

Oracle® Retail Point-Of-Service
User Guide Addendum for India Localization
Release 12.0.3IN

November 2008

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- (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.
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- (ix) 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.

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Preface

This document explains the enhancements and modifications made to Oracle Retail Point-Of-Service (POS) Release 12.0.3IN to support India specific business requirements.

Audience

This document is intended for business and technical users to understand the new functionality. This document only explains the changes made to the POS application, it is suggested that you refer the *POS User Guide* to understand the base functionalities.

Related Documents

For more information, see the following documents in the Oracle Retail Point-Of-Service documentation set and Strategic Store Solution documentation set:

- Oracle Retail Point-Of-Service User Guide
- Oracle Retail Point-Of-Service Release Notes
- Oracle Retail Point-Of-Service Online Help
- Oracle Retail Point-Of-Service Installation Guide
- Oracle Retail Strategic Store Solutions Implementation Guide
- Oracle Retail Strategic Store Solutions Configuration Guide
- Oracle Retail Strategic Store Solutions Data Model

Customer Support

<https://metalink.oracle.com>

When contacting Customer Support, please provide the following:

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

Oracle Retail Documentation on the Oracle Technology Network

In addition to being packaged with each product release (on the base or patch level), all Oracle Retail documentation is available on the following Web site:

http://www.oracle.com/technology/documentation/oracle_retail.html

Documentation should be available on this Web site within a month after a product release. Note that documentation is always available with the packaged code on the release date.

Conventions

Navigate: This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement “the Window Name window opens.”

Note: This is a note. It is used to call out information that is important, but not necessarily part of the procedure.

This is a code sample
It is used to display examples of code

[A hyperlink appears like this.](#)

Disclaimer

The User Guide addendum has been documented based on the current understanding of the product requirements. These requirements are subject to change based on review during subsequent stages by various stakeholders during review of the functional specifications.

India Localization Overview

Oracle Retail Point-of-Service (POS) is an application designed to enable customer-centric retailers to carry out day-to-day transactions. Oracle Retail Point-of-Service is comprised of Daily Operations, POS, Administration, Clock In/Out, Service Alert, Back Office (Back Office button is not enabled), Training On, and Item Inquiry component areas.

With India Localized version of POS, some of the major changes are:

- [New Address Format](#)
- [Configurable Tax](#)
- [MRP Changes](#)
- [Receipt Layout](#)
- [Rounding Logic](#)

New Address Format

POS captures the address as per the Indian format. You can add customers, search customers on the basis of customer ID or customer address, link transactions to customers, and perform returns on the basis of customer ID.

Configurable Tax Logic

With India Localization patch applied, Tax information such as tax category, VAT code, VAT rate, application order and applied on is downloaded from RMS. Tax is calculated at an item line level for a sale transaction based on tax category associated to it. Taxes are applied on selling retail or tax value. The Selling Retail, downloaded from RMS, is tax inclusive.

For every transaction, the tax category is used to determine the tax amount based on the tax assignment data for the tax category. Each tax category may have multiple tax assignments. The tax assignment data is used to calculate the tax primarily comprises of the following:

- Tax Region – The region in which the store is located. Stores belonging to same Tax Region have same Tax Assignment for a given Tax Category.
- Tax Code - VAT, Cess, Surcharge etc.
- Tax Rate - Vat rate, Cess rate etc.
- Application order - sequence in which the taxes are applied, if multiple taxation is required for the item.
- Applied on – The taxable base, for example Retail, VAT amount etc.

The formula to calculate the tax exclusive value is

selling retail = tax inclusive selling retail / (1 + total tax)

Important: In POS, for a store the **From Tax Region** and **To Tax Region** is same. Hence POS will not be able to support taxation related to scenario when the item from a store is being delivered to a location with a different tax region.

If the tax category of an item is not associated to any tax assignment, tax is not calculated for that item. Such item will have zero tax amounts.

For example, if the VAT on Retail value is 10% and Cess on VAT is 5%, and the Selling Retail is Rs. 1000, then the tax exclusive selling retail is

$$1000 / (1 + (10/100) + ((10/100)*(5/100))) = \text{Rs. 904.97}$$

VAT applied to the tax exclusive selling retail is $904.97 * 10 / 100 = \text{Rs.90.49}$.

Cess tax amount applied to VAT is $90.49 * 5 / 100 = \text{Rs. 4.52}$.

Total tax applied to the Item sale = Rs. 95.02.

No modifications are made to the tax override functionality and screens. As per base application, when VAT is enabled the Tax Override functionality is disabled.

MRP Changes

The primary MRP for an item is uploaded to POS using the RMS-POS DIMP process. The MRP is reflected in Sell Item screen, Item screen, Tender screen, Pricing screen, Item Inquiry screen and others.

Multiple MRP and Selling Price less than MRP indicators in POS, downloaded from RMS, indicates whether an item supports Multiple MRP and whether the selling price of an item should always be less than MRP of the item respectively.

Receipt Layout

The Sales Receipt has been modified to display complete transactional details. New fields have been added to the Sales receipt which helps the consumer in identifying line item sale transactions. New fields such as MRP of the item, Retail Selling of the item, T indicating item is taxable, Total payable Amount, Total Rounded amount, Total Savings, Rounded Off Amt (Rounded Amt and the Rounded Off Amt is displayed, only if the rounding logic is enabled in the POS installation or configuration), and Tax Breakup Details.

Tax Registration Details, downloaded from RMS, can also be printed on the sales receipt.

Rounding Logic

New Rounding Logic has been introduced to ensure the tender balance is rounded and maintained as per the configuration settings. The Rounding parameter is defined in POS to provide the flexibility for rounding to suggested denomination and is performed for all tender types.

Enabling India Localization

The Indian Localization is applied through installer option, where in the locale, select the Indian locale **en_IN**. The Indian Localization cannot be disabled once the installation has been made with India locale.

In case of third party POS integration, the new code should be integrated with POS.

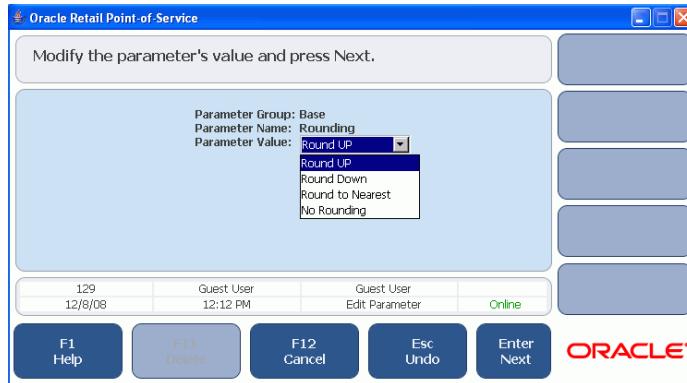
Administration and Configuration

Rounding Logic

New Rounding Logic has been introduced to ensure the tender balance is rounded and maintained as per the configuration settings. The Rounding parameter is defined in POS to provide the flexibility for tender rounding to suggested denomination.

The rounding logic can be enabled or disabled using a parameter Rounding Logic. If Rounding Logic is enabled, the rounding will be defined by the Rounding Denominations parameter. The rounded value of the total sale value depends on the values defined for the Rounding Denomination. The Rounding parameter has four values in the drop-down list:

- **No Rounding** - No rounding logic is applied on the transaction total sale, if the Rounding parameter is set to No Rounding.
- **Round Up** - The actual total amount is rounded up to the nearest rounding denomination. For example, the actual total value is Rs.500.79, if the denomination value is set to Round Up to multiples of 25, the total will be rounded up to a value of Rs. 501.
- **Round Down** - The actual total amount is rounded down to the nearest rounding denomination. For example, if the subtotal value is Rs.500.79, if the denomination value is set to round Down to multiples of 50, the total will be rounded down to Rs.500.50.
- **Rounding to Nearest** - The actual total amount is rounded up or rounded down to the nearest rounding denomination. For example, the actual total value is Rs.500.79, if the denomination value is set to Rounding to Nearest to multiples of 100, the total will be rounded to Rs.501.



Parameter Value Setting

Table 1 – Table showing the Rounding Logic Applied to the Actual Total Value

Scenario	Actual Total	Denominations	Rounding	Rounded Amount	Rounded off Amount
1	79.40	25, 50, 75, 100	Round Up	79.50	+0.10
2	79.40	25, 50, 75, 100	Round Down	79.25	-0.15
3	79.40	25, 50, 75, 100	Rounding Nearest	79.50	+0.10
4	79.32	25, 50, 75, 100	Rounding Nearest	79.25	-0.07
5	79.40	100	Rounding Nearest	79.00	-0.40
6	79.60	100	Rounding Nearest	80.00	+0.40

POS publishes two sales amount values for every transaction - the actual sale amount and the rounded sale amount. The rounded sale amount is the final amount that the customer pays.

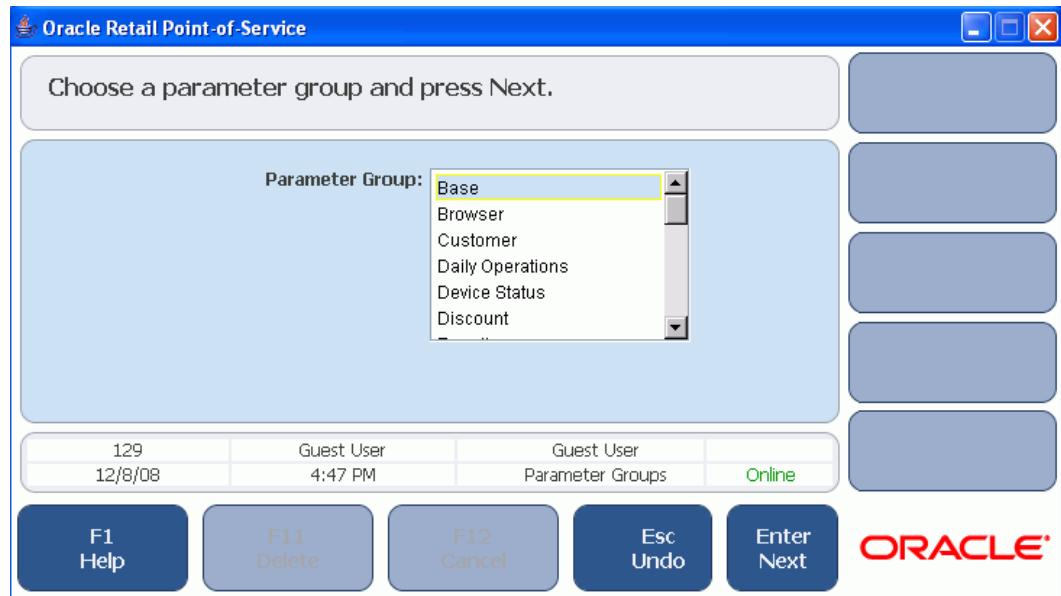
Parameter Maintenance Screen

New parameters for the rounding logic have been introduced in the **Base** Parameter group. The **Rounding** and **Rounding Denominations** parameters decide how the rounding logic will be applied to the total value.

Rounding Parameter

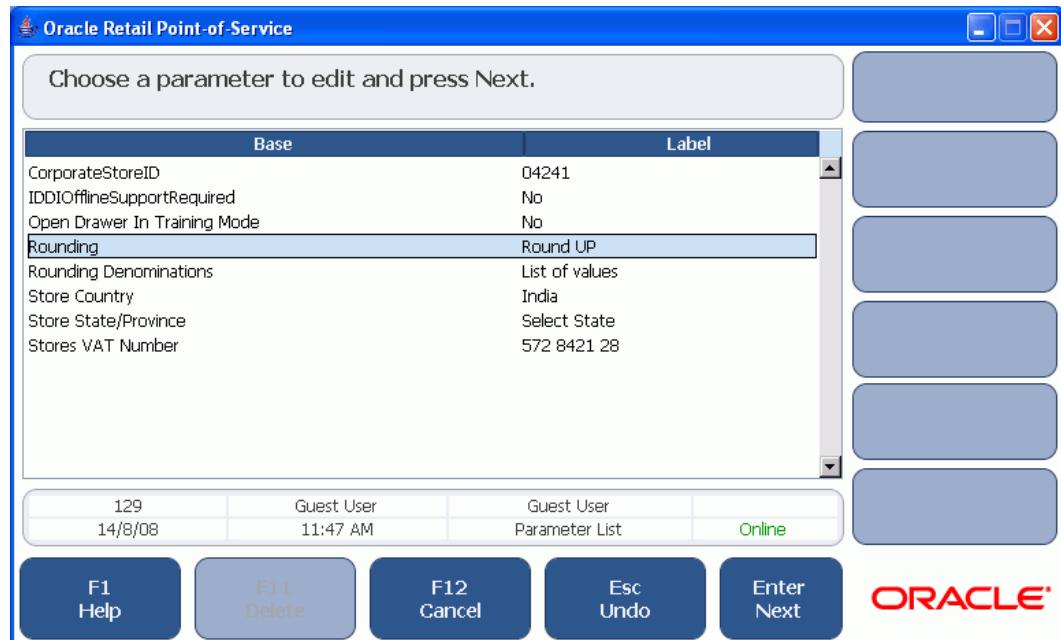
To configure the parameters:

1. From the Main Options, click **Administration**.
2. Enter user ID and password.
3. Click **F4/Security**.
4. Click **F4/Parameters**. The Parameter Group maintenance screen appears.



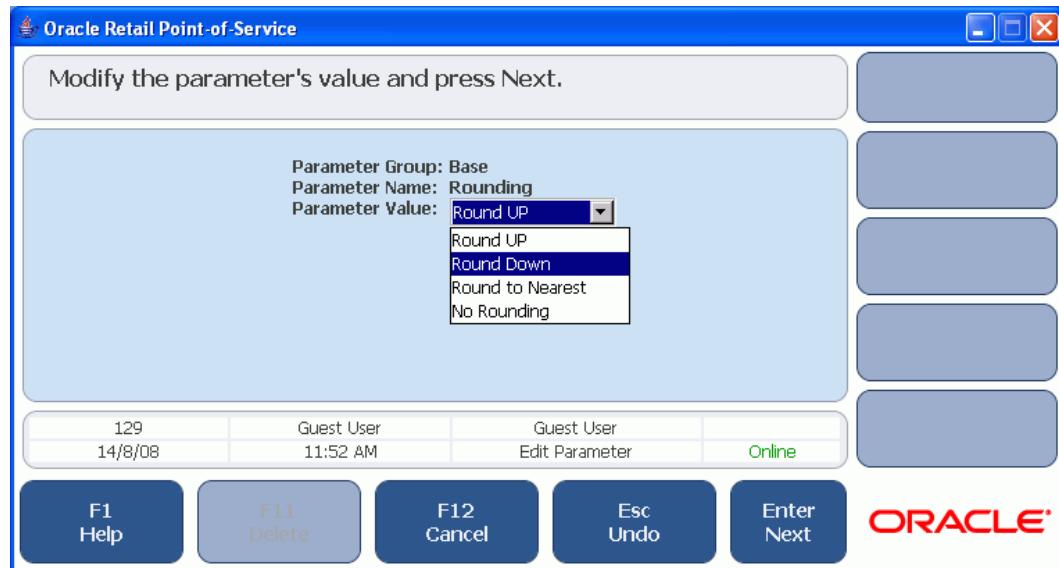
Parameter Group Maintenance Screen

5. Select **Base** from the Parameter Group.
6. Click **Enter/Next**. The Parameter Maintenance screen is displayed.



Parameter Maintenance Screen

7. Select Rounding and click **Enter/Next**. The parameter edit screen appears.



Parameter Edit Screen

8. From the **Parameter Value** drop-down list, select the parameter value as explained in the [Rounding Logic](#) section above.
9. Click **Enter/Next** to continue. The Base Parameters screen is returned.

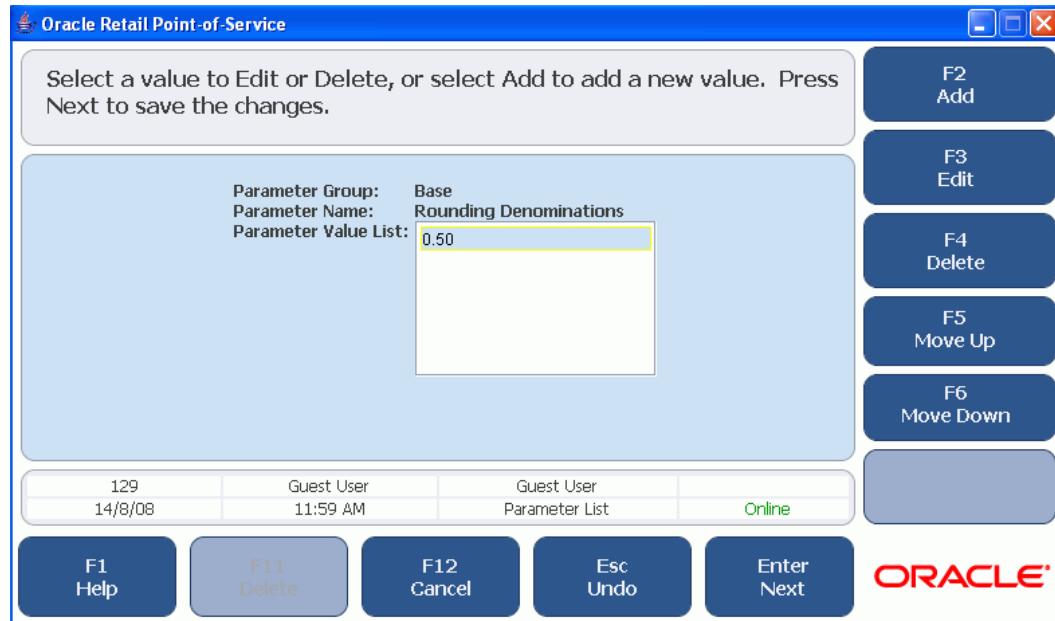
Rounding Denomination Parameter

The Rounding Denomination parameter can have any number of user-entered values. You may add a new value, delete an old value, edit a value, select a value and move it up or down the list.

Adding Denomination Value

To add a denomination value:

1. Select **Rounding Denominations** and click **Enter/Next**. The Edit parameter value screen appears.



Edit Parameter Value Screen

2. Click **F2/Add**.
3. Enter denomination value and click **Enter/Next** to save changes. To add more denominations, again click **F2/Add** and enter denomination value.

Deleting Denomination Value

To delete the existing denomination value:

1. From the **Parameter Value List** drop-down list, select the denomination value.
2. Click **F4/Delete**. A confirmation message appears.
3. Click **Yes**. The selected denomination is deleted from the values list.

Editing Denomination Value

To edit the existing denomination value:

1. From the **Parameter Value List** drop-down list, select the denomination value.
2. Click **F3/Edit**. The Edit value window appears.
3. Enter the new value in the **Enter New Value** field.
4. Click **Enter/Next**. The new value is displayed in the denomination value list.

Completing Transactions

A transaction is an interaction with a customer in which merchandise is exchanged for a tender of value. Performing transactions is part of the POS component selected on the Main Options screen.

This chapter explains the modifications made to the following sections

- [Sell Item Screen](#)
- [Sales Receipt Layout](#)
- [Returns](#)
- [Performing a Item Send \(Home Delivery\)](#)

Sell Item Screen

All transactions begin from the Sell Item screen. A transaction is started when an item number is entered on the Sell Item screen. The item number can be entered manually or by scanning a bar code. After all items have been added, the payment process begins. A customer can pay with multiple tenders. The transaction completes when the balance is zero.

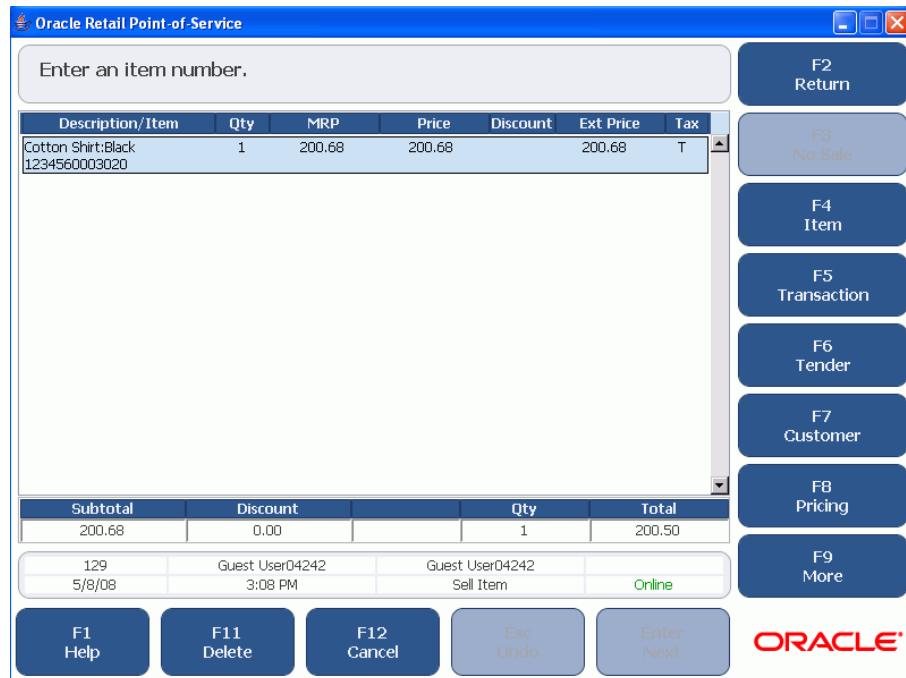
With India Localized version installed, the Sell Item screen displays the MRP field. The MRPs for an item are uploaded to POS using the RMS-POS DIMP process. To understand the DIMP process, refer the *Strategic Store Solutions Implementation Guide*.

The primary MRP price change is supported using the standard DIMP interface between POS and RMS. Currently only Primary MRP is downloaded to POS. In POS only the primary MRP, based on the primary MRP indicator, is displayed for a sale transaction.

Alternate MRPs are at present not downloaded from RPM to POS. This enhancement is out of scope for this release.

To view the Sell Item screen:

1. From the Main Options screen, press **F3/POS**.
2. Enter login information. The Sell Item screen displays the Primary **MRP** of the item.

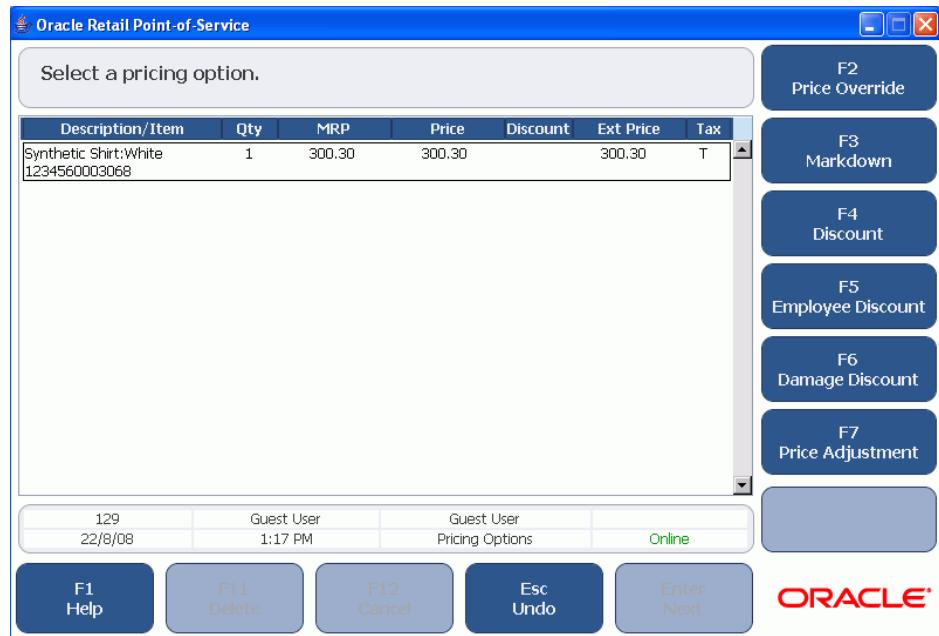


Sell Item Screen

In the above figure, the **Total** field in the footer displays the rounded amount and the **Price**, **Ext Price** and the **Subtotal** fields display the actual amounts. The Primary MRP of the item is also displayed, which is uploaded to POS using the RMS-POS DIMP process. The Item screen (Figure number 7) and the Pricing screen (Figure number 8) displays the MRP of the item as shown in the figures below:



Item Screen



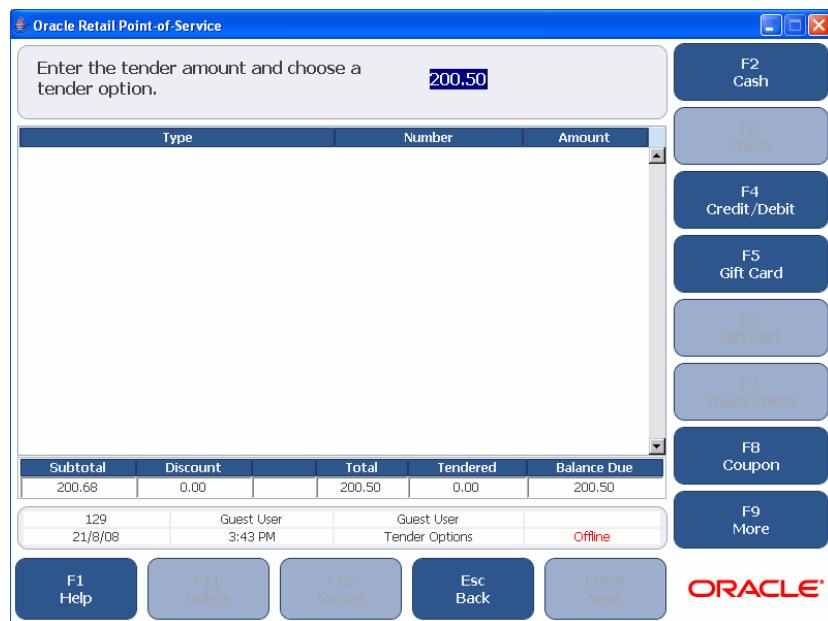
Pricing Screen

Tender Screen

On the Tender screen, new fields

To access the tender screen:

1. From the Main Options, click F3/POS.
2. Enter login credentials.
3. Enter an Item number and click Enter/Next.
4. Click F6/Tender. The tender screen appears with Tender options.



Tender Screen

On this screen, the following changes have been implemented:

- **Tender Amount** – Field at the header displays the rounded amount.
- **Total** – Total field displays the rounded amount.
- **Balance Due** – Balance Due field displays the rounded amount.
- **Subtotal** – Field at the footer displays the actual total amount.

Sales Receipt Layout

The Sales Receipt has been modified to display complete transactional details. New fields have been added to the Sales receipt which helps the consumer in identifying line item sale transactions. The new fields that are displayed on the Sales Receipt are:

- **Item** – name of the item being sold.
- **MRP** – MRP value of the item which is tax (VAT and tax-on-tax) inclusive.
- **Retail** – Selling retail value of the item which is tax (VAT and tax-on-tax) inclusive.
- **T** appended to the Selling Retail value of the item, indicating item is taxable.
- **Total Amt** – total payable amount of the transaction.
- **Total Rounded** – total amount after rounding off.
- **Rounded Off Amt** – rounded off amount is the difference between the total actual amount and the rounded amount. The Rounded Amt and the Rounded Off Amt is displayed, only if the rounding logic is enabled during POS installation or configuration. The rounded amount value is the amount calculated after applying rounding logic to the total sale transaction value.
- **Tax Breakup Details** contain the following fields:
 - **Tax Name** – Different applicable tax names such as VAT, Cess etc.
 - **Rate%** – rates at which the taxes are applicable.
 - **Taxable** – the total taxable amount on which the tax rate is applied.
 - **Tax** – the tax amount.

The taxes are grouped based on the tax code. The taxable amount and the tax amount for all the items in a sale transaction with the same tax code is added and displayed as a single line item. The total of the taxes (calculated by adding tax amount of all the line item) is displayed below the last line item in the Tax Breakup Details section.

- **Total Savings** - the total savings on the sale transaction is calculated using the formula:

Total of MRPs for all line items – Total Rounded Amount after all discounts

Items with no MRP and returned items are ignored.

The 5 tax registration numbers will be interfaced to POS from RMS as part of the RMS-POS DIMP process. The assumption is that the tax registration numbers are available in RMS and the integration between RMS and POS with respect to tax registration number exists.

The printing of the TIN number will not be provided in this scope.

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Sample Sales Receipt Layout

Returns

Return enables the customer to return merchandise for an exchange or refund. A return can be performed if a receipt is available, a receipt is not available, or a gift receipt is available.

You may perform a return on the basis of the following options:

- Item Number
- Customer ID
- Customer Address

- Business Address
- Purchase Date
- Store Number
- Check Number
- Credit Card Number

This document describes performing a return on the basis of customer ID, customer and business address. For other types of returns, refer the *POS User Guide*.

Performing a Return on the Basis of Customer Address Information

While making a Return transaction without a receipt and customer ID, the sales associate can search for a customer based on the first name, last name and address information of the customer in order to link the return to the customer.

To search for a transaction based on the customer Address:

1. From the Main Options, select **POS**.
2. Enter the login information.
3. Select **F2/Return** and then select **F3/No Receipt** option. The Return No Receipt Prompt window appears.
4. Select **F2/Customer** to perform the return using the customer information.
5. Enter the customer ID and click **Enter/Next**. The Display Trans. screen is displayed.
6. Select a transaction and press **Enter/Next**. The Select Item screen is displayed.
7. Select **F2/Trans. Detail** and select the transaction that needs to be returned.
8. Enter **Next**.
9. On the Return Information window, enter the quantities that need to be returned.
10. Enter the **Reason Code** from the drop-down list.
11. Select **F6/Tender** and in the next screen, select the mode of payment.
 - a. Cash – Select Cash and POS completes the transaction after tendering the cash.
 - b. Mail Bank Check – Select Mail Bank Check, POS prints the Mail Bank Check.
 - c. Gift Card – Select Gift Card, enter the gift card number.
 - d. Store Credit – Select Store Credit, enter the Customer information, POS generates a Store Credit for the customer.

The transaction is complete when the balance amount is zero.

Performing a Return on the Basis of Business Address Information

To search for a transaction based on the business Address:

1. From the Main Options, select **POS**.
2. Enter the login information.
3. Select **F2/Return** and then select **F3/No Receipt** option. The Return No Receipt Prompt window appears.
4. Select **F2/Customer** to perform the return using the customer information.
5. Select **F2/Find** and then select to find the customer on the basis of **F5/Business Info**.
6. Enter the business information and click **Enter/Next**. The customer information is displayed.
7. Select **F2/Link** to link the return to the customer. The transaction detail is displayed.
8. Select a transaction and click **Enter/Next**. The Select Item screen is displayed.

9. Select **F2/Trans. Detail** and select the transaction and click **Next**. The return information screen is displayed.
10. Modify the **Quantities**, if need to, and provide a **Return Reason Code** by choosing the drop-down list.
11. Select **F6/Tender** and then select the mode of payment.
 - a. Cash – Select Cash and POS completes the transaction after tendering the cash.
 - b. Mail Bank Check – Select Mail Bank Check, POS prints the Mail Bank Check.
 - c. Gift Card – Select Gift Card, enter the gift card number.
 - d. Store Credit – Select Store Credit, enter the Customer information, POS generates a Store Credit for the customer.

The transaction is complete when the balance amount is zero.

Linking Returns to Customer ID

1. From the Main Options, select **POS**.
2. Enter the login information.
3. Select **F2/Return** and then select **F3/No Receipt** option. The **Return No Receipt** Prompt window appears.
4. Select **F2/Customer**.
5. Select **F2/Find** and then select to find the customer on the basis of **F2/Customer ID**.
6. Enter the customer ID and click **Enter/Next**. The customer information is displayed.
7. Updated the customer information and select **F2/Link** to link the return to the customer.

Performing a Return

Return enables the customer to return merchandise for an exchange or refund. A return can be performed if a receipt is available, a receipt is not available, or a gift receipt is available.

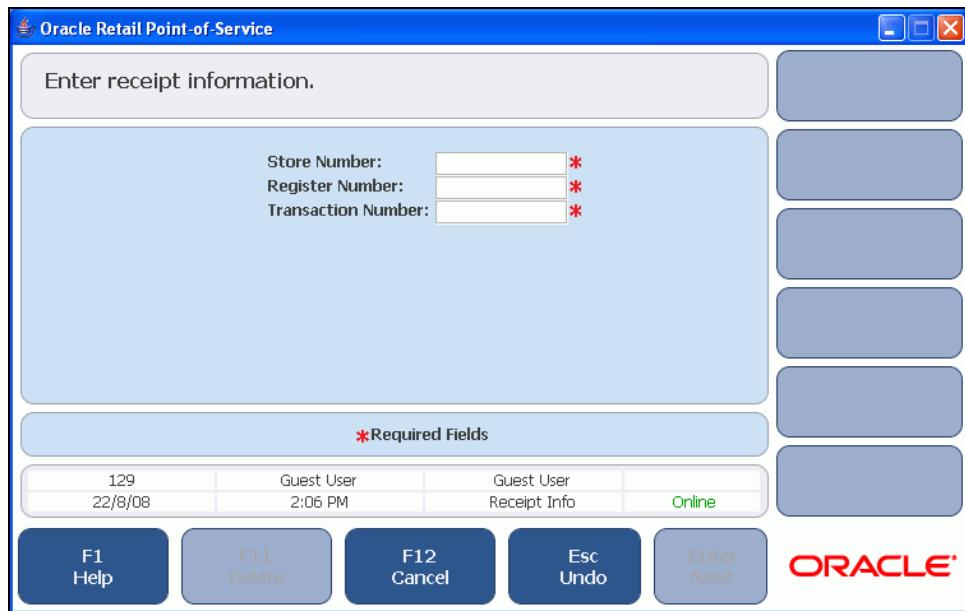
With India Localization changes, the return with receipt screen has been modified to include MRP. POS can calculate tax for a return item based on the persisted transaction data. Transaction data is persisted for a time period as per the return policy. For example, if the return policy is to accept returns with receipt within a period of 6 months from the date of purchase, then the transaction data should be persisted for a period of 6 months.

For returns without receipt, the latest tax assignment data for the return item is applied. Any change in the tax data between the date of purchase and date of return for the return item is not accounted for. Hence there might be a difference between the tax applied on date of purchase and tax applied on date of return.

Returns with Receipt

To perform a return with receipt:

1. From the Main Options, select **F3/POS**.
2. Enter the login information.
3. Select **F2/Return** and then select **F2/ Receipt** option. The **Receipt Prompt** window appears.



Receipt Prompt Screen

4. Enter the **Store Number**, **Register Number**, and **Transaction Number** to search the receipt. All the three fields are mandatory to search the receipt.
5. Click **Enter/Next**. The corresponding Transaction Details are displayed.



Return with Receipt

In the above screen, the MRP field is added to the Transaction Details, when performing returns with receipt.

Linking Customers to Transactions

Linking customers to transactions enables the sales associate to refer and view Customer information for future transactions. It also helps sales associates with an updated history of the Customer purchase.

This chapter describes how to search for a customer, add a new customer, modify or delete customer information, and link a customer or sales associate to a transaction.

Capturing Indian Address Format

POS is enabled to list Indian business and customer address in the format that suits the Indian address requirement. The screens where new address format has been implemented are as follows:

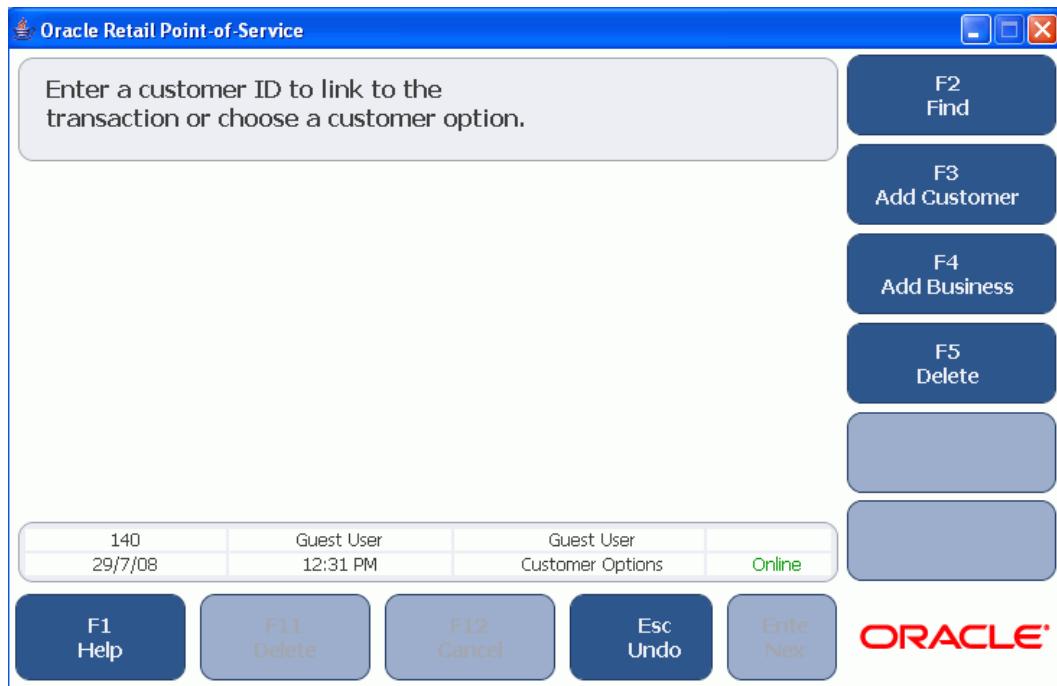
- Capture Customer Address
- Capture Business Address
- Finding Customer information based on Address
- Finding Business information based on Address
- Finding Customer address based on customer ID
- Finding Customer Address Information for Returns
- Finding Business Address Information for Returns
- Returns Linked to Customer based on Customer ID
- Home Delivery of Items

You can now link the returns transaction to the customer ID in the absence of a sales receipt. The customer address is displayed as per Indian address format. You can search for the customer using the customer address in the absence of sales receipt or customer ID.

Adding Customer / Business Address

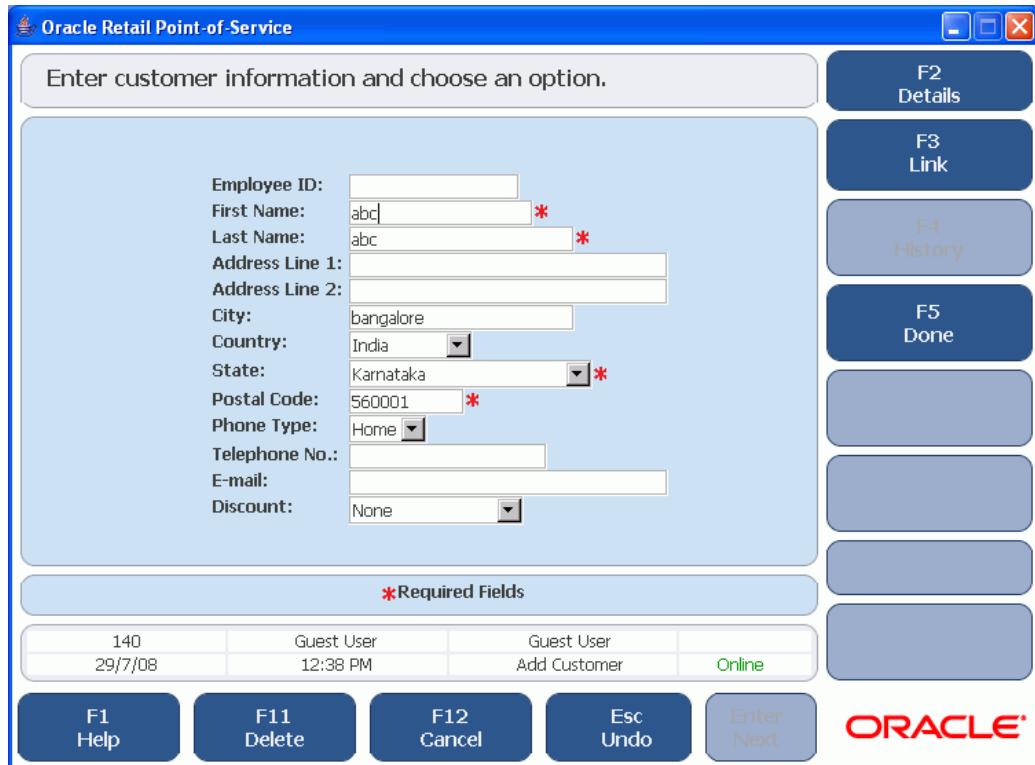
To add customer address:

1. From the Main Options screen, press F3/POS.
2. Enter login information. The Sell Item screen is displayed.
3. Enter an item number and press Enter/Next. The item is added to the list and the transaction totals at the bottom of the screen are updated.
4. Add more items by entering the item numbers as in step 3.
5. Click F7/Custmer to link the customer to this transaction. A new window opens where you can link the transaction to the existing customer or add a new customer.



Link transaction to the Customer

6. If the customer exists in the POS database, you can search by clicking **F2**.
7. If customer ID does not exists in POS, select **F3** to add a new customer. The Customer information window opens.



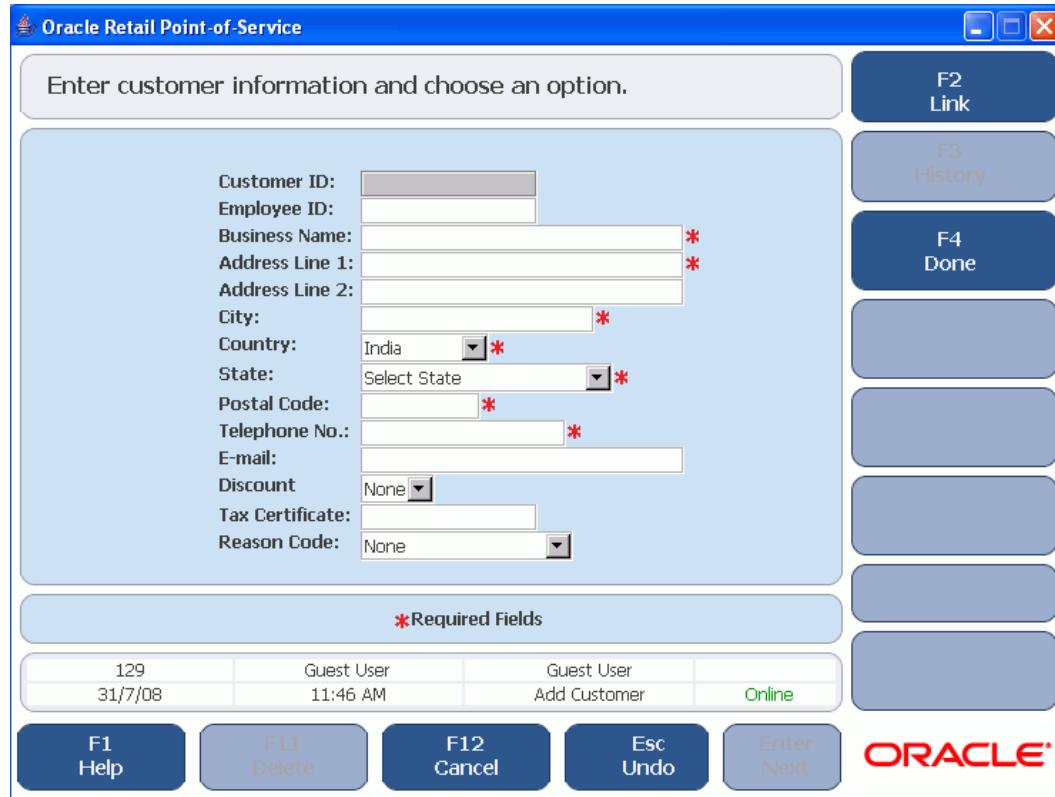
Add Customer Address

8. Enter the customer information as follows:
 - a. Employee ID – Enter the employee ID.
 - b. First Name – Enter the customer's first name. It is a mandatory field.
 - c. Last Name – Enter the customer's last name. It is a mandatory field.
 - d. Address Line 1 and 2 – Add the customer's address.
 - e. City – Enter the city name.
 - f. Country – Select India in the drop-down list. The country displayed depends on the selected locale during installation.
 - g. State – Select the State name. It is a mandatory field.
 - h. Postal Code – Enter the zip code. It is a mandatory field and validation is done to verify the code depending on the country selected.
 - i. Phone Type – Select from the drop-down list.
 - j. Telephone No. – Enter a 10-digit phone number. The country code 91 is appended to the number. Validations are done to verify the 10-digit phone number.
 - k. E-mail – Enter the e-mail ID of the customer.
 - l. Discount – Select from the drop-down list.
9. After entering the required information, click **Link**.
10. In case of an existing customer, you can find a customer by searching Customer ID, Employee ID, or Customer Info. Else if the customer is new click **Add Customer**.
11. Enter the required customer details.
12. Click **Link**. The newly added customer is linked to the transaction.
13. Click **Enter** to continue.

Adding Business Address

To add a business address:

1. From the **Main Options** screen, press **F3/POS**.
2. Enter login information. The **Sell Item** screen is displayed.
3. Click **F7/Custmer** to add a new Business address. A new window opens where you can add the business details.



Adding Business Address

4. Enter data in the required fields:
 - a. Customer ID – auto generated by POS.
 - b. Employee ID – enter the employee ID.
 - c. Business Name – Name of the new Business.
 - d. Address Line 1 and 2 – Add details in the address line.
 - e. City – Name of the city where the Business is.
 - f. Country – Name of the county.
 - g. State – name of the state.
 - h. Postal Code – enter valid 6-digit postal code.
 - i. Telephone No. – Enter valid 10-digit phone number. The county code 91 is automatically appended to the number.
 - j. E-mail – Enter the e-mail of the business.
 - k. Discount – Not applicable.
 - l. Tax Certificate – Not applicable.
 - m. Reason Code – Not applicable.
5. Click **Done** to exit the window.

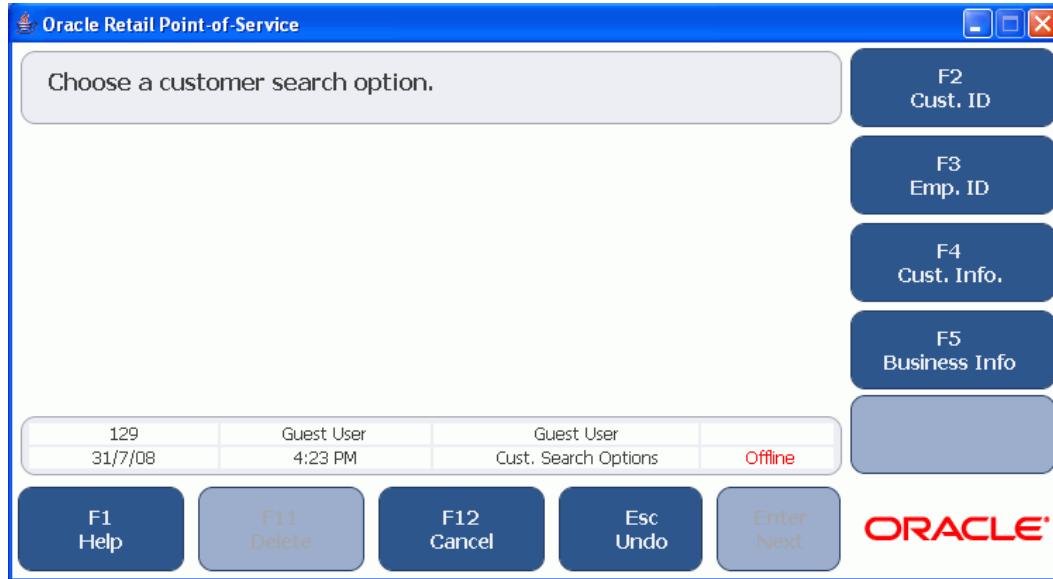
Searching Customer Information

You can search for the newly added customer information on the basis of the address or the customer ID.

Search Based on Address

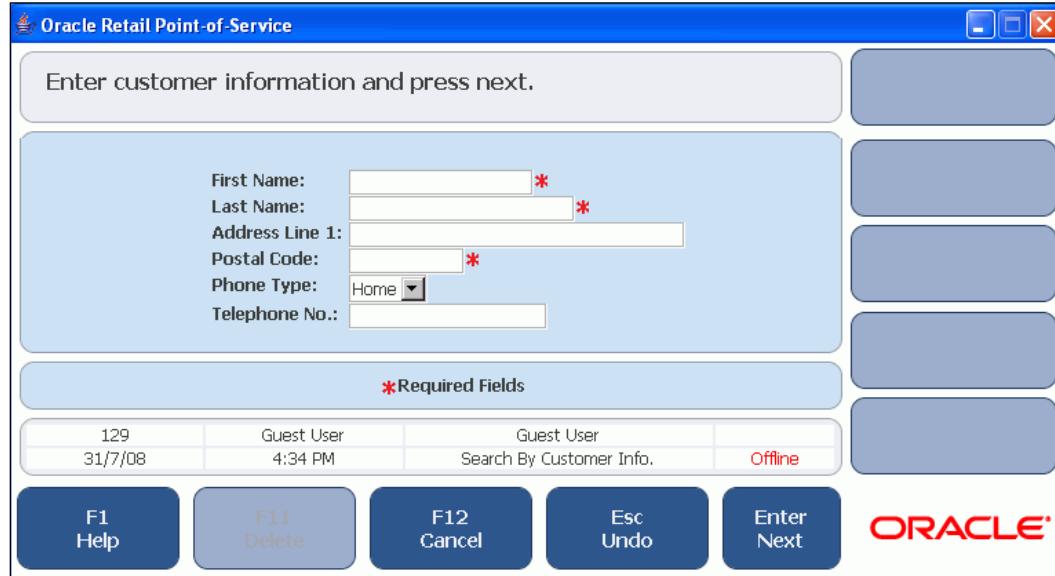
To search for the customer information base on address:

1. From the Main Options screen, press **F3/POS**.
2. Enter login information. The Sell Item screen is displayed.
3. Click **F7/Custmer** and then select the **F2/Find** option to search customer information.



Searching Customer Information Based on Address

4. Click **F4/Cust. Info.** to search on the basis of Customer address. A new window appears.



Customer Address

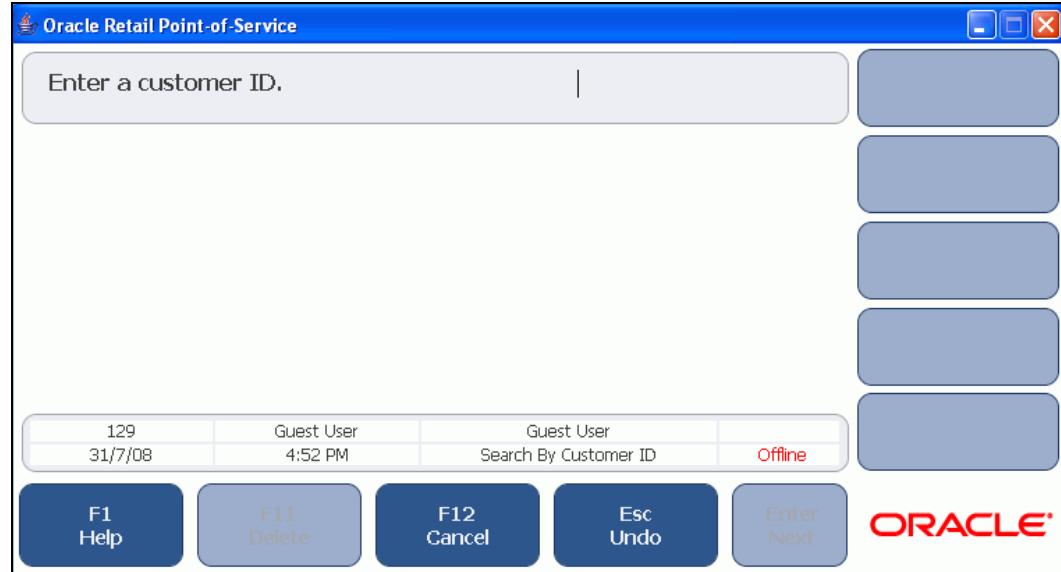
5. Enter the required details on the screen and click **Next**.

The fields that display a red asterisk (*) against its name are mandatory fields.

6. The customer information appears on the screen. You can either link this customer information to a transaction or click **Done** to exit the screen.

Search Based on Customer ID

1. From the **Main Options** screen, press **F3/POS**.
2. Enter login information. The Sell Item screen is displayed.
3. Click **F7/Custmer** and then select the **F2/Find** option to search for customer information.
4. Click **F2/Cust. ID** to search on the basis of Customer information. A new blank window appears.



Searching By Customer ID

5. Enter customer ID and Next. The customer information corresponding to the customer ID entered by you is displayed on the screen. You can either link the customer to a transaction by selecting **F3/Link** button or view the history of the customer by clicking the **F4/History** button. You can see the customer detail information by selecting the **F2/Details** option.
6. Click **Done** to exit the window.

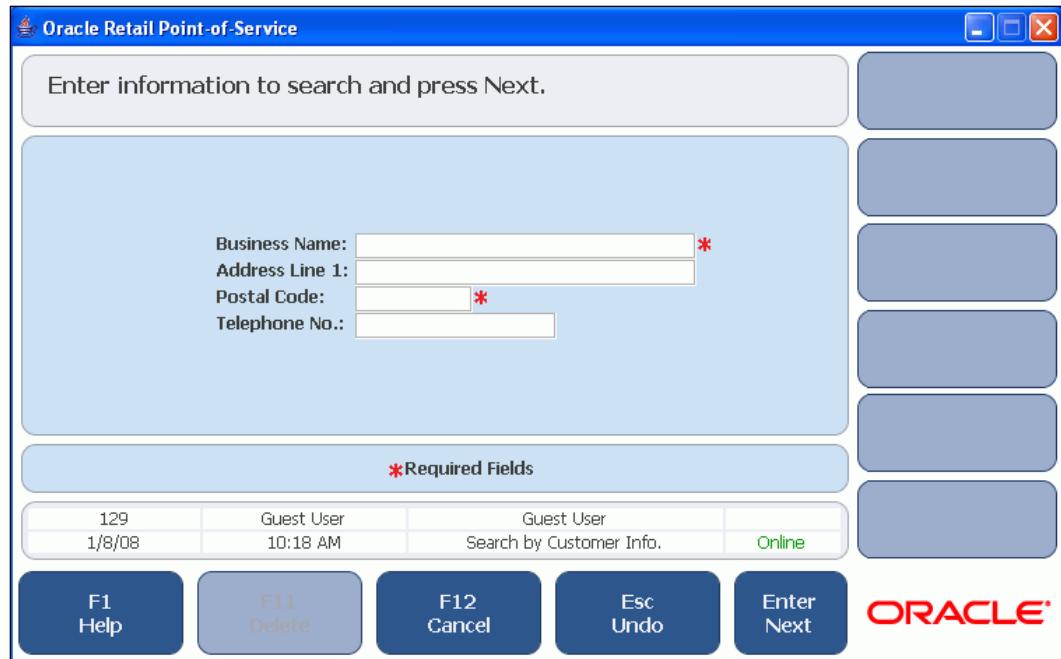
Searching Business Information

You can search for the newly added business information on the basis of the address or the customer ID.

Search Based Address

To search for the customer information base on address:

1. From the **Main Options** screen, press **F3/POS**.
2. Enter login information. The Sell Item screen is displayed.
3. Click **F7/Custmer** and then select the **F2/Find** option to search customer information.
4. Select **F5/Business Info** to search on the basis of business information. A blank window appears.



Search Based on Customer Address

5. Enter the business name and postal code.
The business name and postal code are mandatory fields to search for information. If either one is empty, an **Invalid Data Notice** appears. Click **Enter** to search again.

The fields that display a red asterisk (*) against its name are mandatory fields.

6. Click **Enter Next**.
The customer information associated with the business information you provided is displayed. You can either Link this customer to a transaction by selecting the **F2/Link** button or select **F3/History** to view the customer history.
7. Click **Done** to exit the window.

Search Based on Customer ID

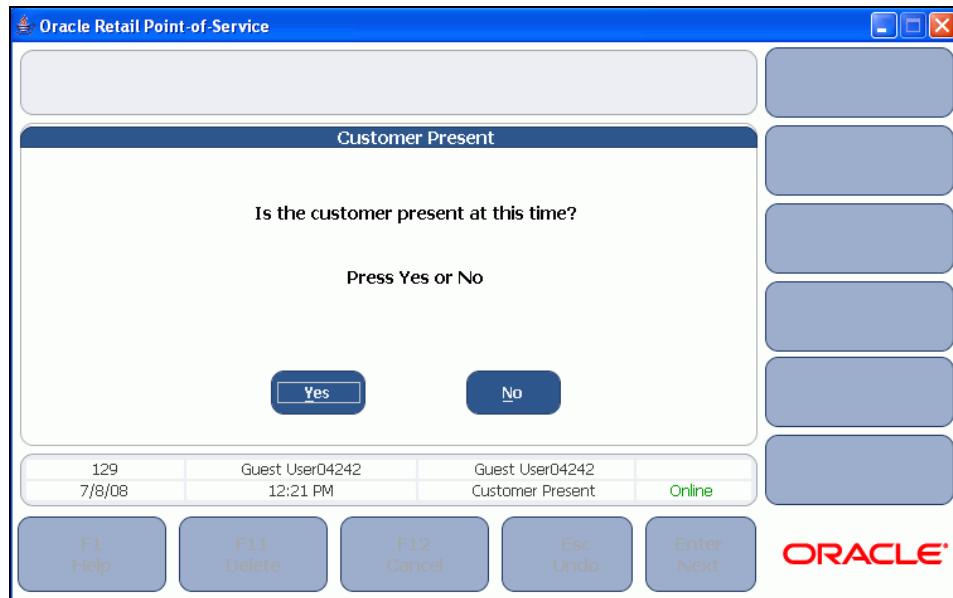
1. From the Main Options screen, press **F3/POS**.
2. Enter login information. The Sell Item screen is displayed.
3. Click **F7/Custmer** and then select the **F2/Find** option to search for customer information.
4. Click **F2/Cust. ID** to search on the basis of Customer information. A new blank window appears as shown in Figure 6.
5. Enter customer ID and click **Enter Next**. The customer information corresponding to the customer ID entered by you is displayed on the screen.
6. You can either link the customer to a transaction by selecting **F3/Link** button or view the history of the customer by clicking the **F4/History** button. You can see the customer detail information by selecting the **F2/Details** option.
7. Click **Done** to exit the window.

Performing a Item Send (Home Delivery)

You can ship an entire transaction or only selected items in the transaction to the shipping address as mentioned in the customer address.

To ship items to customer address:

1. Select an item on the Sell Item screen and press **F4/Item**. The Item Options screen is displayed.
2. Press **F9/More** and then **F3/Send**. The Customer Present screen is displayed.



Customer Present Screen

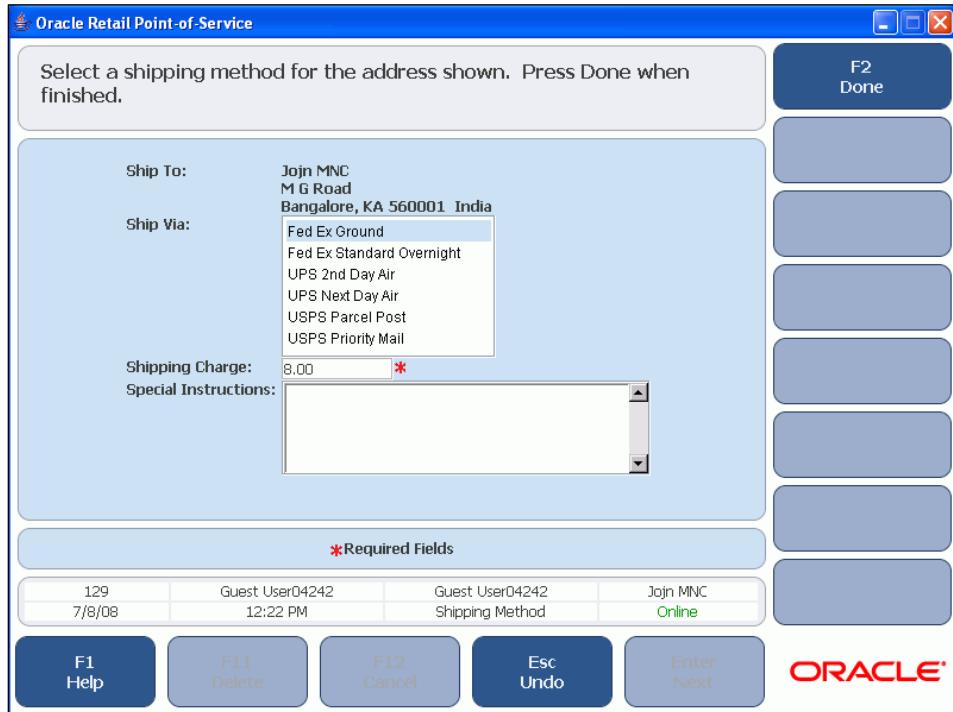
3. If the customer is present, click **Yes**. If the customer is not present, press **No**. The Capture Customer Information screen is displayed.
4. Enter the information in the required fields and press **Enter/Next**. The Same as Customer screen is displayed.
5. Select the ship-to address.



Shipping Billing Information screen

- If the ship-to address is the same as the bill-to address, click **Yes**.
- To enter another ship-to address, click **No**. The Ship-To Address screen is displayed. Enter the information in the required area and press **Enter/Next**. The Shipping Method screen is displayed.

6. Select the mode for shipping from the selection list and press **F2/Done**.



Shipping Method screen

The shipping charges are added to the transaction. You are returned to the Sell Item screen and the item is sent to the shipping address.

Taxes on the shipping charges are out of scope for this release.

Adjusting Price

The Pricing options allow you to manually perform price overrides, markdowns, and discounts for an item or transaction at the register. The price adjustment feature provides the ability to adjust the price of an item that has been reduced after it was purchased. The chapter explains the [Performing a Price Override](#) function.

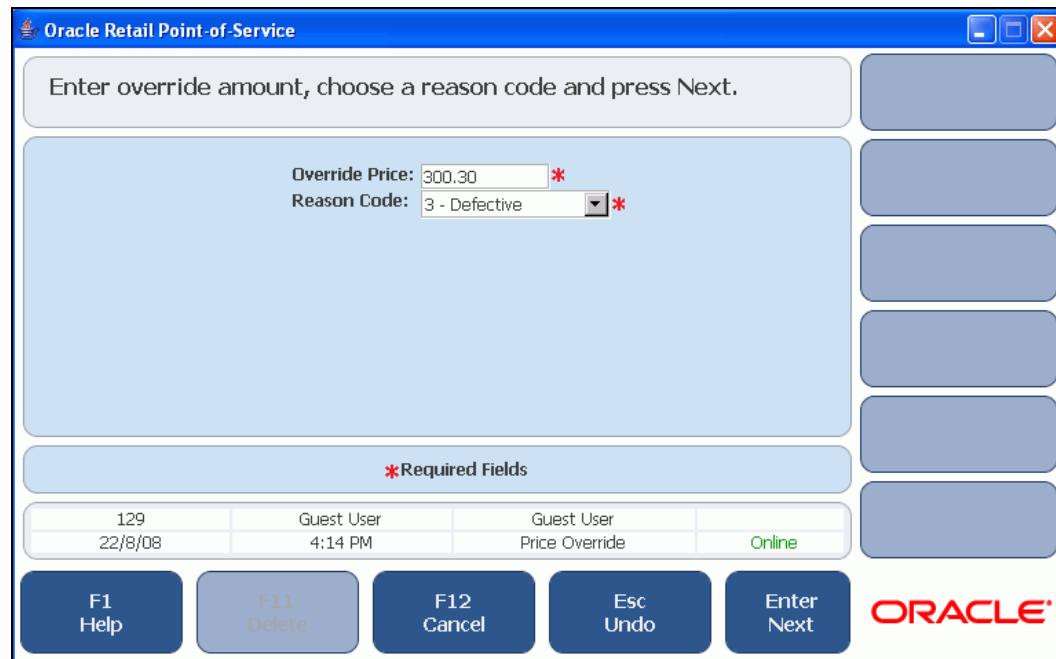
Performing a Price Override

After an item is added to the transaction, you can change the default price of the item. Price override applies to a specific item and remains in effect until another price override is applied during one transaction. When a new price for an item is entered, any previously applied discounts or markdowns for that item are removed and any applied transaction discounts are applied against the new price.

The Price Override screen has been modified to validate Price Override being less than the MRP for an item with the indicator Selling Price Less than MRP set to true.

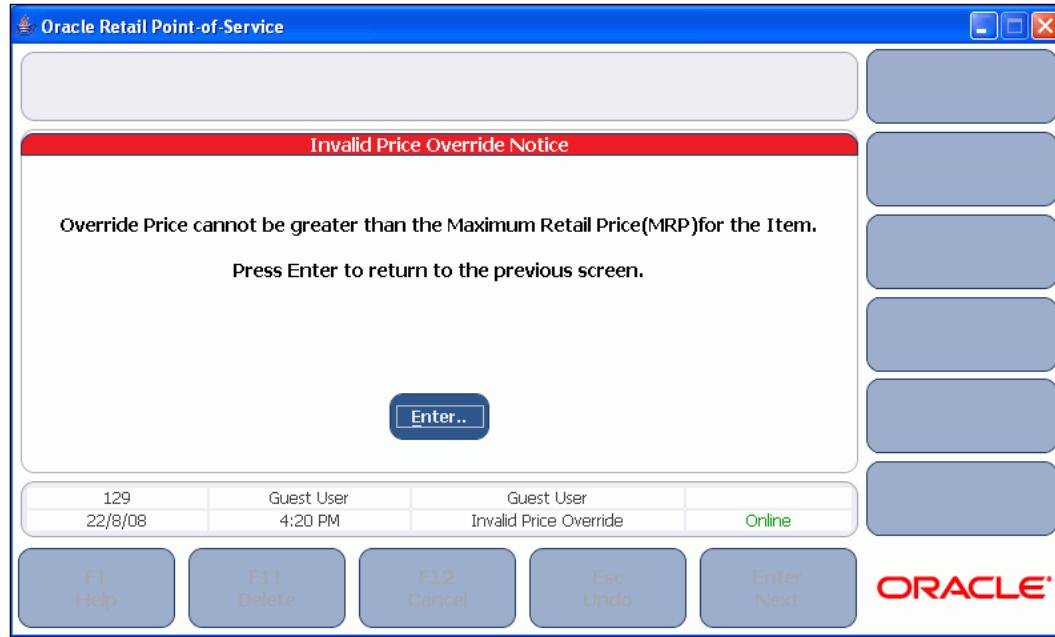
To change the price for an item:

1. From the **Main Options**, click **F3/POS**. Alternatively from the Sell Item screen; select an item within the transaction.
2. Enter login credentials.
3. Enter Item Number and click **Enter/Next**.
4. Press **F8/Pricing**. The Pricing Options screen is displayed.
5. Press **F2/Price Override**. The Price Override screen is displayed.



Price Override Screen

6. Enter the new price change. POS validates the new price to be less than the MRP if the **Selling Price Less than MRP** indicator is set to true. If the overridden price is more than the MRP of the item, POS displays a validation error as follows.



Validation Error

7. Click **Enter** to modify the price override value.
8. Enter a new Override Price and select a **Reason code**, click **Enter/Next**. The new price of the item is displayed in the Sell Item screen.

Using Item Inquiry

Item inquiry enables you to request inventory information on an item. Oracle Retail Store Inventory Management must be implemented in order to use item inquiry.

Item Inquiry is disabled in transaction re-entry mode. Item Creation is disabled as you cannot enter Tax Category which is a mandatory field.

Item Master now captures the following indicators as part of the India Localization enhancements:

- **Multiple MRP** indicator - This attribute indicates whether the item supports Multiple MRP.

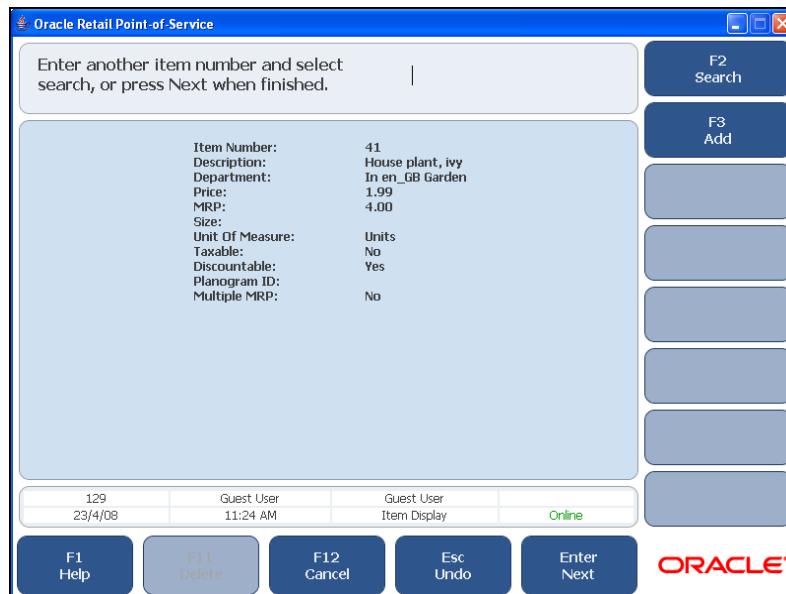
As part of the localization changes, the Primary MRP is available in POS from RMS using the DIMP process. POS can accept and store multiple MRPs for an item.

Item Inquiry Screen

The Item Inquiry screen now displays the MRP of the item.

To view the item Inquiry screen:

1. From the **Main Options**, click **F3/POS**.
2. Enter a valid Item ID and click **Enter/Next**.
3. Select **F4/Item** and then click **F2/Inquiry**.
4. Select **F2/Price**.
5. Enter an item number and click **Enter/Next**. The Item Inquiry screen appears.



Item Inquiry Screen

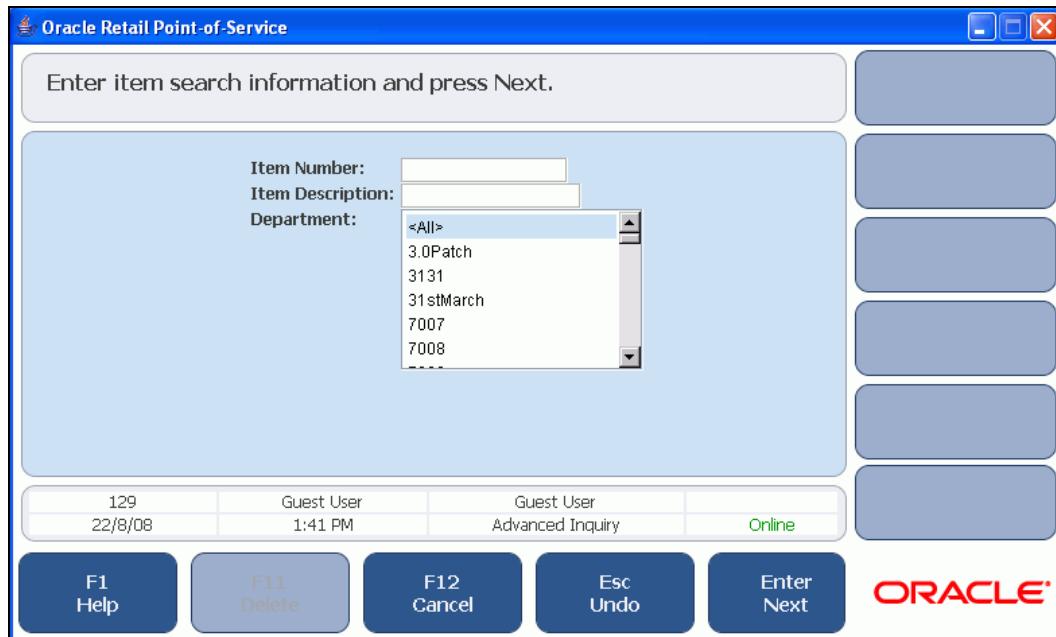
On this screen, you can view the new fields have been added:

- **Multiple MRP** – the indicator is un-editable on this screen.
- **MRP** – The value of the MRP field is the primary MRP value of the item.

Advanced Price Search

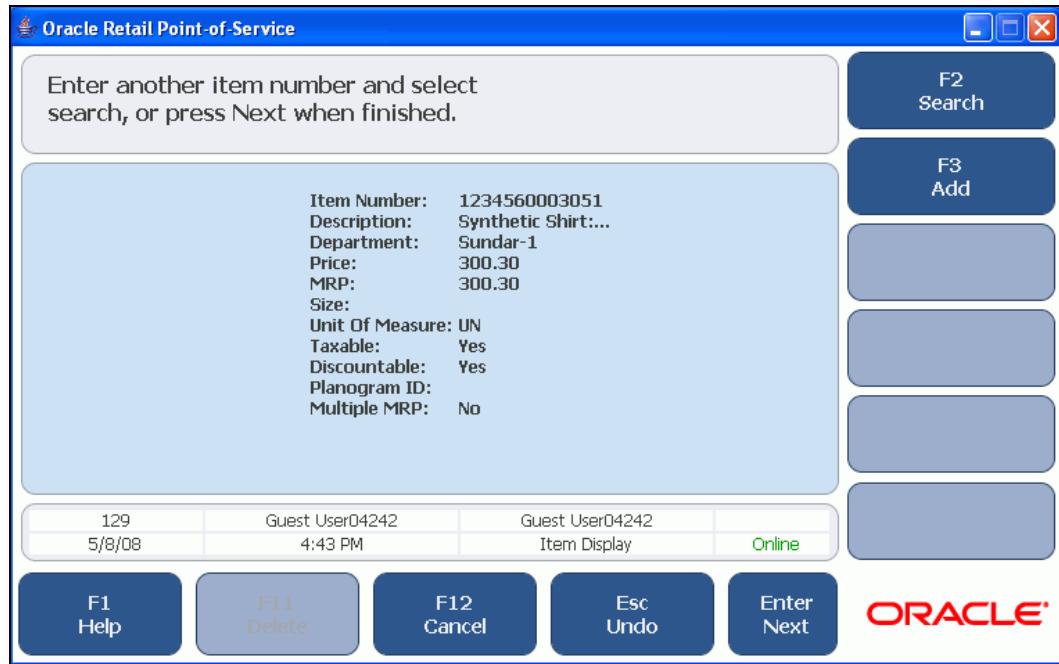
To advanced search:

1. From the **Main Options**, click **F3/POS**.
2. Enter a valid Item ID and click **Enter/Next**.
3. Select **F4/Item** and then click **F2/Inquiry**.
4. Select **F2/Price**.
5. Select **F3/Adv Search**. The Item Search Window appears.



Item Search Screen

6. Enter the **Item Number** and **Description**.
7. Select the **Department** from the list and click **Enter/Next**. The Search result is displayed on the screen.



Search Result

The screen displays the **MRP** and the **Multiple MRP** indicator.

8. Click **Enter/Next** to exit the screen.

Appendix: Central Office

The Oracle Retail Central Office (CO) application is used at the corporate office to provide timely and correct sale information that helps in optimizing store sales and profitability. The Central Office makes it easy to manage data movement and access real-time information.

With India Localized version of CO installed, the Transaction Tracker feature has been enhanced to accommodate the new address format.

Transaction Tracker

The Transaction Tracker feature provides enterprise-wide accumulation of transaction, electronic journal, and signature data. The use of a centralized corporate database gives retailers the ability to resolve credit disputes quickly, reduce paper storage and handling, and decrease general auditing efforts.

You can search for the transaction by Item, Transaction and Tender information, Sales Associate, Customers, Signatures Captured, and Electronic Journals.

This document explains the search option using the customer details. For information on other types of search, refer the *Central Office User Guide*.

Searching by Customer

A transaction can be tracked using the customer address information. You can search using the following customer information:

- Customer ID
- First and last name
- Address
- Telephone number

To search for a transaction using the customer information:

1. From the Main Options, click the **Transaction Tracker** tab.
2. Click **Customer** on the **By** options.
3. On the **Search By Customer** options, select to search by **Customer Information**.
4. Enter any of the following customer criteria:
 - Customer ID
 - First and last name
 - Address
 - City – Enter the city name of the customer.
 - Postal code – Enter a valid 6-digit number postal code.
 - State/Province – The State/Province display the Indian state names. Select one state name.
 - Telephone number – Enter a 10-digit telephone number. The number is prefixed with +91.

ORACLE® Central Office

Home | Data Management | Transaction Tracker | Admin

Help | About | Log Out

Search

User ID: pos
Date: 11/8/08

By
Item
Transaction
Sales Associate
Customer
Signatures Captured
Electronic Journals

Search By Customer

Select the checkbox to include that area's information in the search, enter criteria, and press Search.

Hierarchy Information

Use Hierarchy to search
 31835 - peex
 Or search by store number:

Customer Information

Customer ID:
First Name: Last Name:
Address Line 1: Address Line 2:
City: State/Province:
Postal Code: Telephone No.:

Transaction Information

Results

Show per page: *
* = Required field

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Search By Customer Option

- Click **Search**. The search result is displayed with all the entries matching the user-entered customer criteria.

The screenshot shows the Oracle Central Office interface. The top navigation bar includes Home, Data Management, Transaction Tracker (which is selected), and Admin. On the right, there are links for Help, About, and Logout. The left sidebar has a 'Search' section with 'UserID: pos' and 'Date: 11/8/08'. Below this are buttons for 'By Item', 'Transaction', 'Sales Associate', and 'Customer'. The 'Customer' section includes 'Signatures Captured' and 'Electronic Journals'. The main content area is titled 'Transaction Search Results' and displays 'Search Results: Showing 1 to 2 of 2 Returned'. It shows a table with columns: Select to Export (checkbox), Store Number, Store Name, Register, Transaction Number, Date, Time, and Transaction Type. Two rows of data are listed, both for transaction number 31835 at store 129, with the date 7/8/08 and time 12:01 PM or 12:09 PM, and type Sale. At the bottom, it says 'Results 1-2 of 2' and has 'Export' and 'Done' buttons. The top right of the main area also has 'Search > Results > Details'.

Select to Export Select All <input type="checkbox"/>	Store Number	Store Name	Register	Transaction Number	Date	Time	Transaction Type
<input type="checkbox"/>	31835	peex	129	318351290057	7/8/08	12:01 PM	Sale
<input type="checkbox"/>	31835	peex	129	318351290059	7/8/08	12:09 PM	Sale

Search Results

6. You may click **Done** to exit the window or **Export** the data. To know how to export the data, refer the *Central Office User Guide*.

Transaction Tracker Screen

The Transaction Tracker screen has been modified to display the rounding logic in the Transaction details screen.

To view the transaction details:

1. From the **Main Options**, click **Transaction Tracker**.
2. Click the **Search** option. The Search Result displays the existing transaction details.
3. Click on any Transaction Number. The Transaction Detail screen appears.

Transaction Detail

Go to [Journal View](#)
Go to [Signature Capture View](#)

Select the appropriate action button or link to continue.

Hierarchy

Large Retailers Ltd >> AK Birlas Mart >> AK-Birlas Area >> AK North India >> AK District >> 31835-peex >> Register 200

Transaction

Transaction Number: 31835200010 Date: 18/8/08 Time: 5:10 PM
 Type: Sale Employee Name: Back Office Employee ID: 20082
 Training Mode: Off Reentry Mode: Off
 Status: Voided

Items Sold

Style Number/Description	Quantity	MRP	Price	Discount	Price Paid	Tax
cycle 3 item 100102661	1	1,000.00	700.00	0.00	700.00	T
UPC:						
Color: None						
Style: None						
Size: None						

Totals

Actual Total	Discount	Quantity	Grand Total
700.00	0.00	1	700.00

Tenders Applied

Type	ID	Amount
CASH		700.00

Tax Summary

Tax Code Description	Tax Rate	Taxable Amount	Tax Amount
TCS cess	5.00	33.25	1.66
TCS VAT 5	5.00	665.08	33.25
Total			34.91

Export **Done**

Transaction Detail Screen

- On the **Transaction Detail** screen, the following new fields are displayed:
 the primary **MRP** of the item is displayed in the **Transaction** section.
 in the **Total** section, the **Actual Total** field displays the subtotal and the **Grand Total** field displays the rounded total for the transaction.

Appendix: Back Office

Oracle Retail Back Office (BO) provides a means of accessing, maintaining, and monitoring store business. The general Oracle Retail Back Office user is a store manager, assistant manager, or system administrator. From a single server in the store, you can access and manage employee status and roles, items, pricing, and store transactions. You can also perform basic store operations such as opening and reconciling tills, adding items, and applying price promotions.

With India Localization patch applied, changes/enhancements have been made to the following screens in BO:

- Item List Screen
- Item Detail Screen

Item Maintenance

Item Maintenance provides the functionality to maintain the store database of items and kits that are available in the store. You can search or modify existing items or kits as well as add items or kits to the database. You can also add or modify the items included in a kit.

Searching for an Item

On the Item Search screen, you can search for items by item number or description and optionally select to add a new item to the database if it is not found.

To search for the item:

1. From the **Main Options**, click **Item**. Item Search window appears.

The screenshot shows the Oracle Back Office Item Search screen. The top navigation bar includes links for Home, Item, Reports, Employee, StoreOps, Pricing, and Admin. On the far right, there are links for Help, About, and Logout. The main content area is titled 'Search' and contains the following information:

- User ID:** pos
- Store ID:** 31835
- Date:** 11/8/08
- Item Search:** Enter Item Number or Description, select a Search Type, and select Search.
- Search Fields:**
 - Item Number:
 - Description:
 - Search Type: Item Kit
- Buttons:** Search and Clear Search.

Item Search Screen

2. Select Search Type as **Item** and click **Search**.

The Item Search Result displays the items details. The primary **MRP** of the item is displayed on this screen as shown in the figure below.

Item Number	Point of Sale Identity	Classification	Description	MRP	RegularPrice
1234560003020	1234560003020		Cotton Shirt:Black	200.68	200.68
1234560003037	1234560003037		Cotton Shirt:White	200.68	200.68
1234560003044	1234560003044		Cotton Shirt:Red	200.68	200.68
1234560003051	1234560003051		Synthetic Shirt:Black	300.30	300.30
1234560003068	1234560003068		Synthetic Shirt:White	300.30	300.30
1234560003075	1234560003075		Synthetic Shirt:Red	300.30	300.30

Search Results

3. Click on any of the **Item Number** link. The Item Maintenance screen appears providing complete item detail.

Item Maintenance Screen

On the Item Maintenance screen, MRP indicators and the primary MRP value have been added. The MRP is the primary MRP value of the item.

If the MRP indicators—**Multiple MRP** and **Selling Price less than MRP**—are set to true, then **Yes** check box is checked; and if set to false then **No** is checked. The indicators are un-editable on this screen.