Oracle® Retail Back Office

Release Notes

Release 12.0

September 2007

This document highlights the major changes for Release 12.0 of Oracle Retail Back Office.

Overview

Oracle Retail Back Office is a web based application used to access, maintain, and monitor store operations. The store, registers, and tills can be opened at the beginning of the business day, and the registers and store can be closed at the end of the day. Functionality to manage employee status, roles, items, pricing, tills, and data distribution is provided. Standard reports are available to help monitor store activity and performance.

Functional Enhancements

The following functional enhancements are included in this release:

Swan User Interface (Swan UI)

Swan UI is a set of user interface definitions produced by Oracle which create a consistent interface for Oracle products and an improved user interface for application users. The Oracle Retail Back Office application screens are updated to use the Swan color palette and fonts. A new splash screen is displayed on the Dashboard.

Locale Support for Internationalization

Locale support is tailoring the information displayed on a screen and accepting user entered data in a format that meets the conventions of the locale, or geographic region, where Oracle Retail Back Office is being used. Limited locale support is provided to enable the date, time, currency, and calendar to be displayed in the conventions defined for the default locale. The default locale is selected during installation.

Reports do not use the application default locale. See Functionality Restricted or Removed.

Value Added Tax (VAT)

Oracle Retail Back Office supports a price inclusive VAT. A price inclusive VAT is a tax added at various stages of production based on the value added to the product at that stage.

When VAT is enabled, sales tax functionality is unavailable. The tax summary section at the bottom of the store, register, and till summary reports displays VAT information.

Oracle Help for the Web

Online help is changed to use Oracle Help for the Web technology. The content of the online help is generated from the Oracle Retail Back Office User Guide. When the Help tab is clicked, the related section of the user guide for the current screen is displayed in a separate window. From the online help screen, any section of the user guide can be displayed.

Functionality Restricted or Removed

The following functionality is restricted or removed in this release:

- The following imports are no longer available on the Available Imports screen. These imports are now handled through the Data Import Subsystem.
  - Advanced Pricing Rule
  - Item
  - Permanent Pricing Changes
  - Promotion File
  - Tax
- Reports do not use the application default locale but are displayed in the United States locale. Dates are displayed in MM/DD/YYYY format. Time is displayed in HH:MM format.

Technical Enhancements

The following technical enhancements are included in this release.

IBM WebSphere Environment

Deployment on the IBM WebSphere environment is supported. This environment is defined as having the following components:

- IBM WebSphere Application Server
- IBM DB2 Database Server
- IBM Retail Environment for SUSE Linux (IRES)
- IBM Java Development Kit
- IBM WebSphere MQ

Data Import Subsystem

Several types of seed data are required when Oracle Retail Back Office is initially deployed in production. Routine data loading must be done to maintain and update the data on an ongoing basis. The Data Import Subsystem enables external systems to send the following types of data to Oracle Retail Back Office for routine data loading:

- Employee
- Item
- Merchandise Hierarchy
- Pricing
- Store Hierarchy
- Tax

JMS Performance Tuning Support

To better support JMS performance tuning, the following changes are made:

- XA is enabled on all queue and topic connection factories.
- POSLog, Ejournal, and signature capture use dedicated connection factories.

The following connection factories are new:

- jms/ApplicationQCF is a general purpose queue connection factory.
- jms/ApplicationTCF is a general purpose topic connection factory.
- jms/POSLogQCF is used for POSLog import.
- jms/EJournalQCF is used for Ejournal import.
- jms/SignatureCaptureQCF is used for Signature capture import.

The following connection factories are no longer used:

- jms/QueueConnectionFactory
- jms/TopicConnectionFactory
- jms/COQueueConnectionFactory

Data Purge

A set of scripts is provided to purge aged data from the databases. Purging aged data reduces the amount of disk space used. The following types of data can be purged:

- Retail Transactions (Sale, Return)
- Control Transactions (Void, No Sale, Open Store, Close Store, Open Register, Close Register, Open Till, Close Till)
- Layaway Data
- Financial Accounting Transactions (Till Loan, Till Pickup, Till Pay In, Till Pay Out)
- Orders

- Report Summary
- Financial History (Store, Register, Till)
- Advanced Pricing
- Timed Item Events
- Electronic Journal

Installer Enhancements

The following enhancements are made to the Oracle Retail Back Office installer:

- The installer performs many of the file updates that were previously done manually after running the installer. Screens are added to the installer to capture any information needed by the installer to complete these file updates.
- Troubleshooting information is added to the Oracle Retail Back Office Installation Guide.

Integration Enhancement

Oracle Retail Strategic Store Solutions products are integrated with the following Oracle Retail Merchandise Operations Management products:

- Oracle Retail Merchandising System is used to execute core merchandising activities, including merchandise management, inventory replenishment, purchasing, vendor management, and financial tracking.
- Oracle Retail Price Management is a pricing and promotions execution system that includes the definition, maintenance, and review of price changes, clearances, and promotions.
- Oracle Retail Sales Audit provides the tools to evaluate point-of-sale data to ensure the accuracy and completeness of the information exported to downstream systems used in optimization processes, financial reporting, and analysis.
- Oracle Retail Store Inventory Management is used to execute inventory management activities including receiving inventory, replenishing stock, managing physical inventories, looking up product information, and transferring or returning stock.

Oracle Retail Merchandise Operations Management is the system of record for item, merchandise hierarchy, store hierarchy, and price/promotion data. This data is imported to Oracle Retail Central Office for enterprise management and Back Office and Point-of-Service for managing store operations. Transaction data created through Oracle Retail Point-of-Service is then exported back to Oracle Retail Sales Audit. Oracle Retail Sales Audit processes and provides the updated data to Oracle Retail Merchandising System and Oracle Retail Store Inventory Management.

This is the first phase of the integration with Oracle Retail Merchandise Operations Management. Only common features that are shared between the Oracle Retail Merchandise Operations Management and Oracle Retail Strategic Store Solutions products are integrated in this release. Inventory updates to Oracle Retail Store Inventory Management are done through Oracle Retail Sales Audit.

Note: There are some conditions required on data in order to filter out the Oracle Retail Merchandising System data being extracted to the XML files. This is required mainly because Oracle Retail Point-of-Service has these limitations on data types. Some of these conditions are:

- Store value length is less than or equal to 5
- Chain value length is less than or equal to 4
- Item value length is less than or equal to 14
- UOM length is less than or equal to 2
- Diff_1 length is less than or equal to 20
- Diff_2 length is less than or equal to 6
- Unit retail is less than or equal to 999999.99

Implementation Guide

An overview of how the products are integrated is included in the Strategic Store Solutions Implementation Guide. This guide is new for this release. The guide also has information on configuring the Strategic Store Solutions products for the integration.

Integration gaps have been identified between the Oracle Retail Merchandise Operations Management products and the Strategic Store Solutions products. These gaps affect the data files and product functionality. The identified gaps and the resolutions for handling the gaps are described in the Strategic Store Solutions Implementation Guide.

Supported Environments

The following table lists the environments and the versions tested for this release.

Table 1 Supported Environments

Component	IBM Stack	Oracle Stack
Database Tier	**Database Server**	**Database Server**
Hardware	IBM pSeries	x86-64 bit (SUN Hardware preferred)
Operating System	IBM IRES 2.1.2	64-bit Linux Red Hat Enterprise AS/ES 4
Database	64-bit IBM DB2v9.1	64-bit Oracle 10G R2 (10.2.0.2)
Oracle Retail Central Office		
Application Tier	**Middleware Server**	**Middleware Server**
Hardware	IBM pSeries	x86-64 bit (SUN Hardware preferred)
Operating System	IBM IRES 2.1.2	64-bit Linux Red Hat Enterprise AS/ES 4

Table 1 (Cont.) Supported Environments

Component	IBM Stack	Oracle Stack
J2EE Application Server	IBM WebSphere 6.1	32-bit Oracle 10g AS/R3 (10.1.3)
J2EE Application Server JVM	IBM JDK 1.5.x	Sun 1.5.x
Messaging Provider	IBM MQ Series 6.0.2	(included in Oracle Application Server)
Oracle Retail Back Office, Oracle Retail Labels and Tags, Oracle Retail Point-of-Service In-Store Server, and Oracle Retail Mobile Point-of-Service Server		
Hardware	x86-32bit	x86-32bit
Operating System	IBM IRES 2.1.2	Windows 2003 Server
Database	DB2 Express v9.1	Oracle 10g R2 (10.1.2.0.1)
J2EE Application Server	IBM WebSphere 6.1	Oracle 10g AS/R3 (10.1.3)
J2EE Application Server JVM	(included in WRS)	Sun 1.5.x
Messaging Provider	IBM MQ Series 6.0.2	(included in Oracle Application Server)
System Management Agents	OEM Agents	OEM Agents
POS Server JVM	IBM 1.4.2 SP2	Sun 1.4.2.x
Oracle Retail Point-of-Service Client		
Register	**Register #1**	**Register #2**
Hardware	SurePOS 741/742	SurePOS 741/742
Operating System	IBM IRES 2.1.2 (register)	WEPOS 1.1
JVM	IBM 1.4.2.x	Sun 1.4.2.x
Cashdrawer	IBM cashdrawer	IBM cashdrawer
Pole Display	IBM pole display	IBM pole display
Keyboard	IBM keyboard	IBM keyboard
Scanner	Symbol Scanner	Symbol Scanner
PIN Pad	Ingenico eNTouch 1000	Ingenico eNTouch 1000
Credit Card Reader	Ingenico Device Number 3380	Ingenico Device Number 3380
Receipt Printer	IBM printer	IBM printer
Mobile Point-of-Service Handheld		
Hardware	Symbol 8146 Printer	Symbol 8146 Printer
Operating System	Microsoft Windows Mobile 2003 version 4.2 using Pocket IE packaged with Pocket PC Mobile POS	Microsoft Windows Mobile 2003 version 4.2 using Pocket IE packaged with Pocket PC Mobile POS

Known Issues

The following issues occur in this release.

Discount Rule

A discount rule that allows the customer to choose from a group of items is not functioning correctly in an Oracle Retail environment that is integrated with Oracle Retail Merchandising System.

Scenario: A promotion for "Buy X Get %/$ off Y," where X or Y (or both) is from a group of items. For example, buy any pair of jeans get 10% off a t-shirt. The expectation for this discount is that the customer purchases ONE item from the jeans (department) to get 10% off ONE t-shirt from the t-shirt (department).

Oracle Retail Point-of-Service Behavior: Oracle Retail Point-of-Service interprets the "any pair of jeans" as "all pairs of jeans" and the "any t-shirt" as "all t-shirts" before the rule is invoked and the discount is applied to the transaction.

Issue: The current integration does not support the concept of a coupon at the class or department level. The integration communicates the department or class as the individual items in that group. When the store system receives all the coupon records it converts them to a buy one of each versus buy one from a list of items.

Fix: A fix is in development for Oracle Retail Point-of-Service and Oracle Retail Retail Merchandising System.

Store Coupon

Scenario: A store coupon for $10 off the purchase of a single pair of jeans is applied to merchandise class that has 8 different pair of jeans. The expectation is that the coupon is applied against any one pair of jeans and the shopper would save $10 of the purchase price.

Oracle Retail Point-of-Service Behavior: Oracle Retail Point-of-Service expects the shopper to purchase 8 different pair of jeans to receive the $10 savings.

Issue: Oracle Retail Price Management supports the concept of a coupon at the class or department level but the integration approach is not working correctly. Oracle Retail Price Management sends down a coupon record for every item in the class. When the store system receives all the coupon records it converts them to a "buy one of each" versus "buy one from a list of items."

Fix: A fix is in development for Oracle Retail Point-of-Service and Oracle Retail Retail Price Management.

E-check in Non-US Deployments

E-check is not supported as a tender outside the United States. It is recommended that the client not enable the E-Check Functionality parameter. For information on the parameter, see the Oracle Retail Strategic Store Solutions Configuration guide.

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

Fix: A fix is in development for Oracle Retail Point-of-Service.

Gift Card in Deployments with ISD

Issue: In a deployment with ISD, issued Gift Cards are unable to be used as tender. The authorization with ISD returns a zero balance on the Gift Card.

Fix: A fix is in development for Oracle Retail Point-of-Service.

Data Import Field Width Maximums

Some fields can potentially overflow at the database level because the fields are not specifically limited in length by the Data Import XSDs. The following table lists the XML elements that are affected.

Table 2 Affected XML Elements

Import	Elements	Maximum Column Size
Employee Import	Employee > EmployeeFullName	VARCHAR(150)
	Employee > EmployeeLastName	VARCHAR(50)
	Employee > EmployeeFirstName	VARCHAR(50)
	Employee > EmployeeMiddleName	VARCHAR(50)
Item Import	Item > RetailStoreItem > POSIdentity @SupplierID	VARCHAR(20)
Merchandise Hierarchy Import	PreloadData > MerchandiseGroup > Description	VARCHAR(255)
	PreloadData > POSDepartment > POSDepartmentID	VARCHAR(14)
	PreloadData > POSDepartment > ParentPOSDepartmentID	VARCHAR(14)
	HierarchyList > Hierarchy@Name	VARCHAR(14)
	HierarchyList > Hierarchy > LevelList > Level@Name	VARCHAR(120)
	HierarchyList > Hierarchy > NodeList > Node@ParentNodeID	VARCHAR(14)
	ierarchyList > Hierarchy > NodeList > Node@ID	VARCHAR(14)

Table 2 (Cont.) Affected XML Elements

Import	Elements	Maximum Column Size
Pricing Import	PricingImport > PriceChange @ID	VARCHAR(20)
	PricingImport > PriceChange > Item @ID	VARCHAR(14)
	PricingImport > PriceChange > Item @TemplateType	VARCHAR(8)
	PricingImport > PriceChange @TemplateType	VARCHAR(8)
	PricingImport > PricePromotion @ID	VARCHAR(20)
	PricingImport > PricePromotion @TemplateType	VARCHAR(8)
	PricingImport > PricePromotion @TemplateType	VARCHAR(8)
	DiscountRule > Sources > Source @ID	VARCHAR(14)
	DiscountRule > Targets > Target @ID	VARCHAR(14)
	DiscountRule > Sources > Source @ID	VARCHAR(14)
	DiscountRule > Sources > Source @ID	VARCHAR(10)

Table 2 (Cont.) Affected XML Elements

Import	Elements	Maximum Column Size
Store Hierarchy Import	PreloadData > StoreRegion > RegionID	VARCHAR(14)
	PreloadData > StoreRegion > RegionName	VARCHAR(120)
	PreloadData > StoreDistrict > DistrictID	VARCHAR(14)
	PreloadData > StoreDistrict > RegionID	VARCHAR(14)
	PreloadData > RetailStore > GeoCode	VARCHAR(10)
	PreloadData > StoreDistrict > DistrictName	VARCHAR(120)
	PreloadData > RetailStore > LocationName	VARCHAR(150)
	PreloadData > RetailStore > DistrictID	VARCHAR(14)
	PreloadData > RetailStore > RegionID	VARCHAR(14)
	PreloadData > RetailStore > GeoCode	VARCHAR(10)
	PreloadData > RetailStore > Address > AddressLine1	VARCHAR(30)
	PreloadData > RetailStore > Address > AddressLine2	VARCHAR(30)
	PreloadData > RetailStore > Address > AddressLine3	VARCHAR(30)
	PreloadData > RetailStore > Address > City	VARCHAR(30)
	PreloadData > RetailStore > Address > State	VARCHAR(30)
	PreloadData > RetailStore > Address > PostalCode	VARCHAR(30)
	PreloadData > RetailStore > Address > Territory	VARCHAR(30)
	PreloadData > RetailStore > Address > Country	VARCHAR(30)
	PreloadData > RetailStore > Address > TelephoneCountryCode	VARCHAR(30)
	PreloadData > RetailStore > Address > TelephoneAreaCode	VARCHAR(30)
	PreloadData > RetailStore > Address > TelephoneLocalNumber	VARCHAR(30)

Table 2 (Cont.) Affected XML Elements

Import	Elements	Maximum Column Size
Store Hierarchy Import (cont.)	HierarchyList > Hierarchy@Name	VARCHAR(120)
	HierarchyList > Hierarchy > LevelList > Level@Name	VARCHAR(120)
	HierarchyList > Hierarchy > NodeList > Node@Name	VARCHAR(120)
	HierarchyList > Hierarchy > NodeList > Node@Descripton	VARCHAR(255)
Tax Import	GEOCode > GeoCodeID	VARCHAR(10)
	GEOCode > TaxJurisdictionName	VARCHAR(50)
	GEOTaxJurisdiction > GeoCodeID	VARCHAR(10)
	TaxAuthority > TaxAuthorityName	VARCHAR(40)
	TaxAuthority > GeoCodeID	VARCHAR(10)
	TaxableGroup > TaxGroupName	VARCHAR(120)
	TaxableGroup > TaxGroupDescription	VARCHAR(255)
	TaxAuthority > AddressLine	VARCHAR(30)
	TaxAuthority > City	VARCHAR(30)
	TaxAuthority > State	VARCHAR(30)
	TaxAuthority > PostalCode	VARCHAR(30)
	TaxAuthority > CountryCode	VARCHAR(30)
	TaxGroupRule > TaxTypeName	VARCHAR(30)
	TaxGroupRule > TaxRuleName	VARCHAR(40)
	TaxGroupRule > TaxRuleDescription	VARCHAR(255)

Value-Added Reseller (VAR) Language

(i) the software component known as **ACUMATE** developed and licensed by Lucent Technologies Inc. of Murray Hill, New Jersey, to Oracle and imbedded in the Oracle Retail Predictive Application Server - Enterprise Engine, Oracle Retail Category Management, Oracle Retail Item Planning, Oracle Retail Merchandise Financial Planning, Oracle Retail Advanced Inventory Planning and Oracle Retail Demand Forecasting applications.

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

(iii) the **SeeBeyond** component developed and licensed by Sun MicroSystems, Inc. (Sun) of Santa Clara, California, to Oracle and imbedded in the Oracle Retail Integration Bus application.

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

(v) the software component known as **Crystal Enterprise Professional and/or Crystal Reports Professional** licensed by Business Objects Software Limited ("Business Objects") and imbedded in Oracle Retail Store Inventory Management.

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

(vii) the software component known as **Adobe Flex™** licensed by Adobe Systems Incorporated of San Jose, California, and imbedded in Oracle Retail Promotion Planning & Optimization application.

(viii) the software component known as **Style Report™** developed and licensed by InetSoft Technology Corp. of Piscataway, New Jersey, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.

(ix) the software component known as **i-net Crystal-Clear™** developed and licensed by I-NET Software Inc. of Berlin, Germany, to Oracle and imbedded in the Oracle Retail Central Office and Oracle Retail Back Office applications.

(x) the software component known as **WebLogic™** developed and licensed by BEA Systems, Inc. of San Jose, California, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.

(xi) the software component known as **DataBeacon™** developed and licensed by Cognos Incorporated of Ottawa, Ontario, Canada, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.