

# Oracle® Retail Point-of-Service

Release Notes

Release 12.0.2

March 2008

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This document lists the fixed defects included in Release 12.0.2 of Oracle Retail Point-of-Service. Before installing this release, confirm that Oracle Retail Point-of-Service Release 12.0.1 has been successfully installed.

## Overview

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

## Defect Documentation

A defect fix is a modification to the base Oracle Retail Point-of-Service code. All the defect fixes in each release should be fully reviewed before the release is installed.

The following defect fixes are included in this release. For information on the fix for each defect, see the Point-of-Service section in the defect module spreadsheet, DEFECT MODULE XREF SSS 12.0.2.xls.

**Table 1 Fixed Defects**

<b>Bug Number</b>	<b>Description</b>
6316758	When there is no item on the Sell Item screen, trying to select a discount amount causes the register to reboot.
6344143	When selecting a reason code on any price change screen, the reason code text can be edited on the screen.
6346070	When the IdentifySalesAssociateEveryTransaction parameter is set to Yes and the SalesAssociateValidation parameter is set to No, retrieving a suspended transaction causes the application to crash when an invalid sales associate ID was used when the transaction was suspended.
6441983	If a sale transaction has multiple items but a gift receipt is selected for only one item, the gift receipt has the price codes for all the items in the transaction.
6442496	When send is selected either for an item or a transaction, gift receipts are printed for every item in the transaction.

**Table 1 (Cont.) Fixed Defects**

<b>Bug Number</b>	<b>Description</b>
6485843	When no data is entered on the Advanced Inquiry screen, the field names displayed in the error message do not match the screen.
6507495	After seed data has been loaded into the database, item information cannot be retrieved for the Price Inquiry and Advanced Inquiry screens.
6524680	After doing a price override on an item, the Price Overrides count is displayed twice with different values in the Summary report created through Manager Options.
6525726	After importing a store hierarchy using Oracle Retail Merchandising System, the clients cannot be started due to a missing geo code.
6634373	If a user who does not have access to the Redeem option selects the Redeem button on the Sell Item screen, a dialog is displayed since the user cannot access the function. When the user exits the dialog, a cancelled transaction receipt prints.
6637541.992	The register number is missing from the RTLog THEAD records for register open and close.
6639223	The Identify Sales Associate Every Transaction parameter is set to Yes and the Sales Associate Validation parameter is set to No. This enables a sales associate ID for a user that does not already exist to be used for a transaction. However, the Associate Productivity Report does not display any transactions for this sales associate ID.
6641579	The DCLOSE record in the RTLog is empty. It should contain the number of RTLogs that have been sent by Oracle Retail Point-of-Service since the store opened. This error prevents Oracle Retail Sales Audit from processing the store close.
6641860	When a tax discount is applied to an item and the transaction is then cancelled, the TITEM record in the RTLog is missing the item number. This results in a missing transaction for Oracle Retail Sales Audit.
6655633	After an item import from Oracle Retail Merchandising System, an item inquiry causes a null pointer exception.
6656080	When a print error occurs during franking, the Slip Printing Error dialog is displayed. Franking is not retried when the Retry button is selected.
6668206	Non-transaction journal entries do not always have a unique primary key. This causes an error when Oracle Retail Central Office tries to insert the entry into the database.
6671482	For a return transaction that originally had a transaction level discount, the discount type is incorrect in the RTLog for the return transaction. This return transaction is not reported by Oracle Retail Sales Audit.
6677292	If an item is voided from a transaction, the transaction total still includes the item. This results in a mismatch in Oracle Retail Sales Audit between the total of the items and the total of the tender.
6687349	If Traveler's Checks are redeemed for a sales transaction, the checks are not franked for the amount redeemed.
6690806	Gift certificates show null in front of price codes.
6711467	If an item is scanned while on the Rtn. Enter Item screen, the item number remains in the prompt field after the item is added to the list on the screen.
6711494	When a gift certificate is issued using a check as the tender, the cashier is not prompted to frank the gift certificate.

**Table 1 (Cont.) Fixed Defects**

<b>Bug Number</b>	<b>Description</b>
6736298	The discount types for Employee Discount and Damage Discount do not show up in the RTLog.
6741856	If a transaction using multiple tenders is returned using store credit and credit card as the return tenders, the total tender on the receipt only includes the credit card.
6741949	When processing a return without a receipt by searching for the transaction with a credit card, an error is displayed that the transaction cannot be retrieved because transaction retrieval is currently unavailable.
6742015	For a transaction that was tendered with store credit, store credit is not offered as a tender option on the return transaction.
6742118	The Undo button does not work when selecting Gift Certificate as the tender for a sales transaction.
6744666	When a suspended transaction is retrieved, the sales associate ID that was added to the transaction is missing.
6748380	If VAT is enabled, the <b>F5/Tax</b> button on the Components Options screen should not be enabled.
6752801	Although a sales associate is linked with only one item in a transaction, the receipt shows the sales associate being linked to all the items in the transaction.
6753238	When the Form of ID Required for Return parameter is set to Customer ID, only the <b>F2/Find</b> button is enabled on the Customer Options screen.
6756376	When a serial number is added for a non-serialized item, the item number is not included in the EJournal for that item.
6768356	When data is entered and then deleted on the Sales Associate Login screen, the <b>Enter/Next</b> button remains disabled. Data must be entered for the button to become enabled.
6776347	When the Accountability parameter is set to Register, the till drawer should not open when a till is resumed.
6776375	After exiting Training Mode and then starting a return transaction, the <b>F2/Trans. Detail</b> button is still disabled on the Select Item screen.
6794321	Mall certificates do not have voucher numbers. This causes Oracle Retail Sales Audit to fail when processing the RTLog.
6798827	If an item has two barcodes defined for Oracle Retail Point-of-Service, the import of the item from Oracle Retail Merchandising System fails.
6800459	When an RTLog has a TITEM line for the sale of a gift certificate, a savouch file created from the RTLog has an invalid tender type ID for the sale of the gift certificate.
6804716	When the database is offline, special characters are not handled correctly in the Derby database used for persistent storage.
6805817	On the No Recpt. Items screen for a return, when an item number is entered and then removed using the backspace key, the <b>F11/Delete</b> and <b>Enter/Next</b> buttons are disabled.
6807873	On the Sell Item screen, selecting more than one item and then pressing the <b>F8/Pricing</b> button causes the register to crash.
6811659	If transactions IDs include the date, the post-void of a transaction causes the register to crash.

**Table 1 (Cont.) Fixed Defects**

<b>Bug Number</b>	<b>Description</b>
6814900	When searching centrally for a return transaction, the response time is very slow.
6821150	A receipt can be reprinted for a transaction that has been post-voided.
6822822	In the EJournal, the VAT amount for a transaction is incorrect when an item is discounted.
6823461	If the response is delayed from the server that EJournal data sent by the client has been received, the client requeues and resends the data. An error occurs because the data has already been updated in the database. The client continues to requeue and resend the data.
6826696	An RTLog entry is not created for transactions that include taxable shipping charges.
6831003	If the transaction for a receipted return cannot be retrieved, no warning is given that the amount of cash back exceeds the maximum allowed for returns without a receipt.
6831165	On the Register Summary report, the VAT information includes VAT from transactions that have been post-voided.
6834616	When the store server and database are offline, searching by customer information causes the register to crash.
6841101	When the store is open, negative values are displayed for the closing and over/short amounts for Store Safe and Float on the Summary Reports.
6848373	Item lookup is slow when the register is offline.
Internal number 27427	The VAT amount in the EJournal is incorrect after a price override. The VAT amount is calculated for the original price.
Internal number 28688	A POSLog entry is not created for a transaction that includes a non-store coupon.
Internal number 28691	The client crashes when send items are deleted from a transaction.
Internal number 29850	The wrong format for the CCExpireDate on the TTEND record causes a problem for Oracle Retail Sales Audit.
Internal number 29928	The RegisterID is missing in the RTLog entry for a register open transaction.
Internal number 30190	When retrieving a transaction that includes store level coupons, the No Eligible Items warning screen is displayed when tendering the transaction. The coupon is not displayed on the receipt.
Internal number 30357	An item is created with a regular price of 0.00 and the Price Entry Required flag set to Yes. When the item is entered on the Sell Item screen and a price is entered on the Enter Price screen, 0.00 is still displayed for the price on the Sell Item screen.
Internal number 30358	When a till is resumed, the drawer opens even though the till was not removed when it was suspended.

**Table 1 (Cont.) Fixed Defects**

<b>Bug Number</b>	<b>Description</b>
Internal number 30359	Two shipping receipts print for a send transaction that includes an Employee discount.
Internal number 30360	When a transaction is tendered with a credit card in Transaction Re-entry mode, the Authorization screen is displayed even though authorization is not being done.
Internal number 30375	When an alternate item ID is scanned or entered on the Sell Item screen, the item is added to the list with the actual item ID displayed. If the actual item ID is then entered on the screen, the item is not found.
Internal number 30377	If a cashier tries to reconcile a till that is open on another register, the system crashes.
Internal number 30408	The VAT information for items sold with a discount is based on the original price and not the discounted price.
Internal number 30416	When a price is changed for an item, the original price is not included in the RTLog.
Internal number 30434	A transaction is tendered with more than one Traveler's Check. If a timeout occurs at the register before all the Traveler's Checks have been franked, the franking process restarts after the timeout rather than franking only the remaining Traveler's Checks.
Internal number 30437	If a send transaction includes a taxable shipping charge, the transaction is not included in the RTLog.
Internal number 30439	Summary reports include data for voided transactions in the VAT totals.
Internal number 30464	When a large number of transactions are created on many registers while offline, the registers wait an indeterminate amount of time for ISS when the server comes back online.
Internal number 30466	When the client is offline, adding an employee causes the client to crash.
Internal number 30491	If an amount is entered when issuing a Gift Certificate that is greater than the maximum amount allowed, an incorrect error message is displayed.
Internal number 30528	The store server does not install with enough heap size for production.
Internal number 30591	After a suspended transaction is retrieved, the VAT Summary is incorrect after a price override.
Internal number 30620	The No Such File or Directory error occurs when launching StoreServerConduit.sh and ClientConduit.sh after installing Patch Version 12.0.1.90.
Internal number 30652	Import of a bundle hangs up in the processing.

**Table 1 (Cont.) Fixed Defects**

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<b>Bug Number</b>	<b>Description</b>
Internal number 30672	After a non-taxable receipted returns is processed, the Tax Summary section in reports has incorrect amounts.
Internal number 30683	When adding an unknown item, a nullpointer exception occurs.
Internal number 30702	The application crashes during a send transaction because the shipping charges cannot be retrieved from the database.
Internal number 30745	When trying to post-void a transaction, the transaction cannot be retrieved.
Internal number 30754	A refactor of the DataManager class caused the loss of offline transactions.
Internal number 30758	The first sale transaction after an install returns a class error instead of an item.
Internal number 30799	Taxable shipping charges are not correctly shown in summary reports.
Internal number 30806	The Password Expiration Warning is not correct for a Daylight Savings change.
Internal number 30816	Retrieving a suspended transaction gets a Database comm Error:Unknown Exception.
Internal number 30839	The Till ID is missing from the POSLog.
Internal number 30859	Setting and verifying the maximum credit amount system parameter causes the client to crash.
Internal number 30873	The TTAX record is not created in the RTLog if the first item is non-taxable.
Internal number 30879	When return transactions are retrieved, the list is not displayed to allow the cashier to choose a transaction.
Internal number 30894	Oracle Retail Price Management PromotionIDs are not being exported to the RTLog.
Internal number 30897	Voided transactions are not found for returns with receipts.

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## Known Issues

The following issues occur in this release.

### Five Digit Store ID

Oracle Retail Sales Audit uses a ten character store ID padded with blanks on the left. Oracle Retail Strategic Store Solutions products use a five digit store ID padded with zeroes on the left. If you are integrating Oracle Retail Point-of-Service with Oracle Retail Sales Audit, you are required to use a five digit store ID.

### Integration with Oracle Retail Sales Audit

Oracle Retail Sales Audit only supports using one till per register per business day. The best way to ensure this is to use Register Accountability.

If you open more than one till, this causes the following error message in Oracle Retail Sales Audit:

```
Duplicate declaration: this total id has already been used by another transaction xxxxx.
```

### Price Change Applied Before Start Date

Oracle Retail Point-of-Service only supports a physical deployment model where the Point-of-Service clients and in-store server are set to the same system time as the store database. If the in-store server and database are set to different system times, that is, the clock is not set correctly or they exist in different time zones, it is possible that items will ring with incorrect prices as prices change and discount rules are applied. This occurs because the Point-of-Service client relies on the system time of the store database.

### Credit Cards and Debit Cards in Oracle Retail Sales Audit

If a credit card or debit card with an unrecognized card brand is used for tender, an entry is not made in the RTLog. Oracle Retail Sales Audit is then unable to process the transaction. The transaction must be manually reconciled.

### Incorrect Tax Amount in EJournal for Price Override Items

**Issue:** For items that had a price override applied to the return, an incorrect tax amount is displayed in the EJournal. The tax is based on the original price of the item and not the price after the price override is displayed.

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

### Post Void of Return Transaction

**Issue:** An item that is not in the local database is returned using Centralized Transaction Retrieval. If the return transaction is post voided, the voided amount is zero.

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

## Retrieving a Suspended Layaway Transaction

**Issue:** When trying to retrieve a layaway transaction that was suspended, the client goes offline. If the server and client are restarted, the client goes offline again after logging back in to Oracle Retail Point-of-Service. The Device Status screen shows the database as being offline.

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

## Training Mode Data in the RTLog

Oracle Retail Point-of-Service creates an RTLog that includes Training Mode data. This RTLog information is sent to Oracle Retail Sales Audit. Oracle will be reviewing our standard approach to training mode transactions to determine if the approach will need to be modified to accommodate general retailer practices.

## Device Configuration

IBM devices can be configured using the auto-config option. If problems are encountered using auto-config, turn off the auto-config option and configure the devices manually. Information on turning off the auto-config option and manually configuring devices is included in the Oracle Retail Point-of-Service Installation Guide.

## Foreign E-check Used for Non-base Currency Tender

**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 currency, it cannot be reconciled during the Register Close process.

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

## Documentation Update for Release 12.0.2

DEFECT MODULE XREF SSS 12.0.2.xls is a new spreadsheet included in this release. It contains the list of fixed defects for all the Strategic Store Solutions products. For each defect, the following information is included:

- Description of the defect
- Programs/modules that were changed to fix the defect
- StarTeam version of the programs/modules that were changed
- Functional area of the product that was fixed
- Description of the solution to fix the defect

The following changes are made to the Oracle Retail Point-of-Service documentation set:

- Oracle Retail Point-of-Service Installation Guide:
  - The names of the zip files used for installation are updated.
  - The database version is corrected.
  - The database requirements are moved to the requirements table for the store server.



- The minimum hardware requirements is updated.
- The version of Oracle Retail Merchandise Operations Management is updated.
- The name of the IBM DB2 Driver zip file is changed.
- The website to download the Derby database is updated.
- The location of the IBM WebSphere jar files in the WebSphere install directory is updated.

This updated guide is the Release 12.0.2 version. There are no other changes to the Oracle Retail Point-of-Service documentation set for this release.

The following changes are made to the Oracle Retail Strategic Store Solutions documentation set:

- Oracle Retail Strategic Store Solutions Implementation Guide:
  - Employee Discount is added to Table 2-5 SADT.
  - Table 1-12 PRMT (RMS Promotion Type) is added.
  - The list of known issues is updated.
- Oracle Retail Strategic Store Solutions Licensing Information:
  - The version of Oracle Retail Merchandise Operations Management is updated.

These updated guides are the Release 12.0.2 versions. There are no other changes to the Oracle Retail Strategic Store Solutions documentation set for this release.

Oracle Retail Point-of-Service Release Notes, Release 12.0.2

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**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.

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- (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.
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