After this step, the modified product information is visible in the Oracle iStore 11i product search process.

2.15.11 Adding Stopwords to Searches

There are many search words such as "and," "if," and "then," which are very common and will return numerous search results. Search results may not be relevant to the user's query if such common search keywords are used. In addition, searches on common keywords use processing resources and slow down performance. These common keywords can be excluded from the search by using the "Stop Words" utility in interMedia.

Log in to Oracle Enterprise Manager as CTXSYS to see the stop words in the Stop List. You can add more stop keywords to the Stop List.

2.16 Customizing the Shopping Cart

You can customize shopping cart pages in the following ways:

- [Customizing Shopping Cart Page Bin Content](#)
- [Enabling Unit of Measure \(UOM\) Conversions](#)
- [Allowing Decimal Quantities for Items](#)
- [Specifying Flexfields At the Checkout Page](#)

2.16.1 Customizing Shopping Cart Page Bin Content

All seeded shopping cart templates share the same layout. The shopping cart page layout has a top bin and a bottom bin. Each bin is listed as a logical template in the Oracle iStore 11i template manager. You can customize the content of a bin by mapping a JSP to the logical template. For example, you can include Oracle Marketing Online's eMerchandising banners at the top and bottom of the shopping cart pages.

The programmatic access name of the top shopping cart bin is STORE_CART_ITEMS_BIN_TOP. The programmatic access name of the bottom shopping cart bin is STORE_CART_ITEMS_BIN_BOTTOM.

Use the following procedure to customize the content of the shopping cart bins.

Steps

1. Launch the Merchant UI.
2. In the Templates tab, click the name of the bin template that you want to modify.
The Template Details page opens.
3. Add a new source file for the bin content.
4. Add the necessary mappings for the desired minisite-language combinations. To use this source file for all minisites and all languages, add a mapping for all minisites, all languages. The changes will not be overwritten when patches are applied because there are no seeded default values for these bins.

2.16.2 Enabling Unit of Measure (UOM) Conversions

Oracle Pricing handles UOM conversions. The Pricing engine will only do UOM conversions if the Primary UOM Code checkbox is checked for the item in the Price List Setup window.

UOM Conversion Example

The primary UOM of Item X is Each and a conversion of 12 Each = 1 Dozen has been set up in Inventory. When pricing Item X, Oracle iStore 11i calls the Pricing engine passing in (Item X, Each) and (Item X, Dozen). The price list has a price for (Item X, Each).

- If the price list also contains (Item X, Dozen), the price for (Item X, Dozen) is returned.
- If the price list does not contain (Item X, Dozen) and the Primary UOM Code checkbox is checked for (Item X, Each), the price returned is 12 times the price of (Item X, Each).
- If the price list does not contain (Item X, Dozen) and the Primary UOM Code checkbox is not checked for (Item X, Dozen), an error is returned.

2.16.3 Allowing Decimal Quantities for Items

When adding an item or updating its quantity in the Oracle iStore 11*i* shopping cart, the customer can enter a decimal quantity if it is supported by the item. Oracle iStore 11*i* calls the same API used by Oracle Order Management for validating quantity. If an item is marked OM Indivisible, decimal quantities are not allowed for its primary UOM.

To prevent the customer from selecting a decimal quantity of an item, follow this procedure:

Steps

1. Log in to Oracle Forms with the Inventory responsibility.
2. Choose **Master Items**.
3. Choose the appropriate inventory organization (the same as the Oracle iStore 11*i* Item Validation Organization).
4. Query for the item.
5. In the Physical Attributes tab, check **OM Indivisible**.
6. Repeat for all inventory organizations that contain the item.

To allow the customer to select a decimal quantity of an item, follow the previous steps, but uncheck **OM Indivisible**.

2.16.4 Specifying Flexfields At the Checkout Page

Oracle iStore 11*i* allows addition of flexfields to the checkout page and saves the information they contain to the quote. It passes the content of a flexfield on to Oracle Order Management as a comment in a non-validated field. For example, you can set up a flexfield for the sales representative that will go to Oracle Order Management as a comment that Order Administration will use to assign the correct sales representative ID.

Specify flexfields at the checkout page using the following procedure.

Steps

1. Log in to Oracle Forms with the Application Developer responsibility.
2. Choose **Flexfield > Description > Segments** to open the Descriptive Flexfields window.

3. Choose **View > Find**, and query for the flexfield with Application = Oracle Order Capture and Title = Header: Additional Information.
Set up flexfield segments. For example, map "Sales Rep Email" to "ATTRIBUTE1."
4. Query for the flexfield with Application = Oracle Order Management and Title = Additional Header Information.
Set up flexfield segments. For example, map "Sales Rep Email" to "ATTRIBUTE1."
Confirm the following:
 - The same database columns are in use for both the Oracle Order Capture and Oracle Order Management flexfield segments (ATTRIBUTE1 in the previous example).
 - The usage in Oracle Order Capture does not conflict with other flexfield definitions in Oracle Order Management.
 - Only global segments of a flexfield are supported.
5. Test your checkout page using the following steps:
 - a. Checkout a shopping cart and proceed to the "Payment And Billing Information" page.
 - b. You should see "Sales Rep Email" field under "Additional Information." You may enter information in this field, then continue.
 - c. After your order is created, go to Forms and check if the Sales Rep Email flexfield information is present in both Oracle Order Capture and Oracle Order Management Forms.
6. Customize the prompts for the flexfields.
The default prompt title is, "Additional Information." To change it, log in to Oracle Forms and modify the message IBE_PRMT_ORD_FLEX_TITLE in the FND_NEW_MESSAGES table.
The default additional instruction is, "Please fill in the following fields." To change it, log in to Oracle Forms and modify the message IBE_PRMT_ORD_FLEX_DESCR in the FND_NEW_MESSAGES table.

2.17 Testing the Store

Test the storefront with the following URL:

```
http://<host>:<apache port>/OA_HTML/ibeCZzdMinisites.jsp
```

This page allows you to navigate to any of your specialty stores, and to sign in if necessary.

You can use the Preview feature of Oracle iStore 11i to preview the appearance of products and sections in the Customer UI before publishing them for your customers. Assign multimedia components, display styles, and categories to your products and sections, and set their statuses to Unpublished. Unpublished products and sections appear in the Customer UI only if the user has the IBE_ADMINISTRATOR responsibility. Next, use the following procedure to preview unpublished products and sections in the Customer UI.

Steps

1. Launch the Merchant UI.
2. In the same browser window, navigate to the URL for the Customer UI.

Note: Do not log out of the Merchant UI before navigating to the Customer UI.

3. Choose the specialty store with the unpublished products and sections that you want to preview, and navigate to the products and sections.
4. After viewing the products and sections, return to the Merchant UI. Here, you can make additional changes or publish the products and sections.

Administering Oracle iStore 11i

This chapter describes the administration of Oracle iStore 11i. Administering Oracle iStore 11i involves the following tasks:

- [Roles and Permissions for Oracle iStore 11i Users](#)
- [Setting Up B2B Users](#)
- [Setting Up Notifications](#)
- [Managing the Cache](#)
- [Processing Express Checkout Orders](#)
- [Using Storefront Reports](#)

3.1 Roles and Permissions for Oracle iStore 11i Users

Oracle iStore 11i is seeded with various roles that you can assign to different types of users. Each of these roles has a different combination of permissions, which are also seeded in Oracle iStore 11i. The names of the Oracle iStore 11i roles and permissions begin with "IBE."

You cannot use roles and permissions for B2C customers.

The following table summarizes the Oracle iStore 11i permissions.

Table 3–1 Oracle iStore 11i Permissions

Name	Description
IBE_ALLOW_PRICE_OVERRIDE	Allows the user to override prices manually
IBE_ASSIGN_SALES_CREDITS	Allows a user to assign sales credits
IBE_BILLTO_ANY_ACCOUNT	Allows a user to search on and retrieve all existing customers rather than only those with an existing billing relationship with the sold-to customer
IBE_CHANGE_BILLTO_CONTACT	Allows a user to change the bill-to contact from the default (if any) bill-to contact
IBE_CHANGE_BILLTO_CUSTOMER	Allows a user to change the bill-to customer from the default bill-to customer
IBE_CHANGE_SHIPTO_CONTACT	Allows a user to change the ship-to contact from the default (if any) ship-to contact
IBE_CHANGE_SHIPTO_CUSTOMER	Allows a user to change the ship-to customer from the default ship-to customer
IBE_CREATE_ADDRESS	Reserved for future use.
IBE_CREATE_BILLTO_CONTACT	Allows the user to create a new contact for the bill-to customer who will have a bill-to relationship with the bill-to customer
IBE_CREATE_BILLTO_CONTACT_ADDRESS	Allows the user to create a new address associated with the bill-to contact which will have a bill-to relationship with the bill-to contact
IBE_CREATE_BILLTO_CUSTOMER	Allows a user to create a new customer with a billing relationship to the sold-to customer

Table 3–1 Oracle iStore 11i Permissions (Cont.)

Name	Description
IBE_CREATE_BILLTO_CUSTOMER_ADDRESS	Allows the user to create a new address associated with the bill-to customer which will have a bill-to relationship with the bill-to customer
IBE_CREATE_ORDER	Allows a user to submit a quote or cart as an order
IBE_CREATE_PAYMENT_INSTRUMENT	Reserved for future use.
IBE_CREATE_SHIPTO_CONTACT	Allows the user to create a new contact for the ship-to customer who will have a ship-to relationship with the ship-to customer
IBE_CREATE_SHIPTO_CONTACT_ADDRESS	Allows the user to create a new address associated with the ship-to contact which will have a ship-to relationship with the ship-to contact
IBE_CREATE_SHIPTO_CUSTOMER	Allows a user to create a new customer with a shipping relationship to the sold-to customer
IBE_CREATE_SHIPTO_CUSTOMER_ADDRESS	Allows the user to create a new address associated with the ship-to customer which will have a ship-to relationship with the ship-to customer
IBE_CREATE_SOLDTO_CUSTOMER	Allows a user to create a new customer in the context of assigning a sold-to customer during quote creation
IBE_MODIFY_CART	Reserved for future use.
IBE_MODIFY_ORDER	Reserved for future use.
IBE_SHIPTO_ANY_ACCOUNT	Allows a user to search on and retrieve all existing customers rather than only those with an existing shipping relationship with the sold-to customer
IBE_USER_ADMIN	Allows a user to create additional users for his or her organization
IBE_USE_ATTACHMENT	Allows the user to use attachments
IBE_USE_PRICING_AGREEMENT	Allows the user to use pricing agreements
IBE_VIEW_ADDRESS	Reserved for future use.

Table 3–1 Oracle iStore 11i Permissions (Cont.)

Name	Description
IBE_VIEW_CUST_WITHOUT_ACCOUNT	Allows a user to search on and retrieve existing customers without an account
IBE_VIEW_INVOICE	Allows a user to view invoices related to the entire organization, through My Orders. Oracle iStore 11i checks this permission only if the profile option IBE: Use Auth Permissions in Order Tracker is set to Yes .
IBE_VIEW_ORDER	Allows a user to view orders placed on behalf of the entire organization, through My Orders. Oracle iStore 11i checks this permission only if the profile option IBE: Use Auth Permissions in Order Tracker is set to Yes .
IBE_VIEW_PAYMENT	Allows a user to view payments related to the entire organization, through My Orders. Oracle iStore 11i checks this permission only if the profile option IBE: Use Auth Permissions in Order Tracker is set to Yes .
IBE_VIEW_PAYMENT_INSTRUMENT	Reserved for future use.

The following table lists the seeded Oracle iStore 11i user roles and shows the permissions that are assigned by default to each role.

Table 3–2 Oracle iStore 11i User Roles

Name	Description	Default Permissions
IBE_BUSINESS_USER_ROLE	Business User Role	IBE_CREATE_ADDRESS IBE_CREATE_BILLTO_CONTACT_ADDRESS IBE_CREATE_ORDER IBE_CREATE_PAYMENT_INSTRUMENT IBE_CREATE_SHIPTO_CONTACT_ADDRESS IBE_MODIFY_CART IBE_MODIFY_ORDER IBE_VIEW_ADDRESS IBE_VIEW_INVOICE IBE_VIEW_ORDER IBE_VIEW_PAYMENT IBE_VIEW_PAYMENT_INSTRUMENT
IBE_PRIMARY_USER_ROLE	Primary User Role	IBE_CREATE_ADDRESS IBE_CREATE_BILLTO_CONTACT_ADDRESS IBE_CREATE_ORDER IBE_CREATE_PAYMENT_INSTRUMENT IBE_CREATE_SHIPTO_CONTACT_ADDRESS IBE_MODIFY_CART IBE_MODIFY_ORDER IBE_USER_ADMIN IBE_VIEW_ADDRESS IBE_VIEW_INVOICE IBE_VIEW_ORDER IBE_VIEW_PAYMENT IBE_VIEW_PAYMENT_INSTRUMENT

Table 3–2 Oracle iStore 11i User Roles (Cont.)

Name	Description	Default Permissions
IBE_RESELLER_ROLE	Reseller Role	IBE_CHANGE_SHIPTO_CONTACT IBE_CHANGE_SHIPTO_CUSTOMER IBE_CREATE_ADDRESS IBE_CREATE_BILLTO_CONTACT_ADDRESS IBE_CREATE_ORDER IBE_CREATE_PAYMENT_INSTRUMENT IBE_CREATE_SHIPTO_CONTACT IBE_CREATE_SHIPTO_CONTACT_ADDRESS IBE_CREATE_SHIPTO_CUSTOMER IBE_CREATE_SHIPTO_CUSTOMER_ADDRESS IBE_MODIFY_CART IBE_MODIFY_ORDER IBE_SHIPTO_ANY_ACCOUNT IBE_USE_ATTACHMENT IBE_USE_PRICING_AGREEMENT IBE_VIEW_ADDRESS IBE_VIEW_INVOICE IBE_VIEW_ORDER IBE_VIEW_PAYMENT IBE_VIEW_PAYMENT_INSTRUMENT

IBE_BUSINESS_USER_ROLE and IBE_PRIMARY_USER_ROLE are appropriate for assignment to B2B customer users.

Note: The B2B role for previous releases, IBE_DEFAULT_ROLE, is also seeded in Oracle iStore 11i with identical permissions to IBE_BUSINESS_USER_ROLE, for backward compatibility.

IBE_RESELLER_ROLE has quote creation permissions, but does not allow the quote creator to view all customer accounts in your records, bill to anyone other than the sold-to customer, or sell to customers who are not in your records. It is appropriate for assignment to resellers and others who sell your products but are not internal to your organization.

See *Oracle HTML Quoting Implementation Guide* for more information about the Oracle HTML Quoting role IBE_SALESREP_ROLE, which also uses Oracle iStore 11i permissions.

3.2 Setting Up B2B Users

Registered B2B users represent customer organizations. When they register in a Web store, they must be approved by you or another merchant representative before they can act as registered users in the store. You can also activate automatic approval of B2B users by setting the profile option IBE: Use Business User Auto Approval to **Yes**. All purchases by B2B users will be assigned to their organizations' accounts.

When you approve B2B users, you can assign them specific B2B roles that determine the permissions they have in the stores. You can use the seeded Oracle iStore 11i roles or create new B2B roles with various combinations of the Oracle iStore 11i permissions.

If you do not specify a role for an approved B2B user, he or she receives the default B2B user roles. See *Oracle iStore Implementation Guide* for instructions on setting the default B2B user roles.

Seeded B2B Role Values

- IBE_BUSINESS_USER_ROLE
- IBE_PRIMARY_USER_ROLE

The IBE_PRIMARY_USER_ROLE has permissions identical to those of IBE_BUSINESS_USER_ROLE, with the addition of the IBE_USER_ADMIN permission. See [Section 3.1, "Roles and Permissions for Oracle iStore 11i Users"](#) for a list of these permissions.

If you give a B2B user a role with the IBE_USER_ADMIN permission, the B2B user can create more users for his or her organization in the Web store without the merchant's approval. This B2B user can also define new B2B user roles with unique sets of permissions. When B2B administrative users create other B2B users for their

organizations, they must assign roles to the new users. The B2B users created by B2B administrative users do not automatically receive the default B2B user role.

When a B2B user logs in, links to the User Management and Role Management pages are available in the Profile page.

Figure 3–1 The B2B User’s Profile Page

The screenshot displays the Oracle iStore user profile page for a B2B user. At the top, the Oracle iStore logo is on the left, and navigation icons for Cart, My Orders, Profile, Sign Out, and Help are on the right. Below these are category tabs: Home, Books, Music, Electronics, and Computers. A blue navigation bar contains links for User Information, Express Checkout Preferences, User Management, and Role Management. A search bar is present with a dropdown menu set to 'All Products' and a 'Go' button. The main content area is titled 'Personal Information' and includes a sidebar with links for Change Password, Address Book, Payment Book, and Preferences. The form fields are as follows: First Name (B2B), Middle Name (empty), Last Name (User), and Email (b2buser@samplecorp.c). There is a checkbox for receiving alerts and three phone number fields (Daytime, Evening, Fax) with area and extension boxes. An 'Update' button is located at the bottom of the form.

The User Management page allows B2B administrative users to create B2B users for their organizations who do not need approval from the merchant, and to specify roles for these users.

Note: A B2B administrative user can view all B2B users for his or her organization, even if he or she did not create them. However, the B2B administrative user sees role assignments only for the roles that he or she has. If a B2B administrative user views B2B users in the User Management page who have roles that he or she does not have, these role assignments will not appear in the B2B users' role details. Instead, IBE_DEFAULT_ROLE is checked as the role assignment.

Figure 3–2 The B2B Administrative User's User Management Page

The screenshot displays the Oracle iStore interface. At the top right, there are icons for Cart, My Orders, Profile, Sign Out, and Help. Below these are navigation tabs for Home, Books, Music, Electronics, and Computers. A blue navigation bar contains links for User Information, Express Checkout Preferences, **User Management**, and Role Management. A search bar is present with a dropdown menu set to 'All Products' and a 'Go' button, followed by a link to 'Advanced Search'.

Under the 'Users' heading, there is a table with the following data:

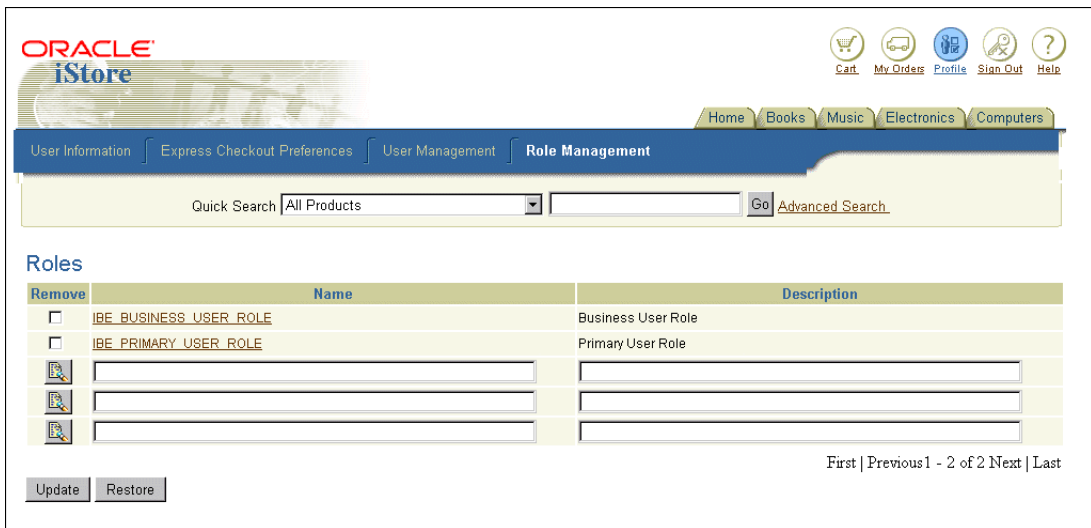
First Name	Middle Name	Last Name	Email	Username	Password
B2B		User	b2buser@samplecorp.com	A_B2B_USER	<input type="password"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="password"/>

Below the table, there is a pagination control: [First](#) | [Previous](#) 1 - 1 of 1 [Next](#) | [Last](#). An 'Update' button is located at the bottom left of the table area.

The Role Management page allows B2B administrative users to view available roles and define new roles. However, they cannot modify or delete any roles, even the ones that they created.

Note: In the Role Management page, the B2B administrative users can see the Oracle iStore 11i seeded B2B roles that are assigned to them. Although there are Remove checkboxes for these seeded roles, the B2B administrative users should not delete these roles. Deleting the roles in the Role Management page will also delete them from all other Oracle iStore 11i B2B users' accounts.

Figure 3–3 The B2B Administrative User's Role Management Page



3.2.1 Creating B2B User Roles

If the seeded B2B user roles IBE_BUSINESS_USER_ROLE and IBE_PRIMARY_USER_ROLE do not meet all of your business needs, you can create new roles with any set of seeded Oracle iStore 11i permissions that you wish to specify. You can then assign the roles to B2B users who register in your Web stores. See [Section 3.1, "Roles and Permissions for Oracle iStore 11i Users"](#) for descriptions of seeded B2B user roles and existing Oracle iStore 11i permissions.

Use Oracle CRM Technology Foundation to create new roles. See *Oracle CRM Technology Foundation Concepts and Procedures* for instructions on creating new roles and mapping permissions to roles.

3.2.2 Approving B2B Users

When customers register in your Web stores as B2B users, you must approve their registrations before they can access B2B features and make purchases. You can also modify their data and role assignments if necessary. You should check for new B2B user requests regularly. You must perform these tasks in Oracle CRM Technology Foundation. See *Oracle CRM Technology Foundation Concepts and Procedures* for instructions on approving pending user requests, modifying user account information, and assigning roles to users.

Note: If you assign a role with the IBE_USER_ADMIN permission to a B2B user, then the set of roles that you assign to the user is the same set of roles that he or she can assign to other B2B users for the customer organization.

When you approve a B2B user for an organization that does not yet have an account, Oracle iStore 11i creates an account for the organization in the background.

If a customer directly requests a Web store user name for an organization account that already exists, instead of going through the organization's B2B administrative user(s), the Oracle iStore 11i system administrator must approve the user.

If you would prefer to have automatic approval of all B2B users, set the IBE: Use Business User Auto Approval profile option to **Yes**. If you activate automatic approval of B2B users, then users can register only for new organizations, not existing ones. The new organizations and their accounts are created, and the users are set up as employees and contacts of the organizations. You can use a manual party merge process to eliminate duplicate organization records.

3.3 Setting Up Notifications

Oracle iStore 11i sends notifications to users and sales representatives to inform them of the statuses of various activities. These notifications are for the recipients' information only and do not require a reply, although some notifications alert the recipients to a need for action on their part. The notifications are triggered by specific events, such as user actions and application data refreshes.

Oracle iStore 11i comes with seeded Oracle Workflow messages and notification events. You can create new messages in Oracle Workflow, as described in *Oracle iStore Implementation Guide* and *Oracle Workflow Guide*.

In the Merchant UI, you can select the default message for each notification event and map other messages to the notifications according to two parameters:

- Organization
- User type

Note: The organization is determined by the setting of the profile option MO: Operating Unit for the user’s responsibility.

The default message is the message where every parameter is set to ALL. For any notification event, if you have not set up a message for a specific organization-user type combination, Oracle iStore 11i uses the default message.

You can also choose to disable a notification event, either completely or for specific organization-user type combinations.

The following table describes all Oracle iStore 11i notifications and lists their triggers and recipients.

Table 3–3 Oracle iStore 11i Notifications

Notification	Description	Recipients	Trigger
User Registration	A welcome message	Registering user	A user registers in a specialty store, or a B2B user is registered by a B2B primary user.
Shared Cart	A message explaining how to access shared shopping carts	Shared cart owner and sharees	A user submits a request to share a cart.
Order Confirmation - Normal	An order confirmation message	User	A user places an order in a specialty store.
Order Confirmation - Next steps for faxed orders	A message explaining the remaining steps for order submission	User	A user places an order and chooses to fax a credit card or purchase order as payment.
Orders Not Booked Notification	A message announcing that an order has not been booked	The order administrator specified in the profile option IBE: Default Order Admin to Send Workflow Notification	A user’s order is not booked.

Table 3–3 Oracle iStore 11i Notifications (Cont.)

Notification	Description	Recipients	Trigger
Sales Assistance Request - To Users	A message acknowledging a request for sales assistance	User	A user requests sales assistance.
Sales Assistance Request - To Sales Representatives	A message describing a request for sales assistance	Sales representative for the user's operating unit	A user requests sales assistance.
Contract Negotiations Request - To Users	A message acknowledging a request for a change to contract terms	User	A user requests changes in contract terms.
Contract Negotiations Request - To Sales Representatives	A message describing a request for changes to contract terms	Contract sales representative for the user's operating unit	A user requests changes in contract terms.
Contract Negotiations Request - Approval	A message announcing approval of a contract terms change request	User Contract sales representative for the user's operating unit	A contract administrator approves a user's request for changes in contract terms.
Contract Negotiations Request - Cancellation	A message announcing cancellation of contract negotiations	User Contract sales representative for the user's operating unit	A contract administrator cancels the contract that was created when a user requested changes in contract terms.
Contract Negotiations Request - Disapproval	A message announcing rejection of a contract terms change request	Contract sales representative for the user's operating unit	A contract administrator rejects a user's request for changes in contract terms.
Reports - iStore Historical Summary	A message with the information from the Store Order Summary Data Out Bin	Users specified in the Merchant UI under Reports > Email Preferences	The concurrent programs for the Storefront Reports refresh the report data.
Reports - iStore Top Orders	A message with the information from the Store Orders Data Out Bin	Users specified in the Merchant UI under Reports > Email Preferences	The concurrent programs for the Storefront Reports refresh the report data.

3.3.1 Message Configurations

You can configure notification events by mapping different messages to combinations of organization and user type. The following table shows possible message configurations for the notification Order Confirmation - Normal.

Table 3–4 Sample Configurations for the Notification Order Confirmation - Normal

Organization	User Type	Message
All	All	Message 1 (default)
All	Business User	Message 2
Organization A	All	Message 3
Organization A	Individual User	Message 4

Users receive the order confirmation message with the configuration that matches the users' data. If no customized configurations match the users' data, the users receive the default message for all organizations and user types.

When Oracle iStore 11i sends a notification, it chooses the message with the parameters that match the user's data most closely. For example, with the message configuration listed in [Table 3–4](#), an individual user who places an order against Organization A receives Message 4, not Message 1 or Message 3.

If more than one message applies to the user, the user's organization takes precedence over the user type. For example, with the message configuration listed in [Table 3–4](#), a business user who places an order against Organization A receives Message 3, not Message 2.

Note: When mapping messages, you must ensure that the organization and user type combinations are valid. These combinations should correspond to the supported responsibilities and other access restrictions that you have set up for your specialty stores.

Organization and user type are not relevant to certain notifications. In such cases, you cannot map messages for these parameters, and the Oracle iStore 11i pull-down menus from which you would normally choose organization or user type display as read-only fields instead.

Note: Although a pull-down menu for specialty store exists for several notifications, configuring notifications by specialty store is currently not supported. You should select ALL from the specialty store pull-down menu when configuring notifications.

The following table shows a list of notifications and their configurable parameters.

Table 3–5 Configurable Parameters for Notifications

Notification	Organization	User Type
User Registration	Yes	Yes
Shared Cart	Yes	Yes
Order Confirmation - Normal	Yes	Yes
Order Confirmation - Next steps for faxed orders	Yes	Yes
Orders Not Booked Notification	No	No
Sales Assistance Request - To Users	Yes	Yes
Sales Assistance Request - To Sales Representatives	Yes	No
Contract Negotiations Request - To Users	Yes	Yes
Contract Negotiations Request - To Sales Representatives	Yes	No
Contract Negotiations Request - Approval	Yes	Yes
Contract Negotiations Request - Cancellation	Yes	Yes
Contract Negotiations Request - Disapproval	Yes	No
Reports - iStore Historical Summary	No	No
Reports - iStore Top Orders	No	No

3.3.2 Setting Up Notification Recipients

Several Oracle iStore 11*i* notifications are sent to sales representatives and contract sales representatives. You must specify these sales representatives in Oracle Human Resources for each of your organizations.

Note: Oracle iStore 11*i* no longer uses the profile option IBE: Default Sales Assistant to Send Workflow Notification to specify the recipient of sales assistance request notifications. If you previously used this profile option, you must now set up the sales representative in Oracle Human Resources.

Use the following procedure to set up a sales representative and a contract sales representative for an organization.

Steps

1. Log in to Oracle Forms with the Human Resources responsibility.
2. Choose **Work Structures > Organization > Description**.
The Find Organization window opens.
3. In the Find Organization window, enter the search criteria for your merchant organization and click **Find**.
The Organization form opens with the organization's record.
4. In the Organization Classifications region, select **Operating Unit** in the Name fields.
5. Click **Others**.
The Additional Organization Information window opens.
6. In the Additional Organization Information window, choose **Default Notify User** and click **OK**.
The Additional Organization Information - Default Notify User window opens.
7. Place your cursor in the Default Notify User field.
The Default Notify User window opens.
8. In the Contracts field of the Default Notify User window, enter the user name of the contract sales representative who should receive notifications of contract negotiation requests for the organization.

9. In the Sales Assistance field of the Default Notify User window, enter the user name of the sales representative who should receive notifications of sales assistance requests for the organization.

Note: Use uppercase letters only when entering user names.

10. Click **OK**.
11. In the Additional Organization Information - Default Notify User window, click **OK**.
12. Save the record.
13. For both sales representatives, specify e-mail addresses as follows:
 - a. In the Navigator, choose **People > Enter and Maintain**.
The Find Person window opens.
 - b. In the Find Person window, enter the search criteria for the sales representative and click **Find**.
The People window opens with the sales representative's employee record.
 - c. In the Office Details tab, enter the sales representative's e-mail address in the Email field. The sales representative will receive notifications at this e-mail address.
14. Save the record.

3.3.3 Adding Message Configurations

Use the following procedure to add message configurations for notification events according to organization or user type.

Prerequisites

- Create Oracle Workflow messages for Oracle iStore 11i notifications.
- Set the profile option IBE: Use Workflow Features in iStore to **Yes**. See *Oracle iStore Implementation Guide* for more information.
- Set the profile option IBE: Default Order Admin to Send Workflow Notification. See *Oracle iStore Implementation Guide* for more information.

- Set up sales representatives and contract sales representatives for notifications in Oracle Human Resources. See [Section 3.3.2, "Setting Up Notification Recipients"](#) for more information.

Steps

1. Launch the Merchant UI.
2. In the Setup tab, click **Notifications**.
The Notifications page opens.
3. Click the name of a notification event that you want to modify.
The Notification Configuration page opens, displaying the default configuration and existing configurations.
4. In the Notification Configuration page, click **Add Configuration**.
The Add Configuration page displays pull-down menus for Status and Message. The page also displays pull-down menus for Specialty Store, Organization, and User Type if you can configure the notification by these parameters.
5. Choose **Enabled** from the Status pull-down menu.
6. Choose the mapping specifications from the Specialty Store, Organization, and User Type pull-down menus.

Note: Configuring notifications by specialty store is currently not supported. Select ALL from the Specialty Store pull-down menu.

7. Choose a message from the Message pull-down menu. The Message pull-down menu has a list of the messages created in Oracle Workflow for this notification.
8. Click **Add**.
The Notification Configuration page opens, updated with the new configuration.
9. Optional: Click **Notifications** to return to the Notifications page.

3.3.4 Modifying Message Configurations

Use the following procedure to modify existing message configurations for notification events. You can also use this procedure to choose another default message.

Prerequisites

- Create Oracle Workflow messages for Oracle iStore 11i notifications.
- Set the profile option IBE: Use Workflow Features in iStore to **Yes**. See *Oracle iStore Implementation Guide* for more information.
- Set the profile option IBE: Default Order Admin to Send Workflow Notification. See *Oracle iStore Implementation Guide* for more information.
- Set up sales representatives and contract sales representatives for notifications in Oracle Human Resources. See [Section 3.3.2, "Setting Up Notification Recipients"](#) for more information.

Steps

1. Launch the Merchant UI.
2. In the Setup tab, click **Notifications**.
The Notifications page opens.
3. Click the name of a notification event that you want to modify.
The Notification Configuration page opens, displaying the default configuration and existing configurations.
4. In the Notification Configuration page, highlight the Select radio button next to the configuration that you want to modify, and click **Update**.
The Update Configuration page displays pull-down menus for Status and Message. The page also displays pull-down menus for Specialty Store, Organization, and User Type if you can configure the notification by these parameters.
5. Choose **Enabled** from the Status pull-down menu.
6. Choose the mapping specifications from the Specialty Store, Organization, and User Type pull-down menus.

Note: Configuring notifications by specialty store is currently not supported. Select ALL from the Specialty Store pull-down menu.

7. Choose a message from the Message pull-down menu. The Message pull-down menu has a list of the messages created in Oracle Workflow for this notification.
8. Click **Update**.
The Notification Configuration page opens, updated with the modified configuration.
9. Optional: Click **Notifications** to return to the Notifications page.

Note: If you are modifying the default configuration, you can only change the status and the message. The default configuration is marked with an asterisk (*) in the Specialty Store column. The default configuration parameters are each set to ALL.

3.3.5 Removing Message Configurations

Use the following procedure to remove existing message configurations from notification events. After you remove a message configuration, the notification uses its default message for that organization-user type combination if no other configuration applies.

Steps

1. Launch the Merchant UI.
2. In the Setup tab, click **Notifications**.
The Notifications page opens.
3. Click the name of a notification event from which you want to remove a configuration.
The Notification Configuration page opens, displaying the default configuration and existing configurations.
4. Highlight the Select radio button next to the configuration that you want to delete, and click **Remove**.
The Notification Configuration page updates with your changes.

Note: You cannot remove the default configuration. The default configuration is marked with an asterisk (*) in the Specialty Store column.

3.3.6 Disabling Notification Events

Use the following procedure to disable a notification event completely or for specific organization-user type combinations. When you disable a notification event completely, Oracle iStore 11i does not send any notifications for that event. When you disable a notification configuration, Oracle iStore 11i does not send any notifications for the case that you have specified.

Steps

1. Launch the Merchant UI.
2. In the Setup tab, click **Notifications**.
The Notifications page opens.
3. If you want to disable a notification across all organizations and user types, follow these steps:
 - a. In the Notifications page, check the notification's Disable checkbox.
 - b. Click **Update** to save your changes.
4. If you want to disable a notification for an existing configuration of organization and user type, follow these steps:
 - a. In the Notifications page, click the name of the notification event.
The Notification Configuration page opens.
 - b. Highlight the configuration's Select radio button and click **Update**.
The Update Configuration page opens.
 - c. Choose **Disabled** from the Status pull-down menu.
 - d. Click **Update** to save your changes.
5. If you want to disable a notification for a new configuration of organization and user type, follow these steps:
 - a. In the Notifications page, click the name of the notification event.
The Notification Configuration page opens.

b. Click Add Configuration.

The Add Configuration page opens.

c. Choose Disabled from the Status pull-down menu.

d. Choose the configuration specifications from the Specialty Store, Organization, and User Type pull-down menus.

Note: Configuring notifications by specialty store is currently not supported. Select ALL from the Specialty Store pull-down menu.

e. Click Add to save your changes.

3.4 Managing the Cache

Oracle iStore 11*i* caches your Web storefront product items and sections to improve performance of your Web site. However, if you make changes to a cached product item or section, the changes are not visible in the Customer UI unless the product item or section is purged from the cache.

Restarting the Apache server purges the entire cache, but you may not always want to do this, since it removes product items or sections you do not want to remove from the cache, and since the Web stores are unavailable while the server is restarting.

Oracle iStore 11*i* offers a cache management feature in the Merchant UI that enables you to purge only the product items or sections that you want to remove from the cache, while keeping the server—and thus the Web stores—up and running. You can purge the cache of the following sets of product items and sections:

- Specific product item(s)
- Specific section(s)
- All product items
- All sections
- The entire cache

Oracle iStore 11*i* uses multicast messages when it purges the cache to ensure that the cache on each Java Virtual Machine (JVM) is purged. The Oracle iStore 11*i* initialization code starts a thread within each JVM that listens for messages on a specific address and port. When you choose to purge the cache from the Merchant

UI, Oracle iStore 11i sends a multicast message to that address and port. When a thread receives the message, it interprets the message and purges the appropriate cache. Since there is a thread on each JVM listening for messages, the cache will be purged in each JVM. The port number is set in the profile option IBE: Port Number to use for multicast messages. See *Oracle iStore Implementation Guide* for more information about this profile option.

3.4.1 Purging the Entire Cache

Use this procedure to purge either the entire section cache or the entire product cache, or both.

Steps

1. Launch the Merchant UI.
2. In the Cache tab, click the Purge Entire Cache link.
The Purge Entire Cache page opens.
3. Highlight the radio button next to the cache purging option you want to exercise:
 - Purge the entire Section Cache and entire Item Cache
 - Purge the entire Section Cache only
 - Purge the entire Item Cache only
4. Click **Update**.
The cache is purged.

3.4.2 Purging the Section Cache

Use this procedure to purge individual sections from your section cache.

Steps

1. Launch the Merchant UI.
2. In the Cache tab, click the Purge Section Cache link.
The Purge Section Cache page opens.
3. Search for the section(s) you want to purge:

- a. From the View pull-down menu, specify whether you will search by **Name, Section Code, Section Type, or Status**.
- b. In the adjacent text field, enter your search criterion. Use % as a wildcard character if necessary.
- c. Click **Go**.

The search results appear in the Purge Section Cache page.

4. Select the checkbox in the Select column next to the section(s) you want to purge.
5. Click **Update**.

The cache is purged.

6. Optional: You can view the contents of the section cache at any time by navigating to the following URL:

`http://<host>:<apache port>/OA_HTML/ibemckvs.jsp`

3.4.3 Purging the Product Cache

Use this procedure to purge individual product items from your product cache.

Steps

1. Launch the Merchant UI.
2. In the Cache tab, click the Purge Product Cache link.
The Purge Product Cache page opens.
3. Search for the section(s) you want to purge:
 - a. From the View pull-down menu, specify whether you will search by **Name, Part Number, Category, or Status**.
 - b. In the adjacent text field, enter your search criterion. Use % as a wildcard character if necessary.
 - c. Click **Go**.

The search results appear in the Purge Product Cache page.

4. Select the checkbox in the Select column next to the product(s) you want to purge.
5. Click **Update**.

The cache is purged.

6. Optional: You can view the contents of the product cache at any time by navigating to the following URL:

`http://<host>:<apache port>/OA_HTML/ibemckvp.jsp`

3.5 Processing Express Checkout Orders

You must use the Oracle iStore 11i concurrent program iStore - Express Checkout Order Submission to submit Express Checkout shopping carts as orders. The profile option IBE: Express Checkout Consolidation Time Interval specifies the time interval in which Express Checkout shopping carts are converted into orders by this concurrent program batch job.

3.5.1 Running the Concurrent Program

Use the following procedure to run the iStore - Express Checkout Order Submission concurrent program to submit Express Checkout orders. You should schedule this concurrent program to run regularly at pre-determined intervals. However, you can also run this concurrent program only upon specific request.

Steps

1. Log in to Oracle Forms with the iStore Concurrent Programs Responsibility.
The Submit a New Request window opens.
2. Choose **Single Request** and click **OK**.
The Submit Request window opens.
3. Choose **iStore - Express Checkout Order Submission** from the Name LOV.
4. Set how often and when you want to run this by clicking **Schedule** in the "Submit Request" window.
 - To run right away, select **As Soon as Possible** and click **OK**.
 - To run once at a scheduled time, click **Once**, enter information in the appropriate fields, and click **OK**.
 - To run regularly, click **Periodically** or **On Specific Days**, enter information in the appropriate fields, and click **OK**.
5. Click **Submit** to submit the request. You receive a confirmation that the request has been submitted.

3.5.2 Checking the Status of the Concurrent Program

Use the following procedure to check the status of the concurrent program iStore - Express Checkout Order Submission.

Steps

1. Log in to Oracle Forms with the System Administrator responsibility.
2. Choose **Concurrent > Requests**.
The Find Requests window (defaulted to "All My Requests") opens.
3. In the Find Requests window, search for your concurrent program request.
 - If the server is not busy, then clicking **Find** may be the fastest way to find your request.
 - If your server is busy, it may be better to enter search criteria and look for "Specific Requests."
4. The "Requests" window displays a list of submitted requests. There should be one (or more) entitled "iStore - Express Checkout Order Submission." Initially, you may find this in the "green" state with Phase = "pending" or "running."
5. Click **Refresh Data** occasionally to check the completion status.
6. Once in the "red" state or Phase = "Completed," the "View Output" and "View Log" buttons will become active if the log and output files have been setup correctly. Use these buttons to find out how many orders the concurrent program was able to submit successfully and how many failed.

3.6 Using Storefront Reports

Oracle iStore 11i has pre-defined reports that collect and present valuable business data about your customers' interactions with your stores. These reports include the following:

- **Top Product Sales Report**—This report identifies your best-selling products.
- **Customer Sales Report**—This report identifies your top customers.
- **Top N Orders Report**—This report identifies the orders with the largest sales totals.
- **Historical Summary Report**—This report summarizes orders according to several different time periods.

All Storefront Reports data is pulled from the time range that you specify when preparing the report data, as outlined in [Section 3.6.2, "Preparing Data for Storefront Reports"](#).

You can view these reports in the Merchant UI Reports tab by using the Data Out Bins. You can also set up the Top N Orders Report and Historical Summary Report for delivery as e-mail notifications. The following table summarizes the different formats available for each report.

Table 3–6 Storefront Reports Formats

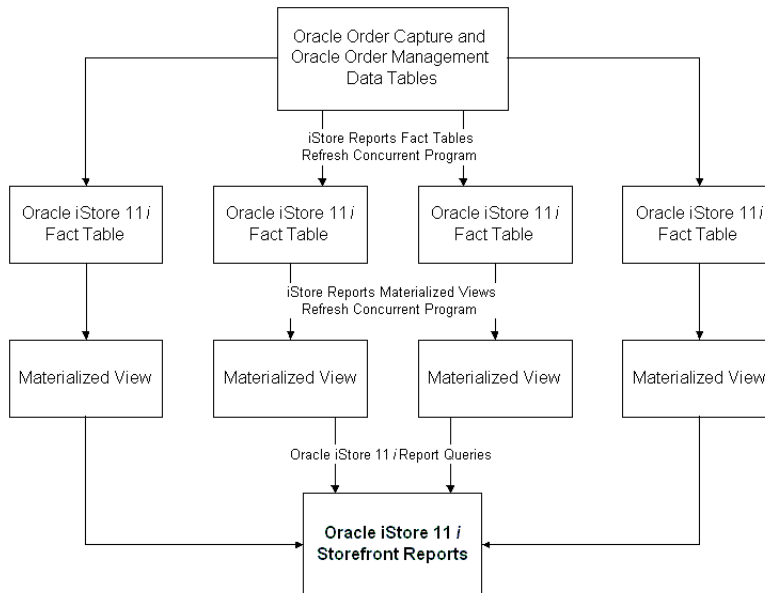
Report Name	Data Out Bin	E-mail Notification
Top Product Sales Report	Yes	No
Customer Sales Report	Yes	No
Top N Orders Report	Yes	Yes
Historical Summary Report	Yes	Yes

Before using Storefront Reports, you must first set them up as described in *Oracle iStore Implementation Guide*. Then you must prepare the report data in Oracle Forms before viewing the reports. You also need to configure the Data Out Bins by setting your bin preferences in the Oracle iStore 11i Merchant UI.

3.6.1 Understanding Storefront Reports Architecture

The basic architecture for Storefront Reports is shown in the following figure.

Figure 3–4 Storefront Reports Architecture



The iStore Reports Fact Tables Refresh concurrent program pulls data that is within a certain user-specified time frame from Oracle Order Capture and Oracle Order Management data tables into Oracle iStore 11i fact tables, which act as data summaries. This process can be very time consuming, depending on how much data the tables hold and the extent of the time frame you specify.

The reports and queries that comprise Storefront Reports are run against these fact tables. The following table describes the fact tables for Storefront Reports.

Table 3–7 Fact Tables for Storefront Reports

Fact Table Name	Description
IBE_ECR_MVLOG	This table captures the refresh log history, as well as the begin date and end date of the transaction records that are refreshed into the base materialized views.

Table 3–7 Fact Tables for Storefront Reports (Cont.)

Fact Table Name	Description
IBE_ECR_ORDER_HEADERS_FACT	This table provides header-level information for orders from Oracle Order Management tables. The orders are placed for sources that are specified in the lookup iStore Order Facts Sources (IBE_ECR_ORDER_SOURCE).
IBE_ECR_ORDERS_FACT	This table provides information from Oracle Order Management tables about the sale and quantity of items in orders, including data for Product, Customer, and Contracts.
IBE_ECR_QUOTES_FACT	This table provides information from Oracle Order Capture tables about items in quotes and shopping carts.

The iStore Reports Materialized Views Refresh concurrent program refreshes materialized views of these fact tables. Refreshing a materialized view is usually a fast process.

If the profile option IBE: iStore Materialized Views Usage is set to **Yes**, then when the queries for Storefront Reports are run against the fact tables, the database engine (cost-based optimizer) automatically reroutes the queries against the corresponding materialized views for enhanced query performance. If the materialized views are not available, the queries run against the fact tables. This architecture guarantees that data is always available for the Storefront Reports.

The iStore Alert Reports concurrent program triggers delivery of the updated Top N Orders Report and Historical Summary Report as e-mail notifications.

3.6.2 Preparing Data for Storefront Reports

You must populate the Storefront Reports' fact tables and materialized views with data for the entire time range in which you are interested before you can view the Storefront Reports in the Merchant UI.

When you update the data later, you can choose either to refresh the fact tables and materialized views for the entire new time range, or to add only the data for the time since the last data refresh.

Use the iStore Reports Complete Data Refresh Set concurrent programs to refresh data for the entire time range. This Refresh Set provides completely updated, accurate data. For this reason, it is recommended that you run this Refresh Set instead of the iStore Reports Increment Data Refresh Set if possible.

Use the iStore Reports Increment Data Refresh Set concurrent programs to add only data for the time period between the last data refresh and your new desired end date. This Refresh Set is faster than the iStore Reports Complete Data Refresh Set, but may not be accurate if the unrefreshed data has changed since it was last captured.

Each Refresh Set has three concurrent programs:

- iStore Reports Fact Tables Refresh
- iStore Reports Materialized Views Refresh
- iStore Alert Reports

[Section 3.6.1, "Understanding Storefront Reports Architecture"](#) describes the functions of these concurrent programs.

Note: Make sure that the conversion rate from all transactional currencies to the reporting currency is defined for the time period of data that you will refresh. See *Oracle iStore Implementation Guide* for details.

iStore Reports Complete Data Refresh Set

The iStore Reports Complete Data Refresh Set is the recommended data preparation procedure.

When you run the concurrent programs in the iStore Reports Complete Data Refresh Set, you can specify a begin date for the data. This begin date is also controlled by the profile options IBE: Quarter Begin Data and IBE: YTD Data Availability in Bins. The following table summarizes the concurrent programs' begin date selection logic for different profile option settings and user date entries.

Table 3–8 iStore Reports Complete Data Refresh Set Begin Date Selection

IBE: YTD Data Availability in Bins	IBE: Quarter Begin Data	Begin Date Selection
Yes	N/A	The concurrent programs choose the earlier of the user-entered date and the first day of the current Oracle General Ledger year. If the user does not enter a begin date, the concurrent programs default to the first day of the current year.

Table 3–8 iStore Reports Complete Data Refresh Set Begin Date Selection (Cont.)

IBE: YTD Data Availability in Bins	IBE: Quarter Begin Data	Begin Date Selection
No	Yes	The concurrent programs choose the earlier of the user-entered date and the first day of the current Oracle General Ledger quarter. If the user does not enter a begin date, the concurrent programs default to the first day of the current quarter.
No	No	The concurrent programs choose the earlier of the user-entered date and the system date. If the user does not enter a begin date, the concurrent programs default to the system date.

Use this procedure to prepare Storefront Reports data with the iStore Reports Complete Data Refresh Set.

Prerequisites

You have set up Storefront Reports as described in *Oracle iStore Implementation Guide*.

Steps

1. Log in to Oracle Forms with the iStore Concurrent Programs Responsibility.
The Submit a New Request window opens.
2. Choose **Request Set** and click **OK**.
The Submit Request Set window opens.
3. Choose the request set **iStore Reports Complete Data Refresh Set** from the Request Set LOV.
The Submit Request Set window is populated with the concurrent programs that are in iStore Reports Complete Data Refresh Set.
4. Place your cursor in the Parameters field for iStore Reports Fact Tables Refresh.
The Parameters window opens.
5. Set the parameters as follows:
 - a. Refresh Mode: **Complete**

- b. **Begin Date:** The start date for the time period for which data should be pulled from the Oracle Order Capture and Oracle Order Management tables.
- c. **End Date:** The ending date for the time period for which data should be pulled from the Oracle Order Capture and Oracle Order Management tables. If you leave this blank, it defaults to the current system date.

Click **OK**.

The Parameters field for iStore Reports Fact Tables Refresh is populated with the parameters.

- 6. Place your cursor in the Parameters field for iStore Reports Materialized Views Refresh.

The Parameters window opens.

- 7. Verify that the Fact Refresh Mode parameter is set to **Complete**, and click **OK**.

The Parameters field for iStore Reports Materialized Views Refresh is populated with the parameter.

- 8. Place your cursor in the Parameters field for iStore Alert Reports.

The Parameters window opens.

- 9. Set the Enabled parameter to **Yes** if you want to send the Top N Orders Report and Historical Summary Report as e-mail notifications, or **No** if you do not want to trigger the notifications. Click **OK**.

The Parameters field for iStore Alert Reports is populated with the parameter.

Note: See [Section 3.6.6, "Delivering Storefront Reports by E-Mail"](#) for information on specifying notification recipients and message format.

- 10. Optional: Click **Schedule . . .** to change the time when the reports will run.
- 11. Click **Submit** to submit the concurrent program requests.
- 12. Choose **View > Requests** to see the status of your requests.

When the concurrent programs are finished, the data for the Storefront Reports is available for report queries from the Oracle iStore 11i Merchant UI.

iStore Reports Increment Data Refresh Set

The iStore Reports Increment Data Refresh Set chooses the begin date of the data refresh according to the conditions listed in the following table.

Table 3–9 iStore Reports Increment Data Refresh Set Begin Date Selection

Condition	Begin Date Selection
The previous increment data refresh was successful for the fact tables.	End date of the previous increment data refresh
The previous increment data refresh was not successful for the fact tables.	Begin date of the previous increment data refresh
You are running the iStore Reports Increment Data Refresh Set for the first time.	End date of the most recent successful complete data refresh

Use this procedure to prepare Storefront Reports data with the iStore Reports Increment Data Refresh Set.

Note: It is recommended that you run the iStore Reports Complete Data Refresh Set instead, since it provides completely updated, accurate data that reflects all changes since the last data refresh.

Prerequisites

You have run the iStore Reports Complete Data Refresh Set at least once.

Steps

1. Log in to Oracle Forms with the iStore Concurrent Programs Responsibility.
The Submit a New Request window opens.
2. Choose **Request Set** and click **OK**.
The Submit Request Set window opens.
3. Choose the request set **iStore Reports Increment Data Refresh Set** from the Request Set LOV.
The Submit Request Set window is populated with the concurrent programs that are in iStore Reports Increment Data Refresh Set.
4. Place your cursor in the Parameters field for iStore Reports Fact Tables Refresh.

The Parameters window opens.

5. Set the parameters as follows:
 - a. Refresh Mode: **Increment**
 - b. End Date: The ending date for the time period for which data should be pulled from the Oracle Order Capture and Oracle Order Management tables. If you leave this blank, it defaults to the current system date.

Click **OK**.

The Parameters field for iStore Reports Fact Tables Refresh is populated with the parameters.

6. Place your cursor in the Parameters field for iStore Reports Materialized Views Refresh.

The Parameters window opens.

7. Verify that the Fact Refresh Mode parameter is set to **Increment**, and click **OK**.
The Parameters field for iStore Reports Materialized Views Refresh is populated with the parameter.

8. Place your cursor in the Parameters field for iStore Alert Reports.

The Parameters window opens.

9. Set the Enabled parameter to **Yes** if you want to send the Top N Orders Report and Historical Summary Report as e-mail notifications, or **No** if you do not want to trigger the notifications. Click **OK**.

The Parameters field for iStore Alert Reports is populated with the parameter.

Note: See [Section 3.6.6, "Delivering Storefront Reports by E-Mail"](#) for information on specifying notification recipients and message format.

10. Optional: Click **Schedule . . .** to change the time when the reports will run.
11. Click **Submit** to submit the concurrent program requests.
12. Choose **View > Requests** to see the status of your requests.

When the concurrent programs are finished, the data for the Storefront Reports is available for report queries from the Oracle iStore 11*i* Merchant UI.

3.6.3 Setting Data Out Bin Preferences

Users can set their own Data Out Bin preferences. For each Data Out Bin, a user can select the Storefront Report that it displays, the number of rows of data, the time period covered, and the scale of the sales totals.

The Data Out Bins define time periods as follows:

- **Day**—The end date specified for the data range when the concurrent programs last refreshed the data
- **Week**—The time between the end date and the Monday that most recently preceded it
- **Month, Quarter, and Year**—The Oracle General Ledger seeded period types Month, Quarter, and Year, respectively, from the start of the period containing the end date to the end date itself. For example, if the end date is July 15, the month is July 1 to July 15.

Use this procedure to set your Data Out Bin preferences for Storefront Reports in the Oracle iStore 11i Merchant UI.

Note: This procedure is required only if the profile option IBE: Use Default Bin Preference is set to **No**. Otherwise, the procedure is optional. The default bin preferences place only the Store Order Summary bin on the left side of the first Data Out Bin page.

Prerequisites

The IBE: GL Period Set Name profile option has been set, to specify whether the Data Out Bins use the standard or fiscal year as defined in Oracle General Ledger. The Oracle General Ledger time periods in the calendar must be non-adjusting periods.

Steps

1. Launch the Merchant UI.
2. In the Reports tab, choose the Bin Preferences subtab.
3. From the Default Currency pull-down menu, select the currency in which you want the Data Out Bins to display sales totals.
4. For each Data Out Bin that you want to configure, follow these steps:

- a. In the Bin Number column, use the pull-down menu to select the bin placement where you want the report to appear.
- b. In the Bin Name column, use the pull-down menu to select the report that you want to set up in the corresponding Data Out Bin number.
- c. In the Number of Rows column, use the pull-down menu to select the number of rows of data that should appear in the report.
- d. In the Frequency column, use the pull-down menu to select the time period for which you want the report to show data.

Note: Bins can only access data in the time range that you specified when preparing report data as described in [Section 3.6.2, "Preparing Data for Storefront Reports"](#).

- e. In the Scaling column, use the pull-down menu to select the number by which you want to scale the sales totals in the Data Out Bins.
5. Repeat for each report for which you want to set up Data Out Bin preferences.
 6. Click **Update** to save your changes.

3.6.4 Viewing Data Out Bins

Use this procedure to view the Top Product Sales Report, Customer Sales Report, Top N Orders Report, and Historical Summary Report as Data Out Bins in the Oracle iStore 11*i* Merchant UI.

Prerequisites

If you are viewing the Data Out Bins from an application other than Oracle iStore 11*i*, you must have the IBE_ADMINISTRATOR responsibility.

Steps

1. Launch the Merchant UI.
2. In the Reports tab, choose the Reports subtab.
Your reports appear as Data Out Bins under the Reports subtab.
3. Optional: In the Store Order Summary bin, click a time period to view the Store Product Sales, Store Customer Sales, and Store Orders bins for that time period on the right side of the page.

4. Optional: In the Store Customer Sales bin, click a customer name to view a summary of that customer's orders.
A page opens with the customer's order summary. Here, you can perform any of the following tasks:
 - Click a column name to sort the orders according to that column.
 - Click an order number to view its details in Order Tracker.
 - Click **Details** in the Shipment column to view shipment details for an order.
5. Optional: In the Store Orders bin, click an order number to view its details in Order Tracker.

The following table summarizes the data that each Data Out Bin presents.

Table 3–10 Data Out Bin Storefront Report Data

Data Out Bin Name	Bin Data
Store Product Sales (Top Product Sales Report)	<p>Products: The item description in Oracle Inventory</p> <p>Lines: The number of ordered lines of the product. For example, if a single order has the same product on two lines, each line is counted in this report.</p> <p>Sales: The sales value line total of the product, without tax and shipping charges</p>
Store Customer Sales (Customer Sales Report)	<p>Customers: The customer name in Oracle Receivables, as a hyperlink. Click this to view a summary of the customer's orders.</p> <p>Orders: The total number of orders placed by the customer</p> <p>Sales: The sales value total for the customer, without tax and shipping charges</p>
Store Orders (Top N Orders Report)	<p>Order: The order number, as a hyperlink. Click this to view order details in Order Tracker.</p> <p>Customers: The customer name in Oracle Receivables</p> <p>Total: The total sales amount of the order, without tax and shipping charges</p>

Table 3–10 Data Out Bin Storefront Report Data (Cont.)

Data Out Bin Name	Bin Data
Store Order Summary (Historical Summary Report)	For: The time segments for the report, as hyperlinks. Click a time segment to view the Store Product Sales, Store Customer Sales, and Store Orders bins for that time segment on the right side of the page. Orders: The number of orders Sales: The sales value total for the orders, without tax and shipping charges

3.6.5 Customizing Data Out Bin Drilldown Pages

You can drill down through the Store Order Summary Data Out Bin to view the Store Product Sales, Store Customer Sales, and Store Orders bins for the selected time period. You can also drill down through the Store Customer Sales and Store Orders Data Out Bins to Order Tracker for more details on the selected customer or order number.

The drilldown links are implemented as logical templates. The following table summarizes the logical drilldown templates for the Data Out Bins.

Table 3–11 Data Out Bin Drilldown Templates

Data Out Bin	Logical Drilldown Template
Store Order Summary	BIN_SUMMARY_DRILLDOWN
Store Customer Sales	BIN_TOP_CUSTOMER_DRILLDOWN
Store Orders	BIN_TOP_ORDER_DRILLDOWN

You can use a customized JSP for the drilldown links by mapping the desired JSP to the logical drilldown template for the appropriate Data Out Bin. Then the drilldown link from the Data Out Bin will point to the customized JSP. See [Section 2.8, "Customizing Templates"](#) for information on mapping templates in the Templates tab of the Merchant UI.

The Template Manager gets the minisite from the cookie. If you want to provide a customized JSP for a specific minisite, you must set the cookie "zm" to the minisite_id for the bin drilldown to use.

The JSP for the links takes the following parameters:

- ecr (Value = YES. Required.)

- qsd (Start book date. Required.)
- qed (End book date. Required.)
- acctnum (The customer account identifier. This parameter is supplied only for drilldown from the Store Customer Sales bin.)
- esid (The order source ID)
- qa (Query actions. The default value is "details". This parameter is supplied only for the Store Orders bin.)
- qid (The order header ID from the Store Orders bin. Optional.)

3.6.6 Delivering Storefront Reports by E-Mail

You can deliver the Top N Orders Report and Historical Summary Report as e-mail notifications to persons that you designate. The content of the e-mail reports is identical to that of the Data Out Bins. The e-mail reports are delivered every time the data is refreshed and the iStore Alert Reports concurrent program is enabled in the concurrent program manager.

The Storefront Reports notifications are stored in the Oracle Workflow item type iStore Alert Reports (IBEECRRP), in the data store file IBEVWFR.wft. See *Oracle iStore Implementation Guide* for information on working with the notifications in Oracle Workflow.

You can map a message for this notification in the same way that you configure messages for all notifications. See [Section 3.3, "Setting Up Notifications"](#) for more information.

Use the following procedure to designate the recipients of the e-mail reports.

Steps

1. Launch the Merchant UI.
2. In the Reports tab, choose the Alert Preferences subtab.
The User List page opens.
3. From the View pull-down menu, select the report for which you want to designate recipients.
The User List page refreshes with a list of the current e-mail report recipients.
4. To add a recipient, click **Add User**.
The Add User page opens.

5. In the User Name field, enter the recipient's name.
6. In the Email Address field, enter the recipient's e-mail address.
7. From the Language pull-down menu, select the language of the e-mail report.
8. Click **Add** to add the recipient to the list.

The updated User List page opens.

9. To remove a recipient from the list, check the Remove checkbox next to the recipient's name and click **Update**.

The updated User List page opens.

Oracle iStore 11i Template Mappings

This appendix lists the Oracle iStore 11i seeded template file names, with programmatic access names and descriptions. Topics include:

- [Catalog Template Mappings](#)
- [Product Search Template Mappings](#)
- [Oracle Configurator Integration Template Mappings](#)
- [Shopping Cart Template Mappings](#)
- [Shopping List Template Mappings](#)
- [User Profile Template Mappings](#)
- [Address Book Template Mappings](#)
- [Checkout Template Mappings](#)
- [Express Checkout Template Mappings](#)
- [Postsales Template Mappings](#)
- [Data Out Bin Template Mappings](#)
- [Style Sheet Template Mappings](#)
- [Other Customer UI Template Mappings](#)

Note: Some of the programmatic access names do not have seeded source files. You can map your own customized source files to these names in the same way that you would map a source file to any template programmatic access name.

A.1 Catalog Template Mappings

The following table lists seeded template file names for the catalog, with programmatic access names and descriptions.

Table A-1 *Catalog Template Mappings*

Access Name	Source File	Description
STORE_CTLG_BIN_LEFT_1	None	First left bin of the catalog section page layout
STORE_CTLG_BIN_LEFT_2	None	Second left bin of the catalog section page layout
STORE_CTLG_BIN_LEFT_3	None	Third left bin of the catalog section page layout
STORE_CTLG_BIN_LEFT_4	None	Fourth left bin of the catalog section page layout
STORE_CTLG_BIN_LEFT_5	None	Fifth left bin of the catalog section page layout
STORE_CTLG_BIN_LEFT_6	None	Sixth left bin of the catalog section page layout
STORE_CTLG_BIN_LEFT_7	None	Seventh left bin of the catalog section page layout
STORE_CTLG_BIN_RIGHT_1	None	First right bin of the catalog section page layout
STORE_CTLG_BIN_RIGHT_2	None	Second right bin of the catalog section page layout
STORE_CTLG_BIN_RIGHT_3	None	Third right bin of the catalog section page layout
STORE_CTLG_BIN_RIGHT_4	None	Fourth right bin of the catalog section page layout
STORE_CTLG_BIN_RIGHT_5	None	Fifth right bin of the catalog section page layout
STORE_CTLG_BIN_RIGHT_6	None	Sixth right bin of the catalog section page layout
STORE_CTLG_BIN_RIGHT_7	None	Seventh right bin of the catalog section page layout
STORE_CTLG_BULLET_SCT	ibeCCtdBltSts.jsp	List of sections in two columns with bullets

Table A-1 Catalog Template Mappings (Cont.)

Access Name	Source File	Description
STORE_CTLG_BUY_PROCESS_ROUTE	ibeCCtpBuyRoute.jsp	Routing page for add to cart Express Checkout etc.
STORE_CTLG_DLDN_SCT_BULLET	ibeCCtpDdLfStBl.jsp	Process page for non-leaf section drill down and show bulleted sub sections
STORE_CTLG_DLDN_SCT_BULLET_INCL	ibeCCtdDdLfStBlI.jsp	Non-leaf section drill down and show bulleted sub sections
STORE_CTLG_DRILL_LEAF	ibeCCtpDrillLeaf.jsp	Processing page for drilling down to leaf subsections
STORE_CTLG_DRILL_LEAF_INCL	ibeCCtdDrillLeafI.jsp	Display section by drilling down to leaf subsections and displaying items
STORE_CTLG_FSUBSCT	ibeCCtpFSubSct.jsp	Process page for displaying featured subsections
STORE_CTLG_FSUBSCT_FWD	ibeCCtpFwdSubSct.jsp	Display featured sub sections or forward to first navigational child
STORE_CTLG_FSUBSCT_INCL	ibeCCtdFSubSctI.jsp	Catalog Featured Subsections Included
STORE_CTLG_FSUBSCT_MULT_2COL	ibeCCtpFSuStMs2.jsp	Process page for non-leaf section featured products with multiple select two columns
STORE_CTLG_FSUBSCT_MULT_2COL_INCL	ibeCCtdFSuStMs2I.jsp	Non-leaf section featured products with multiple select two columns
STORE_CTLG_FSUBSCT_MULT_3COL	ibeCCtpFSuStMs3.jsp	Process page for non-leaf section featured products with multiple select three columns
STORE_CTLG_FSUBSCT_MULT_3COL_INCL	ibeCCtdFSuStMs3I.jsp	Non-leaf section featured products with multiple select three columns
STORE_CTLG_ITEM_BIN_BOTTOM	None	Bottom bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_LEFT_1	None	First left bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_LEFT_2	None	Second left bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_LEFT_3	None	Third left bin of the catalog item page layout

Table A-1 Catalog Template Mappings (Cont.)

Access Name	Source File	Description
STORE_CTLG_ITEM_BIN_LEFT_4	None	Fourth left bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_LEFT_5	None	Fifth left bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_LEFT_6	None	Sixth left bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_LEFT_7	None	Seventh left bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_RIGHT_1	None	First right bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_RIGHT_2	None	Second right bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_RIGHT_3	None	Third right bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_RIGHT_4	None	Fourth right bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_RIGHT_5	None	Fifth right bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_RIGHT_6	None	Sixth right bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_RIGHT_7	None	Seventh right bin of the catalog item page layout
STORE_CTLG_ITEM_BIN_TOP	None	Top bin of the catalog item page layout
STORE_CTLG_ITEM_DESC	ibeCCtdItemDesc.jsp	Display product with descriptions
STORE_CTLG_ITEM_DESC_AND_IMG	ibeCCtdItemDescImg.jsp	Display product with descriptions and image
STORE_CTLG_ITEM_DETAILS	ibeCCtdItemDetail.jsp	Display item detail
STORE_CTLG_ITEM_DETAILS_NO_IMG	ibeCCtdItemDtlNoImg.jsp	Display product details with no image
STORE_CTLG_ITEM_INFO	ibeCCtdItemInfo.jsp	Catalogue Item Information
STORE_CTLG_ITM_ROUTE	ibeCCtpItmDspRte.jsp	Item display routing
STORE_CTLG_LEAF_ITEM_INCL	ibeCCtdLeafItem.jsp	Display leaf item within section page

Table A-1 Catalog Template Mappings (Cont.)

Access Name	Source File	Description
STORE_CTLG_LEAF_SCT_ITEMS	ibeCCtpLfStIts.jsp	Process page for displaying items of the current leaf section
STORE_CTLG_LEAF_SCT_ITEMS_INCL	ibeCCtdLfStItsI.jsp	Displaying items of the current leaf section
STORE_CTLG_LEAF_SCT_MULT_INCL	ibeCCtdLfStMsLI.jsp	Leaf section center page multiple select with product links
STORE_CTLG_LEAF_SCT_MULTIPLE	ibeCCtpLfStMsL.jsp	Process page for leaf section multiple select with product links
STORE_CTLG_LEAF_SCT_SINGLE	ibeCCtpLeafSctSs.jsp	Process page for displaying leaf section with single select
STORE_CTLG_LEAF_SCT_SINGLE_INCL	ibeCCtdLeafSctSsI.jsp	Display leaf section with single select
STORE_CTLG_LF_SCT_MULT_NOLINKS	ibeCCtpLfStMs.jsp	Process page for leaf section multiple select with no product links
STORE_CTLG_LF_SCT_MULT_NOLINKS_INCL	ibeCCtdLfStMsI.jsp	Leaf section center page multiple select with no product links
STORE_CTLG_SCT_BROWSE	ibeCCtdSctBrwsBin.jsp	Display catalog hierarchy for browsing
STORE_CTLG_SCT_BULLET_SUBSCT	ibeCCtpStBlSuSt.jsp	Process page for non-leaf section bulleted subsections
STORE_CTLG_SCT_BULLET_SUBSCT_INCL	ibeCCtdStBlSuStI.jsp	Non-leaf section - bulleted subsections
STORE_CTLG_SCT_COMMON	ibeCCtdCmnSt.jsp	Common display page with bins center page menu etc.
STORE_CTLG_SCT_DTL_DPDN_ITEMS	ibeCCtpStMmDtlts.jsp	Process page for displaying section detail with items in a drop-down list
STORE_CTLG_SCT_DTL_DPDN_ITEMS_INCL	ibeCCtdStMmDtltsI.jsp	Displaying section detail with items in a drop down list
STORE_CTLG_SCT_PATH	ibeCCtdSctPath.jsp	Display path traversed in hierarchy
STORE_CTLG_SCT_ROUTE	ibeCCtpSctDspRte.jsp	Display routing page
STORE_CTLG_SECTION_BIN_BOTTOM	None	Bottom bin of the catalog section page layout

Table A–1 Catalog Template Mappings (Cont.)

Access Name	Source File	Description
STORE_CTLG_SECTION_BIN_TOP	None	Top bin of the catalog section page layout
STORE_CTLG_SUBSCT_DPDN_ITEMS	ibeCCtpChStDdIts.jsp	Process page for sub leaf sections with items in drop down list
STORE_CTLG_SUBSCT_DPDN_ITEMS_INCL	ibeCCtdChStDdItsI.jsp	Display sub leaf sections with items in drop down list

A.2 Product Search Template Mappings

The following table lists seeded template file names for the product search, with programmatic access names and descriptions.

Table A–2 Product Search Template Mappings

Access Name	Source File	Description
STORE_SEARCH_REFINE	ibeCSrdSrchAdvForm.jsp	Advanced Search Form
STORE_SEARCH_RESULT	ibeCSrdSrchResults.jsp	Shows search results

A.3 Oracle Configurator Integration Template Mappings

The following table lists seeded template file names for Oracle Configurator integration, with programmatic access names and descriptions.

Table A–3 Oracle Configurator Integration Template Mappings

Access Name	Source File	Description
STORE_CFG_BRANCH	ibeCFgpBranch.jsp	Main logic page to route the return to iStore from Configurator
STORE_CFG_DISPLAY	ibeCFgdDisplay.jsp	Display a Configured item in an HTML table cell
STORE_CFG_FRAME_SRCS	ibeCFgdFrameSources.jsp	Establishes the outer frame set for Configurator DHTML UI to run in.
STORE_CFG_LAUNCH	ibeCFgpLaunch.jsp	Prepares parameters to launch the Configurator from iStore.
STORE_CFG_REDIRECT	ibeCFgpRedirect.jsp	Initial page for Configurator servlet to post to in returning to iStore and regaining iStore context.

A.4 Shopping Cart Template Mappings

The following table lists seeded template file names for the shopping cart, with programmatic access names and descriptions.

Table A-4 Shopping Cart Template Mappings

Access Name	Source File	Description
STORE_CART_ADD_ITEM	ibeCScpAddItem.jsp	Add Item to Cart Page
STORE_CART_DIRECT_ENTRY	ibeCScdDirectEntry.jsp	Enter customers' inventory items to cart - direct entry
STORE_CART_DIRECT_ENTRY_P	ibeCScpDirectEntry.jsp	Processes direct entries
STORE_CART_ENTER_PROMO	ibeCScdEnterPromo.jsp	Enter Promotion Code
STORE_CART_ENTER_PROMO_P	ibeCScpEnterPromo.jsp	Enter Promotion Code
STORE_CART_GET_SHAREE	ibeCScdSharee.jsp	Retrieve sharee shopping cart
STORE_CART_ITEMS_BIN_BOTTOM	None	Bottom bin of the shopping cart page layout
STORE_CART_ITEMS_BIN_TOP	None	Top bin of the shopping cart page layout
STORE_CART_LINE_SPLIT_DETAILS	ibeCCkdLineSplit.jsp	Modify line level shipping details display page
STORE_CART_LINE_SPLIT_DETAILS_P	ibeCCkpLineSplit.jsp	Modify line level shipping details process page
STORE_CART_LINE_TAX	None	Shopping cart line tax display
STORE_CART_MODIFY	ibeCScdViewA.jsp	Modify shopping cart
STORE_CART_MODIFY_P	ibeCScpViewA.jsp	Modify shopping cart process page
STORE_CART_SAVE	ibeCScdSave.jsp	Save shopping cart
STORE_CART_SAVE_CONFIRM	ibeCScdConfirm.jsp	Save Cart Process
STORE_CART_SAVE_CONFIRM_P	ibeCScpConfirm.jsp	Save and Confirm
STORE_CART_SAVE_P	ibeCScpSave.jsp	Save shopping cart process page
STORE_CART_SEL_SUPP	ibeCScdSupportLvl.jsp	Support Levels
STORE_CART_VIEW	ibeCScdViewS.jsp	View shopping cart
STORE_CART_VIEW_LINE	ibeCScdViewLine.jsp	View Shopping Cart Line
STORE_CART_VIEW_LIST	ibeCScdListS.jsp	View shopping cart lists

Table A-4 Shopping Cart Template Mappings (Cont.)

Access Name	Source File	Description
STORE_CART_VIEW_LIST_P	ibeCScpListS.jsp	View shopping cart lists process page
STORE_CART_VIEW_P	ibeCScpViewS.jsp	View shopping cart process page
STORE_CART_VIEW_PROMO	ibeCScdViewPromo.jsp	View Promotion Code
STORE_CART_VIEW_PROMO_P	ibeCScpViewPromo.jsp	View Promotion Code
STORE_CART_VIEW_SUM	ibeCScdViewSum.jsp	View Shopping Cart Sum
STORE_CART_WARN	ibeCScdWarn.jsp	Shopping Cart Warning Display
STORE_CART_WARN_P	ibeCScpWarn.jsp	Shopping Cart Warning Process

A.5 Shopping List Template Mappings

The following table lists seeded template file names for the shopping lists, with programmatic access names and descriptions.

Table A-5 Shopping List Template Mappings

Access Name	Source File	Description
STORE_SLIST_ADD_ITEM	ibeCSldAddItems.jsp	Add items to a list
STORE_SLIST_ADD_ITEM_P	ibeCSlpAddItems.jsp	Processes addition of items to list
STORE_SLIST_DISPLAY	ibeCSldListDetail.jsp	Display shopping list
STORE_SLIST_DISPLAY_LIST	ibeCSldLists.jsp	Displays shopping lists
STORE_SLIST_DISPLAY_LIST_P	ibeCSlpLists.jsp	Processes shopping lists
STORE_SLIST_DISPLAY_P	ibeCSlpListDetail.jsp	Processes shopping list
STORE_SLIST_SAVE	ibeCSldSave.jsp	Save a shopping list
STORE_SLIST_SAVE_ACTIVE_CART	ibeCSldSaveActive.jsp	Saving of shopping list to a active cart
STORE_SLIST_SAVE_ACTIVE_CART_P	ibeCSlpSaveActive.jsp	Process saving of shopping list to a active cart
STORE_SLIST_SAVE_P	ibeCSlpSave.jsp	Process saving of shopping list

A.6 User Profile Template Mappings

The following table lists seeded template file names for the user's Profile, with programmatic access names and descriptions.

Table A-6 User Profile Template Mappings

Access Name	Source File	Description
STORE_CUST_ACC_HOME	ibeCAcdPersonalInfo.jsp	Personal Information
STORE_CUST_ACC_LOGIN	ibeCAcdLogin.jsp	Login
STORE_CUST_ACC_LOGIN_AUTH	ibeCAcpLogin.jsp	Account Authorization
STORE_CUST_ACC_LOGOUT	ibeCAcpLogout.jsp	Logout
STORE_CUST_ACC_PASSWORD	ibeCAcdPassword.jsp	Password Change
STORE_CUST_ACC_PREFS	ibeCAcdPreferences.jsp	Order preferences
STORE_CUST_ACC_SELECT	ibeCAcdChooseAcct.jsp	Account Select Display
STORE_CUST_ACC_SELECTED	ibeCAcpChooseAcct.jsp	Account Select Processing
STORE_CUST_ACC_SUBMENU	ibeCAcdMenu.jsp	Profile menu
STORE_CUST_ACC_WELCOME	ibeCAcdWelcome.jsp	Welcome
STORE_CUST_BUSINESS_ REGISTRATION	ibeCAcdBizUserReg.jsp	Business User registration display
STORE_CUST_PMTBK_DISPLAY	ibeCPmdPmtBook.jsp	Payment Book processing
STORE_CUST_PMTBK_PAYMENT_ OPTIONS	ibeCPmdPmtOptions.jsp	Payment Options Display
STORE_CUST_PMTBK_SAVE	ibeCPmpPmtBook.jsp	Payment Book processing
STORE_CUST_PROFILE	ibeCAcpProfile.jsp	User profile
STORE_CUST_REGISTRATION	ibeCAcpRegistration.jsp	Registration processing
STORE_CUST_SIGNIN	ibeCAcdEndUserReg.jsp	End User registration display
STORE_USR_MGMT_ACC_W	ibeCUmpAcctWrap.jsp	User Account Management
STORE_USR_MGMT_ADD_ACC_W	ibeCUmpAddAcctWrap.jsp	Add User Account
STORE_USR_MGMT_PERM_W	ibeCUmpPermWrap.jsp	Permission Management
STORE_USR_MGMT_ROLE_W	ibeCUmpRoleWrap.jsp	Role Management
STORE_USR_MGMT_USER_W	ibeCUmpUserWrap.jsp	User Management

A.7 Address Book Template Mappings

The following table lists seeded template file names for the Address Book, with programmatic access names and descriptions.

Table A-7 Address Book Template Mappings

Access Name	Source File	Description
STORE_ADDRBK_BOOK	ibeCAddAddrBook.jsp	Store Address Book
STORE_ADDRBK_CREATE	ibeCAdpAddrEdit.jsp	Store Address Create
STORE_ADDRBK_DELETE	ibeCAdpAddrDelete.jsp	Store Address Delete
STORE_ADDRBK_DISPLAY	ibeCAddAddrDsp1.jsp	Store Address Display
STORE_ADDRBK_DISPLAY_ALT	ibeCAddAddrDsp2.jsp	Store Address Display Alternate
STORE_ADDRBK_DISPLAY_ALT2	ibeCAddAddrDsp3.jsp	Store Address Display Alternate 2
STORE_ADDRBK_DISPLAY_FORM	ibeCAddAddrEdit0.jsp	Store Address Display Form
STORE_ADDRBK_EDIT	ibeCAddAddrEdit.jsp	Store Address Edit

A.8 Checkout Template Mappings

The following table lists seeded template file names for checkout, with programmatic access names and descriptions.

Table A-8 Checkout Template Mappings

Access Name	Source File	Description
STORE_CHKOUT_CONTRACT	ibeCCkdCntrct.jsp	Contract Checkout
STORE_CHKOUT_CONTRACT_CHANGE	ibeCCkdCntrctChng.jsp	Contract Change
STORE_CHKOUT_CONTRACT_CHANGE_P	ibeCCkpCntrctChng.jsp	Contract Change
STORE_CHKOUT_CONTRACT_CHANGE_SENT	ibeCCkdCntrctSent.jsp	Change Contract
STORE_CHKOUT_CONTRACT_P	ibeCCkpCntrct.jsp	Contract Process
STORE_CHKOUT_CONTRACT_STD	stdContract.jsp	Standard Contract
STORE_CHKOUT_CONTRACT_TEXT	ibeCCkdCntrctText.jsp	Contract Text
STORE_CHKOUT_HEADER_DISPLAY	ibeCCkdHdrDisplay.jsp	Header Display

Table A-8 Checkout Template Mappings (Cont.)

Access Name	Source File	Description
STORE_CHKOUT_INVOICE_HEADER	ibeCCkdHdrBillPay.jsp	Invoice Header Display
STORE_CHKOUT_INVOICE_HEADER_P	ibeCCkpHdrBillPay.jsp	Invoice Header Process
STORE_CHKOUT_REVIEW	ibeCCkdOrdReview.jsp	Order Review
STORE_CHKOUT_REVIEW_P	ibeCCkpOrdReview.jsp	Order Review Process
STORE_CHKOUT_SALES_HELP	ibeCCkdSalesHelp.jsp	Sales Help
STORE_CHKOUT_SALES_HELP_P	ibeCCkpSalesHelp.jsp	Sale Help Process
STORE_CHKOUT_SHIP_HEADER	ibeCCkdHdrShip.jsp	Ship Header Display
STORE_CHKOUT_SHIP_HEADER_P	ibeCCkpHdrShip.jsp	Ship Header Process
STORE_CHKOUT_SHIPMENT_METHODS	ibeCCkdShipMthds.jsp	Shipment Methods
STORE_CHKOUT_SUMMARY	ibeCCkdOrdSummary.jsp	Order Summary

A.9 Express Checkout Template Mappings

The following table lists seeded template file names for Express Checkout, with programmatic access names and descriptions.

Table A-9 Express Checkout Template Mappings

Access Name	Source File	Description
STORE_XPR_CANCEL	ibeCXpdShowCancel.jsp	Cancel a Express Checkout order
STORE_XPR_ERROR	ibeCXpdShowError.jsp	Error during Express Checkout
STORE_XPR_PROCESS	ibeCXppDoButton.jsp	Processes the Express Checkout request
STORE_XPR_SETTINGS_DISPLAY	ibeCXpdShowSettings.jsp	Displays Express Checkout settings
STORE_XPR_SETTINGS_SAVE	ibeCXppSaveSettings.jsp	Save Express Checkout settings
STORE_XPR_TAG_AREA	ibeCXpdShowTag.jsp	Displays the area around the checkout tag
STORE_XPR_VIEW	ibeCXpdViewPending.jsp	View a Express Checkout order

A.10 Postsales Template Mappings

The following table lists seeded template file names for Postsales, with programmatic access names and descriptions.

Table A-10 Postsales Template Mappings

Access Name	Source File	Description
STORE_PSI_ATP_C	ibeCOtcAtp.jsp	ATP Component page for Customer and Sales Representative
STORE_PSI_ATP_D	ibeCOtdAtp.jsp	ATP Display Page
STORE_PSI_ATP_P	ibeCOtpAtp.jsp	ATP Processing Page
STORE_PSI_ATP_SP_D	ibeSOtdAtp.jsp	ATP Container page for Sales Representative
STORE_PSI_INVOICE_DETAIL_D	ibeCOtdInvDtl.jsp	Invoice details
STORE_PSI_INVOICE_DETAIL_P	ibeCOtdInvDtlMain.jsp	Invoice Details Processing Page
STORE_PSI_INVOICE_PAYMENT_DETAIL_D	ibeCOtdInvPmtDtl.jsp	Invoice payment details
STORE_PSI_INVOICE_PAYMENT_DETAIL_P	ibeCOtdInvPmtMain.jsp	Invoice to Payment Details Processing Page
STORE_PSI_INVOICE_SUMMARY_D	ibeCOtdInvSum.jsp	Invoice Summary Display Page
STORE_PSI_INVOICE_SUMMARY_P	ibeCOtdInvSumMain.jsp	Invoice Summary Processing Page
STORE_PSI_ORDER_DETAIL_D	ibeCOtdOrdDtl.jsp	Order Detail Display Page
STORE_PSI_ORDER_DETAIL_P	ibeCOtdOrdDtlMain.jsp	Order Detail Processing Page
STORE_PSI_ORDER_SUMMARY_D	ibeCOtdOrdSum.jsp	Order Summary Display Page
STORE_PSI_ORDER_SUMMARY_P	ibeCOtdOrdSumMain.jsp	Order Summary Processing Page
STORE_PSI_PAYMENT_DETAIL_D	ibeCOtdPmtDtl.jsp	Payment summary
STORE_PSI_PAYMENT_DETAIL_P	ibeCOtdPmtDtlMain.jsp	Payment Details Processing Page
STORE_PSI_PAYMENT_SUMMARY_D	ibeCOtdPmtSum.jsp	Payment summary
STORE_PSI_PAYMENT_SUMMARY_P	ibeCOtdPmtSumMain.jsp	Payment Summary Processing Page
STORE_PSI_SHIPMENT_DETAIL_D	ibeCOtdShpDtl.jsp	Shipment Details Display Page

Table A–10 Postsales Template Mappings (Cont.)

Access Name	Source File	Description
STORE_PSI_SHIPMENT_DETAIL_P	ibeCOtdShpDtlMain.jsp	Shipment Details Processing Page
STORE_PSI_W_ORD_SRCH_D	ibeCOtdWOrdSrch.jsp	Walkin Order Search Display Page
STORE_PSI_W_ORD_SRCH_P	ibeCOtpWOrdSrch.jsp	Walkin Order Search Processing Page

A.11 Data Out Bin Template Mappings

The following table lists seeded template file names for Data Out Bins, with programmatic access names and descriptions.

Table A–11 Data Out Bin Template Mappings

Access Name	Source File	Description
BIN_TOP_CUSTOMER_DRILLDOWN	ibemrbosm.jsp	Drilldown detail page for Top Customer Bin
BIN_TOP_ORDER_DRILLDOWN	ibemrbosm.jsp	Drilldown detail page for Top Order Bin
BIN_TOP_PRODUCT_DRILLDOWN	ibemrbosm.jsp	Drilldown detail page for Top Product Bin

A.12 Style Sheet Template Mappings

The following table lists seeded template file names for Cascading Style Sheets, with programmatic access names and descriptions.

Table A–12 Style Sheet Template Mappings

Access Name	Source File	Description
JTF_STYLE_SHEET	jtfucss.css	Oracle CRM Technology Foundation Style Sheet
STORE_STYLE_SHEET	jtfucss.css	Oracle iStore 11i Cascading Style Sheet

A.13 Other Customer UI Template Mappings

The following table lists other seeded Customer UI template programmatic access names, with descriptions. These templates are not seeded with source files.

Table A-13 Other Customer UI Template Mappings

Access Name	Description
STORE_ABOUT_US	Merchant information
STORE_CONTACT_US	Merchant contact information
STORE_FAQ	Frequently asked questions
STORE_HELP_PAGE	Help page
STORE_PARTNER	For partners
STORE_RETURN_WARRANTY	Return warranty
STORE_WELCOME	Welcome page

Standards for Customizing JavaServer Pages

This appendix lists the standards you should follow when customizing JavaServer Pages for the Oracle iStore 11i Web storefront. Topics include:

- [JSP Standards \(Customer Facing\)](#)
- [Passing Values Across Templates](#)
- [Passing Parameters or Cookies](#)
- [Customizing Oracle iStore 11i Using APIs](#)
- [Modifying the Customer User Interface](#)
- [Using Forms with JSPs](#)
- [Using JavaBeans with JSPs](#)
- [Adding Error Pages](#)
- [Handling Runtime Exceptions](#)

B.1 JSP Standards (Customer Facing)

Oracle coding standards for Oracle iStore 11i Web store JSPs are listed below.

Note: Never modify an original JSP. Make a copy of the original JSP and modify only the copy. If a bug occurs, compare the JSP copy to the JSP original.

Standard Includes for Requested and Forwarded JSPs

These are standard includes for requested and forwarded JSPs, not included JSPs.

Top of JSP

```
<% int pc = PageContext.REQUEST_SCOPE; %>
<% pageContext.setAttribute("_guestNotAllowed", "true", pc); //WA %>
<% pageContext.setAttribute("_B2CNotAllowed", "true", pc); //WA %>
<% pageContext.setAttribute("_permission", "<permission>", pc); //WA %>
<% pageContext.setAttribute("_sensitivePage", "true", pc); //WA %>
<%@include file="ibeCZzpHeader.jsp" %>
```

WA: Wherever Applicable

Title or Menu

(not required in "processing only" JSPs)

```
<% MessageManagerInter mm = Architecture.getMessageManagerInstance();
    pageContext.setAttribute("_pageTitle", mm.getMessage("prompt"), pc); %>
<%@include file="ibeCZzdTop.jsp" %>
<!-- say this jsp is for address book. highlight proper tabs/menus -->
<% pageContext.setAttribute("selectedTab", "account", pc);
    pageContext.setAttribute("selectedMenu", "userInfo", pc);
    pageContext.setAttribute("selectedSide", "addrbook", pc); %>
<%@include file="ibeCZzdMenu.jsp" %>
<!-- display rest of the page body below this -->
```

Bottom of JSP

(required wherever execution ends)

```
<%@include file="ibeCZzdBottom.jsp" %>
```

Hyperlinks, JSP Include and Forward, and Forms

In the examples below, a template name (for example, STORE_USR_ACC_LOGOUT) is mapped to a raw JSP file name (for example, ibeCAcpLogout.jsp) by the template manager, which is implemented in the DisplayManager class.

Top of JSP Include Page

```
<!-- $Header: standards.html 115.3 2000/06/22 19:04:06 jnath noship $ -->
```

Bottom of JSP Include Page

```
<!-- ibexyyyy.jsp end -->
```

Hyperlink

To display a hyperlink, call the appropriate `getURL` method to get the URL. This ensures that the cookie is appended to the hyperlink, in case the browser is not accepting cookies.

```
DisplayManager.getURL(<template name>)
DisplayManager.getURL(<template name>, <query string>)
RequestCtx.getURL(<jsp filename>)
RequestCtx.getURL(<jsp filename>, <query string>)
```

For example,

```
<% String url = DisplayManager.getURL("STORE_USR_ACC_LOGOUT"); %>
<a href=<%=url%>Click here to logout</a>
```

File Name (for JSP Include, JSP Forward, and Form Actions)

For JSP include, JSP forward and form actions, the raw JSP file name is required instead of the URL. Call `DisplayManager.getTemplate` to get the JSP file name from the template name.

For example,

```
<% String jspfilename = DisplayManager.getTemplate(
    "STORE_SOME_TEMPLATE").getFileName() %>
<jsp:include page="<%=jspfilename%>" flush="true"/> OR
<jsp:forward page="<%=jspfilename%>" />
```

Forms

In a form, apart from getting the JSP file name from the template name to be used as the action, also call `RequestCtx.getSessionInfoAsHiddenParam()` within

the form. This ensures that the cookie is passed as a hidden field, in case the browser is not accepting cookies.

For example,

```
<form method=post action=<%=jspfilename%>>
  ...
  <%= RequestCtx.getSessionInfoAsHiddenParam() %>
</form>
```

B.1.1 Transactions and Database Connections

This section displays the JSP and Java API code for transactional APIs and read-only APIs.

Transactional APIs: JSP Code

```
Object txnLock = new Object();
try {
    TransactionScope.begin(txnLock);
    Call transactional and other APIs
}
catch (CustomerException e) { // exceptions that can be handled
    TransactionScope.setRollbackOnly();
    errorFlag = true;
}
catch (Exception e1) { // other unexpected exceptions
    TransactionScope.setRollbackOnly();
    throw e1;
}
finally {
    TransactionScope.end(txnLock);
}
if (errorFlag == true) {
    handle error: display message or jsp:forward or sendRedirect
    if sendRedirect, call RequestCtx.end() first
}
```

Transactional APIs: Java API Code

```
public static void transactionalApi()
    throws FrameworkException, CustomerException, SQLException
{
    OracleConnection conn = (OracleConnection) TransactionScope.getConnection();
    Statement stmt = ... ;
    ...
}
```

```
try {
    stmt.execute();
    ...
}
finally {
    if (stmt != null) stmt.close();
}
}
```

Read-Only APIs: JSP Code

```
try {
    readonlyApi();
    readonlyApi();
}
catch (CustomerException e) { // catch exceptions that can be handled
    // handle exception
}
```

Read-Only APIs: Java API Code

```
public static void readonlyApi()
    throws FrameworkException, SQLException
{
    OracleConnection conn = (OracleConnection) TransactionScope.getConnection();
    Statement          stmt = ... ;
    ...
    try {
        stmt.execute();
        ...
    }
    finally {
        if (stmt != null) stmt.close();
        TransactionScope.releaseConnection(conn);
    }
}
```

B.1.2 Exception Handling

You can set up exception handling for user errors and fatal errors.

User Errors

Raise a subclass of `FrameworkException` in the API and handle it in the calling JSP.

Fatal Errors

Raise `FrameworkException` or let the original exception (for example, `SQLException`) propagate to `ibeCZzdError.jsp`.

B.1.3 API Standards

Following are the API standards for package naming, load methods, accessing member variables, get methods, and standard parameters.

Package Naming

Customer Side

```
oracle.apps.ibe.<sub-component>
```

or

```
oracle.apps.ibe.<sub-component>.<sub-sub-component>
```

Merchant Side

```
oracle.apps.ibe.setup.<sub-component>
```

Load Method(s)

Each class will have at least one static load method. Given a `recordId`, it gets the record from the database or cache. The API returns the record object. The method either caches the record object (for certain classes) or performs deep load or shallow load (for certain classes).

For example,

```
Product prd = Product.load(productId, "DEEP");  
Account acc = Account.load(accountId);
```

Accessing Member Variables

Once a record object is loaded, the member variables can be accessed directly, for example, `acc.accountId`.

They can also be accessed using get methods, for example, `prd.getProductId()`.

Get Methods

Get methods are not mandatory, except for translatable attributes. It will return the value in the appropriate language, for example, `prd.getDescription()`.

Standard Parameters

Standard parameters, such as user ID and language code, will be available statically from `RequestCtx`, for example, `RequestCtx.getUserId()`.

B.2 Passing Values Across Templates

Use the following guidelines for passing values across templates.

pageContext.setAttribute

```
pageContext.setAttribute("_pageTitle",
    "iStore Framework",
    PageContext.REQUEST_SCOPE);
```

pageContext.getAttribute

```
pageContext.getAttribute("_pageTitle",
    PageContext.REQUEST_SCOPE);
```

Example Parameters

```
<%@ include file="jtfincl.jsp" %>

<% int pc = PageContext.REQUEST_SCOPE; %>
<% pageContext.setAttribute("_guestNotAllowed", "true", pc);// #1
<% pageContext.setAttribute("_B2CNotAllowed","true", pc);// #2
<% pageContext.setAttribute("_permission", "<permission>", pc);// #3
<% pageContext.setAttribute("_sensitivePage", "true", pc);// #4
<%@ include file="ibeCZzpHeader.jsp" %>

<% pageContext.setAttribute("_pageTitle", "iStore Framework", pc); %>
<%@ include file="ibeCZzdTop.jsp" %>
```

```
pageContext.setAttribute("selectedTab", "0", pc); // #5
pageContext.setAttribute("selectedMenu", "0", pc); // #6
pageContext.setAttribute("selectedSide", "0", pc); // #7
<%@ include file="ibeCZzdMenu.jsp"%>
```

```
Hello World
<%@ include file="ibeCZzdBottom.jsp" %>
```

See the following table for notes about this code example.

Table B-1 Example Notes

Note	Description
# 1	<ul style="list-style-type: none"> ■ Ensures that only logged in users can access the page and see the "Hello World" message. ■ Anonymous users are asked to sign in or register.
# 2	Ensures that only registered business customers can access the page.
# 3	<ul style="list-style-type: none"> ■ To check permissions, for example, if foo.jsp is used to create an address, then <permission> is IBE_CREATE_ADDRESS. ■ Oracle iStore 11i ships with predefined permissions that you can use to restrict the access of B2B users to a page. For B2C users, Oracle iStore 11i does not check permissions, and instead checks the _B2CNotAllowed flag.
# 4	<ul style="list-style-type: none"> ■ Controls access to sensitive pages, for example, users' personal information such as email address, credit card number, and so on. ■ The product catalog and view shopping cart pages are non-sensitive pages. When users go from a non-sensitive page to a sensitive page, they are re-authenticated. ■ Sensitive pages should be SSL enabled. In general, all _guestNotAllowed pages are sensitive pages.
# 5, # 6, # 7	<ul style="list-style-type: none"> ■ Specifies which tab, subtab, and side menu to highlight, starting from 0. For example, see ibeCZzdMenu.jsp.

B.3 Passing Parameters or Cookies

To pass parameters or cookies, use the following guidelines.

See [Example Parameters](#) and replace “Hello World” with the following line:

```
<a href=<%=DisplayManager.getURL("STORE_HOME")%>>Go to iStore Home</a>
```

Display Manager then calls `RequestCtx.getURL(<jspFileName>)` to append the cookie string to the JSP file name if necessary.

To pass more parameters, use

```
DisplayManager.getURL (<accessName>, <query string>) or  
RequestCtx.getURL (<jspFileName>, <query string>)
```

where the query string is of the form: “foo1=bar1&foo2=bar2&foo3=bar3”.

In a form, the cookie string is passed as a hidden field, for example,

```
RequestCtx.getSessionInfoAsHiddenParam()
```

To access a physical file without a cookie, use

```
DisplayManager.getTemplate (<access name>) .getFileName()
```

B.4 Customizing Oracle iStore 11i Using APIs

To make changes to the UI or page displays, you must have complete knowledge of the APIs being called from the JSP. These APIs are the key for displaying data on the store pages. These are the application objects/beans. Customers and users cannot modify these class files.

See *Oracle iStore API Reference Guide* for API documentation.

B.5 Modifying the Customer User Interface

The Oracle iStore 11*i* Customer UI page is sectioned into various information containers, referred to as *bins* or place holders. These bins hold the content-specific information and display it logically on the page. To change the look and feel of the UI, you can modify the text in the bin and the layout of the bins.

Note: Never change an original JSP. To modify a JSP, make a copy of the original JSP and modify only the copy. If a bug occurs, compare the JSP copy to the JSP original.

See [Appendix C](#) for a discussion of Customer UI catalog template flows and customization guidelines.

B.5.1 Changing the Text in Bins

The text in the bins (for example, Welcome Message Bin, Shopping Cart Bin, Section Tree Bin) comes from the Oracle Application Object Library Messages that are seeded in the FND_NEW_MESSAGES table. Use the following procedure to change the text in the bins:

1. Log in to Oracle Forms with the Application Developer responsibility.
2. Choose **Application > Messages**.
The Messages window opens.
3. Choose **View > Find**.
The Messages search window opens.
4. In the Find field, enter `IBE%` and click **Find**.
Your search results display in the Messages search window.
5. Select the message that you want to modify and click **OK**.
The Messages window is populated with the selected message.
6. Modify the message to change the text in the bin where it appears.
You can find a specific message name by viewing the JSP file that displays it.

B.5.2 Changing the Layout of Bins

You can change the bin placement or remove a bin from the Customer UI in the following ways:

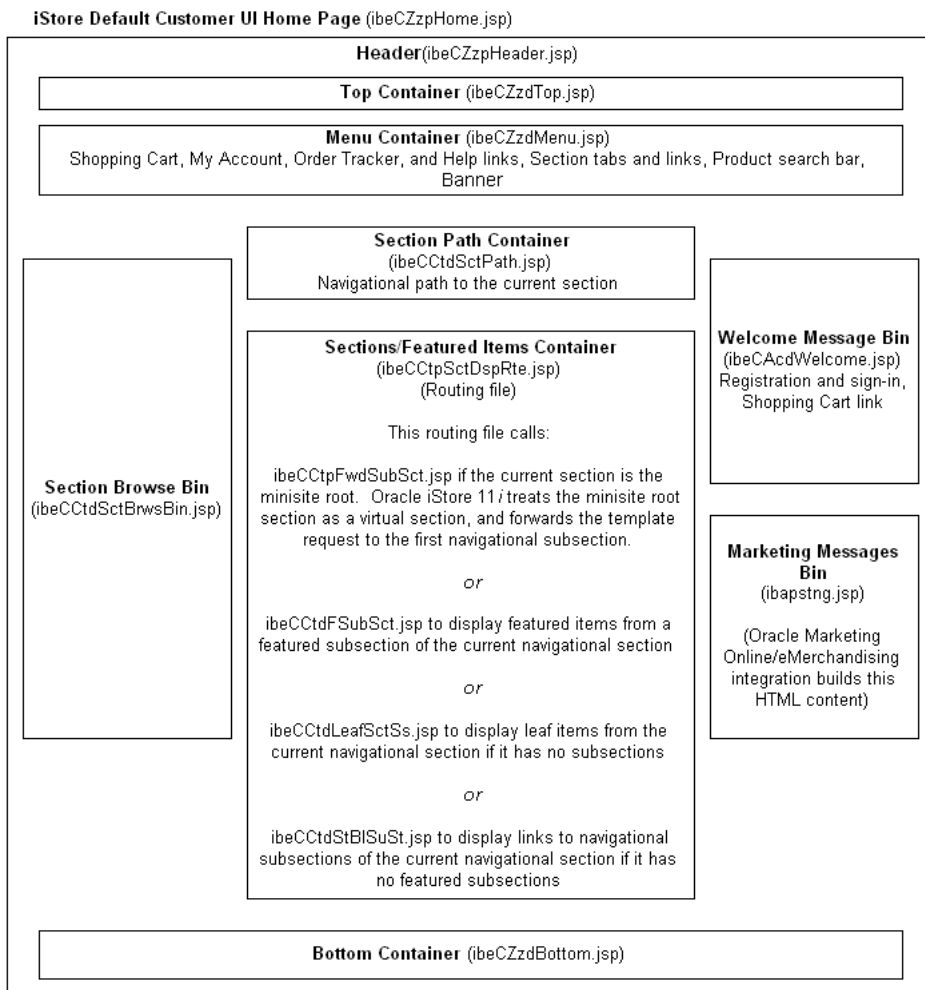
- Change the profile options listed in [Section C.4.1, "Managing Section Page Bins Through Profile Options"](#) and [Section C.5.1, "Managing Item Page Bins Through Profile Options"](#).
- Associate JSPs with the seeded logical bin templates listed in [Section C.4, "Customizing Section Layout Through Data Setup"](#) and [Section C.5, "Customizing Item Layout Through Data Setup"](#).
- Modify the home page `ibeCZzpHome.jsp` and other corresponding JSP files.

To verify that the home page is `ibeCZzpHome.jsp`, launch the Merchant UI, enter the Templates tab, and search the template catalog for Name = `STORE_HOME`. The default source file listed should be `ibeCZzpHome.jsp`.

Note: Be careful when making these changes, which affect the storefronts.

The following diagram shows the layout of the bins on the default store page.

Figure B-1 Oracle iStore 11i Default Home Page Layout



B.6 Using Forms with JSPs

To use forms with JavaServer Pages, use the following procedure.

Prerequisites

None.

Steps

1. Create an HTML form in a JSP template to process user input.
2. Perform basic checks on the input that the user enters, for example, using JavaScript.
3. Pass the data to a bean that implements the business logic.

The bean processes the input (it can maintain a persistent state), and returns any results back to the user as HTML.

B.7 Using JavaBeans with JSPs

To use JavaBeans with JavaServer Pages, use the following guidelines.

<jsp:useBean>

Instantiate or locate the JavaBean instance.

```
<jsp:useBean id="mybean" scope="session"
class="hello.nameHandler" />
```

<jsp:setProperty>

Set property values in the JavaBean.

```
<jsp:setProperty name="mybean" property="*" />
```

<jsp:getProperty>

Get property values from the JavaBean.

```
<jsp:getProperty name="mybean" property="username" />
```

B.8 Adding Error Pages

To add error pages, use the following procedure.

Steps

1. Write the JavaBean (or servlet or other component) so that it throws certain exceptions under certain conditions.
2. In the JSP file, use a page directive with `errorPage` set to the name of a JSP file that will display a message to the user when the exception occurs.
3. Write an error page file using a page directive with `isErrorPage="true."` For example, see `ibeCZzdError.jsp`.
4. In the error page file, use the exception object to get information about the exception.
5. Give informative messages in the error file or the JSP file on the error.

B.9 Handling Runtime Exceptions

To handle runtime exceptions, use the following guidelines.

User Errors

To handle user errors, raise a subclass of `FrameworkException` in the API and handle it in the calling JSP.

Fatal Errors

To handle fatal errors, raise `FrameworkException` or let the original exception (for example, `SQLException`) propagate to `ibeCZzdError.jsp`.

Customizing the Catalog

This appendix first discusses the flow involved in the seeded Oracle iStore 11*i* catalog templates and provides the logical name, physical file, and description for each template. Understanding the interactions between the catalog templates simplifies the task of customizing them. This topic group then provides guidelines for customizing the catalog templates and discusses the necessary data setup steps. Topics include:

- [Catalog Display Overview](#)
- [Seeded Catalog Templates](#)
- [Customizing the Style Sheet, Menu, and Images](#)
- [Customizing Section Layout Through Data Setup](#)
- [Customizing Item Layout Through Data Setup](#)
- [Customizing Section Templates](#)
- [Customizing Item Templates](#)

C.1 Catalog Display Overview

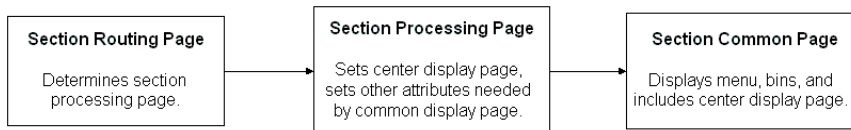
The catalog display follows either a section display flow or an item display flow.

C.1.1 Section Display Flow

Oracle iStore 11*i* uses the following flow to display a section:

1. When a section link is clicked, the request goes to `STORE_CTLG_SCT_ROUTE` (`ibeCCTpSctDspRte.jsp`).
2. `STORE_CTLG_SCT_ROUTE` (`ibeCCTpSctDspRte.jsp`) determines which section processing template should be used and forwards the request to that template.
3. The section processing template sets the necessary attributes in the `PageContext.REQUEST_SCOPE` (including the logical template name of the center display page) and forwards to `STORE_CTLG_SCT_COMMON` (`ibeCCtdCmnSt.jsp`).
4. `STORE_CTLG_SCT_COMMON` (`ibeCCtdCmnSt.jsp`) displays the section.

Figure C-1 The Catalog Section Display Flow



STORE_CTLG_SCT_ROUTE (ibeCCTpSctDspRte.jsp)

This is the routing page for sections. It contains the processing logic for determining which template to use when displaying a section. If there is no template associated with a section, the routing page determines which default template to use based on the hierarchy data setup. There are three default templates:

- `STORE_CTLG_FSUBSCT` is used for sections with featured subsections.
- `STORE_CTLG_SCT_BULLET_SUBSCT` is used for sections with only navigational subsections.
- `STORE_CTLG_LEAF_SCT_SINGLE` is used for leaf sections.

The section routing page applies the following rules when determining which template should be used to display a section:

1. If the section is the minisite root, forward to `STORE_CTLG_FSUBSCT_FWD` (`ibeCCtpFwdSubSct.jsp`). The minisite root section is treated as a virtual section and the request is forwarded to its first navigational subsection.
2. If the section has a template associated with it (set up as the value of "Template for displaying this section" in the Hierarchy tab of the Merchant UI), forward to that template.
3. If the section is a leaf section, forward to `STORE_CTLG_LEAF_SCT_SINGLE` (`ibeCCtpLeafSctSs.jsp`).
4. If the section is a non-leaf section and the section has featured subsections, forward to `STORE_CTLG_FSUBSCT` (`ibeCCtpFSubSct.jsp`).
5. Otherwise, forward to `STORE_CTLG_SCT_BULLET_SUBSCT` (`ibeCCtpStBISuSt.jsp`).

STORE_CTLG_SCT_COMMON (ibeCCtdCmnSt.jsp)

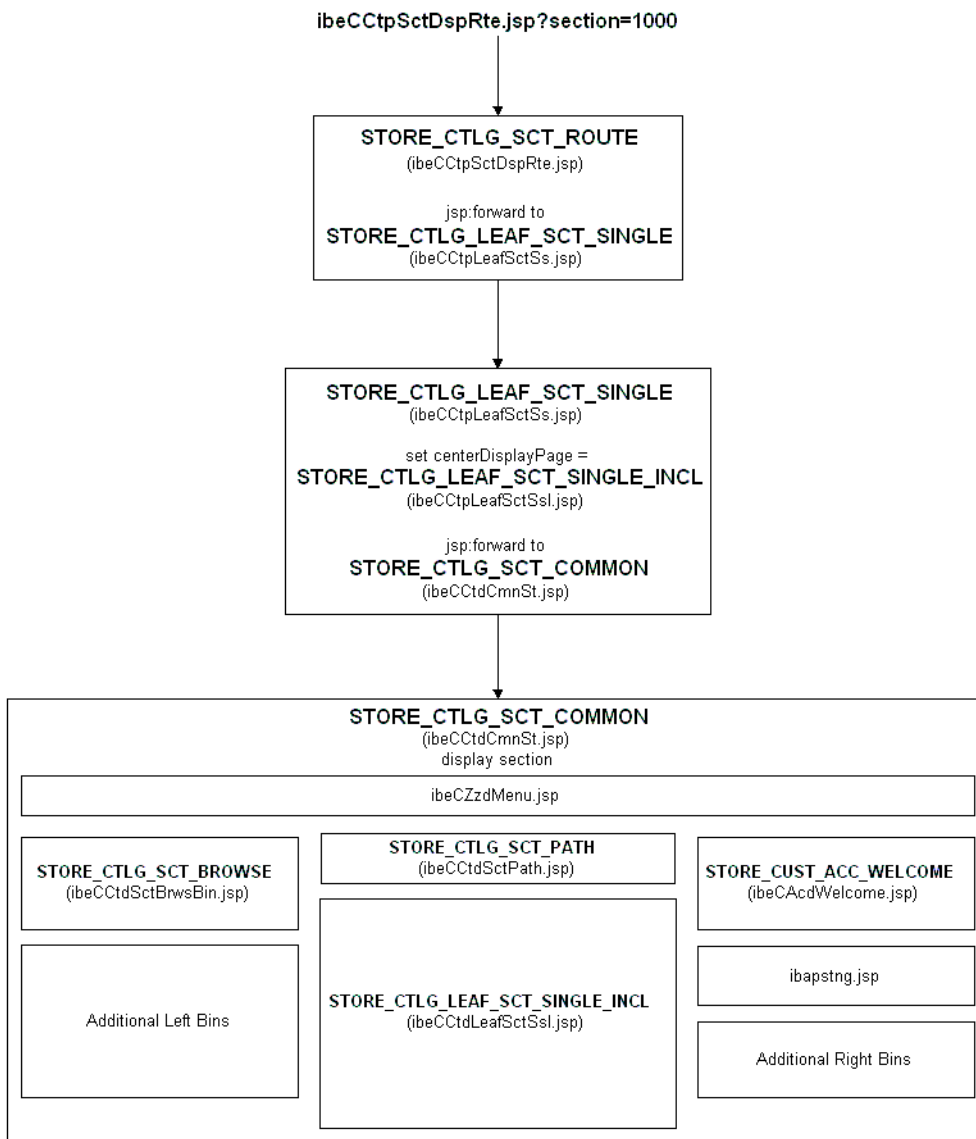
This is the common display page used for displaying sections. It displays each portion of the common layout for section pages by including the JSP that handles the display in that location. `STORE_CTLG_SCT_COMMON` includes the following components:

- The menu at the top of the page
- The left bins (browse bin, additional left bins) on the left side
- The center components (section path traversed, center display page) in the center of the page.
- The right bins (welcome bin, eMerchandising posting from Oracle Marketing Online, additional right bins) on the right side

Example

In the following example, assume that the data is set up such that template `STORE_CTLG_LEAF_SCT_SINGLE` is associated with section 1000. This example illustrates the flow through the catalog templates when a user clicks on the link `ibeCCtpSctDspRte.jsp?section=1000`.

Figure C-2 The Catalog Template Flow for Link `ibeCtpSctDspRte.jsp?section=1000`



C.1.2 Item Display Flow

Oracle iStore 11i uses the following flow to display an item:

1. When an item link is clicked, the request goes to STORE_CTLG_ITM_ROUTE (ibeCCtpItmDspRte.jsp).
2. STORE_CTLG_ITM_ROUTE (ibeCCtpItmDspRte.jsp) determines which item template should be used (the template for display style STORE_PRODUCT_DETAILS) and forwards the request to that template. The default template is STORE_CTLG_ITEM_DETAILS (ibeCCtdItemDetail.jsp).
3. The item template displays the item detail page.

C.2 Seeded Catalog Templates

For each section display, there is a pair of templates:

- A processing page that sets attributes needed by the common display page
- A center display page which generates the HTML for the center of the page

The section processing page specifies which center display page should be used. The following naming convention can be used to identify which section processing page corresponds to which center display page.

- Section Processing Logical Name: SECTION_PROCESS_NAME
- Section Center Display Logical Name: SECTION_PROCESS_NAME_INCL
- Section Processing Physical File: ibeCCtpName.jsp
- Section Center Display Physical File: ibeCCtdNameI.jsp

Example

- Section Processing Logical Name: STORE_CTLG_FSUBSCT
- Section Center Display Logical Name: STORE_CTLG_FSUBSCT_INCL
- Section Processing Physical File: ibeCCtpFSubSct.jsp
- Section Center Display Physical File: ibeCCtdFSubSctI.jsp

The table below provides a list of the seeded Oracle iStore 11i catalog templates with the logical name, physical file, and description of each template. You can use the table to determine whether the seeded templates meet your display needs. If customization is required, use the following table to determine which templates to use as examples.

Table C-1 Oracle iStore 11i Seeded Catalog Templates

Logical Name	Physical File	Description
STORE_CTLG_BUY_PROCESS_ROUTE	ibeCCtpBuyRoute.jsp	Processing page for add to cart, Express Checkout, and configure. Validates parameters and forwards to the appropriate page.
STORE_CTLG_DLDN_SCT_BULLET	ibeCCtpDdLfStBl.jsp	Processing page for non-leaf section that drills down one level. For each subsection, show bulleted subsections. Sets center display page = STORE_CTLG_DLDN_SCT_BULLET_INCL
STORE_CTLG_DLDN_SCT_BULLET_INCL	ibeCCtdDdLfStBl.jsp	Display center of non-leaf section that drills down one level. For each subsection, show bulleted subsections. This template only displays the center of a section page and should be dynamically included within a page that displays the general layout of a page.
STORE_CTLG_DRILL_LEAF	ibeCCtpDrillLeaf.jsp	Processing page for non-leaf section that drills down to leaf level descendent subsections. For each leaf level descendent subsection, displays the section name and the items in the section. Set center display page = STORE_CTLG_DRILL_LEAF_INCL
STORE_CTLG_DRILL_LEAF_INCL	ibeCCtdDrillLeaf.jsp	Display center of non-leaf section that drills down to leaf level descendent subsections. For each leaf level descendent subsection, displays the section name and the items in the section. This template only displays the center of a section page and should be dynamically included within a page that displays the general layout of a page.

Table C-1 Oracle iStore 11i Seeded Catalog Templates (Cont.)

Logical Name	Physical File	Description
STORE_CTLG_ FSUBSCT	ibeCCtpFSubSct.jsp	<p>Processing page for non-leaf section that displays featured subsections. For each featured subsection, displays section name and items in the section with single select. Item image, description, long description, and prices are displayed.</p> <p>Set center display page = STORE_CTLG_ FSUBSCT_INCL</p>
STORE_CTLG_ FSUBSCT_INCL	ibeCCtdFSubSctI.jsp	<p>Display center of non-leaf section that displays featured subsections. For each featured subsection, displays section name and items in the section with single select. Item image, description, long description, and prices are displayed.</p> <p>This template only displays the center of a section page and should be dynamically included within a page that displays the general layout of a page.</p>
STORE_CTLG_ FSUBSCT_FWD	ibeCCtpFwdSubSct.jsp	<p>If the section is not the minisite root and has featured subsections, forward to featured subsection display page. Otherwise, forward to display page for first navigational subsection.</p>
STORE_CTLG_ FSUBSCT_MULT_ 2COL	ibeCCtpFSuStMs2.jsp	<p>Processing page for non-leaf section that displays featured subsections. For each featured subsection, displays section name and items in the section with multiple select in two columns. Item description and price are displayed.</p> <p>Set center display page = STORE_CTLG_ FSUBSCT_MULT_2COL_INCL</p>
STORE_CTLG_ FSUBSCT_MULT_ 2COL_INCL	ibeCCtdFSuStMs2I.jsp	<p>Display center of non-leaf section that displays featured subsections. For each featured subsection, displays section name and items in the section with multiple select in two columns. Item description and price are displayed.</p> <p>This template only displays the center of a section page and should be dynamically included within a page that displays the general layout of a page.</p>

Table C-1 Oracle iStore 11i Seeded Catalog Templates (Cont.)

Logical Name	Physical File	Description
STORE_CTLG_ FSUBSCT_MULT_ 3COL	ibeCCtpFSuStMs3.jsp	<p>Processing page for non-leaf section that displays featured subsections. For each featured subsection, displays section name and items in the section with multiple select in three columns. Item description and price are displayed.</p> <p>Set center display page = STORE_CTLG_ FSUBSCT_MULT_3COL_INCL</p>
STORE_CTLG_ FSUBSCT_MULT_ 3COL_INCL	ibeCCtdFSuStMs3I.jsp	<p>Display center of non-leaf section that displays featured subsections. For each featured subsection, displays section name and items in the section with multiple select in three columns. Item description and price are displayed.</p> <p>This template only displays the center of a section page and should be dynamically included within a page that displays the general layout of a page.</p>
STORE_CTLG_ ITEM_DETAILS	ibeCCtdItemDetail.jsp	Display item detail page with item description, image, long description, flexfields, related items.
STORE_CTLG_ ITEM_INFO	ibeCCtdItemInfo.jsp	Display menu and item media file associated with display context STORE_PRODUCT_ADDTL_INFO
STORE_CTLG_ITM_ ROUTE	ibeCCtpItmDspRte.jsp	Item display routing page.
STORE_CTLG_ LEAF_ITEM_INCL	ibeCCtdLeafItem.jsp	<p>Display leaf item within a section page.</p> <p>This template only displays an item within a section page and should be dynamically included within a page that displays a section.</p>
STORE_CTLG_ LEAF_SCT_ITEMS	ibeCCtpLfStIts.jsp	<p>Processing page for leaf section that displays items with multiple select. Items are displayed with image, description, long description, and prices for each unit of measure.</p> <p>Set center display page = STORE_CTLG_ LEAF_SCT_ITEMS_INCL</p>

Table C-1 Oracle iStore 11i Seeded Catalog Templates (Cont.)

Logical Name	Physical File	Description
STORE_CTLG_ LEAF_SCT_ITEMS_ INCL	ibeCCtdLfStItsI.jsp	<p>Display center of leaf section that displays items with multiple select. Items are displayed with image, description, long description, and prices for each unit of measure.</p> <p>This template only displays the center of a section page and should be dynamically included within a page that displays the general layout of a page.</p>
STORE_CTLG_ LEAF_SCT_ MULTIPLE	ibeCCtpLfStMsL.jsp	<p>Processing page for leaf section that displays items with multiple select. Item description is a link to the item detail page.</p> <p>Set center display page = STORE_CTLG_ LEAF_SCT_MULTIPLE_INCL</p>
STORE_CTLG_ LEAF_SCT_ MULTIPLE_INCL	ibeCCtdLfStMsLI.jsp	<p>Display center of leaf section that displays items with multiple select. Item description is a link to the item detail page.</p> <p>This template only displays the center of a section page and should be dynamically included within a page that displays the general layout of a page.</p>
STORE_CTLG_ LEAF_SCT_SINGLE	ibeCCtpLeafSctSs.jsp	<p>Processing page for leaf section that displays items with single select. Items are displayed with image, description, long description, and prices for each unit of measure.</p> <p>Set center display page = STORE_CTLG_ LEAF_SCT_SINGLE_INCL</p>
STORE_CTLG_ LEAF_SCT_SINGLE_ INCL	ibeCCtdLeafSctSsI.jsp	<p>Display center of leaf section that displays items with single select. Items are displayed with image, description, long description, and prices for each unit of measure.</p> <p>This template only displays the center of a section page and should be dynamically included within a page that displays the general layout of a page.</p>

Table C-1 Oracle iStore 11i Seeded Catalog Templates (Cont.)

Logical Name	Physical File	Description
STORE_CTLG_LF_SCT_MULT_NOLINKS	ibeCCtpLfStMsL.jsp	<p>Processing page for leaf section that displays items with multiple select. There is no link to the item detail page.</p> <p>Set center display page = STORE_CTLG_LF_SCT_MULT_NOLINKS_INCL</p>
STORE_CTLG_LF_SCT_MULT_NOLINKS_INCL	ibeCCtdLfStMsLI.jsp	<p>Display center of leaf section that displays items with multiple select. There is no link to the item detail page.</p> <p>This template only displays the center of a section page and should be dynamically included within a page that displays the general layout of a page.</p>
STORE_CTLG_SCT_BROWSE	ibeCCtdSctBrwsBin.jsp	Display section browse hierarchy.
STORE_CTLG_SCT_BULLET_SUBSCT	ibeCCtpStBISuSt.jsp	<p>Processing page for non-leaf section that displays bulleted navigational subsections.</p> <p>Set center display page = STORE_CTLG_SCT_BULLET_SUBSCT_INCL</p>
STORE_CTLG_SCT_BULLET_SUBSCT_INCL	ibeCCtdStBISuStI.jsp	<p>Display center of non-leaf section that displays bulleted navigational subsections.</p> <p>This template only displays the center of a section page and should be dynamically included within a page that displays the general layout of a page.</p>
STORE_CTLG_SCT_COMMON	ibeCCtdCmnSt.jsp	Common section display page that displays layout shared by out-of-the-box section templates.
STORE_CTLG_SCT_DTL_DPDN_ITEMS	ibeCCtpStMmDtIts.jsp	<p>Processing page for leaf section that displays items in a dropdown list. Displays section name, long description, and includes media associated with display context STORE_SECTION_ADDTL_INFO. The dropdown will display item description and price for the primary unit of measure.</p> <p>Set center display page = STORE_CTLG_SCT_DTL_DPDN_ITEMS_INCL</p>

Table C-1 Oracle iStore 11i Seeded Catalog Templates (Cont.)

Logical Name	Physical File	Description
STORE_CTLG_SCT_ DTL_DPDN_ITEMS_ INCL	ibeCCtdStMmDtlItsI.jsp	<p>Display center of leaf section that displays items in a dropdown list. Displays section name, long description, and includes media associated with display context STORE_SECTION_ADDTL_INFO. The dropdown will display item description and price for the primary unit of measure.</p> <p>This template only displays the center of a section page and should be dynamically included within a page that displays the general layout of a page.</p>
STORE_CTLG_SCT_ PATH	ibeCCtdSctPath.jsp	Display section path traversed in the hierarchy.
STORE_CTLG_SCT_ ROUTE	ibeCCtpSctDspRte.jsp	Section display routing template. Determines which template to use when displaying a section.
STORE_CTLG_ SUBSCT_DPDN_ ITEMS	ibeCCtpChStDdItsI.jsp	<p>Processing page for non-leaf section that displays navigational subsections. For each navigational subsection, displays section image, description, long description, and items in a dropdown. The dropdown will display item description and price for the primary unit of measure.</p> <p>Set center display page = STORE_CTLG_ SUBSCT_DPDN_ITEMS_INCL</p>
STORE_CTLG_ SUBSCT_DPDN_ ITEMS_INCL	ibeCCtdChStDdItsI.jsp	<p>Display center of non-leaf section that displays navigational subsections. For each navigational subsection, displays section image, name, description, long description, and items in a dropdown. The dropdown will display item description and price for the primary unit of measure.</p> <p>This template only displays the center of a section page and should be dynamically included within a page that displays the general layout of a page.</p>
This page does not have a logical name. It is a compile-time include.	ibeCCtpPostingI.jsp	Processing page that contains logic to set inputs needed for Oracle Marketing Online's eMerchandising posting integration. This page should be a compile-time include.

Table C-1 Oracle iStore 11i Seeded Catalog Templates (Cont.)

Logical Name	Physical File	Description
This page does not have a logical name. It is a compile-time include.	ibeCCtpSetFSubSct.jsp	Processing page that contains logic to retrieve data needed when displaying featured subsections. This page should be a compile-time include in pages that display featured subsections. This page will set the values of local variables that can then be referenced. See the documentation in ibeCCtpSetFSubSct.jsp for additional details.
This page does not have a logical name. It is a compile-time include.	ibeCCtpSetLeafSct.jsp	Processing page that contains logic to retrieve data needed when displaying leaf sections. This page should be a compile-time include in the pages that display leaf sections. This page will set the values of local variables that can then be referenced. See the documentation contained in ibeCCtpSetLeafSct.jsp for additional details.

C.3 Customizing the Style Sheet, Menu, and Images

You can change the appearance of the catalog by customizing the style sheet, menu, and images.

C.3.1 Customizing the Style Sheet

Provide a custom style sheet using the following procedure.

Steps

1. Copy jtfucss.css into another file.
2. Make the necessary changes to the new style sheet.
3. Modify the template data setup. In this case, you should use the same logical template name because the JSPs use STORE_STYLE_SHEET to specify the style sheet. Log in to the Merchant UI and add the necessary logical to physical template mappings for STORE_STYLE_SHEET. In the Template Details page, add a new source file for the new style sheet. To use this source file for all minisites and all languages, add a mapping for all minisites and each installed language.

For example, if French and American English are installed, add two rows in "Specialty Store And Language Mappings":

- All minisites, French
- All minisites, American English

Each time a new language is added, you must add a new mapping. Do not change the mapping for all minisites, all languages. If you change this mapping, the change may be overwritten when patches are applied.

C.3.2 Customizing Images

You can provide custom images for the bins, the logo, and the menu. The following table lists the seeded bin, logo, and menu images with the logical name, default physical file, and description of each image.

Table C-2 Oracle iStore 11i Seeded Bin, Logo, and Menu Images

Logical Name	Default Physical File	Description
STORE_BIN_CLOSE_IMAGE	/OA_MEDIA/jtfultr02.gif	Bin close image used in iStore bins
STORE_BIN_OPEN_IMAGE	/OA_MEDIA/jtful02.gif	Bin open image used in iStore bins
STORE_DESEL_ACCOUNT_IMAGE	/OA_MEDIA/ibeTabLinkAcct.gif	Account image displayed at the top of the menu when Profile has not been selected
STORE_DESEL_CART_IMAGE	/OA_MEDIA/ibeTabLinkCart.gif	Shopping cart image displayed at the top of the menu when Shopping Cart is not selected
STORE_DESEL_HELP_IMAGE	/OA_MEDIA/ibeTabLinkHelp.gif	Shopping cart image displayed at the top of the menu when Help is not selected
STORE_DESEL_ORDER_IMAGE	/OA_MEDIA/ibeTabLinkOrder.gif	Shopping cart image displayed at the top of the menu when Order is not selected
STORE_LOGO	/OA_MEDIA/jtfulnon.gif	Store logo image displayed at the top of the menu

Table C-2 Oracle iStore 11i Seeded Bin, Logo, and Menu Images (Cont.)

Logical Name	Default Physical File	Description
STORE_LOGO_ SPECIALTY	None	Store logo thumbnail image displayed next to the store pull-down menu in the menu bar, if there are multiple specialty stores and the profile option IBE: Use Specialty Stores Page is set to No
STORE_MENU_ LEFT_EDGE	/OA_MEDIA/jtfsltr6.gif	Image for the menu left edge
STORE_MENU_ RIGHT_EDGE_ BOTTOM	/OA_MEDIA/jtfsltr7.gif	Image for the bottom of the menu right edge
STORE_MENU_ RIGHT_EDGE_TOP	/OA_MEDIA/jtfsltr4.gif	Image for the top of the menu right edge
STORE_SEL_ ACCOUNT_IMAGE	/OA_ MEDIA/ibeTabLinkAcctS.gif	Account image displayed at the top of the menu when Profile is selected
STORE_SEL_CART_ IMAGE	/OA_ MEDIA/ibeTabLinkCartS.gif	Shopping cart image displayed at the top of the menu when Shopping Cart is selected
STORE_SEL_HELP_ IMAGE	/OA_ MEDIA/ibeTabLinkHelpS.gif	Shopping cart image displayed at the top of the menu when Help is selected
STORE_SEL_ ORDER_IMAGE	/OA_ MEDIA/ibeTabLinkOrderS.gif	Shopping cart image displayed at the top of the menu when Order is selected
STORE_SIGN_IN_ IMAGE	/OA_MEDIA/ibeEOSusin_ default.gif	Sign in image displayed at the top of the menu when the user has not signed in
STORE_SIGN_ OUT_IMAGE	/OA_MEDIA/ibeEOSusout_ default.gif	Sign out image displayed at the top of the menu when the user has signed in
STORE_SUBTAB_ BOTTOM	/OA_MEDIA/jtfsltr5.gif	Image for the bottom of the subtab in the menu
STORE_SUBTAB_ CURVE_BOTTOM	/OA_MEDIA/jtfsltr3.gif	Image for the bottom of the subtab curve in the menu

Table C-2 Oracle iStore 11i Seeded Bin, Logo, and Menu Images (Cont.)

Logical Name	Default Physical File	Description
STORE_SUBTAB_CURVE_TOP	/OA_MEDIA/jtflstr2.gif	Image for the top of the subtab curve in the menu
STORE_SUBTAB_SEPARATOR	/OA_MEDIA/jtfussepf.gif	Image separating each subtab component in the menu
STORE_SUBTAB_TOP	/OA_MEDIA/jtfunvbf.gif	Image for the top of the subtab in the menu
STORE_TAB_BOTTOM	/OA_MEDIA/jtflstr1.gif	Image for the bottom of the tabs in the menu
STORE_TAB_DESEL_CLOSE	/OA_MEDIA/jtfltr5.gif	Image for a deselected close tab in the menu
STORE_TAB_DESEL_CLOSE_DESEL_OPEN	/OA_MEDIA/jtfltr2.gif	Image for a deselected close tab followed by a deselected open tab in the menu
STORE_TAB_DESEL_CLOSE_SEL_OPEN	/OA_MEDIA/jtfltr3.gif	Image for a deselected close tab followed by a selected open tab in the menu
STORE_TAB_DESEL_OPEN	/OA_MEDIA/jtfltr0.gif	Image for a deselected open tab in the menu
STORE_TAB_SEL_CLOSE	/OA_MEDIA/jtfltr6.gif	Image for a selected close tab in the menu
STORE_TAB_SEL_CLOSE_DESEL_OPEN	/OA_MEDIA/jtfltr4.gif	Image for a selected close tab followed by a deselected open tab in the menu
STORE_TAB_SEL_OPEN	/OA_MEDIA/jtfltr1.gif	Image for a selected open tab in the menu
STORE_TRANSPARENT_IMAGE	/OA_MEDIA/jtfultrpx.gif	Transparent image used in the menu

Provide custom images using the following procedure.

Steps

1. If you are providing a custom image for `STORE_BIN_CLOSE_IMAGE`, `STORE_BIN_OPEN_IMAGE`, or `STORE_LOGO`, continue to step 2.

Otherwise, log in to Oracle Forms with the System Administrator responsibility and set the profile option `IBE: Use Logical Media for Menu images` to **Yes**.

2. Modify the multimedia data setup. Log in to the Merchant UI and add the necessary logical to physical multimedia mappings for the desired logical multimedia. In the Multimedia Details page, add a new source file for the custom image. Add the necessary mappings for the desired minisite-language combinations. To use this source file for all minisites and all languages, add a mapping for all minisites and each installed language.

For example, if French and American English are installed, add two rows in "Specialty Store And Language Mappings":

- All minisites, French
- All minisites, American English.

Each time a new language is added, you must add a new mapping. Do not change the mapping for all minisites, all languages. If you change this mapping, the change may be overwritten when patches are applied.

C.3.3 Customizing Help

The help icon on the menu will only be displayed if there is a template association for the help page.

Provide a custom help page using the following procedure.

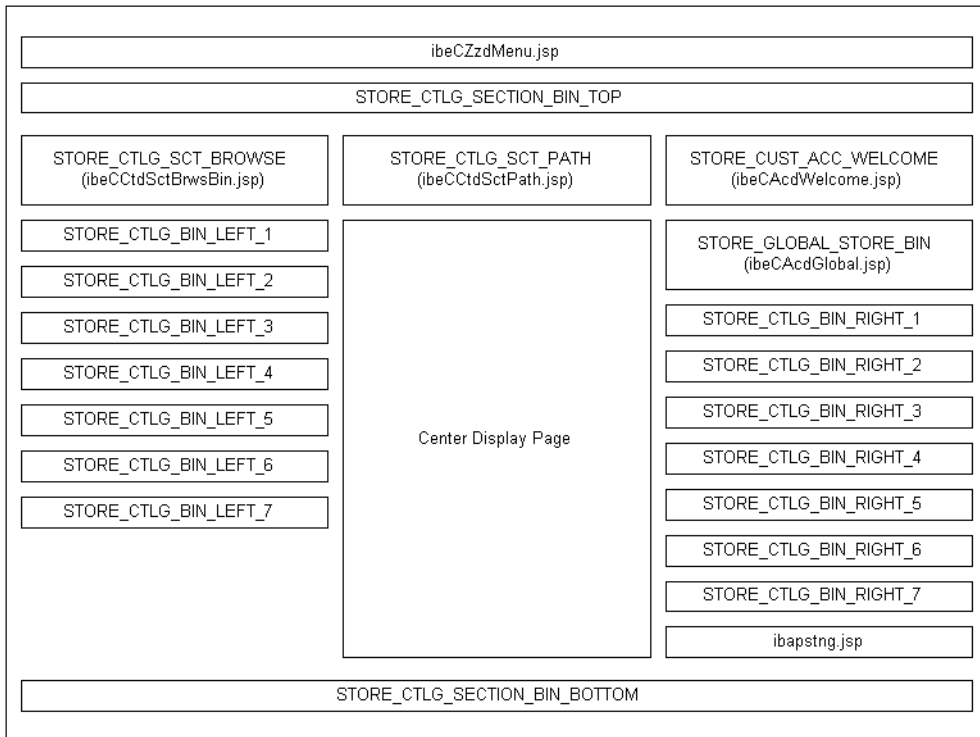
Steps

1. Copy `ibeCZzdHelp.jsp` into another file.
2. Make the necessary changes to the JSP.
3. Modify the template data setup. Log in to the Merchant UI and add the necessary logical to physical template mappings for `STORE_HELP_PAGE`. In the Template Details page, add a new source file for the new help page. Add the necessary mappings for the desired minisite-language combinations. To use this source file for all minisites and all languages, add a mapping for all minisites, all languages. The changes will not be overwritten when patches are applied because there is no seeded default value for `STORE_HELP_PAGE`.

C.4 Customizing Section Layout Through Data Setup

All seeded section templates share the same layout. You can customize the common section layout through data setup. The following figure shows the common section layout.

Figure C-3 The Common Section Page Layout



You can customize the left, right, top, and bottom bins through data setup.

C.4.1 Managing Section Page Bins Through Profile Options

You can use the following profile options to enable or disable the default section page bins:

- IBE: Use Global Bin
- IBE: Use Section Bin
- IBE: Use Section Path
- IBE: Use Welcome Bin

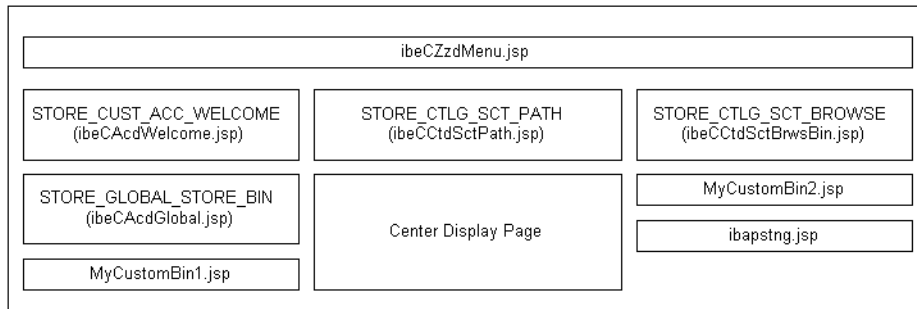
The possible values for each of these profile options are **Yes** and **No**. If the value is **Yes**, the specified bin is displayed. If the value is **No**, the specified bin is not displayed.

C.4.2 Customizing Section Page Bin Content Through Template Setup

You can modify the section page layout through template setup by adding template mappings for `STORE_CTLG_BIN_LEFT_1-7`, `STORE_CTLG_BIN_RIGHT_1-7`, `STORE_CTLG_SECTION_BIN_TOP`, and `STORE_CTLG_SECTION_BIN_BOTTOM`. Log in to the Merchant UI and add the necessary logical to physical template mappings for the desired template (for example, `STORE_CTLG_BIN_LEFT_1`). In the Template Details page, add a new source file for the bin content. Add the necessary mappings for the desired minisite-language combinations. To use this source file for all minisites and all languages, add a mapping for all minisites, all languages. The changes will not be overwritten when patches are applied because there are no seeded default values for these bins.

Example

This example provides a guideline for customizing the section layout through data setup, and steps for creating the custom layout shown below.

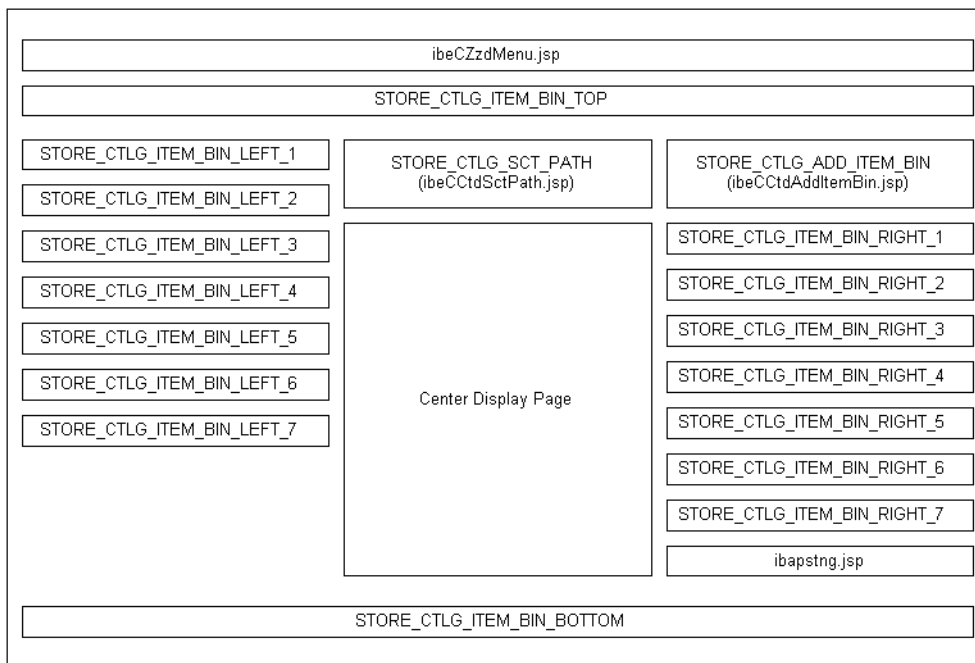
Figure C-4 Custom Section Layout Example**Example Steps**

1. In Oracle Forms, set the profile option IBE: Use Section Bin to **No**.
2. In Oracle Forms, set the profile option IBE: Use Section Path to **Yes**.
3. In Oracle Forms, set the profile option IBE: Use Global Bin to **No**.
4. In Oracle Forms, set the profile option IBE: Use Welcome Bin to **No**.
5. In the Merchant UI, create a mapping from STORE_CTLG_BIN_LEFT_1 to ibeCAcdWelcome.jsp.
6. In the Merchant UI, create a mapping from STORE_CTLG_BIN_LEFT_2 to ibeCAcdGlobal.jsp.
7. In the Merchant UI, create a mapping from STORE_CTLG_BIN_LEFT_3 to MyCustomBin1.jsp.
8. In the Merchant UI, create a mapping from STORE_CTLG_BIN_RIGHT_1 to ibeCCtdSctBrwsBin.jsp.
9. In the Merchant UI, create a mapping from STORE_CTLG_BIN_RIGHT_2 to MyCustomBin2.jsp.

C.5 Customizing Item Layout Through Data Setup

All seeded item templates share the same layout. You can customize the common item layout through data setup. The following figure shows the common item layout.

Figure C-5 The Common Item Page Layout



You can customize the left, right, top, and bottom bins through data setup.

C.5.1 Managing Item Page Bins Through Profile Options

You can use the following profile options to enable or disable the default item page bins:

- IBE: Use Add Item Bin
- IBE: Use Section Path

The possible values for each of these profile options are **Yes** and **No**. If the value is **Yes**, the specified bin is displayed. If the value is **No**, the specified bin is not displayed.

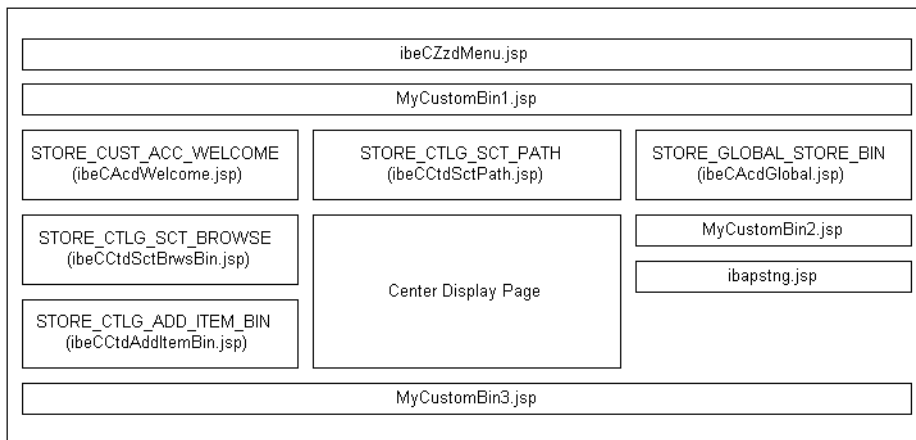
C.5.2 Customizing Item Page Bin Content Through Template Setup

You can modify the item page layout through template setup by adding template mappings for `STORE_CTLG_ITEM_BIN_LEFT_1-7`, `STORE_CTLG_ITEM_BIN_RIGHT_1-7`, `STORE_CTLG_ITEM_BIN_TOP`, and `STORE_CTLG_ITEM_BIN_BOTTOM`. Log in to the Merchant UI and add the necessary logical to physical template mappings for the desired template (for example, `STORE_CTLG_ITEM_BIN_LEFT_1`). In the Template Details page, add a new source file for the bin content. Add the necessary mappings for the desired minisite-language combinations. To use this source file for all minisites and all languages, add a mapping for all minisites, all languages. The changes will not be overwritten when patches are applied because there are no seeded default values for these bins.

Example

This example provides a guideline for customizing the item layout through data setup, and steps for creating the custom layout shown below.

Figure C-6 Custom Item Layout Example



Example Steps

1. In Oracle Forms, set the profile option IBE: Use Add Item Bin to **No**.
2. In Oracle Forms, set the profile option IBE: Use Section Path to **Yes**.
3. In the Merchant UI, create a mapping from STORE_CTLG_ITEM_BIN_TOP to MyCustomBin1.jsp.
4. In the Merchant UI, create a mapping from STORE_CTLG_ITEM_BIN_LEFT_1 to ibeCAcdWelcome.jsp.
5. In the Merchant UI, create a mapping from STORE_CTLG_ITEM_BIN_LEFT_2 to ibeCCtdSctBrwsBin.jsp.
6. In the Merchant UI, create a mapping from STORE_CTLG_ITEM_BIN_LEFT_3 to ibeCCtdAddItemBin.jsp.
7. In the Merchant UI, create a mapping from STORE_CTLG_ITEM_BIN_RIGHT_1 to ibeCAcdGlobal.jsp.
8. In the Merchant UI, create a mapping from STORE_CTLG_ITEM_BIN_RIGHT_2 to MyCustomBin2.jsp.
9. In the Merchant UI, create a mapping from STORE_CTLG_ITEM_BIN_BOTTOM to MyCustomBin3.jsp.

C.6 Customizing Section Templates

You can customize the section routing behavior, section browse bin, section path, and common layout, and create section pages using common or custom layouts.

C.6.1 Customizing the Section Routing Behavior

In most cases, the section routing behavior will not need changes since it is data driven. `STORE_CTLG_SCT_ROUTE` (`ibeCCTpSctDspRte.jsp`) contains processing logic for determining the template to forward to based on the template associated with a section. If the section routing behavior needs to be changed (for example, to change the default destination pages when no template is associated with a section), customize `STORE_CTLG_SCT_ROUTE` (`ibeCCTpSctDspRte.jsp`).

Steps

1. Copy `ibeCCTpSctDspRte.jsp` into a new JSP.
2. Make the necessary changes in the new JSP.
3. Modify the template data setup. In this case, the same logical template name should be used because `STORE_CTLG_SCT_ROUTE` is used in all other JSPs when building links to sections. Log in to the Merchant UI and add the necessary logical to physical template mappings for `STORE_CTLG_SCT_ROUTE`. In the Template Details page, add a new source file for the new JSP. To use this source file for all minisites and all languages, add a mapping for ALL minisites and each installed language.

For example, if French and American English are installed, add two rows in "Specialty Store And Language Mappings":

- All minisites, French
- All minisites, American English

Each time a new language is added, you must add a new mapping. Do not change the mapping for ALL minisites, ALL languages. If you change this mapping, the change may be overwritten when patches are applied.

C.6.2 Customizing the Section Browse Bin

If the display of the section navigation bin needs to be changed, customize `STORE_CTLG_SCT_BROWSE` (`ibeCCtdSctBrwsBin.jsp`).

Steps

1. Copy `ibeCCtdSctBrwsBin.jsp` to a new JSP.
2. Make the necessary changes in the new JSP.
3. Modify the template data setup. In this case, the same logical template name should be used because `STORE_CTLG_SCT_BROWSE` is used in other JSPs when including the browse bin. Log in to the Merchant UI and add the necessary logical to physical template mappings for `STORE_CTLG_SCT_BROWSE`. In the Template Details page, add a new source file for the new JSP. To use this source file for all minisites and all languages, add a mapping for ALL minisites and each installed language.

For example, if French and American English are installed, add two rows in "Specialty Store And Language Mappings":

- All minisites, French
- All minisites, American English.

Each time a new language is added, you must add a new mapping. Do not change the mapping for ALL minisites, ALL languages. If you change this mapping, the change may be overwritten when patches are applied.

C.6.3 Customizing the Section Path

If the display of the section path needs to be changed, customize `STORE_CTLG_SCT_PATH` (`ibeCCtdSctPath.jsp`).

Steps

1. Copy `ibeCCtdSctPath.jsp` into a new JSP.
2. Make the necessary changes in the new JSP.
3. The template data setup will need to be modified. In this case, the same logical template name should be used because `STORE_CTLG_SCT_PATH` is used in other JSPs when including the path traversed. Log in to the Merchant UI and add the necessary logical to physical template mappings for `STORE_CTLG_SCT_PATH`. In the Template Details page, add a new source file for the new JSP.

To use this source file for all minisites and all languages, add a mapping for ALL minisites and each installed language.

For example, if French and American English are installed, add two rows in "Specialty Store And Language Mappings"

- All minisites, French
- All minisites, American English.

Each time a new language is added, you must add a new mapping. Do not change the mapping for ALL minisites, ALL languages. If you change this mapping, the change may be overwritten when patches are applied.

C.6.4 Customizing the Section Template Common Layout

In the seeded templates, all the section templates share the same layout. This layout is specified in `STORE_CTLG_SCT_COMMON (ibeCCtdCmnSt.jsp)`. All section pages are ultimately displayed by this page, with the center display page changing dynamically based on the attributes set by the section processing page. If the common layout model will be used, but the layout needs to be changed, customize `STORE_CTLG_SCT_COMMON (ibeCCtdCmnSt.jsp)`.

Steps

1. Copy `ibeCCtdCmnSt.jsp` into a new JSP.
2. Make the necessary changes in the new JSP.
3. The template data setup will need to be modified. In this case, the same logical template name should be used because the processing section JSPs forward to `STORE_CTLG_SCT_COMMON` to display the section. Log in to the Merchant UI and add the necessary logical to physical template mappings for `STORE_CTLG_SCT_COMMON`. In the Template Details page, add a new source file for the new JSP. To use this source file for all minisites and all languages, add a mapping for ALL minisites and each installed language.

For example, if French and American English are installed, add two rows in "Specialty Store And Language Mappings":

- All minisites, French
- All minisites, American English.

Each time a new language is added, you must add a new mapping. Do not change the mapping for ALL minisites, ALL languages. If you change this mapping, the change may be overwritten when patches are applied.

C.6.5 Creating a Section Page With a Common Layout

To provide custom section display, create new section pages. If the new section display will use a common layout, two new JSPs need to be created.

Steps

1. Create a section processing page. This can be done by copying an existing section processing page (such as `ibeCCtpFSubSct.jsp`) or using the example below as a guideline.

```
<%@page language="java" %>
<%@page import="oracle.apps.ibe.util.*" %>
<%@page import="oracle.apps.ibe.catalog.*" %>
<%@page import="oracle.apps.ibe.store.*" %>
<%@page import="oracle.apps.ibe.displaymanager.DisplayManager" %>
<%@page import="oracle.apps.jtf.base.Logger" %>
<%@include file="ibeCZzpHeader.jsp" %>

<%
    String JSP_PAGE_NAME = "sectionProcessPage.jsp";
    String lSectionIdStr = "";
    String lCenterDisplayPage = "";
    String lBeginIndexStr = "";

    /* Welcome Bin */
    pageContext.setAttribute("showWelcomeBin", "true",
        PageContext.REQUEST_SCOPE);

    /* Center Display Page */
    lCenterDisplayPage =
    DisplayManager.getTemplate("CENTER_DISPLAY_PAGE").getFileName();
    if(lCenterDisplayPage == null)
    {
        lCenterDisplayPage = "";
        IBEUtil.log(JSP_PAGE_NAME,
            "Null template found for logical template name " +
            "CENTER_DISPLAY_PAGE",
            Logger.ERROR);
    }

    pageContext.setAttribute("centerDisplayPage", lCenterDisplayPage,
        PageContext.REQUEST_SCOPE);

    /* Get/Set section ID */
    lSectionIdStr =
```

```
(String) pageContext.getAttribute("section",
                                PageContext.REQUEST_SCOPE);
if(lSectionIdStr == null || lSectionIdStr.equals(""))
{
    lSectionIdStr = (String) request.getParameter("section");
    if(lSectionIdStr == null)
    {
        lSectionIdStr = "";
        IBEUtil.log(JSP_PAGE_NAME, "Section is null", Logger.ERROR);
    }
}

pageContext.setAttribute("section", lSectionIdStr,
                        PageContext.REQUEST_SCOPE);

/* Get/Set beginIndex */
lBeginIndexStr =
(String) pageContext.getAttribute( "beginIndex",
                                PageContext.REQUEST_SCOPE);
if (lBeginIndexStr == null || lBeginIndexStr.equals(""))
{
    lBeginIndexStr = request.getParameter("beginIndex");
    if (lBeginIndexStr != null)
    {
        pageContext.setAttribute( "beginIndex", lBeginIndexStr,
                                PageContext.REQUEST_SCOPE);
    }
}

if (IBEUtil.showPosting())
{
    // set item ids in the PageContext.REQUEST_SCOPE for use by
    // eMerchandising postings

    int[] itemIds = new int[0];

    // code to populate itemIds based on the items that will be displayed
    // on this section page

    if (itemIds.length > 0)
        pageContext.setAttribute("itemIds", itemIds, PageContext.REQUEST_
SCOPE);
}

String lCommonPage =
```

```

        DisplayManager.getTemplate("STORE_CTLG_SCT_COMMON").getFileName();
    %>

```

```

<jsp:forward page="<%=lCommonPage%" />

```

2. Create a center display page. This can be done by copying an existing section center display page (such as `ibeCCtdFSubSctI.jsp`) or using the example below as a guideline.

```

<%@include file="ibeCZzpRuntimeIncl.jsp" %>
<%@page language="java" %>
<%@page import="oracle.apps.ibe.util.*" %>
<%@page import="oracle.apps.ibe.catalog.*" %>
<%@page import="oracle.apps.ibe.store.*" %>
<%@page import="oracle.apps.ibe.displaymanager.*" %>
<%@page import="oracle.apps.jtf.base.resources.Architecture" %>
<%@page import="oracle.apps.jtf.base.interfaces.MessageManagerInter" %>
<%@page import="oracle.apps.jtf.base.Logger" %>

<%
    // processing logic to retrieve all section and item information that will
    // be displayed on the page

    boolean bSectionLoaded = false;
    Section s = null;
    // declare variables for other objects that will be displayed:
    // for example, featured subsections, navigational subsections, items,
    // item prices, etc.

    String lSectionIdStr =
        IBEUtil.nonNull((String)pageContext.getAttribute("section",
            PageContext.REQUEST_SCOPE));

    try {
        int lSectionId = Integer.parseInt(lSectionIdStr);
        s = Section.load(lSectionId, Section.DEEP);
        bSectionLoaded = true;

        // additional code to retrieve objects that will be displayed on the
        page:
        // for example, featured subsections, navigational subsections, items,
        // item prices, etc.

    } catch (NumberFormatException e) {
        IBEUtil.log(JSP_PAGE_NAME, "Could not parse section id=");
    }

```

```

        IBEUtil.lod(lSectionIdStr);
    } catch (SectionNotFoundException e) {
        IBEUtil.log(JSP_PAGE_NAME, "Could not load section. Section id=");
        IBEUtil.log(JSP_PAGE_NAME, lSectionIdStr);
    }

    if (bSectionLoaded)
    {
%>

        <table width="100%">
        <tr>
        <td valign="top" width="100%" >
        <!-- start middle column content-->

        <%-- code to display section --%>

        </td></tr></table>
    <%
    } // end section was loaded
%>

```

3. In the Merchant UI, create a new logical template for the section processing page. Make sure that you create the template as one that "Displays: section."
4. In the Merchant UI, create a new logical template for the center display page. Make sure that you create the template as one that "Displays: others."
5. Modify the section processing page as needed.

In the JSP, change the logical template name used for the center display page to be the logical template name created for the new center display page. Change

```

lCenterDisplayPage =
    DisplayManager.getTemplate("STORE_CTLG_FSUBSCT_INCL").getFileName();

```

to

```

lCenterDisplayPage =
    DisplayManager.getTemplate("CENTER_DISPLAY_PAGE").getFileName();

```

If Oracle Marketing Online's eMerchandising postings will be used, an int[] containing the item IDs of the items that will be displayed on the page must be set in the PageContext.REQUEST_SCOPE. There are examples of how to do this in the seeded templates.

6. Modify the display page as needed.
Retrieve the necessary section and item information using the Section and Item APIs, which are described in *Oracle iStore API Reference Guide*.
Display the information as desired.
7. In the Merchant UI, navigate to the section(s) that will use this display. In the "Template used to display this section" pull-down menu, select the section processing page created in step 3. Click **Update**.

C.6.6 Creating a Section Page With a Custom Layout

To provide custom section display, create new section pages. If the new section display will use its own custom layout, only one new JSP needs to be created.

Steps

1. Create a section display template. See the example below.

```
<%@include file="jtfincl.jsp" %>
<%@page language="java" %>
<%@page import="oracle.apps.ibe.util.*" %>
<%@page import="oracle.apps.ibe.catalog.*" %>
<%@page import="oracle.apps.ibe.store.*" %>
<%@page import="java.math.BigDecimal" %>
<%@page import="oracle.apps.jtf.base.Logger" %>

<%@ include file="ibeCZzpHeader.jsp" %>
<%
    String JSP_PAGE_NAME = "mySectionJsp.jsp";
    MessageManagerInter msgMgr =
        Architecture.getMessageManagerInstance();
    int lSectionId = -1;
    String lSectionIdStr = "";
    String lShowWelcomeBinStr = "";
    boolean bShowWelcomeBin = true;
    String browsePage = "", pathPage = "", welcomePage = "";
    Section lSection = null;

    // declare variables for other objects that will be
    // displayed: for example, featured subsections, items, item prices, etc.

    /* Get section ID String */
    lSectionIdStr =
        (String)pageContext.getAttribute("section", PageContext.REQUEST_SCOPE);
```

```
try
{
    lSectionId = Integer.parseInt(lSectionIdStr);
}
catch(NumberFormatException e)
{
    lSectionId = StoreMinisite.getRootSectionID().intValue();
}

/* Get show welcome bin */
lShowWelcomeBinStr =
    (String)pageContext.getAttribute("showWelcomeBin",
                                     PageContext.REQUEST_SCOPE);
if(lShowWelcomeBinStr == null || lShowWelcomeBinStr.equals(""))
{
    lShowWelcomeBinStr = "true";
}

if(lShowWelcomeBinStr.equalsIgnoreCase("false"))
{
    bShowWelcomeBin = false;
}

/*
 * Get the value of all the pages and bins to display
 */

/* Section Hierarchy Tree Browse Bin */
if(IBEUtil.useFeature("IBE_USE_SECTION_BIN"))
{
    browsePage =
    DisplayManager.getTemplate("STORE_CTLG_SCT_
    BROWSE").getFileName();if(browsePage == null)
    {
        browsePage = "";
    }
}

/* Section Section Path Bin */
if(IBEUtil.useFeature("IBE_USE_SECTION_PATH"))
{
    pathPage =
    DisplayManager.getTemplate("STORE_CTLG_SCT_PATH").getFileName();
    if(pathPage == null)
    {
```

```

        pathPage = "";
    }
}

/* Welcome Page Bin */
if(bShowWelcomeBin)
{
    welcomePage =
        DisplayManager.getTemplate("STORE_CUST_ACC_WELCOME").getFileName();

    if(welcomePage == null || welcomePage.equals(""))
    {
        bShowWelcomeBin = false;
        IBEUtil.log(JSP_PAGE_NAME,
            "Welcome Page is either null or not specified",
            Logger.ERROR);
    }
}

if (IBEUtil.showPosting())
    pageContext.setAttribute("pageType", "SECTION",
        PageContext.REQUEST_SCOPE);

/* load section and other objects that will be displayed */
try
{
    lSection = Section.load(lSectionId);

    // additional code to retrieve other objects that will be displayed
    // on the page: for example, featured subsections, navigational
    // subsections, items, item prices, etc.

    if (IBEUtil.showPosting())
    {
        // set item ids in the PageContext.REQUEST_SCOPE for use by
        // eMerchandising postings

        int[] itemIds = new int[0];

        // code to populate itemIds based on the items that will be
displayed
        // on this section page

        if (itemIds.length > 0)

```

```

        pageContext.setAttribute("itemIds", itemIds,
                                PageContext.REQUEST_SCOPE);
    }
}
catch(SectionNotFoundException ex)
{
    IBEUtil.log(JSP_PAGE_NAME,
               "Could not load (shallow) section with ID" + lSectionId,
               Logger.ERROR);
    lSection = null;
}

if(lSection != null)
{
    pageContext.setAttribute("_pageTitle", lSection.getDisplayName(),
                            PageContext.REQUEST_SCOPE);
}
else
{
    pageContext.setAttribute("_pageTitle", "", PageContext.REQUEST_SCOPE);
}

%>

<%@ include file="ibeCctpPostingI.jsp" %>
<%@ include file="ibeCzzdTop.jsp" %>
<%@ include file="ibeCzzdMenu.jsp" %>

<!-- body section ----->
<table border="0" width="100%">

    <tr>
        <td> &nbsp; </td>

        <!-- left column ----->
        <td valign="top">

            <!-- sections bin ----->
            <%
                if(IBEUtil.useFeature("IBE_USE_SECTION_BIN") &&
                   !browsePage.equals(""))
            {
            %>
                <jsp:include page="<%=browsePage%>" flush="true" /><br>
            <%

```

```

    }
%>
</td>

<!-- center column ----->
<td valign="top" width="100%">
<%
if(IBEUtil.useFeature("IBE_USE_SECTION_PATH") &&
!pathPage.equals(""))
{
%>
<table width="100%">
<tr>
<td colspan="2" class="smallLink">
<jsp:include page="<%=pathPage%" flush="true" />
</td>
<td>
&ampnbsp
</td>
</tr>
</table>
<%
}

if (lSection != null)
{
// code to display section/items.
// for examples, see out of the box section center display templates
}
%>
</td>

<!-- right column ----->
<td valign="top">
<!-- RHS bins ----%>

<!-- welcome bin -----%>
<%
if(bShowWelcomeBin)
{
%>
<jsp:include page="<%=welcomePage%" flush="true" /><br>
<%
}
%>

```

```

<%
    if(IBEUtil.showPosting())
    {
        IBEUtil.log(JSP_PAGE_NAME, "eMerchandising posting - BEGIN");
        try {
%>
            <jsp:include page="ibapstng.jsp" flush="true" /><br>
<%     } catch (Throwable t) {
            IBEUtil.log(JSP_PAGE_NAME,
                "Error occurred while including eMerchandising page");
        }
        IBEUtil.log(JSP_PAGE_NAME, "eMerchandising posting - END");
    }
%>

</td>
</tr>
</table>

<%@ include file="ibeCZzdBottom.jsp" %>

```

2. In the Merchant UI, create a new logical template for the section display page. Make sure that you create the template as one that "Displays: section."
3. In the Merchant UI, navigate to the section(s) that will use this display. In the "Template used to display this section" pull-down menu, select the section display page created in step 2. Click **Update**.

C.7 Customizing Item Templates

You can customize item routing behavior and create item detail templates.

C.7.1 Customizing the Item Routing Behavior

In most cases, the item routing behavior will not need changes since it is data driven. `STORE_CTLG_ITM_ROUTE` (`ibeCCtpItmDspRte.jsp`) contains processing logic for determining the template to forward to based on the template associated with display context `STORE_PRODUCT_DETAILS` for a particular item. If the item routing behavior needs to be changed (for example, to change the display context that is used), customize `STORE_CTLG_ITM_ROUTE` (`ibeCCtpItmDspRte.jsp`).

Steps

1. Copy `ibeCCtpItmDspRte.jsp` into a new JSP.
2. Modify the new JSP as needed. For example, change the display context that is used. If modifying the display context, make sure that all templates associated with the new display context produce HTML for displaying an entire page.
3. The template data setup will need to be modified. In this case, the same logical template name should be used because `STORE_CTLG_ITM_ROUTE` is used in all other JSPs when building links for items. Log in to the Merchant UI and add the necessary logical to physical template mappings for `STORE_CTLG_ITM_ROUTE`. In the Template Details page, add a new source file for the new JSP. To use this source file for all minisites and all languages, add a mapping for ALL minisites and each installed language.

For example, if French and American English are installed, add two rows in "Specialty Store And Language Mappings":

- All minisites, French
- All minisites, American English.

Each time a new language is added, you must add a new mapping. Do not change the mapping for ALL minisites, ALL languages. If you change this mapping, the change may be overwritten when patches are applied.

C.7.2 Creating an Item Detail Template

To provide a custom display of the item detail page, create a new item detail page.

Steps

1. Copy `ibeCCtdItemDetail.jsp` into a new JSP or use the example below as a guideline.

```
<%@page import="oracle.apps.ibe.order.*" %>
<%@page import="oracle.apps.ibe.catalog.*" %>
<%@page import="oracle.apps.ibe.store.*" %>
<%@page import="oracle.apps.jtf.displaymanager.*" %>
<%@page import="oracle.apps.jtf.base.Logger" %>
<%@page import="oracle.apps.jtf.minisites.*" %>

<%@ include file="ibeCZzpHeader.jsp" %>
<%
    MessageManagerInter msgMgr = Architecture.getMessageManagerInstance();
    pageContext.setAttribute("_pageTitle",
```

```

msgMgr.getMessage("IBE_PRMT_CT_PRODUCT_DETAILS"),
PageContext.REQUEST_SCOPE);

String lItemId =
    IBEUtil.nonNull((String)pageContext.getAttribute("item",
        PageContext.REQUEST_SCOPE));

if (lItemId.equals(""))
{
    lItemId = IBEUtil.nonNull(request.getParameter("item"));
    pageContext.setAttribute("item", lItemId, PageContext.REQUEST_SCOPE);
}

if (IBEUtil.showPosting())
{
    // used by ibeCctpPostingI.jsp
    pageContext.setAttribute("pageType", "ITEM", PageContext.REQUEST_SCOPE);

    // set itemIDs[] for eMerchandising posting
    try {
        int[] itemIds = new int[1];
        String itemIdStr =
            (String) pageContext.getAttribute("item", PageContext.REQUEST_
SCOPE);
        itemIds[0] = Integer.parseInt(itemIdStr);
        pageContext.setAttribute("itemIds", itemIds, PageContext.REQUEST_
SCOPE);
    } catch (NumberFormatException e) {}
}
%>

<%@ include file="ibeCctpPostingI.jsp" %>
<%@ include file="ibeCZzdTop.jsp" %>
<%@ include file="ibeCZzdMenu.jsp" %>

<%
String lSectionId = "";
int sectid = 0, itmid = 0;

Item itm = null;

// declare variables for other objects that will be
// displayed: for example, item images, item prices, item flexfields,
// related items, etc.

```

```

lSectionId = IBEUtil.nonNull(request.getParameter("section"));
if (lSectionId.equals(""))
    lSectionId =
        IBEUtil.nonNull((String)pageContext.getAttribute("section",
            PageContext.REQUEST_SCOPE));

/* sections path */
if (IBEUtil.useFeature("IBE_USE_SECTION_PATH"))
{
    try {
        sectid = Integer.parseInt(lSectionId);
        pageContext.setAttribute("section", String.valueOf(sectid),
            PageContext.REQUEST_SCOPE);

        pathPage =
            DisplayManager.getTemplate("STORE_CTLG_SCT_PATH").getFileName();
    } catch (NumberFormatException e) { }
    if(pathPage == null)
        pathPage = "";
}

try {
    itmid = Integer.parseInt(lItemId);
    itm = Item.load(itmid, Item.DEEP);
    bItemLoaded = true;

// additional code to retrieve other objects that will be displayed
// on the page: for example, item images, item prices, related items, etc.

} catch (NumberFormatException e) {
    IBEUtil.log("ibeCctdItemDetail.jsp", "Could not parse item id="
        +lItemId);
} catch (ItemNotFoundException e) {
    IBEUtil.log("ibeCctdItemDetail.jsp", "Could not load item id="+lItemId,
        Logger.ERROR);
}

if (bItemLoaded)
{
%>

<!-- body section
----->
<table border="0" width="100%">

```

```

<%
  if (IBEUtil.showPosting()) {
%>
  <!------- eMerchandising integration ----->
  <tr><td colspan="4" align="center">
<% try {
%>
    <jsp:include page="ibapstng.jsp" flush="true" />
<% } catch (Throwable e) {
    IBEUtil.log("ibeCCtdItemDetail.jsp", "eMerchandising error",
Logger.ERROR);
  }
%>
  </td></tr>
<% } //end eMerchandising installed
%>
  <tr><td>&nbsp;</td>
<%
  if (IBEUtil.useFeature("IBE_USE_SECTION_PATH") &&
!pathPage.equals(""))
  {
%>
    <td colspan="4" class="smallLink">
      <jsp:include page="<%=pathPage%>" flush="true" />
    </td>
<% }
%>
  </tr>
  <tr><td valign="top"> &nbsp;</td>

  <!-- center column
  ----->
  <td valign="top" width="70%">
    <table border="0" cellpadding="0" cellspacing="0">
<%-- code to display item --%>
    </table>
  </td>

  <!-- right column
  ----->
  <td valign="top" width="20%">
    <table border="0" cellpadding="0" cellspacing="0">
<%-- code to display right bins --%>
    </table>
  <p>&nbsp;</p>

```

```
<p>&nbsp;</p>
</td></tr></table> <!-- end page table -->
<% } // end item loaded
%>
<%@ include file="ibeCZzdBottom.jsp" %>
<!-- ibeCctdItemDetail.jsp end -->
```

2. Modify the new item detail page as needed.

Retrieve the necessary item information using the Item APIs, which are described in *Oracle iStore API Reference Guide*.

Display the information as desired.

3. The template data setup will need to be modified. In the Merchant UI, create a new logical template for the new item detail display page. Make sure that you create the template as one that "Displays: category."
4. If the new item detail page should be used as the default template for a display context (such as STORE_PRODUCT_DETAILS), log in to the Merchant UI and choose **Setup > Display Styles**. Click the display style whose default template should be changed. Change the "Default Template" to the item detail display page created in step 3.
5. To associate the new item detail template to the appropriate display style at the item level:
 - a. In the Products tab, find the desired product.
 - b. Click the product name.
 - c. Click the Category and Display Styles link.
 - d. For the desired display style (such as STORE_PRODUCT_DETAILS), highlight the radio button next to the blank text field and click **Go**.
 - e. Select the item detail template created in step 3 and click **Update**.
6. To associate the new item detail template to the appropriate display style at the category level:
 - a. In the Categories tab, click the appropriate category name.
 - b. In the Templates Assigned page, click **Add** and add the item detail template created in step 3.
 - c. Click the Display Styles link on the category page.

- d. For the desired display style (such as `STORE_PRODUCT_DETAILS`), select the appropriate template from the pull-down menu and click **Update**.

Repeat this step for each applicable category.

Oracle iStore 11i User Interface Reference

This appendix provides descriptions of user interface (UI) tabs, pages, forms, and fields for the Oracle iStore 11i application. The tables in this group summarize the UI objects, types, descriptions, and usage for each page described.

D.1 Specialty Stores

Use the Specialty Stores page to view a detailed list of all specialty stores, remove unwanted specialty stores, and link to other pages to create or modify specialty stores.

Note: The UI objects actually displayed depend on your application context.

Table D-1 Specialty Stores Page Reference

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Remove	Checkbox	Use to select or deselect specialty stores for removal.
Specialty Store Name	Hyperlink	Click to view the Specialty Store Detail page for the specialty store.
Create	Button	Click to start the process of creating a new specialty store in the Specialty Store Detail page.
Update	Button	Click to save your current changes.

Table D–1 Specialty Stores Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 2.2, "Overview of Creating Your Store"](#)

[Section 2.5, "Creating Specialty Stores"](#)

D.2 Specialty Store Detail

Use the Specialty Store Detail page to enter or modify information for your specialty stores.

Note: The UI objects actually displayed depend on your application context.

Table D–2 Specialty Store Detail Page Reference

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Store Flags	Hyperlink	Click to choose the root section for the specialty store and to determine whether the store is active and available to customers, is ATP enabled, and allows walk-in customers, in the Store Flags page.
Supported Responsibilities	Hyperlink	Click to choose the customer responsibilities that the specialty store supports in the Supported Responsibilities page.
Access Restrictions	Hyperlink	Click to set up restrictions on access to the specialty store according to the customer's organization in the Access Restrictions page.

Table D–2 Specialty Store Detail Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Currencies and Price Lists	Hyperlink	Click to display a listing of available currencies in the Currencies and Price Lists page. Multiple currencies can be selected for a specialty store. The user's preference determines which currency will be used for the store. If user preference is not specified, the default settings will be used.
Specialty Store Name	Text field	Enter a unique name for the specialty store.
Specialty Store Code	Text field	Enter a unique specialty store code. This is the programmatic access name for the specialty store. Oracle iStore 11i's JSPs and Java code will use this programmatic access name to retrieve the specialty store information. The specialty store code should be an alphanumeric string without spaces.
Description	Text field	Enter a unique description for the specialty store.
Start Date	Text field	Enter the date when the specialty store should first be active and available to customers, in the format DD-MON-YYYY.
End Date	Text field	Enter the date when the specialty store should no longer be active and available to customers, in the format DD-MON-YYYY.
Calendar	Button	Click this to view a calendar in the Select a Date pop-up window. Search for a date and click on it to populate the Start Date or End Date fields with that date.
Languages	Section	Use this section of the page to specify languages for the specialty store. Multiple languages can be selected for a specialty store. The user's preference determines which language will be used for the store. If user preference is not specified, the default settings will be used.
Select	Checkbox	Use to select or deselect languages for the specialty store.

Table D–2 Specialty Store Detail Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Default Language	Pull-down menu	Use to specify the default language for the specialty store when user preference is not specified.
Continue	Button	Click to continue the process of creating a specialty store.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 2.5, "Creating Specialty Stores"](#)

D.3 Store Flags

Use the Store Flags page to choose a root section for the specialty store from the Oracle iStore 11i hierarchy and to determine whether your specialty store will:

- Be ATP Enabled for Oracle Inventory
- Allow walk-in customers (customers who have not logged in)
- Check user responsibility

Note: The UI objects actually displayed depend on your application context.

Table D–3 Store Flags Page Reference

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Specialty Store Name	Read-only field	Displays the name of the specialty store you are modifying
Basic Information	Hyperlink	Click to view and modify basic information such as specialty store name, description, and language information in the Specialty Store Detail page.

Table D-3 Store Flags Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Supported Responsibilities	Hyperlink	Click to choose the customer responsibilities that the specialty store supports in the Supported Responsibilities page.
Access Restrictions	Hyperlink	Click to set up restrictions on access to the specialty store according to the customer's organization in the Access Restrictions page.
Currencies and Price Lists	Hyperlink	Click to view and modify currency and price list information such as walk-in, registered, and business customer price lists, orderable limits, and default currency in the Currencies and Price Lists page.
ATP Enabled	Pull-down menu	Select Yes or No to specify whether ATP information will be provided from Oracle Inventory.
Walkin Customers Enabled	Pull-down menu	Select Yes or No to specify whether customers who have not logged in can view the store.
Check User Responsibility	Pull-down menu	Select Yes or No to specify whether the specialty store checks the customer's responsibilities before displaying available responsibilities. If you choose Yes , the list of specialty store-responsibility combinations that displays when the customer logs in shows only the responsibilities that the customer has for the specialty store, instead of all supported responsibilities.
Root Section	Field	Click the Go button to open a window showing the Oracle iStore 11i hierarchy tree. Highlight the section you want as the root section of the current specialty store, then click Done to close the hierarchy tree window.
Continue	Button	Click to continue the process of creating a specialty store.
Update	Button	Click to save your current changes.

Table D-3 Store Flags Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 2.5, "Creating Specialty Stores"](#)

D.4 Supported Responsibilities

Use the Supported Responsibilities page to select the responsibilities that the specialty store allows. The responsibility with which a customer logs in determines the operating unit against which any orders are placed.

Table D-4 Supported Responsibilities Page Reference

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Specialty Store Name	Read-only field	Displays the name of the specialty store you are modifying
Basic Information	Hyperlink	Click to view and modify basic information such as specialty store name, description, and language information in the Specialty Store Detail page.
Store Flags	Hyperlink	Click to choose the root section for the specialty store and to determine whether the store is active and available to customers, is ATP enabled, and allows walk-in customers, in the Store Flags page.
Access Restrictions	Hyperlink	Click to set up restrictions on access to the specialty store according to the customer's organization in the Access Restrictions page.

Table D–4 Supported Responsibilities Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Currencies and Price Lists	Hyperlink	Click to view and modify currency and price list information such as walk-in, registered, and business customer price lists, orderable limits, and default currency in the Currencies and Price Lists page.
Application Name	Pull-down menu	Use this to filter the list of supported responsibilities by application. Choose the application from the pull-down menu and click Go . The Supported Responsibilities page refreshes with a list of only the supported responsibilities that belong to the application.
Remove	Checkbox	Check this to remove a responsibility from the specialty store.
Display Name	Text field	Enter the name by which this specialty store-responsibility combination appears as an option in the Customer UI after the customer logs in.
Application Name	Column	Displays the application to which the responsibility belongs
Responsibility Key	Column	Displays the responsibility key
Responsibility Name	Column	Displays the responsibility name
Start Date	Text field	Enter the date when the specialty store should first be active and available to customers, in the format DD-MON-YYYY.
End Date	Text field	Enter the date when the specialty store should no longer be active and available to customers, in the format DD-MON-YYYY.
Calendar	Button	Click this to view a calendar in the Select a Date pop-up window. Search for a date and click on it to populate the Start Date or End Date fields with that date.
Order	Text field	In the Order text fields, enter numbers to indicate the order in which these specialty store-responsibility combinations should appear in the Customer UI list.

Table D–4 Supported Responsibilities Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Add Responsibility	Button	Click to add a responsibility to the specialty store. The Select Responsibility window opens. Search for responsibilities by application name and responsibility name, key, or description, using the wildcard character % if necessary. Check the Select checkbox next to the responsibilities that you want the specialty store to support, and click Add . Click Done when you finish adding responsibilities.
Continue	Button	Click to continue the process of creating a specialty store.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 2.5, "Creating Specialty Stores"](#)

D.5 Access Restrictions

Use the Access Restrictions page to restrict access to a specialty store according to the customer's organization.

Table D–5 Access Restrictions Page Reference

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Specialty Store Name	Hyperlink	Displays the name of the specialty store you are modifying. Click to view the Specialty Store Detail page for this specialty store.

Table D–5 Access Restrictions Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Basic Information	Hyperlink	Click to view and modify basic information such as specialty store name, description, and language information in the Specialty Store Detail page.
Store Flags	Hyperlink	Click to choose the root section for the specialty store and to determine whether the store is active and available to customers, is ATP enabled, and allows walk-in customers, in the Store Flags page.
Supported Responsibilities	Hyperlink	Click to choose the customer responsibilities that the specialty store supports in the Supported Responsibilities page.
Currencies and Price Lists	Hyperlink	Click to view and modify currency and price list information such as walk-in, registered, and business customer price lists, orderable limits, and default currency in the Currencies and Price Lists page.
No Restriction	Radio button	Highlight this if you want customers from any organization to be able to access the specialty store.
Include the following organizations	Radio button	Highlight this if you want customers only from the organizations listed in this page to be able to access the specialty store.
Exclude the following organizations	Radio button	Highlight this if you want customers only from the organizations listed in this page to be unable to access the specialty store.
Remove	Checkbox	Check this to remove an organization from the list.
Organization Name	Column	Displays the names of the organizations that you have chosen
Account Number	Column	Displays the account numbers of the organizations that you have chosen
Start Date	Text field	Enter the date when the inclusion or exclusion of the organization is first effective.

Table D–5 Access Restrictions Page Reference (Cont.)

UI Object Name	Type	Description/Usage
End Date	Text field	Enter the date when the inclusion or exclusion of the organization is no longer effective.
Calendar	Button	Click this to view a calendar in the Select a Date pop-up window. Search for a date and click on it to populate the Start Date or End Date fields with that date.
Add Organization	Button	Click this to add an organization to your list. The Select Organization window opens. Search for an organization by name or account number. Check the Select checkbox next to the organizations that you want to add, and click Add . Click Done when you finish adding organizations to the list.
Continue	Button	Click to continue the process of creating a specialty store.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 2.5, "Creating Specialty Stores"](#)

D.6 Currencies and Price Lists

Use the Currencies and Price Lists page to choose the currencies available in the specialty store, to choose price lists for walk-in customers, registered customers, and business partners, and to set ordering limits.

Table D–6 Currencies and Price Lists Page Reference

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.

Table D-6 Currencies and Price Lists Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Specialty Store Name	Read-only field	Displays the name of the specialty store you are modifying.
Basic Information	Hyperlink	Click to view and modify basic information such as specialty store name, description, and language information in the Specialty Store Detail page.
Store Flags	Hyperlink	Click to choose the root section for the specialty store and to determine whether the store is active and available to customers, is ATP enabled, and allows walk-in customers, in the Store Flags page.
Supported Responsibilities	Hyperlink	Click to choose the customer responsibilities that the specialty store supports in the Supported Responsibilities page.
Access Restrictions	Hyperlink	Click to set up restrictions on access to the specialty store according to the customer's organization in the Access Restrictions page.
Select	Checkbox	Check to select a currency to be supported by the specialty store.
Currency	Column	Lists available currencies from Oracle Order Management
Walkin Customer Price List	Pull-down menu	Use this to choose a price list for customers who do not register in the specialty store. The price list options come from Oracle Order Management.
Registered Customer Price List	Pull-down menu	Use this to choose a price list for registered customers in the specialty store. The price list options come from Oracle Order Management.
Business Partner Price List	Pull-down menu	Use this to choose a price list for business partners in the specialty store. The price list options come from Oracle Order Management.
Orderable Limit	Text field	Enter the maximum possible total for an order in the specialty store.

Table D-6 Currencies and Price Lists Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Default Currency	Pull-down menu	Use this to choose a default currency for the specialty store. Anonymous users and users without cookies see the store in this currency when they first enter the store.
Continue	Button	Click to continue the process of creating a specialty store.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 2.5, "Creating Specialty Stores"](#)

D.7 Supported Business Units

Use the Supported Business Units page to specify the business units from Oracle General Ledger that the specialty store will support.

Note: The UI objects actually displayed depend on your application context.

Table D-7 Supported Business Units Page UI Reference

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Basic Information	Hyperlink	Click to view and modify basic information such as specialty store name, description, and language information in the Specialty Store Detail page.
Store Flags	Hyperlink	Click to choose the root section for the specialty store and to determine whether the store is active and available to customers, is ATP enabled, and allows walk-in customers, in the Store Flags page.

Table D-7 Supported Business Units Page UI Reference (Cont.)

UI Object Name	Type	Description/Usage
Currencies and Price Lists	Hyperlink	Click to view and modify currency and price list information such as walk-in, registered, and business customer price lists, orderable limits, and default currency in the Currencies and Price Lists page.
Select	Checkbox	Use to select or deselect business units to be supported.
Default Business Unit	Pull-down menu	Specifies the business unit that will be used when no preference is set for the store.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 2.5, "Creating Specialty Stores"](#)

D.8 Multimedia

Use the Multimedia page to view a detailed list of Oracle iStore 11i multimedia, search for multimedia, and remove unwanted multimedia.

Note: The UI objects actually displayed depend on your application context.

Table D-8 Multimedia Page Reference

UI Object Name	Type	Description/Usage
Lookup	Pull-down menu	Use this to choose the field on which to search for multimedia objects.
Remove	Checkbox	Used to select or deselect multimedia for removal.
Name	Hyperlink	Click to view the Multimedia Details page.
Programmatic Access Name	Column	Lists the programmatic access name for the multimedia object
Keywords	Column	Lists the keywords specified during the cataloging of the multimedia object

Table D–8 Multimedia Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Description	Column	Lists the description specified during the cataloging of the multimedia object
Displays	Column	Indicates whether the multimedia object is available for use in section pages, category pages, or store Web pages that do not display products
Default Source File for All Sites and Languages	Column	Lists the default source file for use in all specialty stores and languages
Create	Button	Click to create a new multimedia object in the Multimedia Details page.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.28, "How the Store Displays Multimedia"](#)

[Section 2.6, "Customizing Multimedia"](#)

[Section 2.6.1, "Creating Media Source Files"](#)

[Section 2.6.2, "Naming Multimedia"](#)

[Section 2.6.3, "Cataloging Multimedia"](#)

[Section 2.14.1, "Creating Images for Products"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

D.9 Multimedia Details

Use the Multimedia Details page to create Oracle iStore 11i multimedia, modify multimedia information, and view a list of media source files assigned to the multimedia object.

Note: The UI objects actually displayed depend on your application context.

Table D–9 *Multimedia Details Page Reference*

UI Object Name	Type	Description/Usage
View All Mappings	Hyperlink	Click to view each source file name assigned to this multimedia object and its relationship to specialty stores and languages.
Name	Text field	Enter the multimedia object's name, which is the common name by which it is referred to during the planning stage.
Programmatic Access Name	Text field	Enter the programmatic access name by which the multimedia object will be accessed from templates.
Description	Text field	Enter a description for the multimedia object to enable a description-based search for this multimedia object in other pages.
Displays	Pull-down menu/ Read-only field	Use this when creating a multimedia object to specify if the object will be available for product- and category-level (CATEGORY) or section-level (SECTION) presentation, or for page features not specifically associated with catalog presentation (OTHERS).
Keywords	Text field	Enter keywords for the multimedia object to enable a keyword-based search for this multimedia object in other pages.
Source Files used for Specialty Stores and Languages	Section	Choose source files for the same multimedia object, to be used in different language and specialty store combinations.
Add Source File	Text field	Enter a source file for the multimedia object, with its location beginning from the <code>OA_MEDIA</code> directory, if you are uploading multimedia from the file system.

Table D-9 Multimedia Details Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Add	Button	Click to add the source file named in the Add Source File text field and open the Source File Details page for the file, if you are uploading multimedia from the file system.
Search	Button	Click to search the database for a source file in the Multimedia Details - Search a multimedia source file page, if you are storing the media source files in the database.
Upload	Button	Click to upload a source file from your local directory to the database in the Multimedia Details - Upload Source File page, if you are storing the media source files in the database.
Remove	Checkbox	Check to remove the media source file from the multimedia object.
Source File Name	Hyperlink	Click to view the Source File Details page for the source file.
Type	Column	Displays the source file type, if you are storing the media source files in the database
File Size	Column	Displays the source file size, if you are storing the media source files in the database
Default	Radio button	Highlight to choose the default media source file for the multimedia object in all specialty stores and languages.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.28, "How the Store Displays Multimedia"](#)

[Section 2.6, "Customizing Multimedia"](#)

[Section 2.6.1, "Creating Media Source Files"](#)

[Section 2.6.2, "Naming Multimedia"](#)

[Section 2.6.3, "Cataloging Multimedia"](#)

[Section 2.14.1, "Creating Images for Products"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

D.10 Multimedia Details - Search a multimedia source file

Use the Multimedia Details - Search a multimedia source file page to search the database for a media source file to add to the multimedia object. This page appears only if you are storing the media source files in the database.

Note: The UI objects actually displayed depend on your application context.

Table D–10 *Multimedia Details - Search a multimedia source file Page Reference*

UI Object Name	Type	Description/Usage
Search a multimedia source file	Pull-down menu/ Text field	Use the pull-down menu to select the source file parameter on which you want to search. Enter the search criteria in the text field, using the wildcard character % if necessary.
Go	Button	Click to execute the search using your given criteria.
Multimedia Source File Search Results	Section	Displays the search results.
Select	Radio button	Highlight to select a source file for the multimedia object.
Source File Name	Column	Displays the source file name
Type	Column	Displays the source file type
File Size	Column	Displays the source file size
First	Hyperlink	Click to go to the first page of your search results.
Previous	Hyperlink	Click to go to the previous page of your search results.
Next	Hyperlink	Click to go to the next page of your search results.

Table D–10 Multimedia Details - Search a multimedia source file Page Reference

UI Object Name	Type	Description/Usage
Last	Hyperlink	Click to go to the last page of your search results.
Continue	Button	Click to choose the source file that you have selected and open the Source File Details page.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.28, "How the Store Displays Multimedia"](#)

[Section 2.6, "Customizing Multimedia"](#)

[Section 2.6.1, "Creating Media Source Files"](#)

[Section 2.6.2, "Naming Multimedia"](#)

[Section 2.6.3, "Cataloging Multimedia"](#)

[Section 2.14.1, "Creating Images for Products"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

D.11 Multimedia Details - Upload Source File

Use the Multimedia Details - Upload Source File page to upload a media source file from your local directory to the database. This page appears only if you are storing the media source files in the database.

Note: The UI objects actually displayed depend on your application context.

Table D–11 Multimedia Details - Upload Source File Page Reference

UI Object Name	Type	Description/Usage
Source File Name	Text field	Contains the local directory path to the source file.
Browse	Button	Click to select the source file from the local directory. The Source File Name text field is automatically populated with your selection.

Table D–11 Multimedia Details - Upload Source File Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Keywords	Text field	Enter keywords for the media source file. Entering keywords enables a keyword-based search for this media source file when assigning a source file to a multimedia object.
Description	Text field	Enter a description of the media source file. Entering a description enables a description-based search for this media source file when assigning a source file to a multimedia object.
Upload	Button	Click to upload the source file to the database and open the Source File Details page.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.28, "How the Store Displays Multimedia"](#)

[Section 2.6, "Customizing Multimedia"](#)

[Section 2.6.1, "Creating Media Source Files"](#)

[Section 2.6.2, "Naming Multimedia"](#)

[Section 2.6.3, "Cataloging Multimedia"](#)

[Section 2.14.1, "Creating Images for Products"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

D.12 Multimedia Migration

Use the Multimedia Migration page to migrate multimedia files from the file system to the database.

Note: The UI objects actually displayed depend on your application context.

Table D–12 *Multimedia Migration Page Reference*

UI Object Name	Type	Description/Usage
View All Media in File System	Hyperlink	Click to view all media files that are in the file system's OA_MEDIA directory.
View All Media in Database	Hyperlink	Click to view all media files that are stored in the database.
Migrate	Button	Click to migrate the media files to the database.
Attachment ID	Column	Displays the media file's attachment ID
File ID	Column	Displays the media file's ID
File Name	Column	Displays the media file name
First	Hyperlink	Click to go to the first page of the list.
Previous	Hyperlink	Click to go to the previous page of the list.
Next	Hyperlink	Click to go to the next page of the list.
Last	Hyperlink	Click to go to the last page of the list.

See Also

[Section 2.6, "Customizing Multimedia"](#)

[Section 2.6.1, "Creating Media Source Files"](#)

D.13 Multimedia Migration - Migration In Process

Use the Multimedia Migration - Migration In Process page to view the status of a multimedia file migration to the database.

Note: The UI objects actually displayed depend on your application context.

Table D–13 *Multimedia Migration - Migration In Process Page Reference*

UI Object Name	Type	Description/Usage
Stop	Button	Click to stop the current multimedia file migration.
Processed	Text field	Displays the number of files processed
Elapsed Time	Text field	Displays the amount of time that has passed since the migration began
Estimated Time	Text field	Displays the estimated total amount of time that the migration will take to complete
Total Files	Text field	Displays the total number of files to be migrated
Errors	Text field	Displays the number of errors

See Also

[Section 2.6, "Customizing Multimedia"](#)

[Section 2.6.1, "Creating Media Source Files"](#)

D.14 Multimedia Migration - Migration Summary

Use the Multimedia Migration - Migration Summary page to view the results of a multimedia file migration to the database.

Note: The UI objects actually displayed depend on your application context.

Table D–14 *Multimedia Migration - Migration Summary Page Reference*

UI Object Name	Type	Description/Usage
View All Media in File System	Hyperlink	Click to view all media files that are in the file system's OA_MEDIA directory.
View All Media in Database	Hyperlink	Click to view all media files that are stored in the database.

Table D–14 Multimedia Migration - Migration Summary Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Restart	Button	Click to restart the multimedia file migration.
Status	Read-only field	Displays whether the multimedia file migration completed or was stopped
Processed	Read-only field	Displays the number of files that were processed
Migrated	Read-only field	Displays the number of files that were migrated
Failed	Read-only field	Displays the number of files that failed migration
Totals	Read-only field	Displays the total number of multimedia files that were processed or migrated, or failed
Elapsed Time	Read-only field	Displays the amount of time that the migration proceeded
Error Details	Section	Displays details of file migration errors
File Name	Column	Displays the name of the file that experienced the error
Error Description	Column	Describes the error

See Also

[Section 2.6, "Customizing Multimedia"](#)

[Section 2.6.1, "Creating Media Source Files"](#)

D.15 Multimedia Components

Use the Multimedia Components page to view a detailed list of all multimedia components, remove unwanted multimedia components, and link to other pages to create or modify multimedia components.

Note: The UI objects actually displayed depend on your application context.

Table D–15 *Multimedia Components Page Reference*

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Remove	Checkbox	Check to select a multimedia component for removal.
Name	Hyperlink	Click the name of the multimedia component to view its details in the Multimedia Components Detail page.
Programmatic Access Name	Column	Displays the programmatic access name for the multimedia component
Description	Column	Displays the descriptive information entered when the multimedia component was created
Default Multimedia	Column	Displays the default multimedia name assigned to the multimedia component
Default Source File	Column	Displays the default source file (physical file) for the default multimedia name assigned to the multimedia component
Create	Button	Click to create a new multimedia component in the Multimedia Component Detail page.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.28, "How the Store Displays Multimedia"](#)

[Section 2.7, "Defining Multimedia Components"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

D.16 Multimedia Component Details

Use the Multimedia Component Details page to enter or modify information for a multimedia component.

Note: The UI objects actually displayed depend on your application context.

Table D-16 *Multimedia Component Details Page Reference*

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Name	Text field	Enter a unique name for the multimedia component.
Programmatic Access Name	Text field	Enter the programmatic access name for the multimedia component.
Description	Text field	Enter a description for the multimedia component to enable a description-based search for this multimedia component in other pages.
Default Multimedia	Text field	Enter the default multimedia name for the multimedia component.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.28, "How the Store Displays Multimedia"](#)

[Section 2.7, "Defining Multimedia Components"](#)

 Section 2.13, "Customizing Product Presentation at the Category Level"

D.17 Templates

Use the Templates page to view a list of Oracle iStore 11i templates, search for specific templates, and remove templates from the application.

Note: The UI objects actually displayed depend on your application context.

Table D–17 *Templates Page Reference*

UI Object Name	Type	Description/Usage
Lookup	Pull-down menu	Use this to choose the field on which to search for templates.
Remove	Checkbox	Used to select or deselect templates for removal.
Name	Hyperlink	Click to view the Template Details page for the template.
Programmatic Access Name	Column	Lists the programmatic access names for each template
Keywords	Column	Lists any keywords specified during the cataloging of the template
Description	Column	Lists the description specified during the cataloging of the template
Displays	Column	Specifies whether the template applies to section pages, category pages, or other storefront pages that do not display products
Default Source File for All Sites and Languages	Column	Lists the default source file for the template in all specialty stores and languages, which is specified during the cataloging of the template
Create	Button	Click to create a template in the Template Details page.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.29, "How the Store Displays Templates"](#)

[Section 2.8, "Customizing Templates"](#)

[Section 2.8.1, "Creating Template Source Files"](#)

[Section 2.8.2, "Naming Templates"](#)

[Section 2.8.3, "Cataloging Templates"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

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D.18 Template Details

Use the Template Details page to create Oracle iStore 11i templates, modify template information, and view a list of the JSP source files assigned to the template.

Note: The UI objects actually displayed depend on your application context.

Table D–18 *Template Details Page Reference*

UI Object Name	Type	Description/Usage
View All Mappings	Hyperlink	Click to view the View All Mappings page for this template.
Name	Text field	Enter the common name for the template, by which it is referred to during the planning stage.
Keywords	Text field	Enter keywords for the template to enable a keyword-based search for this template in other pages.
Programmatic Access Name	Text field	Enter the name by which the template is referred to in the JSPs.
Displays	Pull-down menu	Use to select whether the template will be available to display a section (section) or a category (category), or will be used on Web pages that do not feature products (others). If the template is product-specific, choose category from the drop down list.

Table D–18 Template Details Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Default Source File For All Sites and Languages	Text field	Enter the JSP to be used as the default source file for this template if a non-default language or specialty store mapping is not defined.
Description	Text field	Enter a description for the template to enable a description-based search for this template in other pages.
Source File for Other Site and Languages	Section	Choose source files for the same template, to be used in different language and specialty store combinations.
Remove	Checkbox	Check to remove the mapping of the template source file to the language and specialty store.
Source File	Hyperlink	Click to view the Source File Details page.
Add Source File	Button	Click to map a non-default source file to a specialty store and language combination in the Source File Details page.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.29, "How the Store Displays Templates"](#)

[Section 2.8, "Customizing Templates"](#)

[Section 2.8.1, "Creating Template Source Files"](#)

[Section 2.8.2, "Naming Templates"](#)

[Section 2.8.3, "Cataloging Templates"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

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D.19 Templates - Assigned Categories

Use the Templates - Assigned Categories page to view the categories to which a template is assigned and remove the template from categories. This page is only available for templates that are specified for category use in the Template Details page.

Note: The UI objects actually displayed depend on your application context.

Table D–19 *Templates - Assigned Categories Page Reference*

UI Object Name	Type	Description/Usage
Template Name	Text	Shows the name of the current template.
Template Details and Source Files	Hyperlink	Click to view the Template Details page for the template.
View All Mappings	Hyperlink	Click to view the View All Mappings page for the template.
Lookup	Pull-down menu/ Text field	Use the menu to choose the field on which to search for categories to which the template is assigned. Enter search criteria in the text field and click Go to execute search. % can be used for a wildcard character search.
Remove	Checkbox	Check to select the categories from which you want to remove the template.
Category Name	Hyperlink	Click to view the Category - Templates Assigned page for the category.
Description	Column	Lists descriptions for the categories to which the template is assigned
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.
Select All	Button	Click to select all the categories and remove the template from them.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.29, "How the Store Displays Templates"](#)

[Section 2.8, "Customizing Templates"](#)

[Section 2.8.3, "Cataloging Templates"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

D.20 Source File Details

Use the Source File Details page to map multimedia and template source files to specific specialty stores and languages, and to modify source file information.

Note: The UI objects actually displayed depend on your application context.

Table D–20 Source File Details Page Reference

UI Object Name	Type	Description/Usage
Name	Hyperlink	Click to view the Multimedia Details page or Template Details page for the multimedia object or template to which the source file is assigned.
Programmatic Access Name	Read-only field	Displays the multimedia object's or template's programmatic access name.
Source File Name	Read-only field	Displays the source file name.
Keywords	Text field	Displays the source file's keywords. Enter new or modified keywords if necessary.
Description	Text field	Displays the source file's description. Enter a new or modified description if necessary.
Specialty Stores and Language Mappings	Section	Map the multimedia or template source file to combinations of specialty stores and languages to override the default source file for all stores and languages.
Remove	Checkbox	Check to remove the mapping of the source file to the listed specialty store and language.
Specialty Store	Pull-down menu	Use this to select the specialty store to which the source file will be mapped.
Languages	Pull-down menu	Use this to select the language to which the source file will be mapped.
Apply	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.28, "How the Store Displays Multimedia"](#)

[Section 2.6, "Customizing Multimedia"](#)

[Section 2.6.1, "Creating Media Source Files"](#)

[Section 2.6.2, "Naming Multimedia"](#)

[Section 2.6.3, "Cataloging Multimedia"](#)

[Section 1.29, "How the Store Displays Templates"](#)

[Section 2.8, "Customizing Templates"](#)

[Section 2.8.1, "Creating Template Source Files"](#)

[Section 2.8.2, "Naming Templates"](#)

[Section 2.8.3, "Cataloging Templates"](#)

[Appendix A, "Oracle iStore 11i Template Mappings"](#)

D.21 View All Mappings

Use the View All Mappings page to view the multimedia or template source file mappings to specialty store and language combinations.

Note: The UI objects actually displayed depend on your application context.

Table D–21 View All Mappings Page Reference

UI Object Name	Type	Description/Usage
Multimedia Details and Source Files	Hyperlink	Click to view the Multimedia Details page for the current multimedia object.
Template Details and Source Files	Hyperlink	Click to view the Template Details page for the current template.
Specialty Store	Column	Lists the specialty store to which the indicated source file for the current multimedia object or template is mapped
Languages	Column	Lists the language to which the indicated source file for the current multimedia object or template is mapped
Source File Name	Hyperlink	Click to view the Source File Details page.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.28, "How the Store Displays Multimedia"](#)

[Section 2.6, "Customizing Multimedia"](#)

[Section 2.6.1, "Creating Media Source Files"](#)

[Section 2.6.2, "Naming Multimedia"](#)

[Section 2.6.3, "Cataloging Multimedia"](#)

[Section 1.29, "How the Store Displays Templates"](#)

[Section 2.8, "Customizing Templates"](#)

[Section 2.8.1, "Creating Template Source Files"](#)

[Section 2.8.2, "Naming Templates"](#)

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D.22 Display Styles

Use the Display Styles page to view a detailed list of all display styles, remove unwanted display styles, and link to other pages to create or modify display styles.

Note: The UI objects actually displayed depend on your application context.

Table D–22 *Display Styles Page Reference*

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Remove	Checkbox	Check to select a display style for removal.
Name	Hyperlink	Click the name of the display style to view its Display Styles Details page.
Programmatic Access Name	Column	Displays the programmatic access name for the display style

Table D–22 Display Styles Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Description	Column	Displays the descriptive information entered when the display style was created
Default Template	Column	Displays the default template for the display style
Default Source File	Column	Displays the default source file (physical file) for the default template assigned to the display style
Create	Button	Click to begin creating a new display style in the Display Style Details page.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.29, "How the Store Displays Templates"](#)

[Section 2.9, "Defining Display Styles"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

D.23 Display Style Details

Use the Display Style Details page to enter or modify information for a display style.

Note: The UI objects actually displayed depend on your application context.

Table D–23 Display Style Details Page Reference

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Name	Text field	Enter or modify the display style name.

Table D–23 Display Style Details Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Programmatic Access Name	Text field	Enter or modify the programmatic access name for the display style.
Description	Text field	Enter or modify the display style description to enable a description-based search for this display style in other pages.
Default Template	Text field	Enter or modify the default template for the display style.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.29, "How the Store Displays Templates"](#)

[Section 2.9, "Defining Display Styles"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

D.24 Hierarchy

Use the Hierarchy page to create the overall Oracle iStore 11i hierarchy and to create and modify sections.

Note: The UI objects actually displayed depend on your application context.

Table D–24 Hierarchy Page Reference

UI Object Name	Type	Description/Usage
Refresh	Button	Click to update the hierarchy tree with the changes that have been made since the last Refresh.
Create	Button	Click to create a subsection within the currently highlighted section. The parent section must be a navigational section.
Delete	Button	Click to remove the highlighted section from the hierarchy.

Table D–24 Hierarchy Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Cut	Button	Click to cut the highlighted section from the hierarchy to the clipboard.
Copy	Button	Click to copy the highlighted section from the hierarchy to the clipboard.
Paste	Button	Click to paste a section from the clipboard into the highlighted section. (The highlighted section will host the pasted section.)
Hierarchy	Applet TreeApplet	Use this to view and organize the hierarchy of sections.
Children	Hyperlink	Click to view a listing of all subsections or products within the highlighted section and add more subsections or products.
Multimedia Components	Hyperlink	Click to view and modify multimedia assignments for the highlighted section.
Specialty Stores	Hyperlink	Click to view and select the specialty stores in which the highlighted section appears. Decide whether to include the section in all stores whose root sections are ancestors of this section.
Relationships	Hyperlink	Click to view the relationships in which the highlighted section is involved.
Advanced Settings	Hyperlink	Click to enter optional SQL clauses that specify how the highlighted section is populated automatically with Oracle Inventory products and how the section's products are ordered.
Name	Text field	Enter the name of the section as you want it to appear on the Customer UI.
Start Date	Text field	Enter the date when the section should become available in specialty stores.
End Date	Text field	Enter the date when the section should no longer be available in specialty stores.
Section Code	Text field	Enter a name for the section by which you can refer directly to the section in customized templates.

Table D–24 Hierarchy Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Section Type	Pull-down menu	Use to select whether the section is navigational, featured, or another customized type.
Status	Pull-down menu	Use to select whether the section is published or unpublished. Published sections are available in the Customer UI. Unpublished sections are not available in the Customer UI unless the user has the IBE_ADMINISTRATOR responsibility.
Select to apply status to all descendant sections	Checkbox	Check if you want all descendant sections to have the same published/unpublished status as the current section.
Short Description	Text field	Enter a short description of the section that can be called by templates to appear on store Web pages displaying the section.
Long Description	Text field	Enter a long description of the section that can be called by templates to appear on store Web pages displaying the section.
Keywords	Text field	Enter keywords that will enable keyword-based searches for this section in other pages.
Display Parameter	Section	Use this section to specify display settings for this section. If you do not specify display settings here, store-level defaults will be used in store Web pages that display this section.
Template for Displaying this Section	Pull-down menu	Used to select a default template for displaying the section.
Display Style for Products in this Section	Pull-down menu	Used to select the display style for displaying products in this section.
Continue	Button	Click to save the settings in the current detail page for your new section and continue on to the next detail page.
Finish	Button	Click to save your new section and continue on to choose your new section's children.

Table D–24 Hierarchy Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.14, "Hierarchy Key Points and Concepts"](#)

[Section 2.10, "Creating the Hierarchy"](#)

D.25 Products

Use the Products page to view a detailed list of products from Oracle Inventory and search for products to include in the specialty stores.

Note: The UI objects actually displayed depend on your application context.

Table D–25 Products Page Reference

UI Object Name	Type	Description/Usage
View	Pull-down menu/Text field	Use the menu to choose the field on which to search for products. Enter search criteria in the text field and click Go to execute search. % can be used for a wild card character search.
Wizard	Column	Displays a Publish button if the product is unpublished
Name	Hyperlink	Click to view the Basic Information page for the product.
Part Number	Column	Lists the Oracle Inventory part number for the product
No. of Sections Assigned	Hyperlink	Click to view the Hierarchy Paths page for the product.
Category	Hyperlink	Click to view the Category and Display Styles page for the product.
Relationships	Column	Lists the relationship types in which the product is included. Click on a relationship type name to view the Product - Relationships page.

Table D–25 Products Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Multimedia Components	Hyperlink	Click to view the Multimedia Components page for the product.
Creation Date	Column	Lists the date that the product was created in Oracle Inventory
Status	Column	Indicates whether the product is published (available to include in the specialty stores) or unpublished
Publish	Button	Click to make an unpublished product available to include in specialty stores.

See Also

[Section 1.13, "Product Catalog Key Points and Concepts"](#)

[Section 2.11, "Building the Product Catalog"](#)

[Section 2.14.1, "Creating Images for Products"](#)

[Section 2.12, "Creating Product Relationships"](#)

D.26 Basic Information (for Products)

Use the Basic Information page to determine whether to make a product available for inclusion in stores (publish) and write descriptions of a product that can be called by templates to display on the store Web pages.

Note: The UI objects actually displayed depend on your application context.

Table D–26 Basic Information (for Products) Page Reference

UI Object Name	Type	Description/Usage
Hierarchy Paths	Hyperlink	Click to view the Hierarchy Paths page for the current product.
Category and Display Styles	Hyperlink	Click to view the Category and Display Styles page for the current product.
Multimedia Components	Hyperlink	Click to view the Multimedia Components page for the current product.
Relationships	Hyperlink	Click to view the Relationships page for the current product.

Table D–26 Basic Information (for Products) Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Specialty Stores	Hyperlink	Click to view the Specialty Stores page for the current product.
Posting Status	Pull-down menu	Use to select whether the current product is published and available to include in specialty stores. Published products are available in the Customer UI, assuming that they are also included in at least one published section. Unpublished products are not available in the Customer UI unless the user has the IBE_ADMINISTRATOR responsibility.
Short Description	Text field	Enter a short description of the current product that templates can call to display on store Web pages.
Long Description	Text field	Enter a long description of the current product that templates can call to display on store Web pages.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.13, "Product Catalog Key Points and Concepts"](#)

[Section 2.11, "Building the Product Catalog"](#)

D.27 Hierarchy Paths (for Products)

Use the Hierarchy Paths page to remove or add parent sections for the product, edit the date range when this product will be available in each section, and number the product's place in the section's product display order.

Note: The UI objects actually displayed depend on your application context.

Table D–27 Hierarchy Paths (for Products) Page Reference

UI Object Name	Type	Description/Usage
Basic Information	Hyperlink	Click to view the Basic Information page for the current product.

Table D–27 Hierarchy Paths (for Products) Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Category and Display Styles	Hyperlink	Click to view the Category and Display Styles page for the current product.
Multimedia Components	Hyperlink	Click to view the Multimedia Components page for the current product.
Relationships	Hyperlink	Click to view the Relationships page for the current product.
Specialty Stores	Hyperlink	Click to view the Specialty Stores page for the current product.
Hierarchy	Section	View the hierarchy tree and highlight sections to add as parent sections for a product.
Home	Java Applet	The root section for the overall Oracle iStore 11i hierarchy tree. Click on the plus sign to expand the tree.
Parent Sections	Section	Use this to choose sections from the hierarchy tree to contain the active product.
Remove	Checkbox	Check this to remove the product from the section.
Section	Column	Lists the product's parent section names. Click on the section name hyperlink to view the Hierarchy page for the section.
Start Date	Column	Enter the date that the product will begin to appear in the section.
End Date	Column	Enter the date that the product will no longer appear in the section.
Order	Column	Enter a number that indicates the product's place in the section's product display order.
>>	Button	Click to add the highlighted section in the hierarchy tree as a parent section for the product.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.13, "Product Catalog Key Points and Concepts"](#)

[Section 1.14, "Hierarchy Key Points and Concepts"](#)

[Section 2.10, "Creating the Hierarchy"](#)

[Section 2.11, "Building the Product Catalog"](#)

D.28 Category and Display Styles (for Products)

Use the Category and Display Styles page to view which category the product belongs to and specify the templates called by the display styles for the product.

Note: The UI objects actually displayed depend on your application context.

Table D–28 *Category and Display Styles (for Products) Page Reference*

UI Object Name	Type	Description/Usage
Basic Information	Hyperlink	Click to view the Basic Information page for the current product.
Hierarchy Paths	Hyperlink	Click to view the Hierarchy Paths page for the current product.
Multimedia Components	Hyperlink	Click to view the Multimedia Components page for the current product.
Relationships	Hyperlink	Click to view the Relationships page for the current product.
Specialty Stores	Hyperlink	Click to view the Specialty Stores page for the current product.
Display Styles	Section	Specify the templates called by the display styles for the product here.
Display Style	Column	Lists the display styles cataloged in Oracle iStore 11 <i>i</i>
Template Name	Radio button/ Text field	Highlight "Use default setting" to use the category-level template when displaying the product with the specified display style. Highlight the radio button next to the text field and click Go to choose a product-specific template for the display style.
Update	Button	Click to save your current changes.

Table D–28 Category and Display Styles (for Products) Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.13, "Product Catalog Key Points and Concepts"](#)

[Section 2.11, "Building the Product Catalog"](#)

D.29 Multimedia Components (for Products)

Use the Multimedia Components page to create product-specific multimedia settings by assigning multimedia object names to multimedia components at the product level.

Note: The UI objects actually displayed depend on your application context.

Table D–29 Multimedia Components (for Products) Page Reference

UI Object Name	Type	Description/Usage
Basic Information	Hyperlink	Click to view the Basic Information page for the current product.
Hierarchy Paths	Hyperlink	Click to view the Hierarchy Paths page for the current product.
Category and Display Styles	Hyperlink	Click to view the Category and Display Styles page for the current product.
Relationships	Hyperlink	Click to view the Relationships page for the current product.
Specialty Stores	Hyperlink	Click to view the Specialty Stores page for the current product.
Multimedia Component	Column	Lists the multimedia components cataloged in Oracle iStore 11i

Table D–29 Multimedia Components (for Products) Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Multimedia Name	Radio button/Text field	Highlight "Use default setting" to have the multimedia component call the category-level multimedia name when a product is displayed with the multimedia component. Highlight the radio button next to the text field and click Go to choose a product-specific multimedia name for the multimedia component.
Publish	Button	Click to begin the process of making a product available for sale in specialty stores in the Basic Information page.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.13, "Product Catalog Key Points and Concepts"](#)

[Section 2.11, "Building the Product Catalog"](#)

[Section 2.14.1, "Creating Images for Products"](#)

D.30 Relationships (for Products)

Use the Relationships page to view the relationships that a product is in, either as a complete list or limited by relationship type.

Note: The UI objects actually displayed depend on your application context.

Table D–30 Relationships (for Products) Page Reference

UI Object Name	Type	Description/Usage
Basic Information	Hyperlink	Click to view the Basic Information page for the current product.
Hierarchy Paths	Hyperlink	Click to view the Hierarchy Paths page for the current product.
Category and Display Styles	Hyperlink	Click to view the Category and Display Styles page for the current product.

Table D–30 Relationships (for Products) Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Multimedia Components	Hyperlink	Click to view the Multimedia Components page for the current product.
Specialty Stores	Hyperlink	Click to view the Specialty Stores page for the current product.
View	Pull-down menu	Use to limit the view list of the product's relationships by a specific relationship type.
Product	Hyperlink	Click to view the Basic Information page for the product to which the current product is related by the specified relationship rule.
Relationship	Hyperlink	Click to view the Relationship Detail page for the specified relationship type.
Rule	Hyperlink	Click to view the Relationship Rule Results page for the specified relationship rule.
Rule Type	Column	Indicates whether the From and To objects in each relationship rule are products, categories, or sections

See Also

[Section 1.13, "Product Catalog Key Points and Concepts"](#)

[Section 2.11, "Building the Product Catalog"](#)

[Section 2.12, "Creating Product Relationships"](#)

D.31 Specialty Stores (for Products)

Use the Specialty Stores page to specify whether a product appears in each of the specialty stores that have a section that contains the product.

Note: The UI objects actually displayed depend on your application context.

Table D–31 Specialty Stores (for Products) Page Reference

UI Object Name	Type	Description/Usage
Basic Information	Hyperlink	Click to view the Basic Information page for the current product.
Hierarchy Paths	Hyperlink	Click to view the Hierarchy Paths page for the current product.

Table D–31 Specialty Stores (for Products) Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Category and Display Styles	Hyperlink	Click to view the Category and Display Styles page for the current product.
Multimedia Components	Hyperlink	Click to view the Multimedia Components page for the current product.
Relationships	Hyperlink	Click to view the Relationships page for the current product.
Candidate Specialty Stores	List	Lists the specialty stores that have a section that contains the product, but do not make it available for sale.
>	Button	Click to include the product in the highlighted candidate store.
>>	Button	Click to include the product in all candidate stores.
<<	Button	Click to remove the product from all the stores in which it is currently included.
<	Button	Click to remove the product from the highlighted store in which it is currently included.
Included Specialty Stores	List	Lists the specialty stores that have a section that contains the product and make it available for sale.
Update	Button	Click to save your current changes.

See Also

[Section 1.13, "Product Catalog Key Points and Concepts"](#)

[Section 2.11, "Building the Product Catalog"](#)

D.32 Categories

Use the Categories page to view a detailed list of item categories from Oracle Inventory that belong to the primary display category set, together with a summary of template, display style, and multimedia component category-level settings.

Note: The UI objects actually displayed depend on your application context.

Table D–32 Categories Page Reference

UI Object Name	Type	Description/Usage
Name	Hyperlink	Click to view and modify the list of templates assigned to the category in the Category - Templates Assigned page.
Description	Column	Lists a description of each category
Templates Assigned	Column	Lists the templates assigned to each category and available for association with a display style in this category
Display Styles	Column	Lists the display styles that have specific template assignments for the category
Multimedia Components	Column	Lists the multimedia components that have specific multimedia assignments for the category
First	Hyperlink	Click to go to the first page of categories.
Previous	Hyperlink	Click to go to the previous page of categories.
Next	Hyperlink	Click to go to the next page of categories.
Last	Hyperlink	Click to go to the last page of categories.

See Also

[Section 1.11, "Relationship of Oracle iStore 11i to Other Oracle Applications"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

D.33 Category - Templates Assigned

Use the Category - Templates Assigned page to add or remove templates assigned to a category.

Note: The UI objects actually displayed depend on your application context.

Table D–33 *Category - Templates Assigned Page Reference*

UI Object Name	Type	Description/Usage
Display Styles	Hyperlink	Click to view display style information related to the category in the Category - Display Styles page.
Multimedia Component	Hyperlink	Click to view multimedia component information related to the category in the Category - Multimedia Components page.
Remove	Checkbox	Check to select category template assignments for removal.
Template Name	Column	Click on a template name in this column to view and modify the template details, source files, and mappings.
Default Source File for All Sites and Languages	Column	View the default template source file name for each template assigned to the category. The source file listed here is the default used in all stores and languages if a specific source file has not been mapped to the specialty store and language combination.
Description	Column	Lists the brief description of the template as entered in the Description field of the Template Details page
Add	Button	Click to assign another template to the category. A Select Template window listing all available templates appears. Check the boxes in the Select column next to the template(s) you wish to assign. Click Add to add the templates. Click Done to close the Select Template window.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

D.34 Category - Display Styles

Use the Category - Display Styles page to choose templates for each Oracle iStore 11i display style from the templates assigned to a category.

Note: The UI objects actually displayed depend on your application context.

Table D-34 Category - Display Styles Page Reference

UI Object Name	Type	Description/Usage
Templates Assigned	Hyperlink	Click to view and modify the list of the templates assigned to the category in the Category - Templates Assigned page.
Multimedia Components	Hyperlink	Click to view and modify multimedia component and multimedia information for the category in the Category - Multimedia Component page.
Display Style	Column	Lists the names of all Oracle iStore 11i display styles
Template Name	Pull-down menu	Use to select templates to associate with a display style for the category.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data prior to making changes.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.29, "How the Store Displays Templates"](#)

[Section 2.9, "Defining Display Styles"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

D.35 Category - Multimedia Components

Use the Category - Multimedia Components page to create category-specific multimedia settings by assigning multimedia object names to multimedia components at the category level.

Note: The UI objects actually displayed depend on your application context.

Table D–35 *Category - Multimedia Components Page Reference*

UI Object Name	Type	Description/Usage
Templates Assigned	Hyperlink	Click to go to the Category - Templates Assigned page.
Display Styles	Hyperlink	Click to go to the Category - Display Styles page.
Multimedia Component	Column	Lists the multimedia components cataloged in Oracle iStore 11i in the Multimedia Components page
Multimedia Name	Pull-down menu	Use to assign a multimedia name to a multimedia component. Click Go to open a Select Multimedia window. Click on a multimedia name in the window listing to assign it to the multimedia component. You can also search for multimedia in the Select Multimedia window.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.15, "Multimedia and Templates Key Points and Concepts"](#)

[Section 1.28, "How the Store Displays Multimedia"](#)

[Section 2.7, "Defining Multimedia Components"](#)

[Section 2.13, "Customizing Product Presentation at the Category Level"](#)

D.36 Relationships

Use the Relationships page to view a detailed list of relationship types and remove unwanted relationship types.

Note: The UI objects actually displayed depend on your application context.

Table D–36 Relationships Page Reference

UI Object Name	Type	Description/Usage
Remove	Checkbox	Check to delete a relationship type.
Relationship Name	Hyperlink	Links to the Relationship Detail page.
Description	Column	Lists the description entered during creation of the relationship type
Start Date	Column	Lists the date when the relationship type becomes active, as entered during its creation
End Date	Column	Lists the date when the relationship type is no longer active, as entered during its creation
Create	Button	Click to create a relationship type in the Create Relationship page.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 2.12, "Creating Product Relationships"](#)

[Section 2.12.1, "Using Seeded Relationship Types"](#)

[Section 2.12.2, "Creating Relationship Types"](#)

D.37 Create Relationship and Relationship Detail

Use the Create Relationship page to create a relationship type with a name, description, and effective dates. Use the Relationship Detail page to view and modify basic information for a relationship type, and to view and remove mapping rules or to add or modify a SQL relationship rule that queries database fields for the relationship type.

Note: The UI objects actually displayed depend on your application context.

Table D–37 Create Relationship and Relationship Detail Page Reference

UI Object Name	Type	Description/Usage
Name	Text field	Enter the relationship type name.
Description	Text field	Enter a description for the relationship type to enable description-based searches for this relationship type in other pages.
Start Date	Text field	Enter the date when this relationship type becomes active in the specialty stores.
End Date	Text field	Enter the date when this relationship type becomes inactive in the specialty stores.
Create	Button	Click to save the entered relationship type data and open the Relationship Detail page for the new relationship type.
Create a SQL Rule	Radio button	Highlight to specify the pairs of related items by SQL query on database fields. (Used primarily by Oracle Consulting or other highly technical personnel.)
Create Mapping Rules	Radio button	Highlight to specify the pairs of related items by mapping rules in the Add Rules page.
Create Rule	Button	Click this to enter the Add Rules page if you choose Create Mapping Rules . Click this to enter the Relationship Detail page if you choose Create a SQL Rule .
Mapping Rules:	Section	View the mapping rules you created between products, categories, and sections for this relationship type.
View	Pull-down menu	Use this to decide whether to list product-to-product mapping rules in this section.

Table D–37 Create Relationship and Relationship Detail Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Remove	Checkbox	Check to remove a mapping rule from this relationship type.
Rule	Hyperlink	Click this to view the Relationship Rule Results page for a mapping rule.
Rule Type	Column	Shows the types (product, category, or section) of the objects in the relationship rule
SQL Rule	Text field	Type in a SQL relationship rule that returns the column <code>inventory_item_id</code> in <code>MTL_SYSTEM_ITEMS</code> table. You can add tables in the From list and conditions in the Where clause.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.
Add Rules	Button	Click to view the Add Rules page.
View All Results	Button	Click to view the Relationship Result page.

See Also

[Section 2.12, "Creating Product Relationships"](#)

[Section 2.12.1, "Using Seeded Relationship Types"](#)

[Section 2.12.2, "Creating Relationship Types"](#)

D.38 Add Rules

Use the Add Rules page to create mapping rules which define relationships in a From-To form. You can create relationship rules for the current relationship type between products, categories, and sections. The application evaluates each mapping rule and inserts rows in a table maintaining the preevaluated relationships. For example, if you have a category with two products assigned in your From list and a section with four products assigned in your To list, then Oracle iStore 11i creates a total of eight product relationships.

Note: The UI objects actually displayed depend on your application context.

Table D-38 Add Rules Page Reference

UI Object Name	Type	Description/Usage
Done	Button	Click to view the Relationship Detail page for the relationship type after adding relationship rules.
Preview Rules	Button	Click to view the Preview Rules page for the relationship type after adding relationship rules.
Relationship Name	Hyperlink	Click to view the Relationship Detail page for the saved version of this relationship type.
From List:	Section	Use this to view products, categories, or sections in the From side of the relationship rules you are adding. You can remove unwanted From objects from the list here.
Remove	Checkbox	Check to delete the product, category, or section from the relationship rules you are adding.
Name	Column	Shows the names of the From objects
Type	Column	Shows whether a From object is a product, category, or section
Update	Button	Click to save your current changes.
Select Products/Categories/Sections:	Section	Use this section to search for and select products, categories, and sections to include in the relationship rules you are adding.
View	Pull-down menu	Used to select the type of objects listed in the current view of the Select Products/Categories/Sections section.
Lookup	Pull-down menu	Used to select the field on which to search for relationship objects.
Select	Checkbox	Check to select a product, category, or section for addition to the From or To lists.
Name	Hyperlink	Click to view and modify product information in the Basic Information page.
Part Number	Column	Lists the products' part numbers in Oracle Inventory

Table D–38 Add Rules Page Reference (Cont.)

UI Object Name	Type	Description/Usage
<	Button	Click to add selected products, categories, or sections to the From list.
>	Button	Click to add selected products, categories, or sections to the To list.
To List:	Section	Use this to view products, categories, or sections in the To side of the relationship rules you are adding. You can remove unwanted To objects from the list here.
Remove	Checkbox	Check to delete the product, category, or section from the relationship rules you are adding.
Name	Column	Shows the names of the To objects
Type	Column	Shows whether a To object is a product, category, or section
Update	Button	Click to save your current changes.

See Also

[Section 2.12, "Creating Product Relationships"](#)

[Section 2.12.1, "Using Seeded Relationship Types"](#)

[Section 2.12.2, "Creating Relationship Types"](#)

D.39 Preview Rules

Use the Preview Rules page to preview mapping rules created for a relationship type and exclude any unwanted mapping rules before saving the rules.

Note: The UI objects actually displayed depend on your application context.

Table D–39 Preview Rules Page Reference

UI Object Name	Type	Description/Usage
Relationship Name	Hyperlink	Links to the Relationship Detail page for this relationship type.
Create	Checkbox	Check to create the listed relationship rule in this relationship type.

Table D–39 Preview Rules Page Reference (Cont.)

UI Object Name	Type	Description/Usage
From Type	Column	Lists the types of the From objects (Product, Category, or Section) in the relationship rules
From Name	Column	Lists the names of the From objects in the relationship rules
To Type	Column	Lists the types of the To objects (Product, Category, or Section) in the relationship rules
To Name	Column	Lists the names of the To objects in the relationship rules
Update	Button	Click to save your current changes.

See Also

[Section 2.12, "Creating Product Relationships"](#)

[Section 2.12.1, "Using Seeded Relationship Types"](#)

[Section 2.12.2, "Creating Relationship Types"](#)

D.40 Relationship Rule Results and Relationship Result

Use the Relationship Rule Results page and the Relationship Result page to view all of the product-to-product relationships generated by all of the rules in a relationship type, and to exclude specific product-to-product relationships from the relationship type if necessary. The Relationship Rule Results page, which displays the product-to-product relationships for one rule at a time, and the Relationship Result page, which displays all product-to-product relationships at once, use the same UI objects.

Note: The UI objects actually displayed depend on your application context.

Table D–40 Relationship Rule Results and Relationship Result Page Reference

UI Object Name	Type	Description/Usage
Relationship	Hyperlink	Click to view the Relationship Detail page for this relationship type.
Exclude	Checkbox	Check to remove a product-to-product relationship from the relationship type.

Table D–40 Relationship Rule Results and Relationship Result Page Reference

UI Object Name	Type	Description/Usage
From Product	Hyperlink	Click to view the Product - Relationships page for a product.
To Product	Hyperlink	Click to view the Product - Relationships page for a product.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 2.12, "Creating Product Relationships"](#)

[Section 2.12.1, "Using Seeded Relationship Types"](#)

[Section 2.12.2, "Creating Relationship Types"](#)

D.41 Purge Entire Cache

Use the Purge Entire Cache page to purge all sections, all products, or all sections and products from the cache after making changes to them, so that your changes appear in the Customer UI.

Note: The UI objects actually displayed depend on your application context.

Table D–41 Purge Entire Cache Page Reference

UI Object Name	Type	Description/Usage
Purge Section Cache	Hyperlink	Click to purge specific sections in the Purge Section Cache page.
Purge Product Cache	Hyperlink	Click to purge specific products in the Purge Product Cache page.
Purge the entire Section Cache and entire Item Cache	Radio button	Highlight this to purge all sections and products from the cache.
Purge the entire Section Cache only	Radio button	Highlight this to purge all sections from the cache.
Purge the entire Item Cache only	Radio button	Highlight this to purge all products from the cache.

Table D–41 Purge Entire Cache Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Update	Button	Click this to execute the purging option you have chosen.
Restore	Button	Click this to return to the original Purge Entire Cache page without executing any purge options.

See Also

[Section 3.4, "Managing the Cache"](#)

[Section 3.4.1, "Purging the Entire Cache"](#)

D.42 Purge Section Cache

Use the Purge Section Cache page to purge specific sections from the cache after making changes to them, so that your changes appear in the Customer UI.

Note: The UI objects actually displayed depend on your application context.

Table D–42 Purge Section Cache Page Reference

UI Object Name	Type	Description/Usage
Purge Entire Cache	Hyperlink	Click to purge all sections, all products, or all sections and products in the Purge Entire Cache page.
Purge Product Cache	Hyperlink	Click to purge specific products in the Purge Product Cache page.
View	Pull-down menu/Text field	Use this to search for the section(s) that you want to purge from the cache. In the pull-down menu, choose to search by Name , Section Code , Section Type , or Status . In the text field, enter the value that you want to search for, using the wildcard character % if necessary. Click Go to execute the search.
Select	Checkbox	Check this to select a section to purge from the cache.
Section Name	Hyperlink	Click this to view the Hierarchy page for the section named in this link.

Table D–42 Purge Section Cache Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Section Code	Column	Lists the section codes for the sections in your search results
Section Type	Column	Lists the section types for the sections in your search results
Status	Column	Lists whether the sections in your search results are published or unpublished
Update	Button	Click this to purge the section(s) that you have selected.
Restore	Button	Click this to return to the original Purge Section Cache page without purging any sections.

See Also

[Section 3.4, "Managing the Cache"](#)

[Section 3.4.2, "Purging the Section Cache"](#)

D.43 Section Cache

Use the Section Cache page to view the contents of the section cache.

Note: The UI objects actually displayed depend on your application context.

Table D–43 Section Cache Page Reference

UI Object Name	Type	Description/Usage
Section Cache Size	Read-only field	Displays the number of sections in the cache.
Section ID	Column	Displays the section ID number
Name	Column	Displays the section name
Section Code	Column	Displays the section code
Section Type	Column	Displays the section type (featured or navigational)

See Also

[Section 3.4, "Managing the Cache"](#)

Section 3.4.2, "Purging the Section Cache"

D.44 Purge Product Cache

Use the Purge Product Cache page to purge specific products from the cache after making changes to them, so that your changes appear in the Customer UI.

Note: The UI objects actually displayed depend on your application context.

Table D-44 *Purge Product Cache Page Reference*

UI Object Name	Type	Description/Usage
Purge Entire Cache	Hyperlink	Click to purge all sections, all products, or all sections and products in the Purge Entire Cache page.
Purge Section Cache	Hyperlink	Click to purge specific sections in the Purge Section Cache page.
View	Pull-down menu/Text field	Use this to search for the product(s) that you want to purge from the cache. In the pull-down menu, choose to search by Name, Part Number, Category, or Status . In the text field, enter the value that you want to search for, using the wildcard character % if necessary. Click Go to execute the search.
Select	Checkbox	Check this to select a product to purge from the cache.
Product Name	Hyperlink	Click this to view the Basic Information page for the product named in this link.
Part Number	Column	Lists the Oracle Inventory part numbers for the products in your search results
Category	Hyperlink	This link names the category to which the product belongs. Click the link to view the Category and Display Styles page for the product.
Status	Column	Shows whether the products in your search results are published or unpublished
Update	Button	Click this to purge the product(s) that you have selected.

Table D–44 Purge Product Cache Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Restore	Button	Click this to return to the default Purge Product Cache page without purging any products.

See Also

[Section 3.4, "Managing the Cache"](#)

[Section 3.4.3, "Purging the Product Cache"](#)

D.45 Product Cache

Use the Product Cache page to view the contents of the product cache.

Note: The UI objects actually displayed depend on your application context.

Table D–45 Product Cache Page Reference

UI Object Name	Type	Description/Usage
Product Cache Size	Read-only field	Displays the number of products in the cache.
Product ID	Column	Displays the product ID number
Product Name	Column	Displays the product name
Part Number	Column	Displays the product's Oracle Inventory part number

See Also

[Section 3.4, "Managing the Cache"](#)

[Section 3.4.3, "Purging the Product Cache"](#)

D.46 Notifications

Use the Notifications page to view a list of all notification events, disable a notification event across all specialty stores, organizations, and user types, and link to other pages to add or modify notification configurations.

Note: The UI objects actually displayed depend on your application context.

Table D–46 *Notifications Page Reference*

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Disabled	Checkbox	Check to disable a notification event across all specialty stores, organizations, and user types.
Name	Hyperlink	Click to view the Notification Configuration page for the notification event.
Update	Button	Click to save your current changes.

See Also

[Section 1.18, "Notifications Key Points and Concepts"](#)

[Section 3.3, "Setting Up Notifications"](#)

[Section 3.3.1, "Message Configurations"](#)

[Section 3.3.3, "Adding Message Configurations"](#)

[Section 3.3.4, "Modifying Message Configurations"](#)

[Section 3.3.5, "Removing Message Configurations"](#)

[Section 3.3.6, "Disabling Notification Events"](#)

D.47 Notification Configuration

Use the Notification Configuration page to view a list of the existing configurations for a notification event, remove a message configuration, and link to other pages to add or modify message configurations.

Note: The UI objects actually displayed depend on your application context.

Table D–47 Notification Configuration Page Reference

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Notification Event	Read-only field	Displays the notification event.
Select	Radio button	Highlight to select an existing configuration.
Status	Column	Displays whether the configuration is enabled or disabled
Specialty Store	Column	Displays the specialty store of the configuration. Default configurations are marked with an asterisk in this column and cannot be removed.
Organization	Column	Displays the organization of the configuration
User Type	Column	Displays the user type of the configuration
Message	Column	Displays the message of the configuration
Add Configuration	Button	Click to add a configuration to this notification event in the Add Configuration page.
Update	Button	Click to modify the selected configuration in the Update Configuration page.
Remove	Button	Click to remove the selected configuration from the notification event.

See Also

[Section 1.18, "Notifications Key Points and Concepts"](#)

[Section 3.3, "Setting Up Notifications"](#)

[Section 3.3.1, "Message Configurations"](#)

[Section 3.3.3, "Adding Message Configurations"](#)

[Section 3.3.4, "Modifying Message Configurations"](#)

[Section 3.3.5, "Removing Message Configurations"](#)

[Section 3.3.6, "Disabling Notification Events"](#)

D.48 Add Configuration and Update Configuration

Use the Add Configuration page to add a new message configuration to a notification event, and to disable a notification event for a new configuration. Use the Update Configuration page to modify an existing message configuration, and to disable a notification event for an existing configuration.

Note: The UI objects actually displayed depend on your application context.

Table D–48 Add Configuration and Update Configuration Page Reference

UI Object Name	Type	Description/Usage
Specialty Stores	Subtab	Click to view the Specialty Stores page.
Multimedia Components	Subtab	Click to view the Multimedia Components page.
Display Styles	Subtab	Click to view the Display Styles page.
Notification Event	Read-only field	Displays the notification event.
Status	Pull-down menu	Use this to choose the status of the configuration (Enabled or Disabled).
Specialty Store	Pull-down menu/ Read-only field	Use this to choose the specialty store of the configuration. Choose All if you do not want to restrict the specialty store. This object displays as a read-only field if you cannot configure this parameter of the notification event.
Organization	Pull-down menu/ Read-only field	Use this to choose the organization of the configuration. Choose All if you do not want to restrict the organization. This object displays as a read-only field if you cannot configure this parameter of the notification event.

Table D–48 Add Configuration and Update Configuration Page Reference (Cont.)

UI Object Name	Type	Description/Usage
User Type	Pull-down menu/ Read-only field	Use this to choose the user type of the configuration. Choose All if you do not want to restrict the user type. This object displays as a read-only field if you cannot configure this parameter of the notification event.
Message	Pull-down menu	Use this to choose the message of the configuration.
Add	Button	Click to add the configuration to this notification event.
Update	Button	Click to update the configuration with your changes.

See Also

[Section 1.18, "Notifications Key Points and Concepts"](#)

[Section 3.3, "Setting Up Notifications"](#)

[Section 3.3.1, "Message Configurations"](#)

[Section 3.3.3, "Adding Message Configurations"](#)

[Section 3.3.4, "Modifying Message Configurations"](#)

[Section 3.3.5, "Removing Message Configurations"](#)

[Section 3.3.6, "Disabling Notification Events"](#)

D.49 Reports - iStore Data Out Bins

Use the Reports - iStore Data Out Bins page to view the Storefront Reports as Data Out Bins.

Note: The UI objects actually displayed depend on your application context.

Table D–49 Reports - iStore Data Out Bins Page Reference

UI Object Name	Type	Description/Usage
Bins	Subtab	Click to view the Reports - iStore Data Out Bins page.

Table D–49 Reports - iStore Data Out Bins Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Bin Preferences	Subtab	Click to edit your bin preferences in the Home Page Preferences page.
Email Preferences	Subtab	Click to add e-mail addresses in the User List page to the lists of users who receive the Store Order Summary and Store Orders Data Out Bin information by e-mail.
Store Customer Sales	Data Out Bin	Displays your top customers
Customers	Hyperlink	Displays the customer’s name. Click to view a summary of the customer’s orders.
Store Order Summary	Data Out Bin	Summarizes orders according to several different time periods. Click a time period to view its Data Out Bins in the Reports - Store Order Summary page.
DAY	Hyperlink	Click to view the Data Out Bins for the current day.
WEEK	Hyperlink	Click to view the Data Out Bins for the current week.
MONTH	Hyperlink	Click to view the Data Out Bins for the current month.
QUARTER	Hyperlink	Click to view the Data Out Bins for the current quarter.
YEAR	Hyperlink	Click to view the Data Out Bins for the current year.
Store Orders	Data Out Bin	Displays the orders with the largest sales totals
Order	Hyperlink	Displays the order number. Click to view order details in Order Tracker, in the Reports - Order Details page.
Store Product Sales	Data Out Bin	Displays your best-selling products

See Also

[Section 1.19, "Storefront Reports Key Points and Concepts"](#)

[Section 3.6, "Using Storefront Reports"](#)

[Section 3.6.4, "Viewing Data Out Bins"](#)

D.50 Reports - Store Order Summary

Use the Reports - Store Order Summary page to view Data Out Bins for various time periods.

Note: The UI objects actually displayed depend on your application context.

Table D–50 Reports - Store Order Summary Page Reference

UI Object Name	Type	Description/Usage
Bins	Subtab	Click to view the iStore Data Out Bins page.
Bin Preferences	Subtab	Click to edit your bin preferences in the Home Page Preferences page.
Email Preferences	Subtab	Click to add e-mail addresses in the User List page to the lists of users who receive the Store Order Summary and Store Orders Data Out Bin information by e-mail.
Store Customer Sales	Left Data Out Bin	Displays your top customers for the time period that you chose in the Home Page Preferences page
Store Customer Sales	Right Data Out Bin	Displays your top customers for the time period that you clicked in the Store Order Summary Data Out Bin
Customers	Hyperlink	Displays the customer's name. Click to view a summary of the customer's orders.
Store Order Summary	Data Out Bin	Summarizes orders according to several different time periods. Click a time period to view its Data Out Bins in the Reports - Store Order Summary page.
DAY	Hyperlink	Click to view the Data Out Bins for the current day.
WEEK	Hyperlink	Click to view the Data Out Bins for the current week.
MONTH	Hyperlink	Click to view the Data Out Bins for the current month.
QUARTER	Hyperlink	Click to view the Data Out Bins for the current quarter.
YEAR	Hyperlink	Click to view the Data Out Bins for the current year.

Table D–50 Reports - Store Order Summary Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Store Orders	Left Data Out Bin	Displays the orders with the largest sales totals for the time period that you chose in the Home Page Preferences page
Store Orders	Right Data Out Bin	Displays the orders with the largest sales totals for the time period that you clicked in the Store Order Summary Data Out Bin
Order	Hyperlink	Displays the order number. Click to view order details in Order Tracker, in the Reports - Order Details page.
Store Product Sales	Left Data Out Bin	Displays your best-selling products for the time period that you chose in the Home Page Preferences page
Store Product Sales	Right Data Out Bin	Displays your best-selling products for the time period that you clicked in the Store Order Summary Data Out Bin

See Also

[Section 1.19, "Storefront Reports Key Points and Concepts"](#)

[Section 3.6, "Using Storefront Reports"](#)

[Section 3.6.4, "Viewing Data Out Bins"](#)

D.51 Reports - Order Details

Use the Reports - Order Details page to view details about orders that are listed in the Reports - iStore Data Out Bins page and Reports - Store Order Summary page.

Note: The UI objects actually displayed depend on your application context.

Table D–51 Reports - Order Details Page Reference

UI Object Name	Type	Description/Usage
Bins	Subtab	Click to view the Reports - iStore Data Out Bins page.
Bin Preferences	Subtab	Click to edit your bin preferences in the Home Page Preferences page.

Table D-51 Reports - Order Details Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Email Preferences	Subtab	Click to add e-mail addresses in the User List page to the lists of users who receive the Store Order Summary and Store Orders Data Out Bin information by e-mail.
Store Customer Sales	Data Out Bin	Displays your top customers
Customers	Hyperlink	Displays the customer's name. Click to view a summary of the customer's orders.
Store Order Summary	Data Out Bin	Summarizes orders according to several different time periods. Click a time period to view its Data Out Bins in the Reports - Store Order Summary page.
DAY	Hyperlink	Click to view the Data Out Bins for the current day.
WEEK	Hyperlink	Click to view the Data Out Bins for the current week.
MONTH	Hyperlink	Click to view the Data Out Bins for the current month.
QUARTER	Hyperlink	Click to view the Data Out Bins for the current quarter.
YEAR	Hyperlink	Click to view the Data Out Bins for the current year.
Store Orders	Data Out Bin	Displays the orders with the largest sales totals
Order	Hyperlink	Displays the order number. Click to view order details in Order Tracker.
Store Product Sales	Data Out Bin	Displays your best-selling products
Order Details	Section	Displays header-level and line-level information about the order
Details	Hyperlink	Click to view shipment details for the order in the Reports - Shipment Details page.
Part Number	Hyperlink	Click to sort the line items by part number.
Product	Hyperlink	Click to sort the line items by product name.

Table D–51 Reports - Order Details Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Qty Ordered	Hyperlink	Click to sort the line items by quantity ordered.
Unit Selling Price	Hyperlink	Click to sort the line items by unit selling price.
Unit of Measure	Hyperlink	Click to sort the line items by unit of measure.
Line Total	Hyperlink	Click to sort the line items by total line price.

See Also

[Section 1.19, "Storefront Reports Key Points and Concepts"](#)

[Section 3.6, "Using Storefront Reports"](#)

[Section 3.6.4, "Viewing Data Out Bins"](#)

D.52 Reports - Customer Details

Use the Reports - Customer Details page to view details about the order history of customers who are listed in the Reports - iStore Data Out Bins page and Reports - Store Order Summary page. If you navigated to this page from a Data Out Bin on the Reports - iStore Data Out Bins page, the order history displays the orders that the customer placed during that Data Out Bin’s time period. If you navigated to this page from the Reports - Store Order Summary page, the order history displays the orders that the customer placed during the time period that you chose in the Store Order Summary Data Out Bin.

Note: The UI objects actually displayed depend on your application context.

Table D–52 Reports - Customer Details Page Reference

UI Object Name	Type	Description/Usage
Bins	Subtab	Click to view the Reports - iStore Data Out Bins page.
Bin Preferences	Subtab	Click to edit your bin preferences in the Home Page Preferences page.

Table D-52 Reports - Customer Details Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Email Preferences	Subtab	Click to add e-mail addresses in the User List page to the lists of users who receive the Store Order Summary and Store Orders Data Out Bin information by e-mail.
Store Customer Sales	Data Out Bin	Displays your top customers
Customers	Hyperlink	Displays the customer's name. Click to view a summary of the customer's orders.
Store Order Summary	Data Out Bin	Summarizes orders according to several different time periods. Click a time period to view its Data Out Bins in the Reports - Store Order Summary page.
DAY	Hyperlink	Click to view the Data Out Bins for the current day.
WEEK	Hyperlink	Click to view the Data Out Bins for the current week.
MONTH	Hyperlink	Click to view the Data Out Bins for the current month.
QUARTER	Hyperlink	Click to view the Data Out Bins for the current quarter.
YEAR	Hyperlink	Click to view the Data Out Bins for the current year.
Store Orders	Data Out Bin	Displays the orders with the largest sales totals
Order	Hyperlink	Displays the order number. Click to view order details in Order Tracker.
Store Product Sales	Data Out Bin	Displays your best-selling products
Customer Details	Section	Displays the customer's order history.
Order Number	Hyperlink	Click the column heading to sort the customer's orders by order number. Click an order number to view its details in Order Tracker, in the Reports - Order Details page.
Reference Number	Hyperlink	Click to sort the customer's orders by reference number.

Table D–52 Reports - Customer Details Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Customer Name	Hyperlink	Click to sort the customer’s orders by customer name.
Date Ordered	Hyperlink	Click to sort the customer’s orders by date ordered.
Booked Date	Hyperlink	Click to sort the customer’s orders by date booked.
Order Status	Hyperlink	Click to sort the customer’s orders by order status.
PO Number	Hyperlink	Click to sort the customer’s orders by PO number.
Details	Hyperlink	Click to view shipment details for the order in the Reports - Shipment Details page.

See Also

[Section 1.19, "Storefront Reports Key Points and Concepts"](#)

[Section 3.6, "Using Storefront Reports"](#)

[Section 3.6.4, "Viewing Data Out Bins"](#)

D.53 Reports - Shipment Details

Use the Reports - Shipment Details page to view shipping information for orders that are listed in the Reports - iStore Data Out Bins page and Reports - Store Order Summary page.

Note: The UI objects actually displayed depend on your application context.

Table D–53 Reports - Shipment Details Page Reference

UI Object Name	Type	Description/Usage
Bins	Subtab	Click to view the Reports - iStore Data Out Bins page.
Bin Preferences	Subtab	Click to edit your bin preferences in the Home Page Preferences page.

Table D-53 Reports - Shipment Details Page Reference (Cont.)

UI Object Name	Type	Description/Usage
Email Preferences	Subtab	Click to add e-mail addresses in the User List page to the lists of users who receive the Store Order Summary and Store Orders Data Out Bin information by e-mail.
Store Customer Sales	Data Out Bin	Displays your top customers
Customers	Hyperlink	Displays the customer's name. Click to view a summary of the customer's orders.
Store Order Summary	Data Out Bin	Summarizes orders according to several different time periods. Click a time period to view its Data Out Bins in the Reports - Store Order Summary page.
DAY	Hyperlink	Click to view the Data Out Bins for the current day.
WEEK	Hyperlink	Click to view the Data Out Bins for the current week.
MONTH	Hyperlink	Click to view the Data Out Bins for the current month.
QUARTER	Hyperlink	Click to view the Data Out Bins for the current quarter.
YEAR	Hyperlink	Click to view the Data Out Bins for the current year.
Store Orders	Data Out Bin	Displays the orders with the largest sales totals
Order	Hyperlink	Displays the order number. Click to view order details in Order Tracker.
Store Product Sales	Data Out Bin	Displays your best-selling products
Shipment Details	Section	Displays shipping information for the order.

See Also

[Section 1.19, "Storefront Reports Key Points and Concepts"](#)

[Section 3.6, "Using Storefront Reports"](#)

[Section 3.6.4, "Viewing Data Out Bins"](#)

D.54 Home Page Preferences

Use the Home Page Preferences page to set your display preferences for the Data Out Bins.

Note: The UI objects actually displayed depend on your application context.

Table D-54 Home Page Preferences Page Reference

UI Object Name	Type	Description/Usage
Bins	Subtab	Click to view the Reports - iStore Data Out Bins page.
Bin Preferences	Subtab	Click to edit your bin preferences in the Home Page Preferences page.
Email Preferences	Subtab	Click to add e-mail addresses in the User List page to the lists of users who receive the Store Order Summary and Store Orders Data Out Bin information by e-mail.
Default Currency	Pull-down menu	Use this to choose the currency in which the Data Out Bins display sales totals.
Remove	Checkbox	Check to remove a bin row.
Bin Number	Pull-down menu	Use this to choose the bin position.
Bin Name	Pull-down menu	Use this to choose the Data Out Bin that you want to appear at this position.
Number of Rows	Pull-down menu	Use this to choose the number of rows of data that the Data Out Bin displays.
Frequency	Pull-down menu	Use this to choose the time period for which the Data Out Bin shows data.
Scaling	Pull-down menu	Use this to choose the proportion by which you want the Data Out Bin to scale the sales totals.
Update	Button	Click to save your current changes.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.19, "Storefront Reports Key Points and Concepts"](#)

[Section 3.6, "Using Storefront Reports"](#)

 Section 3.6.3, "Setting Data Out Bin Preferences"

D.55 User List

Use the User List page to view the lists of users who receive the Store Orders and Store Order Summary Data Out Bin information by e-mail, to remove users from the lists, and to link to pages where you can add users to the lists.

Note: The UI objects actually displayed depend on your application context.

Table D-55 *User List Page Reference*

UI Object Name	Type	Description/Usage
Bins	Subtab	Click to view the Reports - iStore Data Out Bins page.
Bin Preferences	Subtab	Click to edit your bin preferences in the Home Page Preferences page.
Email Preferences	Subtab	Click to add e-mail addresses in the User List page to the lists of users who receive the Store Order Summary and Store Orders Data Out Bin information by e-mail.
View	Pull-down menu	Use this to select the Historical Summary Report (Store Order Summary Data Out Bin) or the Daily Top N Orders Report (Store Orders Data Out Bin).
Add User	Button	Click to add a user in the Add User page to the e-mail recipient list for the Data Out Bin that is selected in the View pull-down menu.
Remove	Checkbox	Check to remove this user from the e-mail recipient list.
User Name	Column	Displays the user names of the e-mail recipients. Click the column heading to sort the list by user name.
Email Address	Column	Displays the e-mail addresses of the recipients. Click the column heading to sort the list by e-mail address.
Language	Column	Displays the language in which the recipient receives the e-mail reports.
Update	Button	Click to save your current changes.

See Also

[Section 1.19, "Storefront Reports Key Points and Concepts"](#)

[Section 3.6, "Using Storefront Reports"](#)

[Section 3.6.6, "Delivering Storefront Reports by E-Mail"](#)

D.56 Add User

Use the Add User page to add a user to the recipient list for a Data Out Bin e-mail report.

Note: The UI objects actually displayed depend on your application context.

Table D-56 Add User Page Reference

UI Object Name	Type	Description/Usage
Bins	Subtab	Click to view the Reports - iStore Data Out Bins page.
Bin Preferences	Subtab	Click to edit your bin preferences in the Home Page Preferences page.
Email Preferences	Subtab	Click to add e-mail addresses in the User List page to the lists of users who receive the Store Order Summary and Store Orders Data Out Bin information by e-mail.
User Name	Text field	Enter the user's name.
Email Address	Text field	Enter the user's e-mail address.
Language	Pull-down menu	Use this to choose the language of the user's e-mail report.
Add	Button	Click to add the user to the recipient list.
Restore	Button	Click to revert to the original data that existed prior to making unsaved changes.

See Also

[Section 1.19, "Storefront Reports Key Points and Concepts"](#)

[Section 3.6, "Using Storefront Reports"](#)

[Section 3.6.6, "Delivering Storefront Reports by E-Mail"](#)

Glossary

B2B user

A representative of a corporate customer, who is set up in Oracle iStore 11*i* and related applications as an employee of that customer organization. A B2B user registers as a Business User in Oracle iStore 11*i* and accesses the Web stores in a self-service environment. A B2B user can receive additional permissions to manage other users.

B2C user

An individual customer who accesses Oracle iStore 11*i*'s Web stores in a self-service environment.

Blueprint phase

A phase of a project in which the business plan around the solution is developed, the solution is defined, business and system integration requirements are modeled, and the partitions of tasks are defined.

Call-Me-Back link

Allows customers to request telephone assistance from a sales representative.

Checkout

Checkout takes customers to the first in a sequence of checkout pages. Moving through the process, customers enter their shipping address, choose a shipping method, enter payment information and billing address, then review and place their order.

Complementary sell

Complementary sells persuade customers to buy a product that complements a product in which they are interested.

Construction phase

The construction phase of a project is where the solution is built. It involves refining the data and functional models, the physical application modules, and the system interfaces until they meet the business requirements.

ConText

See [interMedia](#).

Context-sensitive advertising

Context-sensitive advertising means that advertisements are targeted to appear along with certain content on the Web site.

Cookie

Cookies are general mechanisms which server side connections use both to store and to retrieve information on the client side of the connection.

Cross-sell

See Complementary sell.

Demilitarized zone (DMZ)

Derived from the term demilitarized zone, it is the area between two firewalls which is isolated from both untrusted and trusted networks.

Deployment system

The basis of the online store Web pages, deployment system is the store that is made accessible to the outside world.

Display Style

A way of displaying products. For a given product and a given display style the rendering is implemented in the template associated for that display style to the product.

End-to-end customizing

End-to-end customizing affects every aspect of the system. New pages and new fields within existing pages must be created on the front end, new code implementing the logic behind those new pages has to be written on the back end.

Firewall

A firewall controls the type of traffic entering a site. Internet traffic should be limited to connections originating from browser-based HTTP sessions, that is, from Telnet and FTP.

Flexfields

Flexfields allow merchants to store additional information in the Oracle iStore 11*i* database according to their specific needs.

Front-end customizing

Front-end customizing involves adding new functionality to the presentation layer of Oracle iStore 11*i*, but without altering the underlying data model, also known as the persistence layer, or involving any third-party systems.

interMedia

Formerly named ConText, interMedia is an Oracle server option which enables text queries to be performed through SQL and PL/SQL.

Invoice

The bill for an order that is generated by AR when items are shipped.

Launch phase

During this phase, the project team prepares for and executes the launch of the store including production installation, validation, documentation, and training.

During this time, the implementation team may perform additional incremental development to provide more functionality or address non-functional requirements, such as enhancing performance and reliability.

Multimedia component

A content attribute that references multimedia objects to display for a product or a section. The merchant can use a multimedia component to reference multimedia indirectly in templates.

Multimedia content

An audio, image, text, video, or binary file. Content or “media content” is the term used by Oracle iStore 11i to refer broadly to any one of the following file types of files: audio, image, text, video, and binary.

Multimedia object

An object that represents a specific type of multimedia, for which any one of a number of physical multimedia files can be used. The merchant can use a multimedia object to reference multimedia directly in templates. The physical multimedia file that is called for a multimedia object depends on the user’s specialty store and display language.

Net Perceptions

Net Perceptions makes recommendations based on ratings contained in its database.

Object caching

Object caching allows you to specify the number and type of objects that you want to cache.

Order Tracker

Order Tracker allows users to check the status of orders. B2B and B2C customers access Order Tracker through My Orders in the Customer UI. They can check the status of current orders. Account customers can also review past orders. When a store manager user views the Data Out Bins in the Merchant UI, the user can drill down through the bins to view further details about customer history and orders in Order Tracker.

Payments

Payments made by a customer against invoices.

Primary display category

Primary display category of a product determines the default values for multimedia components and display styles. If no values are provided for a multimedia component or display style, then Oracle iStore 11i uses the value specified for the primary display category in which the product belongs. To determine primary display category, Oracle iStore 11i checks if any of the categories to which the product belongs to is part of the primary display category set (see [Primary display category set](#)). If this is the case, then that category is the primary display category. If the product does not belong to a category in the primary display category set, then

there is no primary display category for the product. In such situations, Oracle iStore 11i picks defaults for multimedia components and display styles from defaults specified at store level.

Primary display category set

The profile option value that specifies which of the categories to which a product belongs is the primary display category.

Product item/Product

An item that is available for sale in Oracle iStore 11i Web stores.

Quote

A collection of items with pricing that a sales representative with the Quote Creator role creates on behalf of a customer in Oracle iStore 11i. See [Shopping cart](#).

Quote Creator

A role that allows the creation and subsequent modification of a quote for customers in Oracle iStore 11i by the merchant organization personnel. This role is typically assigned to sales representatives of the merchant organization. A quote creator can have a variety of permissions, such as the ability to submit a quote as an order and permission to create new customers. See *Oracle HTML Quoting Implementation Guide* for more information.

Rating

Rating is a numeric representation of how much a user would like to see more items like the one being rated. Ratings may be explicit or implicit. Explicit ratings are user actions that directly specify the level of like or dislike of an item.

Registration

Allows walk-in customers to register with the store and become account users.

Sections

A node in the hierarchy. A section can contain other sections or other products.

Secure Electronic Transaction

Secure Electronic Transaction (SET) 1.0 protocol is an open standard developed jointly by Visa and MasterCard to ensure the privacy and security of credit card transactions over open networks such as the Internet.

Settling transactions

Settling transactions includes capturing authorized transactions, processing voids and returns, and batch administration.

Shopping cart

A collection of items that a customer selects for purchase in an Oracle iStore 11*i* Web store. In the context of the quote creator, the shopping cart is referred to as a quote.

Smart Linking

Smart Linking is a mechanism for affiliated sites to link directly into a location within Oracle iStore 11*i*, bypassing the storefront.

Soft launch

The launch of the storefront, where a select group of individuals is allowed to use the site, or the client places the site on the Internet but does not market it.

Specialty store

Multiple, specialized store fronts operated and managed in one central instance. Specialty stores have a specialized look and feel or set of products intended for specific types of customers. Specialty stores may differ in appearance, products, or processing flow. An example of a specialty store is a Web site for children's clothing within a retail clothing Web site.

Store attributes

Store attributes, such as RefSet objects, are common to all Oracle iStore 11*i* stores. Unlike product attributes, which are defined on a per-product basis, store attributes are defined for the store as a whole.

Store Manager

Store Manager is an HTML-based interface that provides a comprehensive set of features for building and maintaining an Internet store. Store Manager tasks are performed in the Oracle iStore 11*i* Merchant UI.

Store Search

Store Search brings up a query form that allows users to search for products in the store.

Templates

Templates contain presentation logic. A template has a logical name and may be manifested in one or more JSPs for different specialty store and language

combinations. A merchant may have two JSPs: `home_regular.jsp` and `home_partner.jsp` for the `home_page`. Oracle iStore 11*i* displays `home_regular.jsp` when showing the home page to regular users and displays `home_partner.jsp` in the partner specialty store.

Transactional data

Transactional data refers to information that is the result of customer interaction with the store.

Upsell

Upsells aim to persuade customers to buy more expensive types of the same product.

VAD/Partner

A user type with a role that is a variation of a B2B customer. The entity (organization or individual) with which the user is associated has a partner relationship with the merchant owning the Oracle iStore 11*i* installation.

Walk-in users

Customers who do not have a store account.

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