Oracle® Retail Returns Management

User Guide

Release 2.4.1

E28953-01

March 2012

ORACLE®

Oracle Retail Returns Management User Guide, Release 2.4.1

E28953-01

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Oracle Retail Returns Management User Guide, Release 2.4.1

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Preface

This guide describes the Oracle Retail Returns Management user interface. It provides step-by-step instructions to complete most tasks that can be performed through the user interface.

Audience

This document is intended for Loss Prevention Operators, Customer Service Operators, and Store Operators who use Oracle Retail Returns Management.

Documentation Accessibility

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Related Documents

For more information, see the following documents in the Oracle Retail Returns Management Release 2.4.1 documentation set:

- *Oracle Retail Returns Management Installation Guide, Volume 1 - Oracle Stack*
- *Oracle Retail Returns Management Installation Guide, Volume 2 - IBM Stack*
- *Oracle Retail Returns Management Release Notes*
- *Oracle Retail POS Suite Configuration Guide*
- *Oracle Retail POS Suite Data Dictionary*
- *Oracle Retail POS Suite Data Model Differences*
- *Oracle Retail POS Suite Data Model ERWIN File*
- *Oracle Retail POS Suite Data Model Mapping File*
- *Oracle Retail POS Suite Entity Relationship Diagrams, Volume 1 - Subject Areas*
- *Oracle Retail POS Suite Entity Relationship Diagrams, Volume 2 - Overviews*
- *Oracle Retail POS Suite Implementation Guide, Volume 1 - Implementation Solutions*
- *Oracle Retail POS Suite Implementation Guide, Volume 2 - Extension Solutions*
- *Oracle Retail POS Suite Implementation Guide, Volume 4 - Oracle Retail Point-of-Service to Siebel Integration*
- *Oracle Retail POS Suite Licensing Information*
- *Oracle Retail POS Suite Operations Guide*
- *Oracle Retail POS Suite Security Guide*
- *Oracle Retail POS Suite 13.4.1/Merchandising Operations Management 13.2.4 Implementation Guide*

Customer Support

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`https://support.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

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 2.4) or a later patch release (for example, 2.4.1). If you are installing the base release, additional patch, and bundled hot fix releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch and bundled hot fix releases can contain critical information related to the base release, as well as information about code changes since the base release.

Oracle Retail Documentation on the Oracle Technology Network

Documentation is packaged with each Oracle Retail product release. Oracle Retail product documentation is also available on the following Web site:

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

(Data Model documents are not available through Oracle Technology Network. These documents are packaged with released code, or you can obtain them through My Oracle Support.)

Documentation should be available on this Web site within a month after a product release.

Conventions

The following text conventions are used in this document:

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

1

Overview

Customers try to return many types of products for a wide variety of reasons. The procedure for managing this process may vary greatly from store to store and manager to manager, and perhaps even from cashier to cashier.

Oracle Retail Returns Management is a proactive, centralized, multi-channel solution that provides the ability to reduce overall return rates, prevent and catch return fraud, and improve customer service. Oracle Retail Returns Management provides the following benefits:

- Definition and enforcement of consistent policies about returns and other types of transactions that may result in a customer refund.
- The customer, cashier, or manager can be informed of the reason why a return received a particular response. This can be done through online messages or printed receipts.
- Patterns of customer return behavior can be studied to determine if a return merits return denial, or at least a prompt for manager approval at the point-of-return.
- Online research of customer and cashier return activity.
- Customer service overrides for denied returns can be granted, if necessary.

This chapter provides an overview of the Oracle Retail Returns Management application.

The following topics are discussed:

- "Getting Started"
- "User Interface"
- "Security and Errors"

For detailed information about Oracle Retail Returns Management, see Chapter 2.

Getting Started

This section explains how to start Oracle Retail Returns Management, log in, and log out.

Note: This user guide assumes that you are familiar with using a Web browser.

Starting the Application

To start the application, open a Web browser. Enter the URL for your Oracle Retail Returns Management Web page:
`https://<servername>:<portname>/returnsmanagement`.

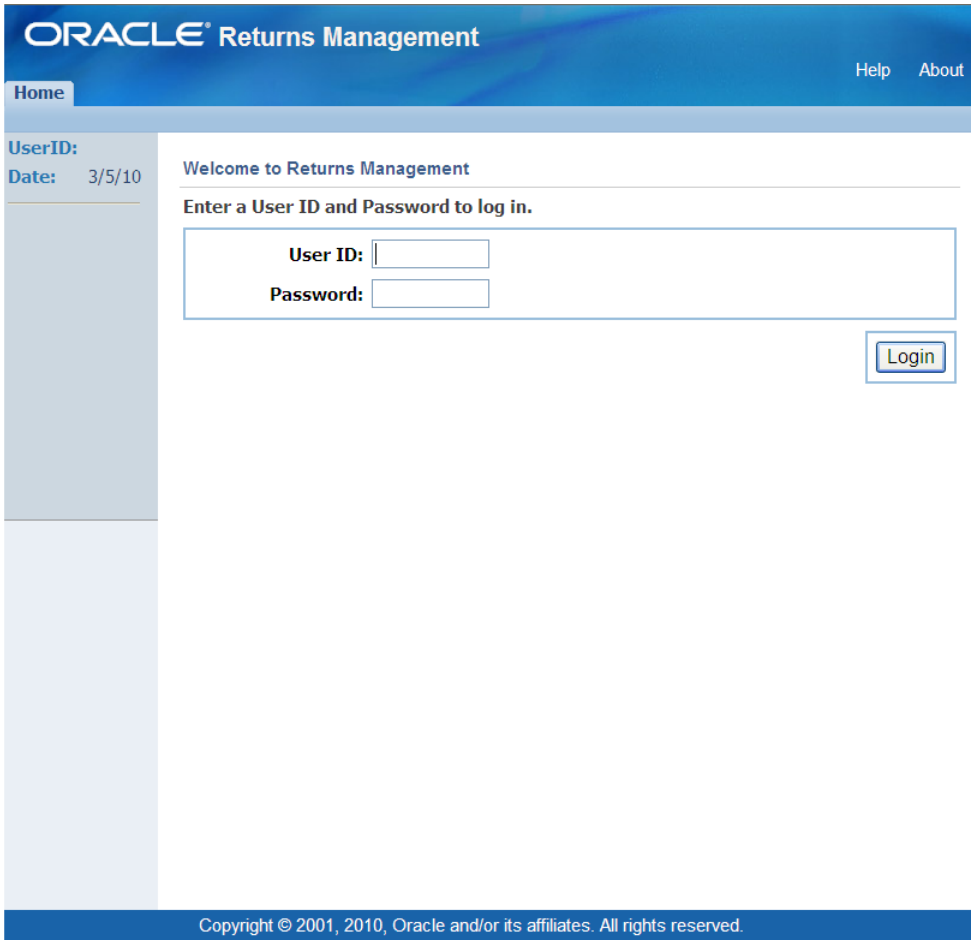
Logging In

On the login screen, enter a valid user ID and password. Click **Login**.

> **Note:** Passwords are case sensitive.

For information on how passwords are handled by Oracle Retail Returns Management, see "Passwords".

Figure 1–1 Login Screen



If you entered a temporary password or a password that has expired, the Change Password screen is displayed. See Figure 3–3. You must change your password before you can access the application.

After you successfully log in, the Dashboard is displayed. For more information on the Dashboard, see Chapter 3.

Note: When you are done using Oracle Retail Returns Management, log out and close the browser window. This ensures that your session information is cleared and prevents another user from accessing Oracle Retail Returns Management with your login information.

Logging Out

To log out from the application:

1. Click **Logout** at the top right of the application screen. See Figure 1–2 for the location.

   The Logout Confirmation screen is displayed.

2. To log in to Oracle Retail Returns Management, click **Login**. If you are done using Oracle Retail Returns Management, close the browser window.

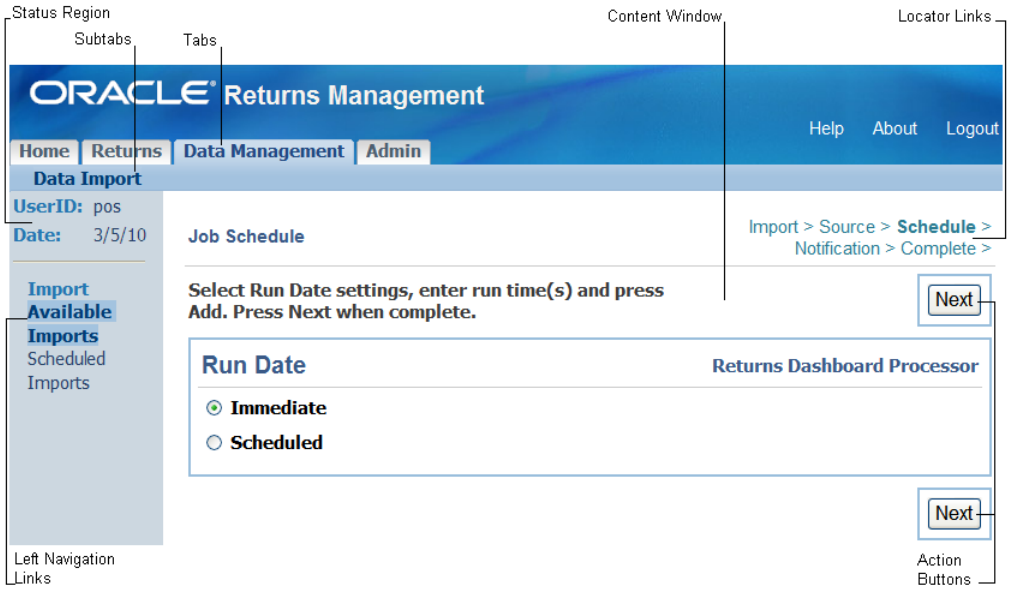
User Interface

This section provides an introduction to the application screen.

Screen Regions

The following figure shows the parts of the application screen.

Figure 1–2 Example Showing Parts of the Application Screen



The layout of the screen is consistent for each feature:

Tabs

Click a tab to choose the feature you want to use.

Subtabs

Each feature has one or more functions available. The row of subtabs lists the available functions. Click a subtab to choose the function you want to perform. The left navigation links and content window are updated for that function.

Left Navigation Links

Each subtab has a set of links that show the functions that can be performed on the data. Click a link to perform that function. The content window is updated for that function.

Action Buttons

Click a button to perform the action. The content window is updated as a result of performing the action.

Content Window

This section of the screen changes when you click a tab, subtab, link, or action button. The content is unique for each function. Depending on the selected function, you perform different operations:

- View data
- Make choices by selecting items
- Enter data into fields

Internal Navigation Links

These links are available on every screen. The links provide access to the following functionality:

- Use the **Help** link to get information about the screen being displayed. When you click **Help**, a separate window opens to display the information.
- Use the **About** link to view copyright and version information for Oracle Retail Returns Management. When you click **About**, a separate window opens to display the information.
- Use the **Logout** link to log out from Oracle Retail Returns Management.

Locator Links

Some functions involve a sequence of steps. When this occurs, the locator links show the steps in the process to complete that function. The step that you are currently on is highlighted in bold.

For example, in Figure 1–2, this screen is the third step of the process to import data into the corporate database. You can see that the next step in the process would be to choose the users to be notified of the import job success or failure.

Status Region

The logged in user ID and current date are displayed.

Navigation

This section provides a general description of each of the tabs. Clicking a tab displays a new screen devoted to the tab's features. The remaining chapters of this guide provide detailed information on each tab. Table 1–1 lists the chapter that contains more information for each tab.

Table 1–1 Main Tabs

Tab	For More Information
Home	See Chapter 3.
Returns	See Chapter 4.
Data Management	See Chapter 5.
Admin	See Chapter 6.

Home

After you log in, the Home tab displays the Dashboard, the default screen in Oracle Retail Returns Management. The Dashboard gives you access to all the features of Oracle Retail Returns Management and enables you to change your password.

Returns

Use the Returns tab to research, view, and manage the following data:

- Return Tickets
- Customer Exceptions
- Cashier Exceptions
- Return Policy Definitions
- Return Patterns to Watch

Data Management

Use the Data Management tab to manage store, operations, and data:

- Import customer and parameter data into the corporate database and data files
- Schedule the Returns Dashboard Processor

Admin

Use the Admin tab to configure and maintain working data in the following categories:

- Store Directory
- Users
- Roles
- Job Manager
- Parameter Maintenance
- Tasks

Locale Support

Locale support means 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 the application is being used. In Oracle Retail Returns Management, limited locale support is provided to enable the date, time, currency, and calendar to be displayed in the default locale chosen for the application. All screens and examples in this guide use the English - United States locale.

Security and Errors

This section provides an overview of how security and errors are handled in Oracle Retail Returns Management.

Passwords

Passwords are used to restrict access to Oracle Retail Returns Management. The requirements for passwords are defined by the retailer. Requirements can include the definition of password length and content. For example, you may need to enter a password that is at least five but not more than ten characters and includes at least one numeric character. For information on your password requirements, consult your system administrator.

Passwords can be set to expire within a specific number of days after being set. During login, if you are warned that your password is about to expire, you can choose to change your password at that time. If you do not change your password before it expires, you may be locked out from logging into the application. If you are locked out, a system administrator must reset your password. When your password is reset, you are assigned a temporary password that you must change immediately at your next login. You may also be locked out after a specific number of invalid login attempts.

For information on changing your password, see "Change Password" in Chapter 3.

Roles

Oracle Retail Returns Management security restricts access to functions and data by the use of security roles. Each role identifies those functions that a user is allowed to perform. A security role is assigned to your user ID.

For example, your defined role might allow you to view return policies, but not edit any of the policies.

If the tab or link for a function is not displayed on the screen, your role does not allow you to use that function. If the Save or Done button is disabled, your role does not allow you to edit the data on the screen.

For more information on roles, see Chapter 6.

Timeout Interval

If there has been no activity at your application screen for a specified period of time, you must log in again before you can perform any functions. This prevents an unauthorized person from getting access to your work. The period of time before you have to log in again is set by your system administrator.

Error Handling

For errors in data entry, messages in red are displayed in a box at the top center of the content window. If there are multiple errors on a screen, you see an error message for each error.

If you enter criteria for a search that results in no matches, an error message is displayed at the top of the content window.

2

Returns Process Overview

Oracle Retail Returns Management is a proactive, centralized, multi-channel solution that provides the retailer with the ability to reduce overall return rates, prevent and catch return fraud, and improve customer service.

For specific information, see the following sections:

- "Application Overview"
- "Communication with the Point-of-Return"
- "Return Policies"

> **Caution:** The screens that are used for configuring policies and selecting customer and cashier exceptions to track are not designed for concurrent use by multiple users. Oracle Retail Returns Management does not provide any locking to prevent multiple users from making updates on the screens at the same time.
>
> For example, if two users are editing the same return policy, the changes that will be saved to the return policy are the changes that were saved last.

Application Overview

The application is comprised of the following components:

- Default return policies and multiple exception policies allow the retailer to centrally manage returns, using configurable rules that can be evaluated at the merchandise, customer, or location level to determine authorization. This provides quick adaptation to changes in business and seasonal conditions.
- Defined XML messages sent from the point-of-return or other channel trigger action in Oracle Retail Returns Management and an appropriate response message. This enables Oracle Retail Returns Management to be rapidly integrated to work with existing store and channel systems.
- An analytic engine checks return policies to evaluate the returnability of an item. Item returnability is calculated by examining the item, customer, associate, and store in question and then advising the point-of-return on the most appropriate path to take.
- The exception file is a constantly evolving knowledge base for preventing fraudulent returns by tracking which shoppers and cashiers have made exceptions to the defined return policy and therefore are at a higher risk of fraud.

- Return tickets act as a Customer Service Record (CSR) that enables inquiry and audit of the trail of return activity for a given customer, associate, item, or store. This enables the retailer to handle customer service inquiries into which steps may have been taken to prevent return fraud.
- The Oracle Retail Returns Management client provides a Web-based interface for Loss Prevention, IT, Store Operations, Call Center, and field personnel to configure and manage the returns process.

Communication with the Point-of-Return

The point-of-return communicates with the centralized Oracle Retail Returns Management system through a series of XML messages:

- Depending on the return steps that the point-of-return follows, the following actions may be performed by the cashier:
  - Select a matching transaction from multiple potential transactions or confirm a single matching transaction.
  - If receipted, enter or select the items for return from the transaction.
  - If the retailer uses a validation number on receipts as an additional proof of purchase in case the original transaction cannot be retrieved, the point-of-return may prompt for this validation number.
  - If nonreceipted, enter nonreceipted items for return.
  - Enter or select information such as the reason for the return.
  - Ask the customer for identification, if required.
- The point-of-return sends the Authorize Items for Return request message to Oracle Retail Returns Management. The message contains details about whether each item attempted for return is from a particular original transaction or is nonreceipted, information about the original transaction if provided, the reason for return, customer positive ID, and other details.
- Oracle Retail Returns Management creates a return ticket to track the activity of this return attempt.
- The Oracle Retail Returns Management analytic engine evaluates the contents of the Authorize Items for Return request message to determine the returnability of the items to the customer, using the following information:
  - The return policies defined by the retailer, including the configured response codes, receipt messages, tenders, and customer positive ID capture settings.
  - The return pattern watch file that looks for periodic purchase and return patterns for high risk items.
  - The customer exception file that accumulates return history for the customer, based on their positive ID.
  - The cashier exception file that accumulates return history for the cashier, based on the cashier ID.
  - The record of whether a customer service override is available for this particular customer positive ID.

  - The record of the customer type assigned to this customer.

    Customer type is used to group customers by loyalty status, return history, or other types. It is sent from the point-of-sale, parameterized by Oracle Retail Returns Management, and used with the *What is the Customer Type* rule.

- Oracle Retail Returns Management forms and sends the Authorize Items for Return response message back to the point-of-return. The message includes an approval, contingent authorization, manager overrideable denial, or denial response, a response code, a response description, receipt messages, and tender designations, each by line item and overall for the return:
  - If Oracle Retail Returns Management encountered a policy rule that required a check of the customer's return history via the positive ID, and a positive ID was not provided, the point-of-return may prompt to collect the positive ID information and send another Authorize Items for Return request message to Oracle Retail Returns Management once the information is collected, so that customer history may be checked.
- The point-of-return consumes the contents of the response message and presents appropriate screens or tender options. If any manager overrides are required, the point-of-return is responsible for gathering the appropriate manager authorizations to proceed.
- After the transaction is tendered, if necessary, and completed, the point-of-return sends a Return Final Result message to Oracle Retail Returns Management, to log the ultimate resolution of the return attempt and the tenders that were used.

Return Policies

When a customer tries to return an item, the retailer might want to consider these and other questions:

- Does the customer have a receipt?
- What is the condition of the item?
- How many days have passed since the item was purchased?
- What is the customer's cumulative exception count?
- Does the customer have a gift receipt?
- Was the transaction a split tender?

In Oracle Retail Returns Management, these questions are called rules. The retailer determines what action to take based on the answers to the questions:

- Continue processing the return, stop and require a manager override, or deny the return.
- Send particular response codes or receipt messages that inform the cashier, manager, or customer of the returnability of the return.
- Limit the refund to certain types of tenders depending on the answer to the question.
- Require that a positive ID is obtained from the customer so that the customer's previous return history can be checked for similar situations and so that this and subsequent return activity can be tracked.

All of these settings are configured on the response to the rule.

A collection of rules used to determine the returnability of a line item to a customer is called a policy. The two types of policies that exist are default and exception.

Default Policies

Default policies cover all return situations that are not specifically defined by an exception policy. Default policies are always in effect. If Oracle Retail Returns Management does not find a specific exception policy that covers a situation, the analytic engine falls back to the appropriate default policy.

Two default policies must be defined, one for receipted situations and one for nonreceipted situations.

Receipted Versus Nonreceipted

The retailer must decide what constitutes a receipted situation versus a nonreceipted situation, so that the receipted/nonreceipted flag can be sent in the Authorize Items for Return request message.

For instance, if the customer does not have a paper receipt for a transaction, but the transaction can be retrieved by search, the retailer may choose to treat this as a receipted return attempt.

Retailers usually treat returns using gift receipts as receipted return attempts.

If the retailer accepts item returns without a paper receipt or other proof of purchase, this is most often processed as a nonreceipted situation.

Each line item attempted for return is considered separately as receipted or nonreceipted, so that the retailer can mix different return situations within one return attempt, if the point-of-return allows this.

Exception Policies

Exception policies can be defined to cover either items that must be processed differently than normal, or stores for which special policies are in effect. Exception policies are assigned to a combination of the following:

- A location, by node of the store reporting hierarchy, store group, or store number
- An item, by item number or merchandise hierarchy group

Exception policies might be defined for articles of clothing that cannot be returned under any condition. They might also be assigned to certain stores that need a more stringent return policy because of previous abuses, such as stores in areas that encounter significant problems with short-term returns when the original tender was a check, prior to the check clearing the bank.

Exception policies can have effective and expiration dates, unlike default policies that are always in effect. Therefore, exception policies may be defined to be used instead of the default policies on certain dates such as holiday seasons.

If the system does not find an exception policy that applies to the attempted return of a line item, the system falls back to the appropriate default receipted or nonreceipted policy to evaluate returnability.

Each exception policy is also designated as covering receipted or nonreceipted situations.

How the System Determines Which Policy to Use

When the return of a line item is attempted at a point-of-return, the system determines the appropriate policy to apply, based on the item attempted for return, its receipted/nonreceipted flag, the store where the return is being performed, and the date on which the return attempt is occurring.

The item designation supersedes the store designation in the case where two policies might tie.

If no exception policy is in effect that applies to that item, store, and return date, Oracle Retail Returns Management falls back to the appropriate default policy (receipted or nonreceipted).

When the returnability has been determined, based on the appropriate policy, the system checks for any other items that the customer is attempting to return at that time. When the responses have been determined for all items in the attempted return, the system sends the Authorize Items for Return response message with the results of the evaluation of the attempted return.

Examples of Policy Ties

For the following examples, these store and item assignments are used.

Sample store hierarchy definition:

- Texas contains the store reporting hierarchy nodes of Austin and Dallas (cities).
- Each node has specific stores, including store 01291 for Dallas.

Sample merchandise hierarchy definition:

- Kitchen Appliances >> Stoves and Ranges >> Gas Ranges
- Gas Ranges includes item 123456: Gas Cooking Range

Example 1

Exception policy 1 applies to:

- Store hierarchy node or store: Texas node of the store hierarchy and
- Merchandise hierarchy or item: Item 123456 (Gas Cooking Range)

Exception policy 2 applies to:

- Store hierarchy node or store: Store 01291 and
- Merchandise hierarchy or item: Kitchen Appliances

Customer returns item 123456 in store 01291.

Exception policy 1 would be used to evaluate the return of this line item because exception policy 1 is more specifically defined on the item, as opposed to exception policy 2, which is defined on the merchandise hierarchy node in which that item is included.

Example 2

Exception policy 1 applies to:

- Store hierarchy node or store: Dallas node of the store hierarchy and
- Merchandise hierarchy or item: Kitchen Appliances (Gas Cooking Range)

Exception policy 2 applies to:

- Store hierarchy node or store: All Stores (top level of the store hierarchy) and
- Merchandise hierarchy or item: Kitchen Appliances

Customer returns item 123456 in store 01291.

Exception policy 1 would be used to evaluate the return of this line item, because the items tie but the Dallas node of the hierarchy is more specific than the All Stores top level of the store hierarchy.

Return Pattern Watch

The return pattern watch file enables the retailer to define patterns of purchase and return dates for items in order to look for instances where customers are consistently returning items after short-term use. For example, a retailer who sells televisions may wish to define television items that are purchased shortly before sporting event weekends and returned immediately after the weekend as a suspicious return pattern for watch. A retailer who sells formal dresses may wish to define junior formals that are purchased shortly before prom season and returned immediately after prom season as a suspicious return pattern for watch. This type of behavior is often known as renting or wardrobing.

When a customer positive ID is collected with a return transaction and an item is returned that falls within the return pattern watch file items and dates, the system can track the behavior. Rules can be included in return policies to watch for this behavior and render a desired response such as denial or require a manager override.

Since this type of behavior is a pattern over a long period of time, even as long as a number of years worth of time, it is recommended that the retailer retain this exception data so that Oracle Retail Returns Management can effectively evaluate customer exception history.

Customer Exception File

The customer exception file is a collection of tables that hold the history of customer return activities, such as the occurrence of nonreceipted returns, the occurrence of return pattern watch returns, and the cumulative number of return activities.

The retailer selects the customer exceptions that they wish to track. Selection of a customer exception to track causes that type of return activity to be stored for research in Oracle Retail Returns Management.

Rules can be included in return policies that look for a particular type of return activity. These rules can be included in return policies whether or not the exception has been selected for tracking; however, the retailer loses the ability to see the historical occurrences of the return activity if the exception is not selected for tracking, although the return ticket is still available for view.

The customer's return activity is tracked based on the customer's positive ID.

Positive ID

Positive ID, also known as personal ID, is used as the unique identifier for a customer, for purposes of evaluating the customer's prior return activity. Since positive IDs are issued by state or government agencies, the positive ID is generally reliable as a unique identifier of a retailer's customer.

The positive ID may be of any type that the retailer accepts as definitive proof of identity, such as a driver's license, military ID, passport, or state ID. Some retailers may also choose to accept student IDs, green cards, picture IDs such as credit cards that have a picture image, or other forms of identification as a positive ID.

The positive ID must consist of a type, an issuer such as the state or country, and a unique number. Effective and expiration dates are optionally captured with the positive ID information.

Returns may be processed without collection of a positive ID; however, the customer's prior return activity cannot be verified without provision of a positive ID. An indicator can be set on a policy rule response that indicates whether a positive ID is required in order to check the rule, and the rule cannot be evaluated unless the positive ID is obtained. In this case, an additional roundtrip to Oracle Retail Returns Management may be made, for another evaluation once the customer positive ID is obtained.

Customer Cumulative Exception Count Override

If the rule *What is the customer's cumulative count?* is included in the retailer's policies to evaluate a customer's cumulative exceptions, and the customer feels they have earned an unjust cumulative count, an authorized Oracle Retail Returns Management user can freeze or reset the cumulative count. The cumulative count stays at the count until the entered date, or resets to the entered cumulative count.

Customer Service Override

If a customer feels unjustly denied an attempted return, such as in the case where a customer's positive ID has been stolen from them, an Oracle Retail Returns Management user can grant the customer a customer service override.

Retailers can choose to print receipt messages on returns describing why line items are approved or denied for return. In the event that a return is denied, the retailer may wish to include the phone number for the customer service department, so that the customer can call for more information on why the return was denied.

Customer service users can be given access to research a customer's return activity based on the customer's positive ID, and also to issue a customer service override on the customer's behalf. A customer service override grants the next denied return attempt, by that customer's positive ID, an automatic approval of all line items on that return. Once the return is completed, the customer service override is no longer available for use.

Customer service overrides have an expiration date that is configured by a parameter to be a number of days from the date the override was entered. The number of customer service overrides issued to each customer can be controlled by a parameter as well.

Cashier Exception File

Like the customer exception file that tracks prior customer return activity, the cashier exception file tracks cashier return activity using the cashier's unique ID. The cashier exception file is a collection of tables that hold the history of cashiers' activities on return transactions, such as the occurrence of nonreceipted returns and the cumulative number of return activities.

The retailer selects the cashier exceptions to be tracked. Selection of a cashier exception to track causes that type of return activity to be stored for research in Oracle Retail Returns Management.

Return Processing at the Line Item Versus Transaction Level

Depending on the retailer's published policies, point-of-return capabilities, and customer service considerations, the retailer may wish to allow a mix of line item approvals and denials within a particular return attempt, or may wish to approve or deny the complete return. The rules engine and messages accommodate both scenarios by providing a response at each line item level and a worst response at the whole transaction level. The worst response is selected based on the worst response code at the line item levels. The retailer can choose to use either level of response at their point-of-return when implementing Oracle Retail Returns Management.

Offline Processing

Multiple points of offline processing could occur in the communication between a point-of-return and Oracle Retail Returns Management. Table 2–1 describes possible solutions to handle offline situations. Your solutions architects can also provide specifics on how offline situations are handled in your implementation.

Table 2–1 Possible Offline Processing Situations

Offline Situations	Return Handling
These situations involve the Authorize Items for Return request and Authorize Items for Return request response messages: ■ The point-of-return cannot send the Authorize Items for Return request message. ■ Oracle Retail Returns Management cannot receive the Authorize Items for Return request message. ■ Oracle Retail Returns Management cannot send the Authorize Items for Return response message. ■ The point-of-return cannot receive the Authorize Items for Return response message.	The point-of-return could have the ability to use any current checks for returnability, or accept the return as is. When Oracle Retail Returns Management receives an Authorize Items for Return request message, the system creates a return ticket, no matter the send success of further messages, so that the information is available for online research. Exceptions are not recorded unless a final result is received to tell Oracle Retail Returns Management of the ultimate resolution of the return attempt. Even if no Authorize Items for Return request is received in Oracle Retail Returns Management, if a final result message is received then a return ticket is created and the information is available for online research and exception tracking.

Table 2–1 (Cont.) Possible Offline Processing Situations

Offline Situations	Return Handling
These situations involve the final result: ■ The point-of-return cannot send a final result to Oracle Retail Returns Management. ■ Oracle Retail Returns Management cannot receive a final result.	Exceptions are only recorded when a final result is received to tell Oracle Retail Returns Management of the ultimate resolution of the return attempt. If an Authorize Items for Return request is received, but a final result is not, then a return ticket exists for online research but no exceptions are recorded for the customer or cashier.

Voided Transaction Processing

If a return ticket needs to be voided because the return transaction at the point-of-return was voided, the system receives notice of the void through the final result message. Any exceptions recorded for that customer and cashier are reversed, and the return ticket shows as voided on the return ticket screen.

3

Home

The Home tab provides access to the Dashboard and change password functionality. Each of these functions can be accessed by clicking a left navigation link. For more information, see the following sections:

- "Dashboard"
- "Change Password"

Dashboard

After logging in or when the Home tab is clicked, the Dashboard is displayed. The Dashboard provides access to all the features of Oracle Retail Returns Management.

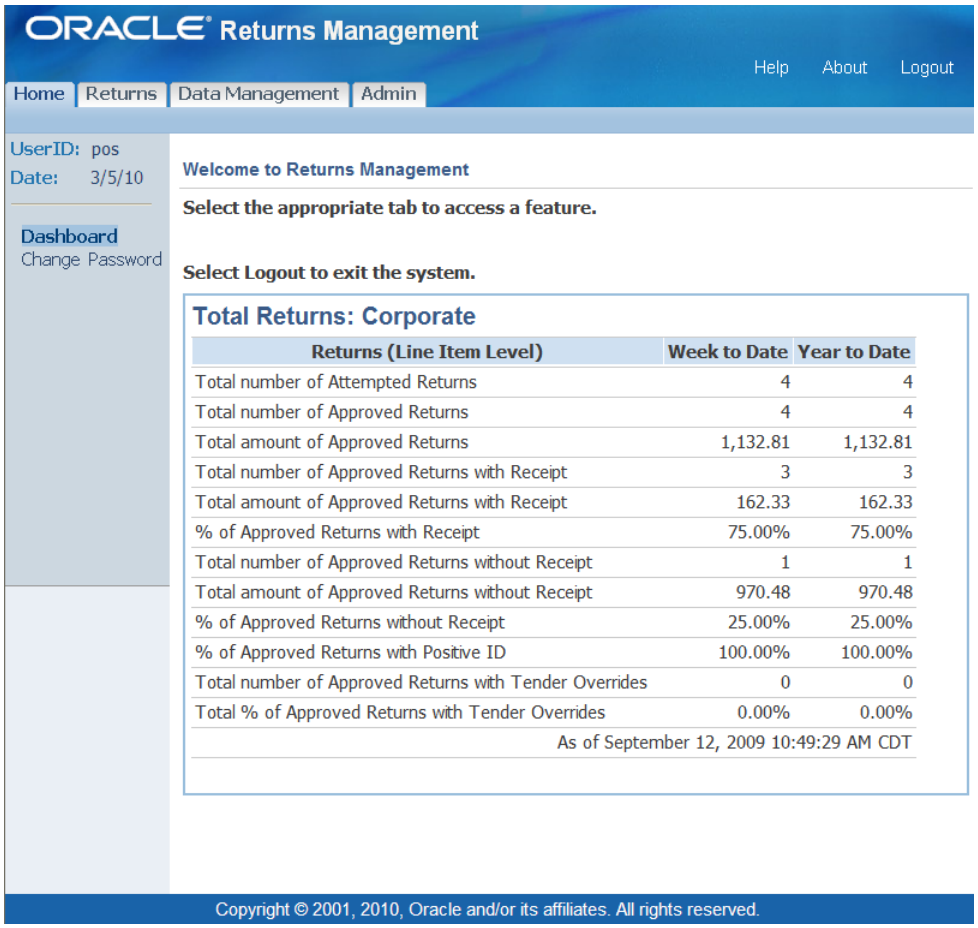
The contents of the Dashboard depend on the permission defined for the logged-in user:

- If the user is allowed to view returns summary data, the returns summary table is displayed on the Dashboard. See "Returns Summary Table".
- If the user is not allowed to view returns summary data, the welcome screen is displayed. See "Welcome Screen".

Returns Summary Table

The returns summary table provides a central location for access to the latest returns data. It shows an overview of return activity across time periods.

Figure 3–1 Dashboard with Returns Summary Table



The table shows returns summary numbers for all stores. The data is based on the stores where the returns were performed. The return data is tabulated from the start of the current week, beginning with Sunday, and the start of the current calendar year.

The summary table shows totals and amounts for all returns, receipted returns, nonreceipted returns, the percentage of returns on which a positive ID was collected, and the number and percentage of returns on which the customer requested a different tender than the tender determined by the Oracle Retail Returns Management rules engine.

The summary data is created by the returns dashboard processor. The date and time displayed at the bottom of the table shows when the processor was last run. The processor should be run on a repeating basis to get the latest returns data into the summary table. For information on scheduling the returns dashboard processor, see Chapter 5.

Table 3–1 describes how each field is calculated.

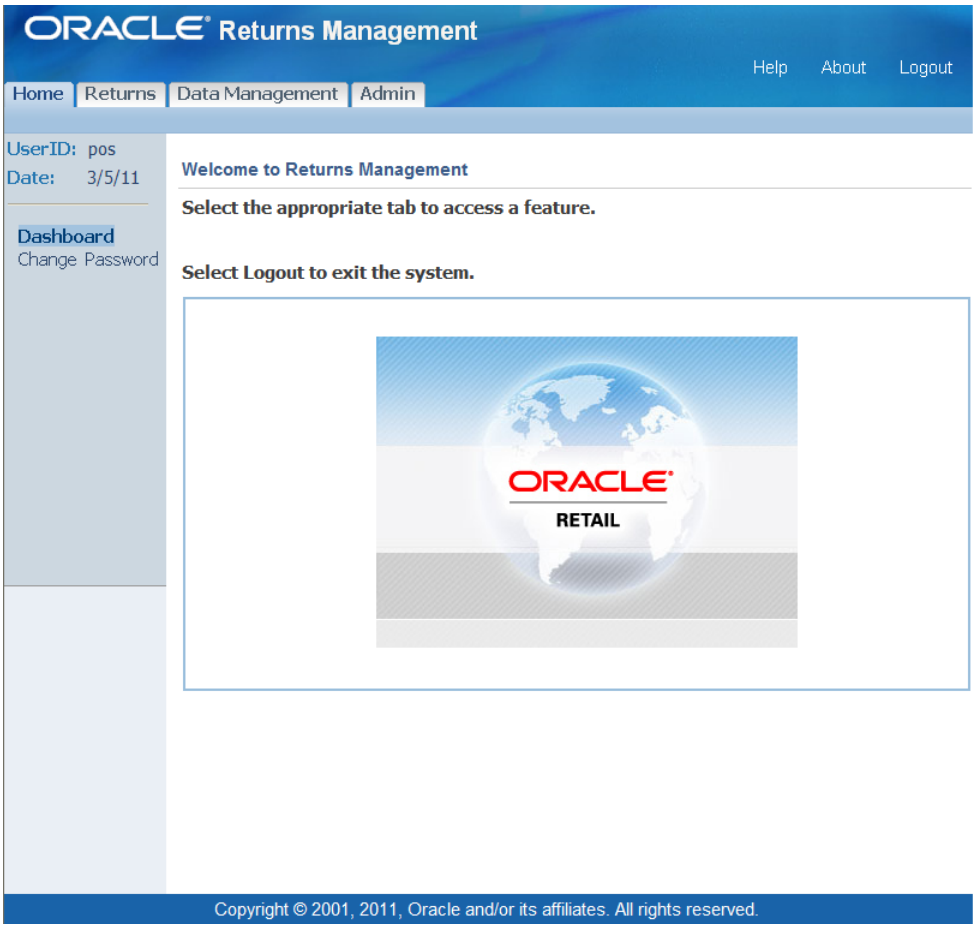
Table 3–1 Returns Summary Table Rows

Field	Calculation
Total number of Attempted Returns	Total number of all returns, by line item, that were authorized, denied, or not completed
Total number of Approved Returns	Total number of all returns, by line item, that were authorized
Total amount of Approved Returns	Total amount of all returns that were authorized
Total number of Approved Returns with Receipt	Total number of returns with a receipt that were authorized
Total amount of Approved Returns with Receipt	Total amount of returns with a receipt that were authorized
% of Approved Returns with Receipt	Percentage calculated as the total number of returns with a receipt that were authorized divided by the total number of returns that were authorized
Total number of Approved Returns without Receipt	Total number of returns without a receipt that were authorized
Total amount of Approved Returns without Receipt	Total amount of returns without a receipt that were authorized
% of Approved Returns without Receipt	Percentage calculated as the total number of returns without a receipt that were authorized divided by the total number of returns that were authorized
% of Approved Returns with Positive ID	Percentage calculated as the total number of returns which included a customer positive ID that were authorized divided by the total number of returns that were authorized
Total number Approved Returns with Tender Overrides	Total number of returns with a tender override that were authorized
Total % of Approved Returns with Tender Overrides	Percentage calculated as the total number of returns with a tender override that were authorized divided by the total number of returns that were authorized

Welcome Screen

The Welcome screen provides access to all the features of Oracle Retail Returns Management.

Figure 3–2 Welcome Screen

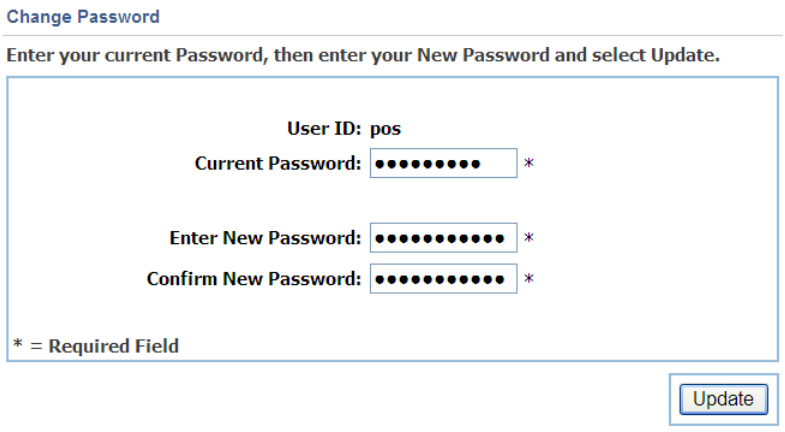


Change Password

To change your password:

1. Click the **Change Password** left navigation link. The Change Password screen is displayed.

Figure 3–3 Change Password Screen



2. Enter your current password.
3. Enter your new password.
4. Enter your new password again to confirm the change.
5. Click **Update**. Your password is changed to the new password.
6. Click **Enter**.

4

Returns

The Returns feature provides the capability to search for return tickets, view information for customer and cashier exceptions, override customer exceptions and counts, and configure return policies and exceptions. For information on configuring return policies and exceptions, see Chapter 10. For information on cashier exceptions, see Chapter 8. For information on customer exceptions, see Chapter 7.

For information on the following functions, see the following sections:

- "Return Tickets"
- "Exceptions"

Return Tickets

A return ticket is the record of a return attempt by a customer at a point-of-return. For a return ticket, the following data is available:

- The requesting store (or channel).
- The register number where the return occurred.
- The cashier number and name, if available, of the cashier performing the return.
- The customer's positive ID, if captured.
- Customer demographics of name, address, and phone number, if captured.
- The customer type assigned to this customer.
- The date and time that the Authorize Items for Return request message was received, if one was received.
- The date and time that the Authorize Items for Return response messages was sent, if one was sent.
- The overall return authorization response for use, if the retailer chooses to process returns at the whole transaction level rather than line item level.
- The item numbers, descriptions, and quantities attempted for return.
- The reasons for the return.
- If an original transaction was found for the item, the original transaction number.
- The return authorization response of authorization, manager overrideable denial, contingent authorization, or denial that the rules engine determined. This field is a link to view details of how the rules engine derived the response.

- The response code, short description, and long description that the rules engine determined.
- The final response of authorized or denial.

The permission to search by certain data such as customer positive ID is controlled by the security role assigned to a user ID. If a user ID is not allowed to search by a certain category of fields, the fields are hidden.

To work with return tickets, click **Return Tickets**.

Searching for Tickets

The Customer Service Return Ticket Search screen enables you to search for return tickets. Table 4–1 describes the types of search information that can be used.

Table 4–1 Types of Search Information

Ticket Information	Description
Ticket Information	Enter the return ticket ID. The dashes in the ID are automatically added as you enter the number.
Store Hierarchy Information	Choose to search nodes in the store hierarchy or to search by store number. To search by node, click **Use Hierarchy to search**. Choose the node in the store hierarchy. A check next to a node name indicates that node is selected for the search. You can click a triangle next to any node name to display the child nodes or to hide the child nodes from view. To search by store ID, click **Or search by store ID**. Enter the store ID number.
Cashier/Register Information	Choose to find returns performed by a particular cashier and on a particular register or range of registers. The following information can be chosen: ■ Cashier Number ■ Register number range (From Register Number and To Register Number) If you select to include cashier or register criteria in the search, you must select to include Hierarchy Information as well, since the same register number could be used in multiple stores.
Customer Positive ID	Choose to find returns performed by a particular customer based on customer positive ID. The following information must be entered or selected from a menu: ■ ID Type ■ Number ■ Issuer
Customer Information	Choose to find returns performed by a particular customer based on customer criteria other than positive ID. The following customer information can be chosen: ■ Customer ID ■ First and last name ■ Address ■ Telephone number

Table 4–1 (Cont.) Types of Search Information

Ticket Information	Description
Item Information	Choose to find returns containing an attempted return of a particular item. The following item information can be chosen: ■ Item Number ■ UPC If you select to include item criteria in the search, you must select to include Hierarchy Information as well, since searching by item only would produce a large result set.
Results	Enter the maximum number of returns displayed on a page. If more returns are found than this number, navigation is provided at the bottom of the results list to allow you to select the next, previous, or a specific page of data.

See Figure 4–1 for an example of a search selection screen.

You can search by using the ticket information only or any of the other criteria.

For each set of search information available, a check box enables you to choose if that criteria should be used. When you check the box, more fields appear on the screen. Enter any of the information. If a box is not checked, none of the fields are shown and that information is not used for the search. By default, ticket information has the box checked.

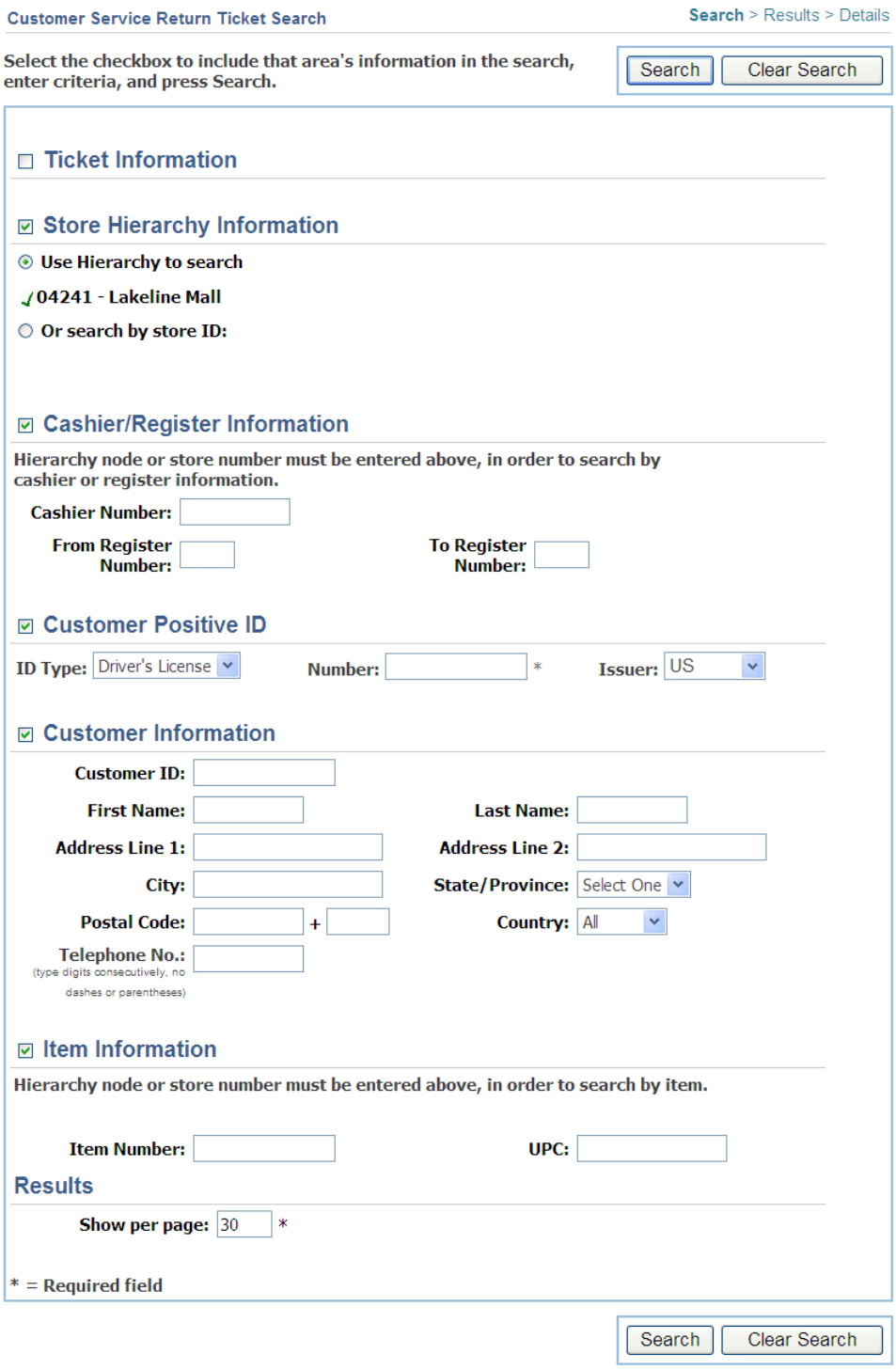
Only return tickets that meet all of the search criteria are displayed.

Note: The maximum number of return tickets that are displayed is determined by the MaximumSearchResults parameter. This parameter is defined in an XML file and cannot be changed through the user interface. For information on changing this parameter, see the *Oracle Retail POS Suite Configuration Guide*.

If the number of return tickets that meet the criteria is greater than the number set by the MaximumSearchResults parameter, return tickets are displayed up to the maximum number. An error message is also displayed indicating that there were too many possible matches to display and that the search criteria should be changed to narrow the search.

Click **Ticket Search**. The Customer Service Return Ticket Search screen is displayed.

Figure 4–1 Customer Service Return Ticket Search Screen



To search for return tickets:

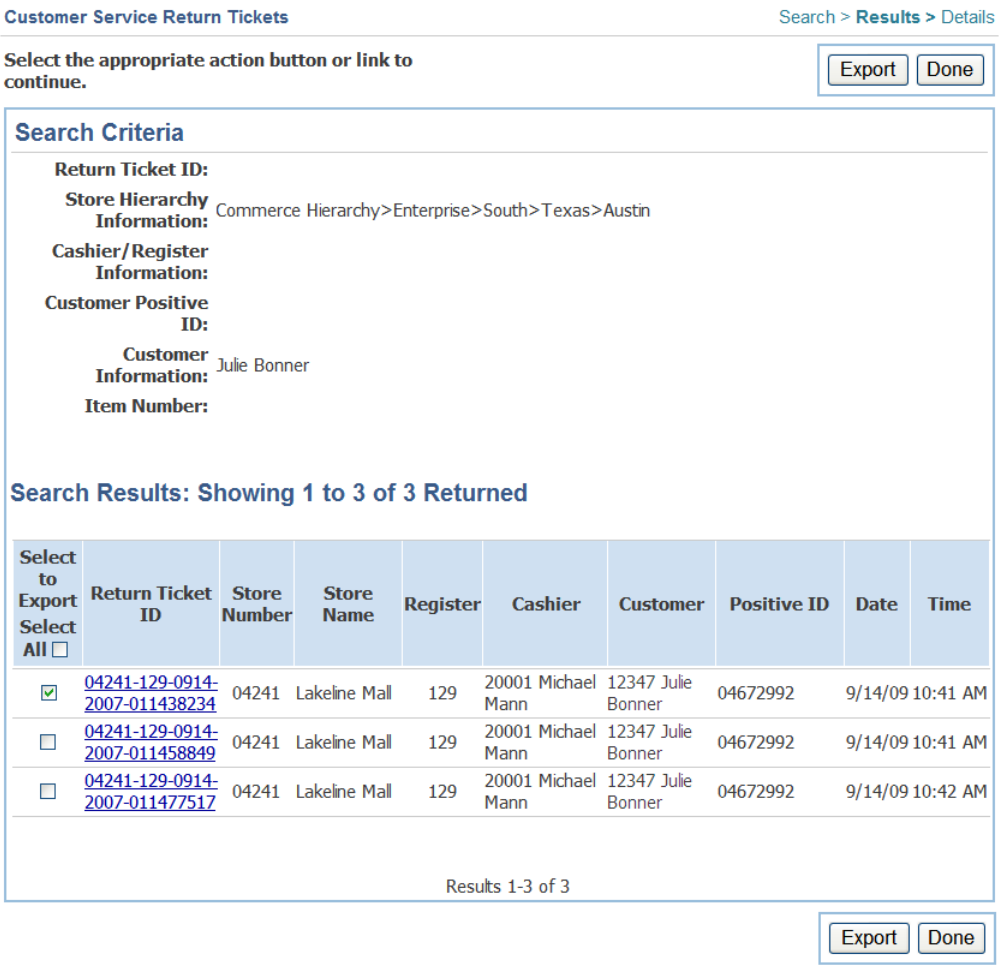
1. Check the box to choose any of the information you want to use in the search. Enter the information. If you want to reset all the fields to the default values, click **Clear Search**.

2. Click **Search**. The Customer Service Return Tickets screen is displayed. If only one return ticket is found that meets the criteria, the Return Ticket screen is displayed instead.

Viewing Return Tickets

The Customer Service Return Tickets screen shows the list of return tickets that meet all of the selection criteria.

Figure 4–2 Customer Service Return Tickets Screen



The following information is shown for each Return Ticket:

- Return Ticket ID
- Store number and name
- Register number
- Cashier number and name, if available
- Customer number, name, and positive ID, if available
- Date and time of the return attempt

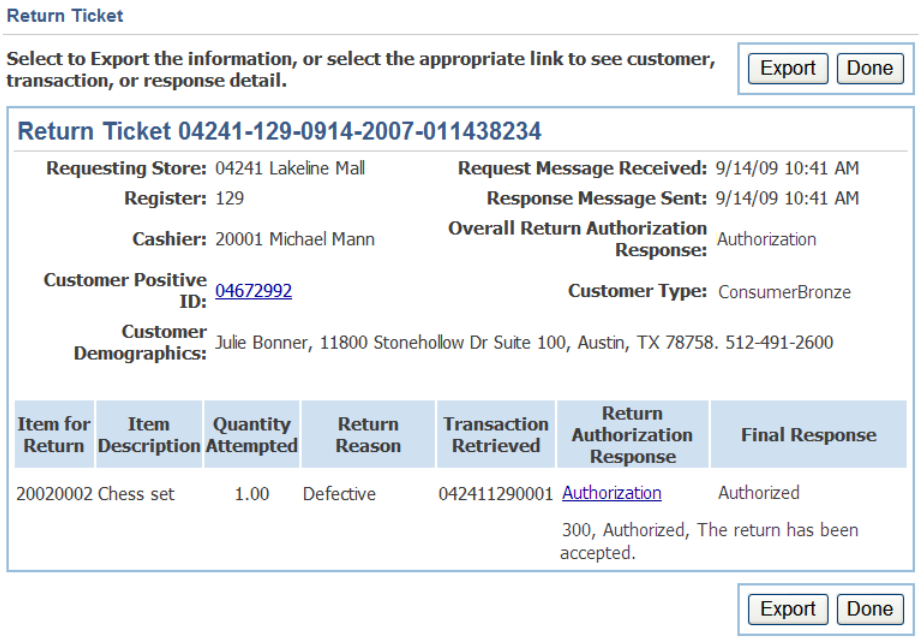
To return to the Customer Service Return Ticket Search screen, click **Done**.

Viewing Return Ticket Details

The Return Ticket screen shows detailed information on a return ticket.

To view return ticket details, click the Return Ticket ID on the Customer Service Return Tickets Screen. The Return Ticket screen is displayed.

Figure 4–3 Return Ticket Screen



Within the screen information, links are provided to view other information that is available. You can click the link on the customer positive ID to see the customer's exceptions. For more information, see "Working with Customer Exceptions". You can click the link in the Return Authorization Response column to see the details of how the rules engine derived the particular response. See Figure 4–4.

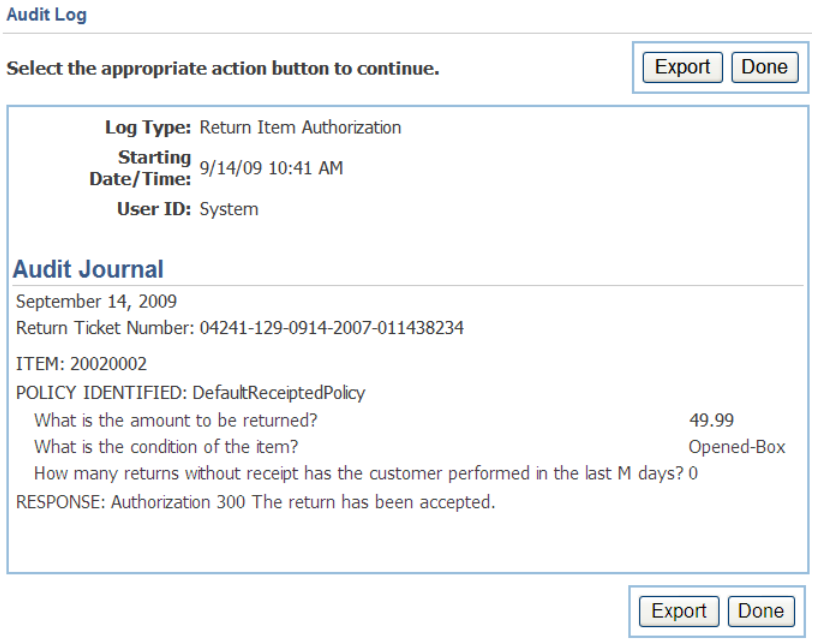
Click a link and the data is displayed. If the data is not available or you do not have authority to view the data, the link is not displayed.

Viewing Audit Log Information

The audit log is a journal of the policy rules that were used to arrive at the return response for the line item. The rules are listed in the order in which they were applied. If the item being evaluated encountered a stop action in the policy before the final rule was reached, the audit log does not show the rules following the last rule processed.

On the Return Ticket screen, click the link in the Return Authorization Response column. The Audit Log screen is displayed.

Figure 4–4 Audit Log Screen



To return to the Customer Service Return Ticket Search screen, click **Done**.

Exporting the Ticket Information

Ticket information can be exported in order to be viewed in a supported output format. You choose the output format and view the information using an application intended for that format. The application reformats the data, if needed, before it is displayed. Table 4–2 describes the available output formats.

Table 4–2 Output Formats

Format	Description
PDF	File to be viewed using Adobe Reader
TXT	Text file

Note: The ticket information can only be viewed in the chosen output format if the application required is available.

To export the ticket information you are viewing:

1. Click **Export**. The Export screen is displayed.
2. Enter the file name and select the output format.
3. Click **Save**. The application that is required for the selected output format is started. The ticket information is displayed using that application.

Exceptions

Exceptions are the record of a return behavior performed by a customer or cashier on a completed return. To work with exceptions, click **Exceptions**.

Working with Customer Exceptions

A customer exception is the record of a return behavior performed by a customer on a completed return.

For a particular customer, the following data is available:

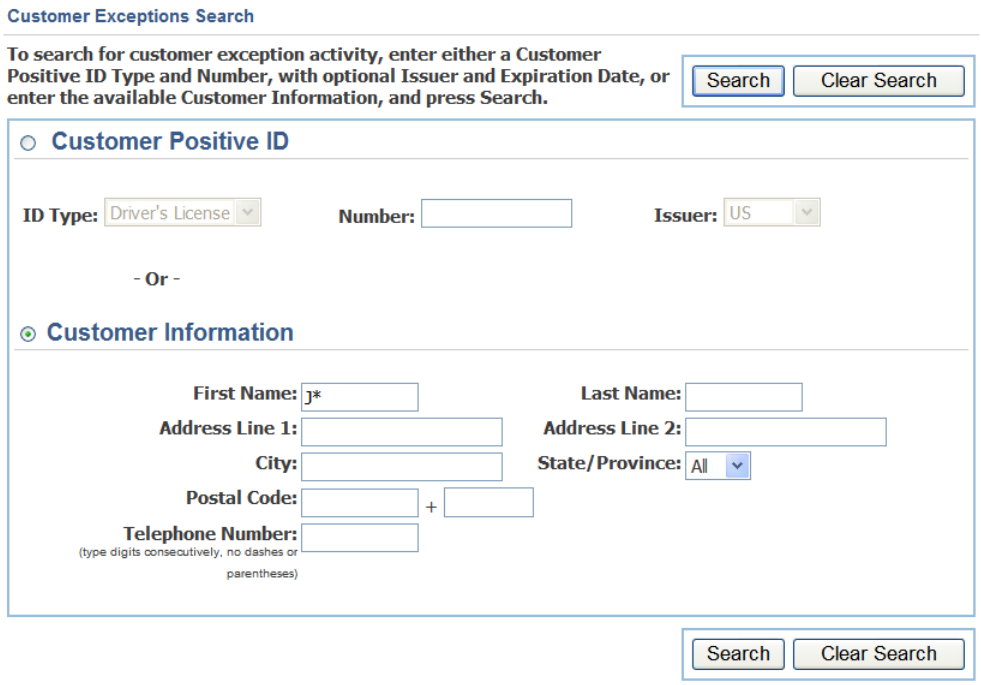
- The customer identifier of the positive ID for the current search
- Other possible matches of the positive ID
- The total exception count for this customer positive ID
- The Active, Past, All, and Voided exceptions recorded for this customer, including the type of exception, the Return Ticket ID associated with the exception, and the customer information collected with that Return Ticket
- Previous exception counter freezes that have been entered by a user for this customer positive ID, including the type, date and time, freeze end date, and the user ID of the entering user
- Previous Customer Service Overrides that have been entered by a user for this customer positive ID, including the type, date and time entered, the override expiration date, the user ID of the entering user, and the comment entered by the user
- The ability for an authorized user to enter a Cumulative Exception Counter Override
- The ability for an authorized user to enter a Customer Service Override

The permission to enter a Cumulative Counter Freeze and a Customer Service Override is controlled by the security role assigned to a user ID. If a user ID is not allowed to perform an operation, the section is hidden.

Searching for Customer Exceptions

Click **Customer**. The Customer Exceptions Search screen is displayed. The search criteria that can be selected is Customer Positive ID or Customer Information.

Figure 4–5 Customer Exceptions Search Screen



See Table 4–1 for a description of the criteria.

To search for customer exceptions, choose the criteria and click **Search**. The Returns Customer Search Results screen is displayed.

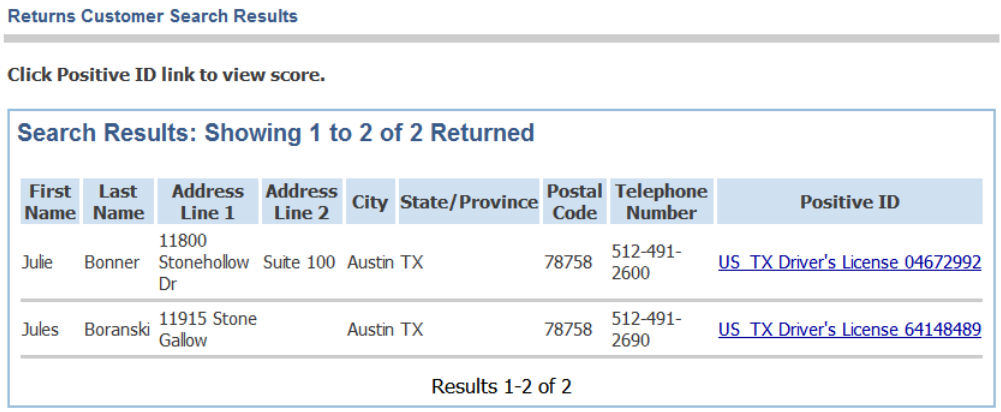
Note: The maximum number of customers that are displayed is determined by the MaxCustomerSearchResults parameter. For information on changing this parameter, see "Parameter Maintenance" in Chapter 6.

If the number of customers that meet the criteria is greater than the number set by the MaxCustomerSearchResults parameter, the system displays an error message.

Viewing Customer Exceptions Search Results

The Returns Customer Search Results screen shows the list of customers that meet all of the selection criteria.

Figure 4–6 Returns Customer Search Results Screen



Returns Customer Search Results

Click Positive ID link to view score.

Search Results: Showing 1 to 2 of 2 Returned

First Name	Last Name	Address Line 1	Address Line 2	City	State/Province	Postal Code	Telephone Number	Positive ID
Julie	Bonner	11800 Stonehollow Dr	Suite 100	Austin	TX	78758	512-491-2600	US_TX Driver's License 04672992
Jules	Boranski	11915 Stone Gallow		Austin	TX	78758	512-491-2690	US_TX Driver's License 64148489

Results 1-2 of 2

The following information is shown for each customer:

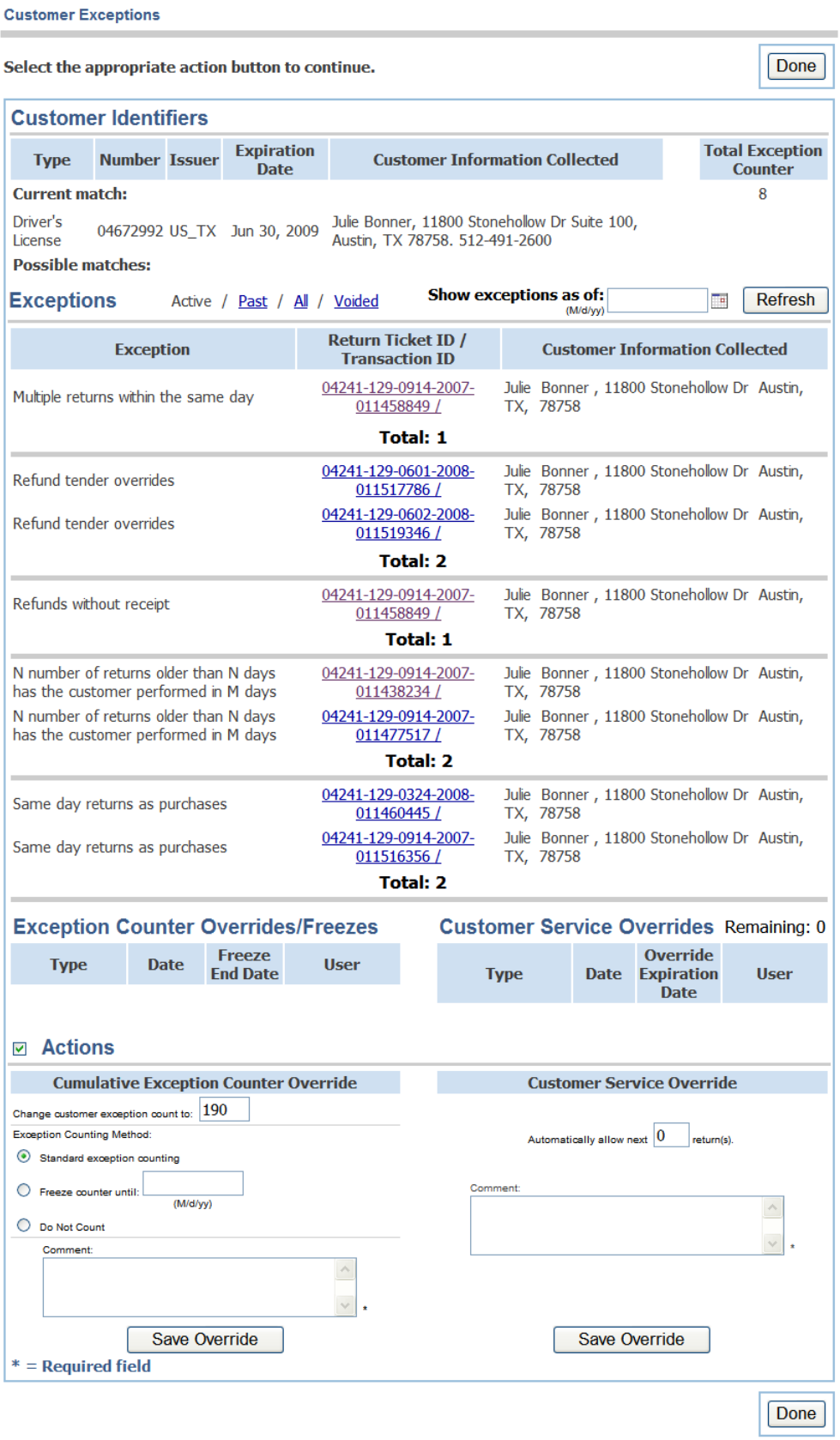
- First name and last name
- Address
- Telephone number
- Positive ID

To view the customer's exceptions, click the positive ID. The Customer Exceptions screen is displayed.

Viewing Customer Exceptions

The Customer Exceptions screen shows the return information for the positive ID selected on the Returns Customer Search Results screen.

Figure 4–7 Customer Exceptions Screen



Note the following about the information on this screen:

- Exceptions are displayed based on the date they are actually created on the Oracle Retail Returns Management server and not on the business date on the return ticket. The exception creation date is usually the same as the business date, but the dates can be different if a return ticket is submitted off-line.
- When a date is entered in the Show Exceptions As Of: field, exceptions created in the period on or up to 90 days (by default) before that date are displayed. The number of days in the period is defined by the parameter MaxActiveExceptionDays.
- The number of exceptions displayed is limited by the parameter MaxCustomerExceptionsToDisplay.

Within the screen information, links are provided to view other information that is available. To see the customer exceptions for the other positive IDs, click the link on Possible matches for other customer positive IDs. To see the details of the particular return ticket, click the link on the return ticket ID. For an example of the screen, see Figure 4–3.

Click a link and the data is displayed. If the data is not available, or you do not have the authority to view it, the link is not displayed.

Overriding a Customer Exception

If exceptions have been accumulated in error, an authorized user can reset, freeze, or stop counting the customer's cumulative exception count. This feature might be used to reset a customer's cumulative count if the following conditions are met:

- The customer's positive ID was stolen.
- The retailer has configured to include the rule *What is the customer's cumulative exception count?* in return policies. For more information, see Chapter 9.
- The legitimate customer is now being denied returns because of the cumulative exception count for the positive ID versus the range configured in the rule.

Conversely, the Cumulative Exception Count could be used to lock out a fraudulent customer from performing returns by doing the following:

- Configure to include the rule *What is the customer's cumulative exception count?* in return policies. For more information, see Chapter 9.
- Set the Exception Counter to a number that will be denied based on the range configured in the rule.

To enter an Exception Counter Override:

1. Click **Actions**. The Cumulative Exception Counter Override area is displayed. See Figure 4–7.
2. If you wish to reset the cumulative exception counter to a different number, enter the number in the box at the top of the Cumulative Exception Counter Override area.

3. Choose how to handle the override:
   - To calculate the exceptions, that is, to continue to accumulate exceptions for this customer, select **Standard exception counting**.
   - To freeze the counter until a certain date, at which point exceptions begin to accumulate again, select **Freeze counter until** and choose the date.
   - To freeze the cumulative exceptions at the current Exception Count, select **Do Not Count**.
4. Enter a comment describing why the override was entered.
5. Click **Save Override**.

Issuing a Customer Service Override

If a customer feels that an attempted return has been wrongly denied, and contacts the retailer through a customer service department or other department that has appropriate authority, the retailer can issue one or more customer service overrides that act as a *free pass* on the customer's next attempted returns.

> **Note:** In order to issue a customer service override, the customer's positive ID must be in the exception file, either by collection on the denied return or on previous attempted returns.

When the customer once again attempts to perform a denied return, and their positive ID is collected with the return, the rules engine checks whether a customer service override exists for that positive ID, and automatically approves the complete return attempt, if one does. The number of customer service overrides remaining is then decremented for that positive ID.

To enter a Customer Service Override:

1. Click **Actions**. The Customer Service Override area is displayed. See Figure 4–7.
2. Enter a number of subsequent returns to allow.
3. Enter a comment describing why the override was granted.
4. Click **Save Override**.

Working with Cashier Exceptions

Cashier Exceptions are the record of a return behavior performed by a cashier on a completed return. For a particular cashier, the following data is available:

- The cashier ID
- The cashier name, if available
- The total exception count for this cashier
- The Active, Past, All, and Voided exceptions recorded for this cashier, including the type of exception, the return ticket ID associated with the exception, and date on which the return occurred

Searching for Cashier Exceptions

To search for cashier exceptions:

1. Click **Cashier**. The Cashier Exceptions Search screen is displayed. See Figure 4–8.
2. Enter the Cashier Number. To see a range of cashier numbers, you can enter part of the number followed by an asterisk.
3. Click **Search**. All cashier numbers that match the cashier number selection are displayed on the screen.

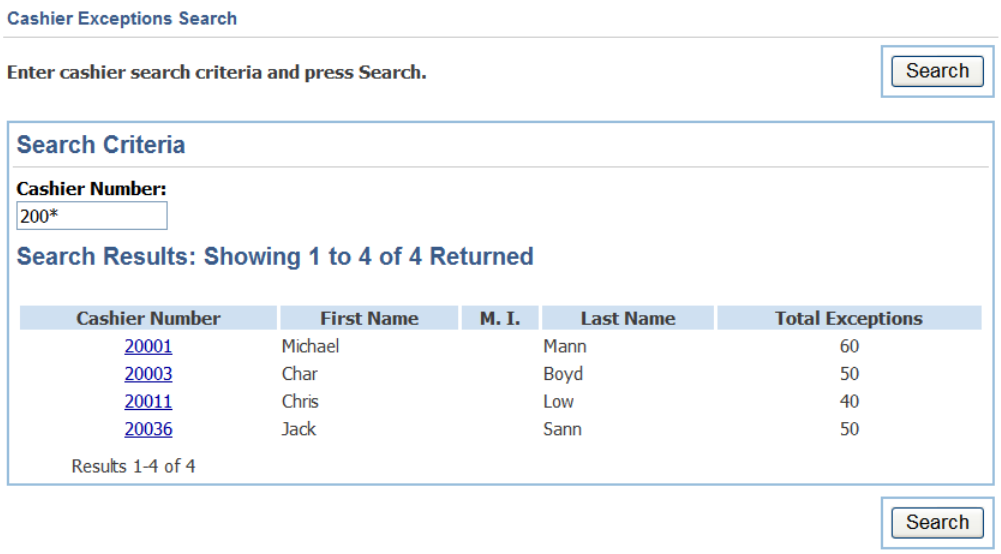
Note: The maximum number of cashiers that are displayed is determined by the MaxCashierSearchResults parameter. For information on changing this parameter, see "Parameter Maintenance" in Chapter 6.

If the number of cashiers that meet the criteria is greater than the number set by the MaxCashierSearchResults parameter, the system displays an error message.

Viewing Cashier Exceptions Search Results

The Cashier Exceptions Search screen shows the list of cashiers that meet the selection criteria.

Figure 4–8 Cashier Exceptions Search Screen



The following information is shown for each cashier:

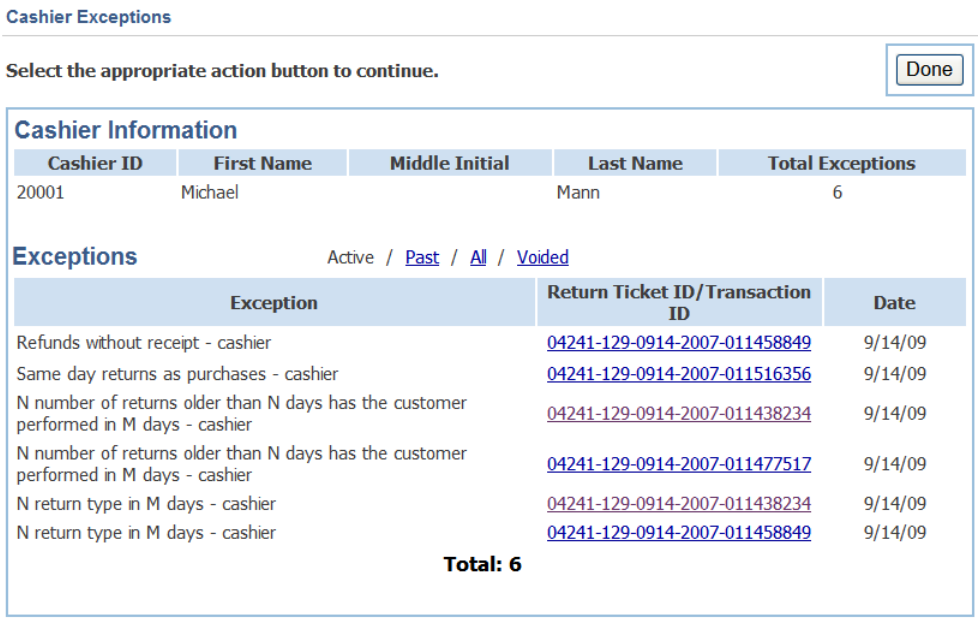
- Cashier number
- Cashier name if available
- The total number of cashier exceptions accumulated

To view a cashier's exceptions, click the link in the Cashier Number column. The Cashier Exceptions screen is displayed.

Viewing Cashier Exceptions

The Cashier Exceptions screen shows exception information for the cashier selected on the Cashier Exceptions Search screen.

Figure 4–9 Cashier Exceptions Screen



Note the following about the information on this screen:

- Exceptions are displayed based on the date they are actually created on the Oracle Retail Returns Management server and not on the business date on the return ticket. The exception creation date is usually the same as the business date, but the dates can be different if a return ticket is submitted offline.
- The number of exceptions displayed is limited by the parameter MaxCashierExceptionsToDisplay.

Within the screen information, links are provided to view other information that is available. To see the details of the particular Return Ticket, click the link on Return Ticket ID. To see an example of the screen, see Figure 4–3.

Click a link and the data is displayed. If the data is not available, or you do not have the authority to view it, the link is not displayed.

To return to the Cashier Exceptions Search screen, click **Done**.

5

Data Management

Data Management provides the capability to import data. Data Management provides the following benefits:

- Import of defined sets of data
- Notification of a job's status to your Tasks list or e-mail (Any hand-held device that is able to receive e-mail can be used)

Data Import

To work with imports, click **Data Import**. You can import defined sets of data into Oracle Retail Returns Management. Click a left navigation link to choose an import function.

Importing Data

On the Available Imports screen, you select the import task to be performed. Table 5–1 describes the available import tasks.

> **Note:** The Data Import (DIMP) Subsystem enables the importing of additional types of data. For information on the types of data that can be imported using DIMP, see the *Oracle Retail POS Suite/Merchandising Products Implementation Guide*.

Table 5–1 Description of Import Tasks

Task	Description
Import RM Customer Data	▪ Used to add customer returns to the database. Adds new positive IDs or updates the exception count for existing positive IDs. ▪ If the positive ID already exists, only the exception count is updated. Whether the existing count in the database is increased or decreased, replaced, or unchanged is determined by the Returns Customer Import Duplicate Record Action parameter. For information on the parameter, see the *Oracle Retail POS Suite Configuration Guide*. ▪ Imports XML of customer data by positive ID. For each positive ID, customer information, positive ID information, and exception count are imported.

Table 5–1 (Cont.) Description of Import Tasks

Task	Description
Import Application Parameters	▪ Used whenever new parameters must be added to the Oracle Retail Returns Management set. ▪ Must be performed initially when the application is installed. ▪ Imports XML divided into parameter groups. Includes the parameters used to control behavior in the Oracle Retail Returns Management application. ▪ For more information on specific parameters, see the *Oracle Retail POS Suite Configuration Guide*.
Returns Dashboard Processor Scheduler	▪ Creates summary data for use in the dashboard returns summary report. ▪ Should be scheduled to run on a repeating basis, after system installation, so that the return tickets coming in are summarized for the dashboard report.

To import data, click **Available Imports**. The Available Imports screen is displayed.

Figure 5–1 Available Imports Screen

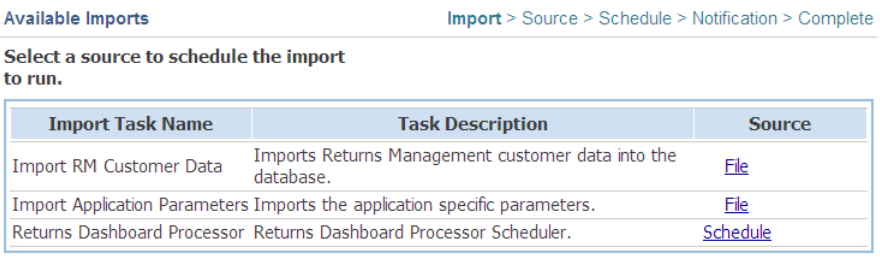


Table 5–2 describes the information shown for each available import.

Table 5–2 Available Imports Columns

Column	Description
Import Task Name	The task that is performed.
Task Description	The type of data that will be imported.
Source	File means you first choose the source file to be used for the import and then set the schedule for the distribution. Schedule means you do not choose a source file, you only need to set the schedule.

Scheduling an Import

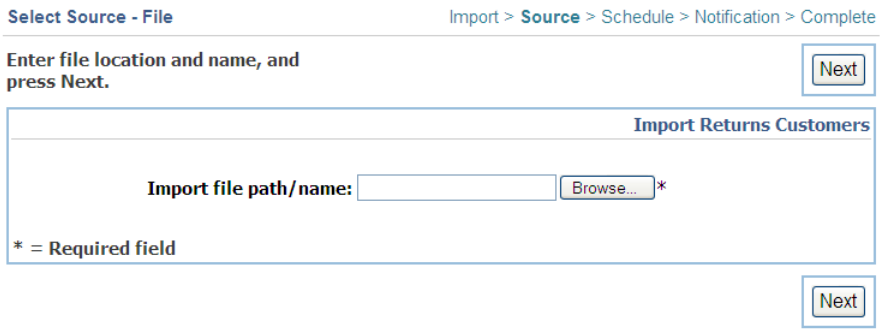
An import task can be chosen and then scheduled.

Choosing the Source Data to Import The Select Source - File screen is used to select the file for the import. The source for the import is either File or Schedule. If the source is File, you first choose the source file for the import. If the source is Schedule, you do not select a file.

To choose a file to be imported:

1. Click **File** in the Source column for the data you want to import. The Select Source - File screen is displayed.

Figure 5–2 Select Source - File Screen

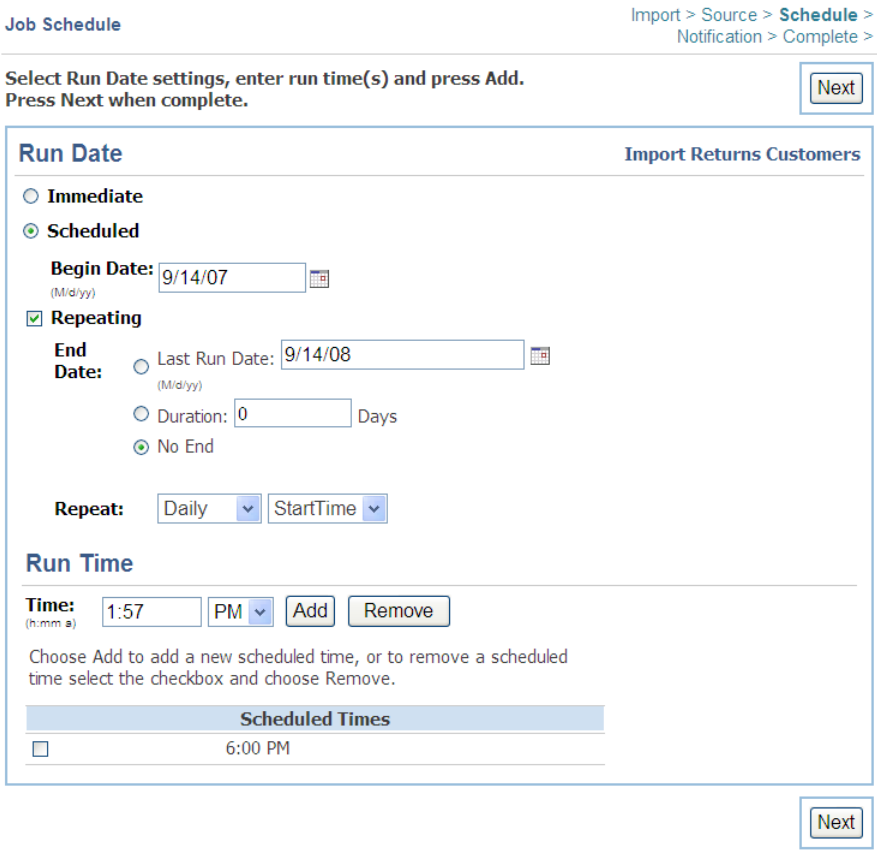


   Enter the path name of the file or click **Browse**. Your Web browser provides a window for searching for the file.

2. Click **Next**. The Job Schedule screen is displayed.

Setting the Schedule for the Import The Job Schedule screen enables you to set the import job to run immediately or set up a schedule for the job. The default is Immediate.

Figure 5–3 Job Schedule Screen



If you want the job to run immediately, click **Immediate** and then click **Next**. The Notification screen is displayed.

To set a schedule for the job:

1. Click **Scheduled**. Additional fields appear on the screen.
2. Set the Begin Date.

   The default is the current date.

   Enter the date into the field or click the calendar button to bring up a calendar. You can search through the calendar and select the date you want.
3. If you want the job to run on a repeating basis, click **Repeating**.

   Additional fields appear on the screen.

   a. Set the End date.

      The default is No End.

   b. Set when you want the job to repeat.

      The default is to repeat Daily at a specific Start Time.

      You can set the import to repeat Daily at a specific Start Time or Interval, Weekly on a specific day, or Monthly on a specific week and day.

4. Set the Run Time for the job.

   The allowed time is in the range of 00:00 to 23:59.

   a. Add or remove scheduled times from the list.

      If you specified the job to run on a daily interval, enter the interval and click **Add**. For example, if you want the job to run every five minutes, enter 00:05.

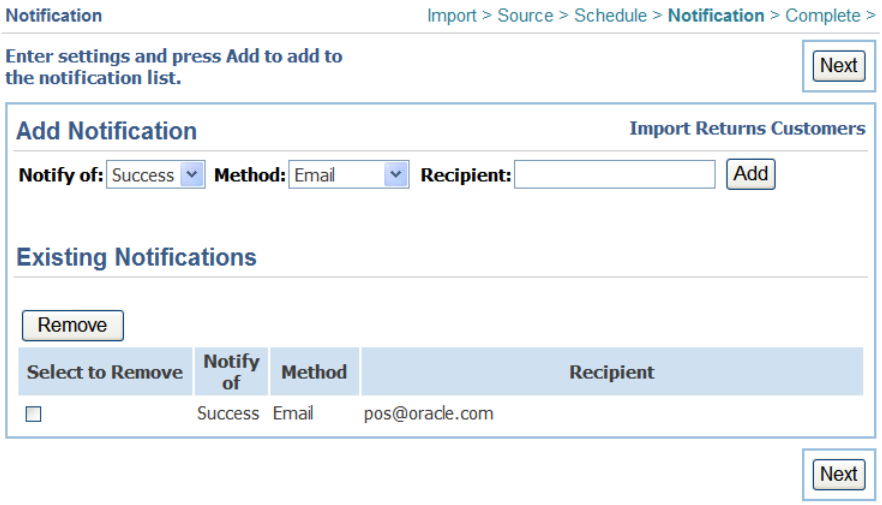
      Otherwise, enter the time you want the job to run and click **Add**. You can specify multiple times.

      If you want to remove a time from the list, check the box by the time and click **Remove**.

   b. Click **Next**. The Notification screen is displayed.

Setting the Notification On the Notification screen, you can select users to be notified whether the job succeeds or fails. You set the method and recipient for the notification.

Figure 5–4 Notification Screen



To set the notification:

1. Add or remove notifications.

   To add a notification, choose whether to Notify of Success, Failure, or All. Choose the method. If you choose Tasks, the notification is displayed in the Tasks list under the Admin tab. If you choose Email, enter the full e-mail address of the recipient, for example, pos@oracle.com. Click **Add**. The notification is added to the list of Existing Notifications.

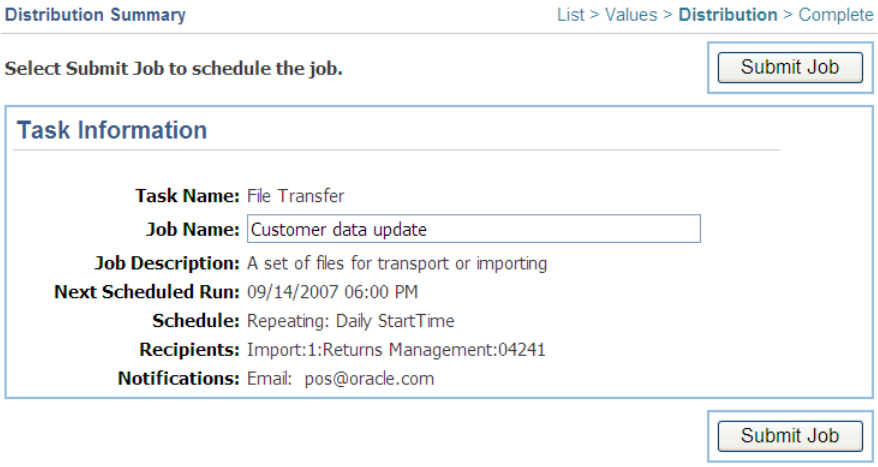
   By default, notification of job success or failure is sent to the Tasks list of the user who scheduled the job.

   To remove an existing notification, check the box in the Select to Remove column. A check in the box means the notification is set to be removed. Click **Remove**. All the entries that have a checked box in the Select to Remove column are removed at the same time.

2. Click **Next**. The Distribution Summary screen is displayed.

Completing the Job Scheduling The Distribution Summary screen provides a summary of the information about the job to be scheduled and enables you to submit the job for scheduling.

Figure 5–5 Distribution Summary Screen



To complete the job scheduling:

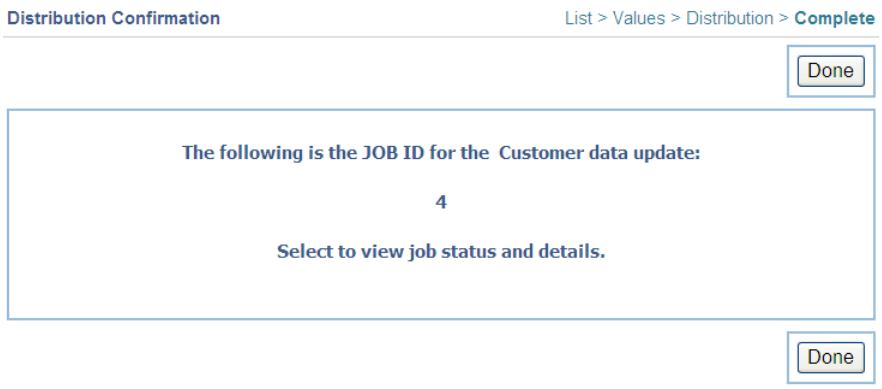
1. If you want to change the Job Name, enter a new name. It is easier to track the job progress if you enter a job name that specifically describes the purpose of the job.
2. Click **Submit Job** to submit the job for scheduling.

Note: If you do not click **Submit Job**, the job is given a status of Created. You then need to schedule the job through the Scheduled Imports screen. See "Working with Scheduled Imports" for more information.

The job will run when all the required approvals are obtained. The Distribution Confirmation screen is displayed.

Confirming the Job Schedule The Distribution Confirmation screen shows the job ID and name of the job to be scheduled.

Figure 5–6 Distribution Confirmation Screen



To confirm the schedule, click **Done**.

Working with Scheduled Imports

Imports that have been scheduled to run are shown on the Schedule Imports screen. From this screen, you can set a job to run immediately, remove a job from the schedule, and change the run date and notifications.

To work with scheduled imports, click **Schedule Imports**. The Scheduled Imports screen is displayed.

Figure 5–7 Scheduled Imports Screen

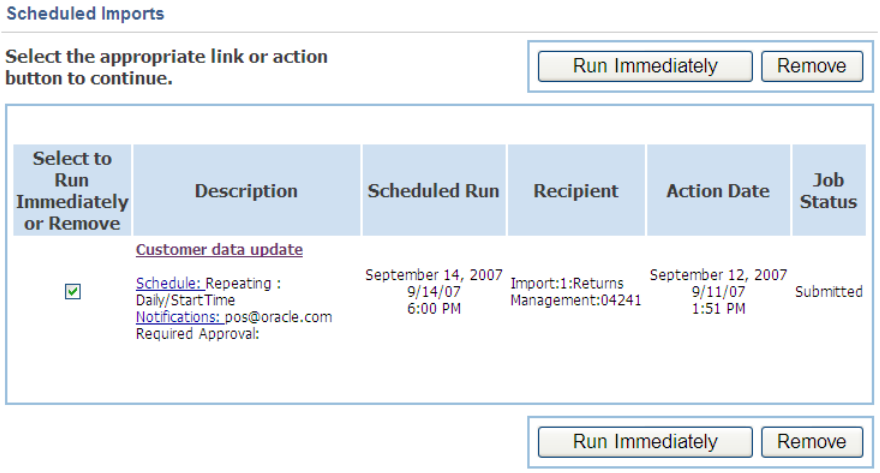


Table 5–3 describes the information shown for each available import.

Table 5–3 Scheduled Imports Columns

Column	Description
Select to Run Immediately or Remove	A checked box indicates the import can be selected to run immediately or removed.
Description	Description of the import, schedule defined for the job, and the method of notification of job success or failure.
Scheduled Run	Date and time when the job will next run.
Recipient	Application that will receive the import.
Action Date	Date and time is determined by the status.
Job Status	See Table 6–4 for a description of the possible statuses.

Note: When you select **Run Immediately** or **Remove**, all jobs with the checked box are processed as you selected.

- You can view and change the description of the job.
  - To see a detailed description of the job, click the description. The Scheduled Job Summary screen is displayed. See Figure 6–14 for an example of the screen and description of the content.
  - To change the schedule, click **Schedule**. See "Setting the Schedule for the Import".
  - To change the notification, click **Notifications**. See "Setting the Notification".
- To submit the job, click **Run Immediately**.

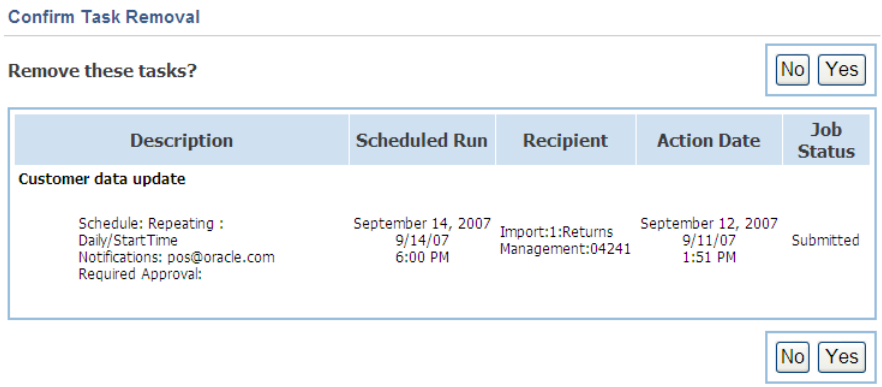
  The job is submitted. It will run when the required approvals are obtained. See "Completing the Job Scheduling" to follow the steps to complete the job submission.

Removing a Job

You can remove any scheduled jobs. To remove a job, select the check box in the Select to Run Immediately or Remove column. Click **Remove**. Multiple jobs can be removed at the same time.

The Confirm Task Removal screen is displayed. A list of the jobs you selected to remove is shown.

Figure 5–8 Confirm Task Removal Screen



- If you do not want to remove all the tasks, click **No**. The selected checked boxes are deselected on the Scheduled Imports screen.
- If you want to remove the tasks, click **Yes**. The tasks are removed.

6
Admin

The Admin feature provides the administrative functions to manage user security and operations data for the enterprise. Admin provides the following benefits:

- Creation and management of store groups for data distributions
- Assignment of a hierarchy level to each user ID to control that user's access for searches
- Definition of security roles and assignment of a specific role to each user ID
- Management of all types of scheduled jobs
- Maintenance of individual parameters for consistent implementation of Oracle Retail Returns Management policies
- Creation and management of user tasks

For information on each available function, see the following sections:

- "Store Directory"
- "Users"
- "Roles"
- "Job Manager"
- "Parameter Maintenance"
- "Tasks"

Store Directory

The store directory, or store hierarchy, defines where stores fit in the retailer's enterprise. The hierarchy levels can be ordered in a way that makes the most sense for reporting, security, or data distribution purposes. For example, stores may be arranged by regions of the country and then the states within each region. Any number of hierarchy levels can exist, stores can exist at any level of the hierarchy, and one level of the hierarchy can contain both stores and lower levels, allowing flexibility in hierarchy definition.

The store hierarchy is defined in an XML file. Whenever any changes are made to the store hierarchy, the XML file is edited, and that file is then imported to Oracle Retail Returns Management. The Data Import (DIMP) Subsystem enables the importing of the store hierarchy. For information on using DIMP, see the *Oracle Retail POS Suite/Merchandising Products Implementation Guide*.

Note: A store hierarchy level is assigned to each user ID. The import replaces the existing store hierarchy. If any user IDs were assigned to hierarchy levels now removed, those user IDs need to be reassigned to a different hierarchy level through the Users subtab.

Individual stores can be chosen from any part of the store hierarchy and defined as a store group. Store groups are used for data distributions. For example, all the stores that are in malls could be placed in one group and then that group can be used for distributing data specific to mall stores.

Click **Store Directory** to work with store groups.

Working with Store Groups

The Store Groups screen shows the list of defined store groups. A store group is an ad hoc list of stores. For example, a group may be defined for mall stores and another group for stand-alone stores. Stores within one group do not have to be on the same arm of the store hierarchy. There is no limit to the number of groups in which a store can be included.

To work with store groups, click **Store Groups**. The Store Groups screen is displayed.

Figure 6–1 Store Groups Screen

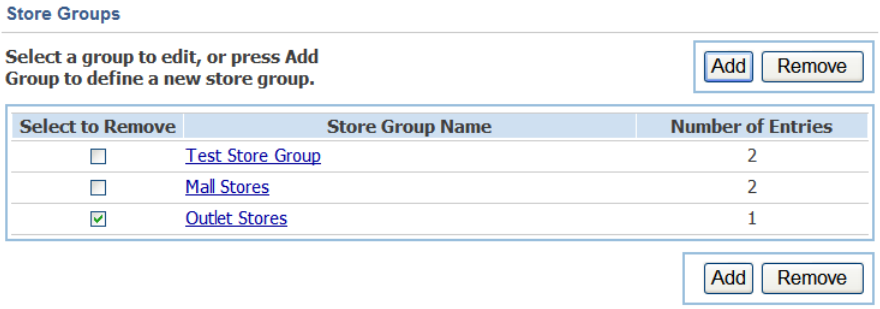


Table 6–1 describes the information shown for each store group.

Table 6–1 Store Groups Column

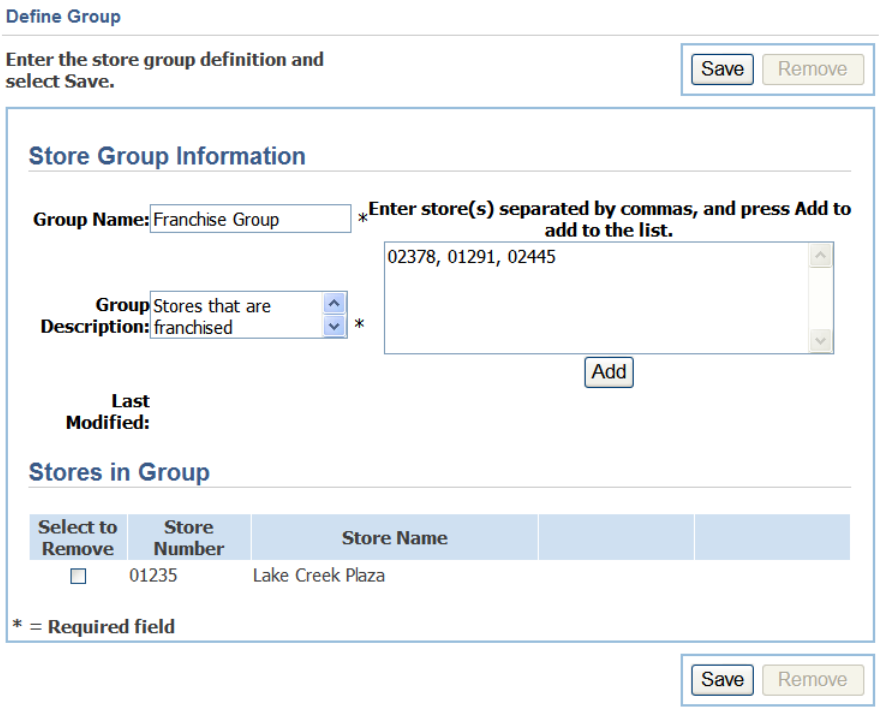
Column	Description
Select to Remove	A checked box indicates the group is selected to be removed.
Store Group Name	Name of the group.
Number of Entries	Number of stores in the group.

To change an existing store group, click the store group name. To add a new group, click Add. See "Adding or Changing a Store Group". To remove a store group, see "Removing a Store Group".

Adding or Changing a Store Group

On the Define Group screen, you can define a new group or change an existing group.

Figure 6–2 Define Group Screen



To set the group definition:

1. Enter the group name.
2. Enter the group description.
3. Choose the stores for the group.

   To add a store to the list, enter the store number from the store hierarchy. Click **Add**. The store is added to the Stores in Group list. Multiple stores can be added at the same time.

   To remove a store already in the list, select the check box in the Select to Remove column. Click **Remove**. The store is removed from the group. More than one store can be removed at same time.
4. Click **Save**. The group definition is saved.

Removing a Store Group

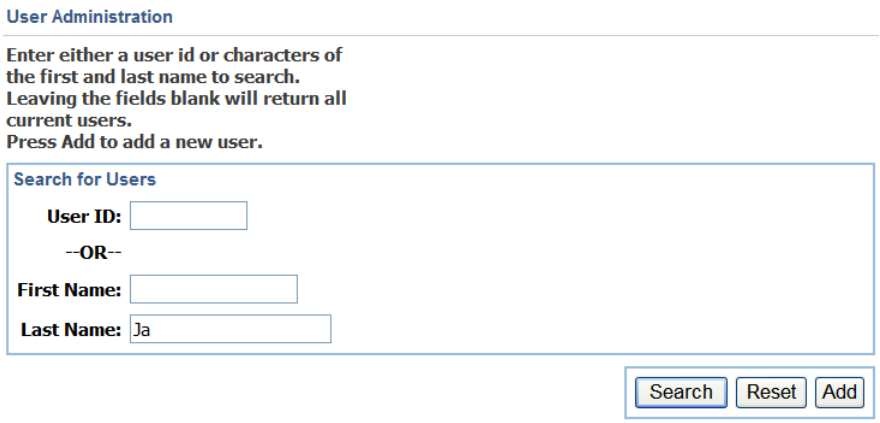
On the Store Groups screen, you can remove store groups. To remove a store group:

1. On the Store Groups screen, select the check box in the Remove column for the group you want to remove.
2. Click **Remove**. The group is removed. More than one group can be removed at a time.

Users

On the User Administration screen, you can search for users and add new users. Click the **User** tab. The User Administration screen is displayed.

Figure 6–3 User Administration Screen



To search for user IDs:

1. Enter a user ID or name.

   Note: The criteria entered for the search is case sensitive.

   - If you want to search for a specific user ID, enter the entire user ID.
   - If you want to search by name, enter a full name or some of the characters in the name. All the user IDs that have those characters in the name are found.
   - To see all the user IDs, leave all the fields blank.

   If you want to clear the entered criteria, click **Reset.**

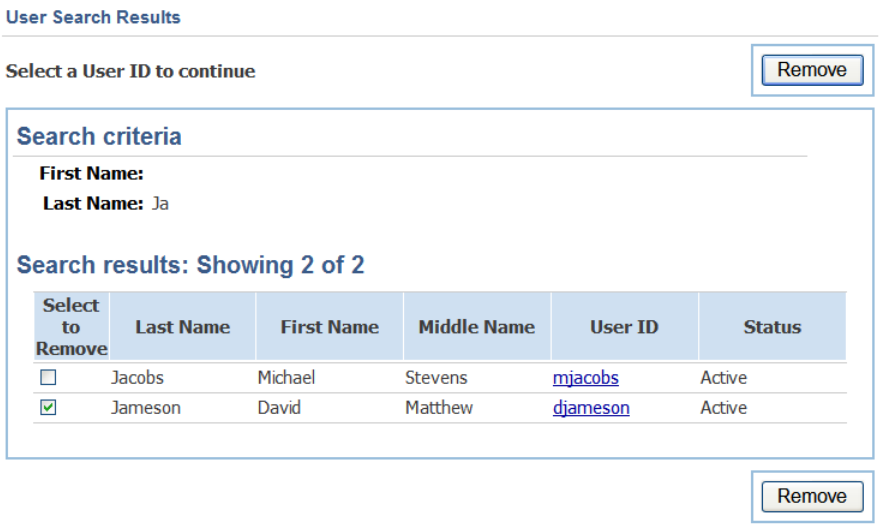
2. Click **Search**. The User Search Results screen is displayed. See "Viewing User Search Results".

   If only one user ID is found, the User Details screen is displayed instead. See "Adding or Changing a User ID".

Viewing User Search Results

When more than one user is found when searching for users, the User Search Results screen shows all the users found who match the search criteria.

Figure 6–4 User Search Results Screen



For each user, the following information is displayed:

- A selected checked box in the Select to Remove column indicates the user is to be removed.
- First, middle, and last name of the user.
- User ID.
- Status of the user.

To view the user details, click the user ID. The User Details screen is displayed. See Figure 6–5.

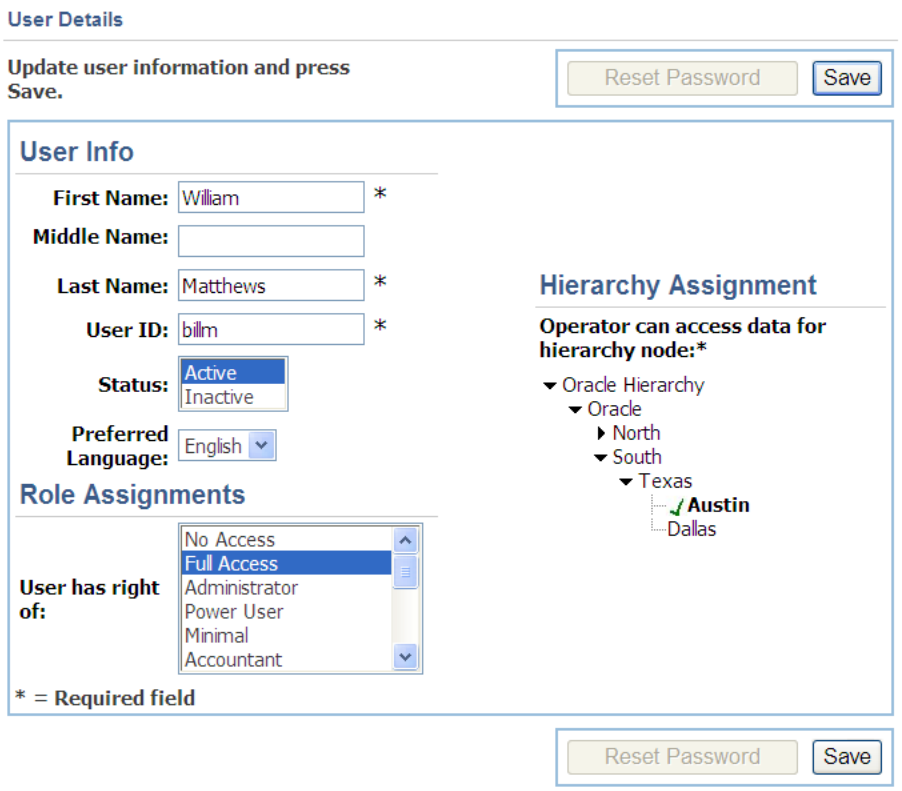
To view the user details, click the user ID. The User Details screen is displayed.

To remove a user ID, see "Removing a User ID".

Adding or Changing a User ID

On the User Details screen, you can add a new user ID or change an existing user ID. For information on changing a user ID, see "Changing a User ID".

Figure 6–5 User Details Screen



To add a new user ID:

1. Enter the name of the user and user ID. Select the status.

   Note: A user must have a status of Active in order to log in to Oracle Retail Returns Management.

2. Select the preferred language.

   Note: The only language currently supported for the preferred language is English (United States).

3. Choose the role you want assigned to the user ID. See "Roles" for more information.

4. Set the hierarchy assignment.

   The hierarchy assignment determines the hierarchy node the user can specify for searches through Transaction Tracker and for data and parameter distributions.

   Click the node name in the store hierarchy. A check next to a node name indicates that node is selected. You can click a triangle next to any node name to display the child nodes or to hide the child nodes from view.

5. Click **Save**. The user ID is added. The temporary password is displayed. It should be written down and given to the user. This is the only time the password is displayed.

   An Employee ID is assigned to the new user. The Employee ID is displayed on the User Details screen after the user has been added.

Changing a User ID

To change a user ID:

1. On the User Search Results screen, click the user ID. The User Details screen is displayed. See Figure 6–5.
2. Change the user name, user ID, hierarchy assignment, or role assignment.
3. Change the preferred language.

   Note: The only language currently supported for the preferred language is English (United States).

4. Change the status. The Confirm Status Change dialog is displayed.
   - To confirm the change, click **Yes**.
   - To not change the status or role assignment, click **No**.

   Note: There is a lag time on some application servers for the change in status to take effect.

5. To change the password, click **Reset Password**. The Reset Password dialog is displayed.
   - To confirm the password reset, click **Yes**. The temporary password is displayed. It should be written down and given to the user. This is the only time the password is displayed.
   - To not reset the password, click **No**.
6. Click **Save**. The changes are saved.

Removing a User ID

To remove a user ID:

1. On the User Search Results screen, select the check box in the Select to Remove column for the user ID you want to remove.
2. Click **Remove**. The user ID is removed. Multiple user IDs can be removed at the same time.

Roles

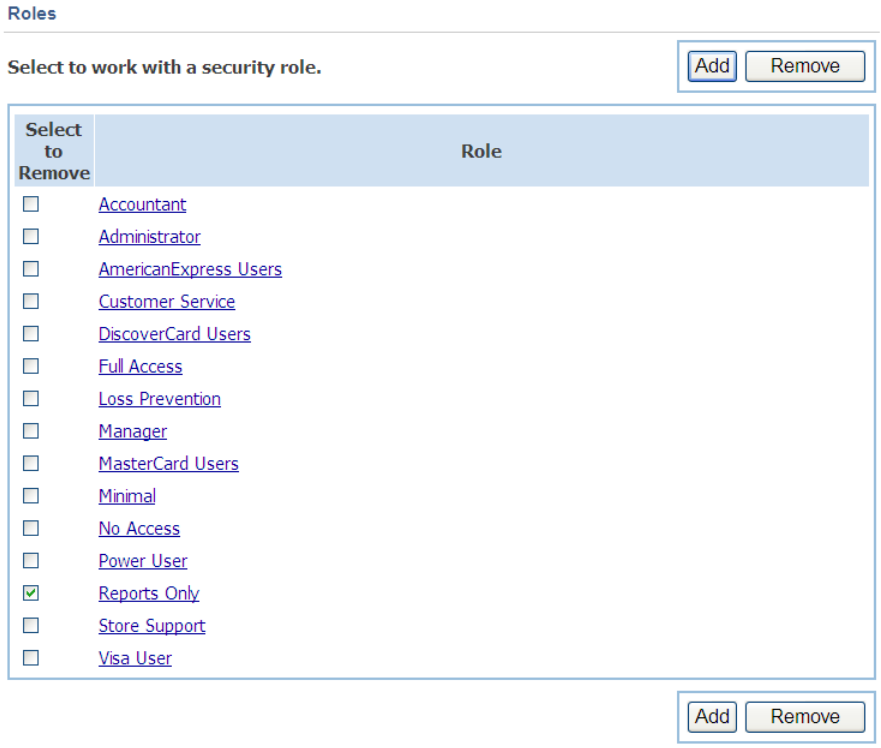
To reduce the administrative time required to set up security for users, a role can be defined for each security level, and the functions that role may and may not access can be specified. Each user ID is then assigned to one role and has access to all functions allowed for that role. Different roles may have identical function accessibility.

If a role is changed, any user IDs assigned to that role are not affected until the next time the user logs in.

> **Note:** There is a lag time on some application servers for the security changes to become visible. Consult your system administrator if you do not see the changes take effect immediately.

Click **Roles**. The Roles screen is displayed.

Figure 6–6 Roles Screen



For each role, the following information is displayed:

- A selected checked box in the Select to Remove column indicates the role is to be removed. See "Removing a Role".
- Name of the role

To view or change the settings for a role, click the name in the Role column. See "Selecting the Role Settings".

To add a new role, click **Add**. See "Adding a New Role".

Selecting the Role Settings

The Role Settings screen enables you to define the allowed access for a role.

Figure 6–7 Role Settings Screen

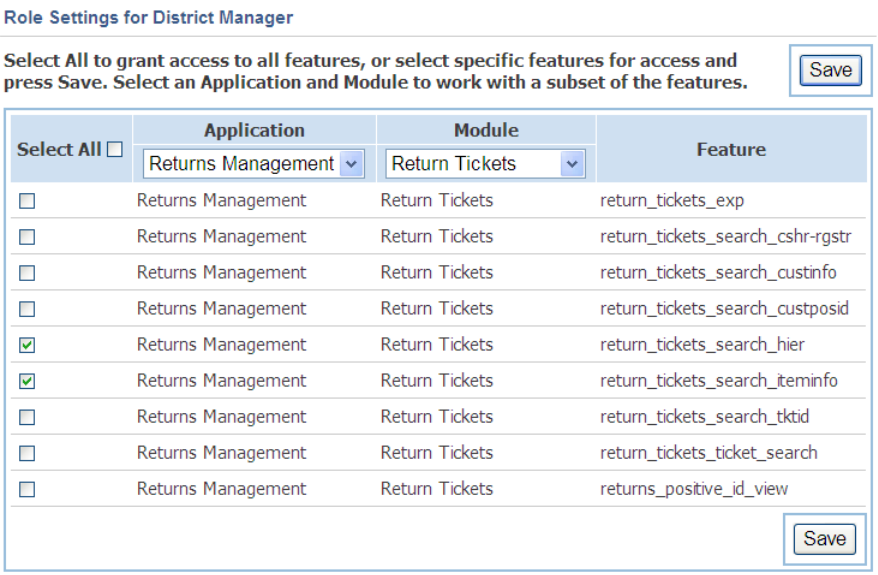


Table 6–2 describes the information shown for each feature.

Table 6–2 Role Settings Column

Column	Description
Select All	A selected checked box indicates that this role is granted access to the feature. If the check box is not selected, access to the feature is denied and a user ID assigned this role will not be able to use that feature.
Application	Available applications from which the functions can be selected.
Module	Sets of functions available for an application. For the Oracle Retail Returns Management, this corresponds to the available subtabs.
Feature	Features available for the selected application and module. For the Oracle Retail Returns Management, this corresponds to the left navigation links and action buttons available for each subtab. In some cases, additional fields can be secured, such as the viewing of credit card numbers.

To choose the role settings:

1. Choose the features that can be accessed:
   a. Click **Application**. Click the application whose features you want to choose.
   b. Click **Module**. Click the module whose features you want to choose. The features available for that function are shown.

      To grant access to all the features, select the **Select All** check box. To grant access to a specific feature, select the check box in the Select All column.

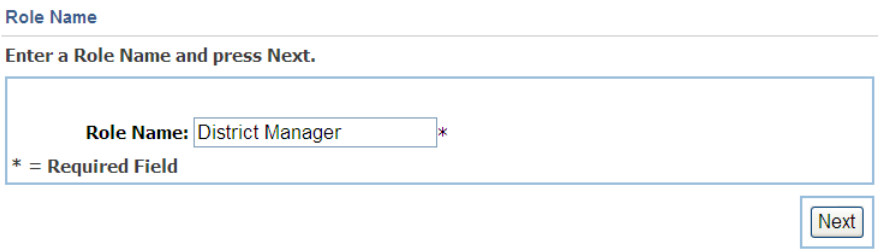
      To deny access to a feature already selected, deselect the check box in the Select All column.

2. When you have made choices for all the applications and modules that you want, click **Save**. The existing role is changed, or the new role is added.

Adding a New Role

The Role Name screen is used to define the name for a new role. To add a new role, click **Add** on the Roles screen.

Figure 6–8 Role Name Screen



Enter the name for the role. click **Next**. The Role Settings screen is displayed. See "Selecting the Role Settings".

Removing a Role

To remove a role:

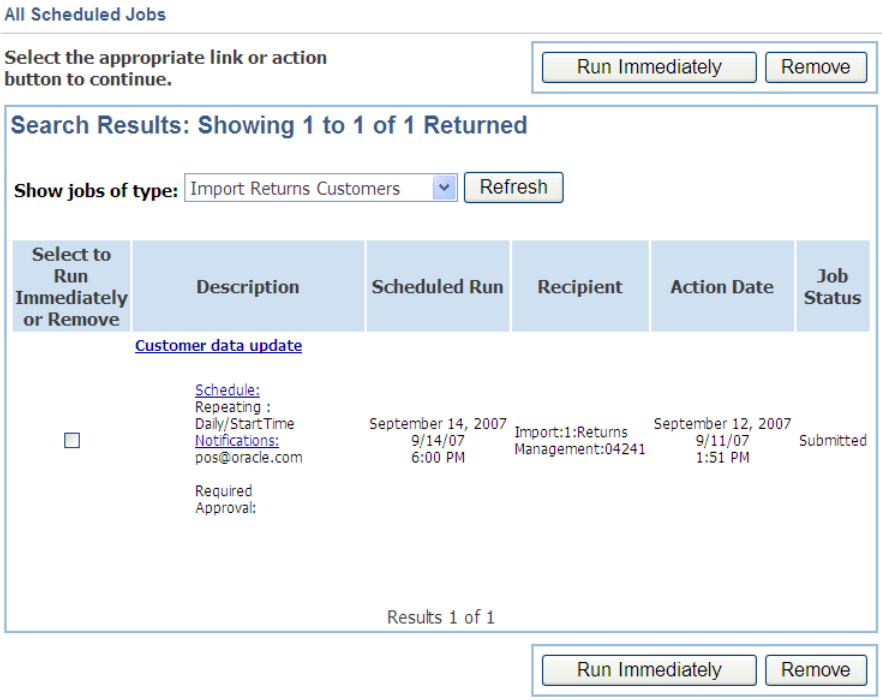
1. On the Roles screen, select the check box in the Select to Remove column for the role you want to remove.
2. Click **Remove**. The Confirm Role(s) Removal screen is displayed.
   - If you want to remove all the selected groups, click **Yes**. The roles are removed.
   - If you do not want to remove all the selected groups, click **No**. The role is not removed. The Select to Remove box remains selected.

Job Manager

The Job Manager function provides the capability to work with scheduled jobs. The types of scheduled jobs are parameter distributions, file transfers, and data imports.

To work with scheduled jobs, click **Job Manager**. The All Scheduled Jobs screen is displayed.

Figure 6–9 All Scheduled Jobs Screen



For a description of each column, see Table 5–3.

To choose the jobs to be displayed:

1. Click **Show jobs of type**. Choose to display all jobs or just a certain type of job.
2. Click **Refresh**. The type of jobs selected are displayed.

The functions available on this screen are the same as the Scheduled Imports screen. See "Working with Scheduled Imports" in Chapter 5 for more information.

Parameter Maintenance

A parameter is a value that sets an individual characteristic. For example, a parameter called AcceptedTenderTypes could list all the tenders that are accepted for payment.

A parameter group is a set of parameters that are grouped together by category. This makes it easier to find a specific parameter. A parameter is part of only one parameter group. For example, a group called Discount could contain all the parameters used for applying discounts. If you needed to change a parameter relating to discounts, you could easily find the parameter.

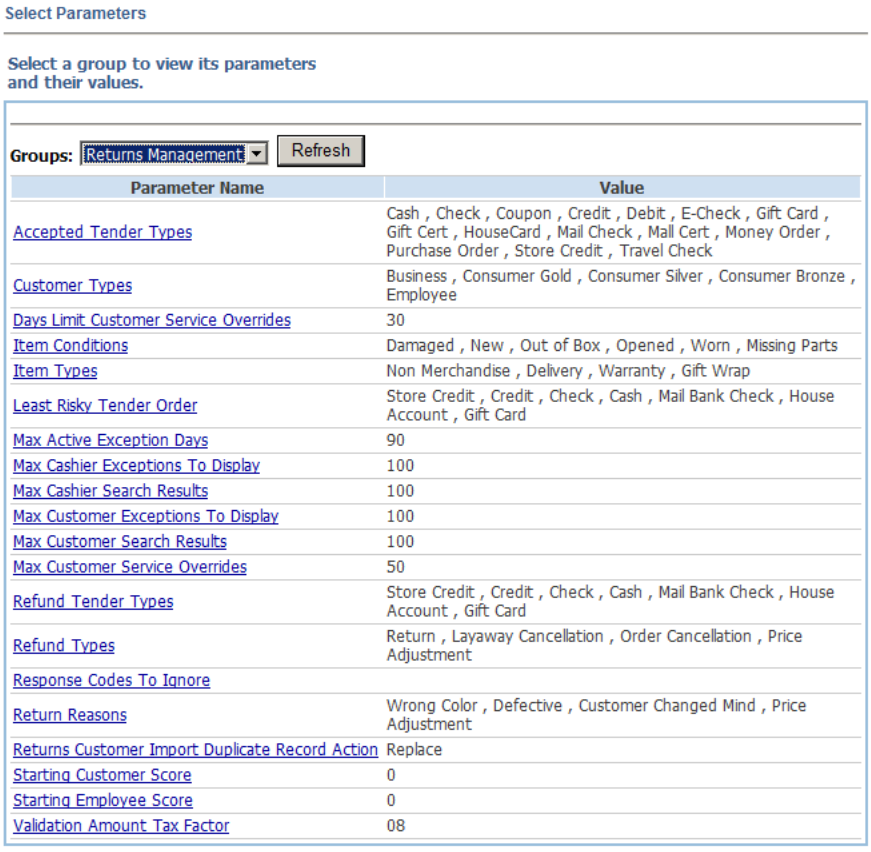
Note: For more information on specific parameters, see the *Oracle Retail POS Suite Configuration Guide*.

Click **Parameter Maintenance**. The Select Parameters screen is displayed.

Selecting Parameters

The Select Parameters screen displays all the available parameters in the selected parameter group.

Figure 6–10 Select Parameters Screen



The following information is displayed:

- Name of the group
- Parameters in the group
- Value currently assigned to each parameter

To choose a different group of parameters:

1. Click **Groups**. The list of the available groups is displayed.
2. Click the group.
3. Click **Refresh**. The parameters in that group are displayed.
4. To edit a parameter value, see "Editing a Parameter".

Editing a Parameter

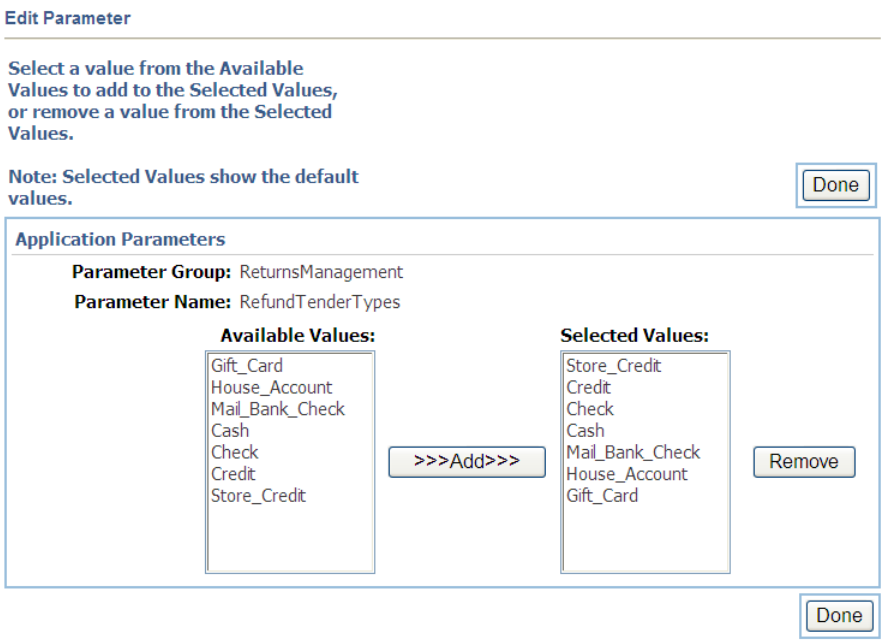
The Edit Parameter screen is used to change the value of a parameter. The type of edit screen displayed depends on the parameter:

- If the parameter uses a value field, enter the new value. The minimum and maximum allowed values are displayed on the edit screen.
- If the parameter uses one value chosen from a list of possible values, select the new value from the list.
- If the parameter allows more than one value from a list, select a value from the list and click **Add**. Repeat this for each value you want to choose.
- If the parameter uses a created list, enter the new values, separated by commas.

To change the value assigned to a parameter:

1. On the Select Parameters screen, click the name in the Parameter Name column. The Edit Parameter screen is displayed.

Figure 6–11 Edit Parameter Screen



2. Enter or select the new value for the parameter.

   In this example, to add a value for the parameter, click the value in the Available Values list and click **Add**. To remove a value, click the value in the Selected Values list and click **Remove**.

3. When you have made all your changes, click **Done**. The parameter value is changed.

Tasks

Current tasks and the status of each task, are displayed on the Task Status and Event Notification screen. The newest tasks are shown at the top of the list.

To work with tasks, click **Tasks**. The Task Status and Event Notifications screen is displayed.

Figure 6–12 Task Status and Event Notifications Screen

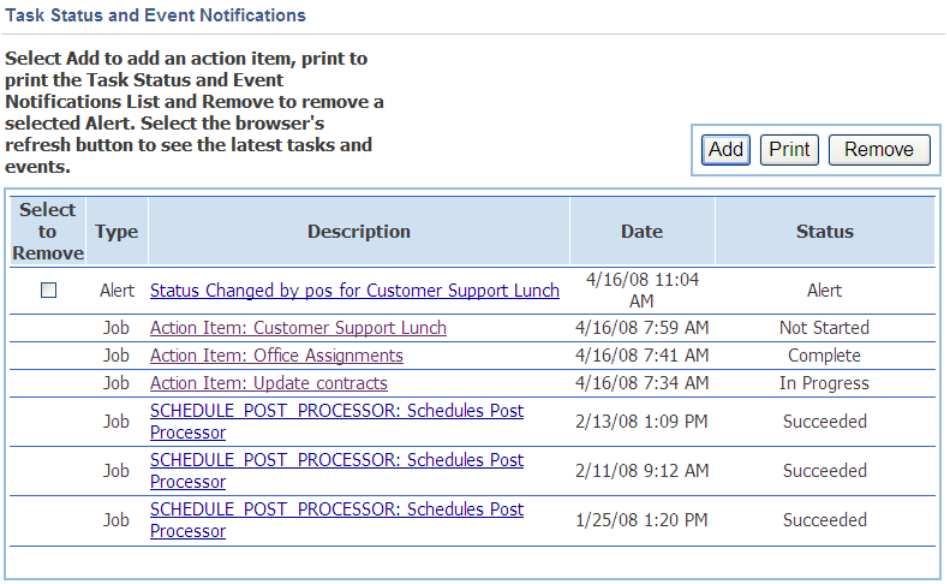


Table 6–3 lists the information shown for each task in the list.

Table 6–3 Task Status and Notification Columns

Column	Description
Select to Remove	A selected checked box indicates the alert type task may be removed. A check box is displayed only if you are allowed to remove the task.
Type	Alert indicates the status has changed for an action item task that you created. Job indicates either a notification from Oracle Retail Returns Management about a job or an action item task that was assigned to you.
Description	Brief description of the task.
Date	The date and time is determined by the status of the task.
Status	See Table 6–4 for a description of the possible statuses.

Working with Action Item Tasks

An easy way to keep track of tasks that you or another user need to get done is to create an action item task. You can then track the progress on the task using the Task Status and Event Notifications screen. To create an action item task, you provide the description, category, due date and time for completion, and list of assignees to complete the task. See "Adding or Changing a Task" for details on creating an action item task.

When you assign an action item task to a user, it is displayed in the assignee's Task Status and Event Notifications list. An action item task is not removed from an assignee's list until the status is Complete. The task cannot be removed by an assignee, but that user can choose other assignees for the task. That user is then the creator of the additional action item tasks and can then track the progress.

For an action item task assigned to you, you can edit the details. The information you change is only retained in the copy in your Task Status and Event Notifications list. Whenever you change the status of an action item task, an alert task is displayed in the Task Status and Event Notifications list of the user who created the action item task. See "Adding or Changing a Task" for more information. Table 6–4 describes the possible statuses.

Table 6–4 Possible Task Status

Status	Description	Date and Time
Created	Job was created.	When the job was created.
Denied	Approval for the job was denied.	When the job approval was denied.
Executing	Job is currently executing.	When the job started executing.
Failed	Job failed and requires attention.	When the job failure occurred.
Submitted	Job has been submitted for scheduling.	When the job was submitted for scheduling.
Succeeded	Job completed successfully.	When the job completed successfully.
The following statuses are only used for action item tasks:		
Complete	Task has been completed by the assignee.	When the task was marked Complete.
Deferred	Task has been deferred by the assignee.	When the task was marked Deferred.
In Progress	Assignee is working on the task.	When the task was marked In Progress.
Not Started	Task has been created.	When the task is due to be completed.

Viewing the Task Details

Additional information about each task in the list is displayed.

On the Task Status and Event Notifications screen, click the Description for the task details you want to see. The screen that is displayed depends on the task type. Table 6–5 lists the section that describes the screen for each task type.

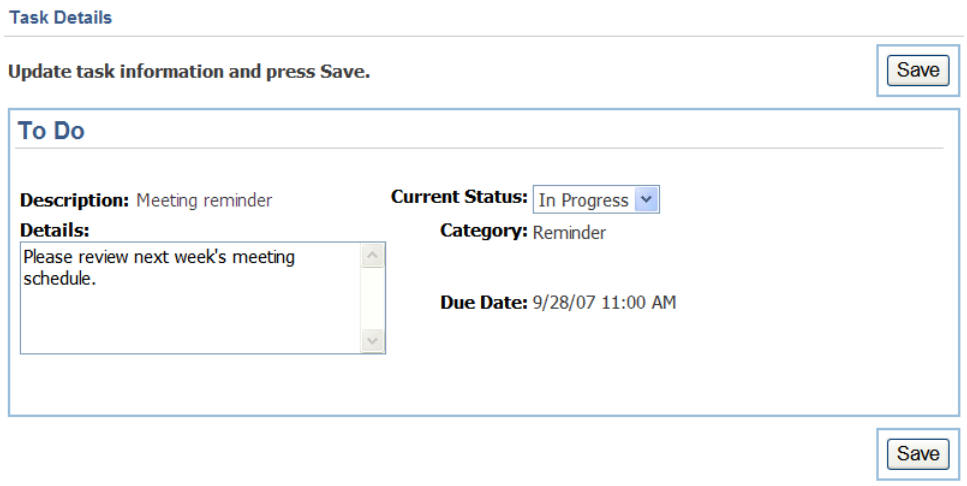
Table 6–5 Task Details Screen Displayed for Each Task Type

Task Type	Task Details
Alert	See "Viewing Details for an Action Item Task". The fields contain the current information for the alert or action item task.
Job	See "Viewing Details for a Task Type of Job". The fields contain information on job type tasks that are not action item tasks.

Viewing Details for an Action Item Task

The Task Details screen shows detailed information about the action item task.

Figure 6–13 Task Details Screen for an Action Item Task



For a detailed description of each field, see Table 6–7.

Viewing Details for a Task Type of Job

The Scheduled Job Summary screen shows detailed information about the task.

Figure 6–14 Task Details Screen for a Job Task Type

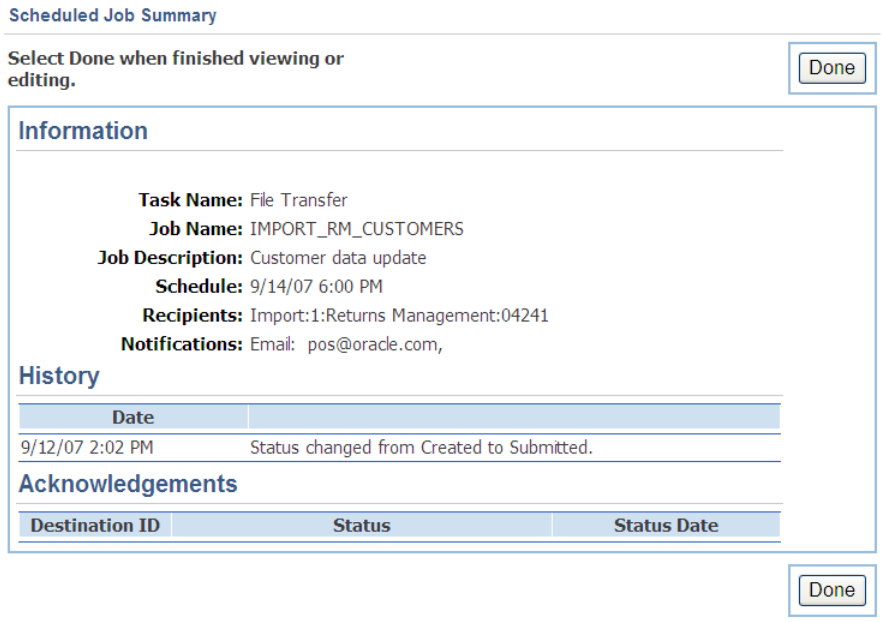


Table 6–6 describes the information shown in the Scheduled Job Summary screen.

Table 6–6 Scheduled Job Summary Details

Detail	Description
Information	Type of task performed. Name and description of the job. If the job is scheduled on a repeating basis, the next scheduled runtime is shown. Recipients of the data distribution or file transfer. Type of notification and the user IDs that receive notification of the job's progress.
History	Log of the status changes that occurred and the data and time of each change.
Acknowledgements	For a data distribution job, Oracle Retail Returns Management can receive an acknowledgement back from each store that the data distribution was received. The acknowledgement includes a text field that can be completed by the store with any type of status information applicable to the job. The store ID number, status, and the date and time the status occurred are shown on this screen. Acknowledgements are only available for data distribution jobs.

Adding or Changing a Task

On the Task Status and Event Notifications screen, you can add a new task or change an existing task:

- To add a task, click **Add**. The New Task Details screen is displayed.
- To change an existing task, click the description of the action item task that you want to update. The Task Details screen is displayed with the current information about the task filled in. This screen has the same format as the New Task Details screen.

Figure 6–15 New Task Details Screen

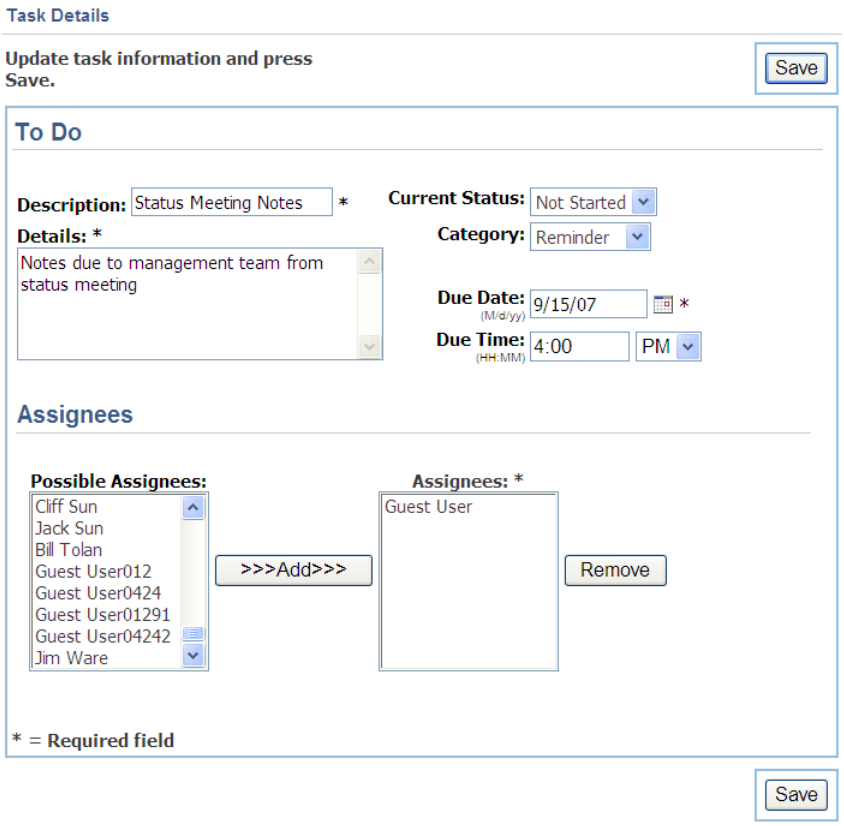


Table 6–7 describes the information shown for the task.

Table 6–7 Task Details Information

Detail	Description
Action Item	Description of the action item task to be displayed on the Task Status and Event Notifications screen. Detailed description of the action item task.
	Current status of the action item task. For the list of possible statuses, see Table 6–4.
	Category of the action item task. The possible categories are Issue, Reminder, and Suggestion.
	The due date and time is dependent on the status assigned to the action item task.

Table 6–7 (Cont.) Task Details Information

Detail	Description
Assignees	List of possible users that can be assigned to the action item task. List of users assigned to the action item task.

To set the task details:

1. Enter the description for the action item task:
   a. Enter the description. This description is displayed on the Task Status and Event Notifications screen.
   b. Enter the details. This is more detailed information about the task.
2. Set the current status:

   The default is Not Started.

   a. Click **Current Status.** The list of possible statuses is displayed.
   b. Click the status you want to use.
3. Set the category.

   The default is Issue.

   a. Click **Category**. The list of possible categories is displayed.
   b. Click the category you want to use.
4. Set the due date and time.

   These fields default to the current date and time.

   a. Enter the date into the field or click the calendar button to bring up a calendar. You can search through the calendar and select the date that you want.
   b. Enter the time between 00:00 and 23:59.
5. Set the list of assignees for the action item task. You must assign at least one user to the task.
   - To add an assignee, click the name in the list of Possible Assignees that you want to add. You can select multiple names at the same time. Click **Add**.
   - To remove an assignee, click the name in the list of Assignees that you want to remove. You can select multiple names at the same time. Click **Remove**.
6. To save the task details, click **Save**. If you changed the status of an existing action item task, an alert task is set to the Task Status and Event Notifications list of the user that assigned the action item task to you.

Printing the Task List

To print the list of tasks shown on the Task Status and Event Notifications screen, click **Print**. Printing is handled by the Web browser you are using.

Removing a Task

Only tasks that have a box displayed in the Select to Remove column on the Task Status and Event Notifications screen can be removed.

To remove a task:

1. If the task is not already selected to be removed, select the check box in the Select to Remove column.
2. Click **Remove**. All the tasks that have a selected checked box in the Select to Remove column are removed at the same time.

7

Selecting Customer Exceptions to Track

This chapter describes how to configure Oracle Retail Returns Management to track customer exceptions. Before you configure the customer exceptions you want to track online, you must first consider the types of customer return problems that you are trying to track and solve.

The following information is presented in a workbook style, with two steps:

- How to determine the desired outcomes. See "Deciding which Customer Behaviors to Track".
- How to use the screens necessary for the configuration of the system. See "Configuring the Customer Behaviors to Track".

Deciding which Customer Behaviors to Track

A customer exception is a record created in Oracle Retail Returns Management of the occurrence of a particular type of customer behavior. A customer behavior can be any customer activity, for example, the performance of a nonreceipted return.

You must select the customer exceptions to track. In some cases, you must set merchandise hierarchies, date ranges, or amounts to track.

When a customer exception is selected for tracking, the system saves a record of each occurrence of customer behavior for which a positive ID is collected for the customer. The system creates this record after an attempted return is accepted and completed at the point-of-return and the information about that return is received in Oracle Retail Returns Management by way of the Final Result message. The occurrence of that customer behavior is then available to be researched on screen, or it may be used as data in a return evaluation where that type of exception is tracked. For more information on researching customer exceptions, see "Working with Customer Exceptions" in Chapter 4.

How the System Tracks Customer Behaviors and Creates Exceptions

The system records one customer exception for each distinct behavior that occurs within a return attempt for each type of customer exception that is selected. One return transaction can include more than one distinct customer behavior. For instance, a line item on a return attempt that is receipted but also occurs within the dates and items defined in the Return Pattern Watch file is both a refund with receipt and a return of item in the Return Pattern Watch file. If a second line item on this return is receipted, but does not occur within the Return Pattern Watch file, then the total number of exceptions recorded for that return is still one refund with receipt and one return of item in the Return Pattern Watch file.

Selecting to track a customer exception does not trigger the denial of return activity based on that behavior or even the evaluation of that behavior during an attempted return. The rules that can be included in policies (See Chapter 11) determine the behavior evaluated during an attempted return and the way the system processes that return.

The system keeps a cumulative exception counter for the customer exceptions that are selected for tracking, for each customer positive ID that is collected. A rule that evaluates the customer's cumulative exception count can be included in policies in order to trigger a particular response to an attempted return, based on the customer's overall activity (See Chapter 10). Only accepted or authorized activity is considered when the system counts exceptions, unless otherwise noted in the specific exception.

In short, selecting to track a customer exception initiates the following activities:

- It makes that exception available for research on a customer, using the customer's positive ID.
- It allows the exception data to be used in return evaluations where a rule is present that looks at exception data.
- It adds one to the Customer Cumulative Exception Counter for each unique exception logged on a customer based on the customer's positive ID.

Customer Exception Catalog

This section describes customer behaviors that you can select to track as customer exceptions in Oracle Retail Returns Management.

Before deciding on the customer exception behavior that you wish to track, consider the following:

- What are the patterns of the average customer today?
  - How many returns does the average customer perform?
  - How frequent are the returns?
  - What is the percentage of receipted versus nonreceipted returns?
  - What are the other types of refund-producing transactions that the average customer performs?
- What are the patterns of the ideal customer?
  - What are the desirable returns? Are they receipted? Are they within a certain time frame?
  - How many returns does the ideal customer perform?
  - How frequent are the returns?
  - What is the ideal percentage of receipted versus nonreceipted returns?
  - What are the acceptable numbers for other types of refund-producing transactions that the ideal customer performs?

Table 7–1 lists possible customer exception return activities and details about the exception that can be used to determine if the exception should be tracked. For each exception, review the details to consider for the exception, decide whether to track the exception, and in those cases where additional information is needed, complete the additional information if you choose to track the exception.

Table 7–1 Customer Exception Return Activities

Exception Description	Details to Consider	Track this Exception?
Multiple returns within the same day	An excessive number of returns performed in multiple stores or channels on the same day can be an indicator that a customer is returning stolen merchandise. ■ Do you wish to track multiple returns within the same day? If you answer yes to this question, then you should track *Multiple returns within the same day*.	__Yes __No
Refund tender overrides	■ Do customers often request different tenders for refund than the tenders stated in your published return policy? ■ Do you wish to research and report on the occurrence of customers requesting different tenders for refund than those specified in the stated policy? ■ Do you suspect a problem with nonreceipted returns of stolen goods for cash-equivalent tenders? If you answer yes to any of these questions, then you should track *Refund tender overrides*.	__Yes __No
Refunds with receipt	■ Do you wish to track the occurrence of receipted returns? ■ Do you have a published policy for the number of receipted returns acceptable within a certain time frame? ■ Do you wish to set tolerance thresholds for the number of receipted returns accepted within a certain time frame? If you answer yes to any of these questions, then you should track *Refunds with receipt*.	__Yes __No
Refunds without receipt	■ Do you accept nonreceipted returns? ■ Do you suspect a problem with accepting unreceipted returns? If you answer yes to either of these questions, then you should track *Refunds without receipt*.	__Yes __No

Table 7–1 (Cont.) Customer Exception Return Activities

<table>
<tr><th>Exception Description</th><th>Details to Consider</th><th>Track this Exception?</th></tr>
<tr><td>Returns of items in the Return Pattern Watch file</td><td>
Do you suspect a problem with purchase/return of items within a short time frame? This is sometimes called renting or wardrobing behavior.
If you answer yes to this question, then you should track Returns of items in the Return Pattern Watch file.

For configuring the Return Pattern Watch file, consider the following questions:
What items are often purchased and returned in a short time frame?
What are the merchandise hierarchies that contain those items?
What are the likely purchase date ranges for this and subsequent years?
What are the likely return date ranges for this and subsequent years?
List the merchandise hierarchies, optional purchase date ranges, and required return date ranges for the items you wish to track.

Note: There is no limit on the number of entries that can be included in the Return Pattern Watch file.

Configuration of the Return Pattern Watch file is described in Chapter 10.
<table>
<tr><td>Merchandise Hierarchy</td><td>Purchase Date Range</td><td>Return Date Range</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
</table>
</td><td>__Yes
__No</td></tr>
<tr><td>Same day returns as purchases</td><td>An excessive number of returns on the same day as the purchases, with or without a receipt, in the same or multiple stores, can be an indicator that the customer is performing fraudulent behavior.
Do you wish to track multiple returns within the same day?
If you answer yes to this question, then you should track Same day returns as purchases.</td><td>__Yes
__No</td></tr>
</table>

For some exceptions, additional configuration is needed for tracking, beyond simply selecting the exception. Also, some exceptions can be cloned to track multiple different inputs. Table 7–2 lists possible configurable return activities and details about each exception that can be used to determine if the exception should be tracked.

Table 7–2 Customer Exceptions Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Returns without receipt greater than or equal to N	This exception looks at the total non-receipted return amounts at the transaction level. ■ Do you wish to track customer returns without receipt that are greater than or equal to N? If you answer yes to this question, then you should track *Returns with without receipt greater than or equal to N*.	__Yes __No
Returns with receipt greater than or equal to N	This exception looks at the total receipted return amounts at the transaction level. ■ Do you wish to track customer returns with receipt that are greater than or equal to N? If you answer yes to this question, then you should track *Returns with receipt greater than or equal to N*.	__Yes __No
Returns greater than or equal to N	This exception looks at the total return amounts at the transaction level. ■ Do you wish to track customer returns that are greater than or equal to N? If you answer yes to this question, then you should track *Returns greater than or equal to N*.	__Yes __No

Table 7–2 (Cont.) Customer Exceptions Configurable Return Activities

<table>
<tr><th>Exception Description</th><th>Details to Consider</th><th>Track this Exception?</th></tr>
<tr><td>Merchandise returns from a configurable merchandise hierarchy greater than N</td><td>

Do you have certain high priced items that you suspect as having a return problem?
Do you have different return tolerances for lesser priced items than higher priced items?
Do you suspect certain customers of abusing your published policies for high priced items?
Has there been a recent store break in, suspected in-store theft, warehouse theft, inventory count discrepancy, or inventory receiving discrepancy of certain types of items?

If you answer yes to any of these questions, then you should track Merchandise returns from a configurable merchandise hierarchy greater than N.

List the merchandise hierarchies and minimum amounts that you wish to track.

Note: There is no limit on the number of entries that can be included. This exception can be cloned.

The definition of N is determined by the retailer when mapping data to message contents, hence it can be a regular price, promotional price, selling price, or price after all discounts are applied, and it can include or exclude tax. All amounts transmitted to Oracle Retail Returns Management must be consistent in the factors that are included and excluded.

For this exception, the system compares the N value defined in the exception with the amount provided by the point-of-return in the Return request message.
<table>
<tr><td>Merchandise Hierarchy</td><td>Minimum Amount</td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
</table>
</td><td>__Yes
__No</td></tr>
<tr><td>Expired receipts</td><td>

Do you have a published policy stating the time frame allowed for returns?
Do you wish to control allowed refund tenders for returns that are older than this published policy?

If you answer yes to either of these questions, then you should track Expired receipts.
</td><td>__Yes
__No</td></tr>
</table>

Table 7–2 (Cont.) Customer Exceptions Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Refunds by refund type	■ Do you allow customers to receive a price difference refund if merchandise goes on sale after they have purchased and departed with it? ■ Do you allow employees to receive a price difference if merchandise goes on sale after they have purchased it? ■ Do you wish to measure either occurrence? ■ Do you wish to limit either occurrence? If you answer yes to any of these questions, then you should track *Refunds with a refund type of Price Adjustment*.	__Yes __No
	■ Does your enterprise accept layaways on merchandise? ■ Do you suspect a problem with customers canceling layaways after the merchandise has been removed from the sales floor? ■ Do you wish to measure either occurrence? ■ Do you wish to limit either occurrence? If you answer yes to any of these questions, then you should track *Refunds with a refund type of Layaway Cancellation*.	__Yes __No
	■ Does your enterprise allow ordering of merchandise or services that are not sold in the store channel? ■ Do you suspect a problem with customers canceling orders after merchandise orders have been placed with vendors or delivery has been scheduled? ■ Do you wish to measure either occurrence? ■ Do you wish to limit either occurrence? If you answer yes to any of these questions, then you should track *Refunds with a refund type of Order Cancellation*.	__Yes __No
	■ What other types of transactions result in a refund to the customer? ■ Is there significant cost to you for processing these refunds? ■ Do you suspect a problem with refunds due to any of these types of transactions? If you answer yes to any of these questions, then you have other types of refund transactions that you should track. List the other transaction types.	__Yes __No
	Transaction Types	

Table 7–2 (Cont.) Customer Exceptions Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Engine response code tracking	▪ Are there certain response codes configured in Oracle Retail Returns Management and used on return attempt response authorizations that you wish to track? This exception can be used for customization without development/coding if you configure a particular response code to be used on rules in the rules engine and need to track the pattern of occurrence of that behavior. For instance, if the rules engine is configured to always authorize a gift receipt present transaction with a 999 Gift Receipt response code and you wish to evaluate the number of times the customer positive ID has returned with a gift receipt in subsequent transactions in order to determine returnability, this can be accomplished using response code configuration coupled with this exception and a rule in policies. **Note:** There is no limit on the number of entries that can be included. You can return and configure this exception later, after setting up response codes as described in Chapter 10. List the response codes that you wish to track.	__Yes __No
Nonreceipted returns from a configurable merchandise hierarchy	▪ Do you suspect a higher nonreceipted return rate with certain types of items? ▪ Has there been a recent store break in, suspected in-store theft, warehouse theft, inventory count discrepancy, or inventory receiving discrepancy of certain types of items? If you answer yes to any of these questions, then you should track *Nonreceipted returns from a configurable merchandise hierarchy*. **Note:** There is no limit on the number of entries that can be included. This exception can be cloned. What return items are of a particular concern to your enterprise, when they are returned without a receipt? List the merchandise hierarchies. Merchandise Hierarchies	__Yes __No

Table 7–2 (Cont.) Customer Exceptions Configurable Return Activities

<table>
<tr><th>Exception Description</th><th>Details to Consider</th><th>Track this Exception?</th></tr>
<tr><td>Merchandise returns from a configurable merchandise hierarchy purchased and returned between configurable dates</td><td>

Do you suspect elevated levels of return of particular items during certain seasons, such as after holidays?
Has there been a recent break-in or significant store damage involving looting?
Has there been a recent store break in, suspected in-store theft, warehouse theft, inventory count discrepancy, or inventory receiving discrepancy of certain types of items?

If you answer yes to any of these questions, then you should track Merchandise returns from a configurable merchandise hierarchy purchased and returned between configurable dates.

List the merchandise hierarchies and date ranges that you wish to track.

Note: There is no limit on the number of entries that can be included.
<table>
<tr><td>Merchandise Hierarchy</td><td>Date Range</td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
</table>
</td><td>__Yes
__No</td></tr>
</table>

Customer Exceptions Spreadsheet

The following is an example of a spreadsheet used to define customer exceptions to track. You may find that using a spreadsheet is helpful for drafting your exceptions to track and distributing them for review or approval within your organization, to operational, loss prevention, legal, or other departments.

Figure 7–1 Customer Exceptions Sheet of the Sample Configuration Guide

Customer Exceptions

Exceptions are instances of a behavior that a retailer has selected to track for a Customer or Cashier. Exceptions hold an exception counter for a customer or cashier that is incremented based on return activity. If an exception (behavior) is selected for inclusion in the exception counter, the system defaults to add one to the exception count for each return activity. An "exception" is any activity that can be discerned from Return Ticket data, such as a nonreceipted return, a return of an item contained in the Return Pattern Watch file, or a particular type of refund transaction such as a Price Adjustment. When an exception occurs, a record is written to the "exception file" and the activity is available for research on that customer or cashier via the Exception Inquiry search and display screens. All exceptions are based on Return Ticket data.

Return Activities	Track?
Refunds without receipt	Y
Refunds with receipt	Y
Expired receipts (older than N days)	Y
Same day returns as purchases	Y
Multiple returns within the same day	Y
Returns of items in the Return Pattern Watch file	Y
Refund tender overrides	Y

Configurable Return Activities	Track?	Values
Refunds with a refund type of X	Y	Price Adjustments
Nonreceipted returns from X	Y	Home
Merchandise returns from X greater than $Y	Y	Electronics, $500
Merchandise returns from X between (date) and (date)	Y	Holiday
Engine response code tracking response code X	Y	093-Out of Box Electronics

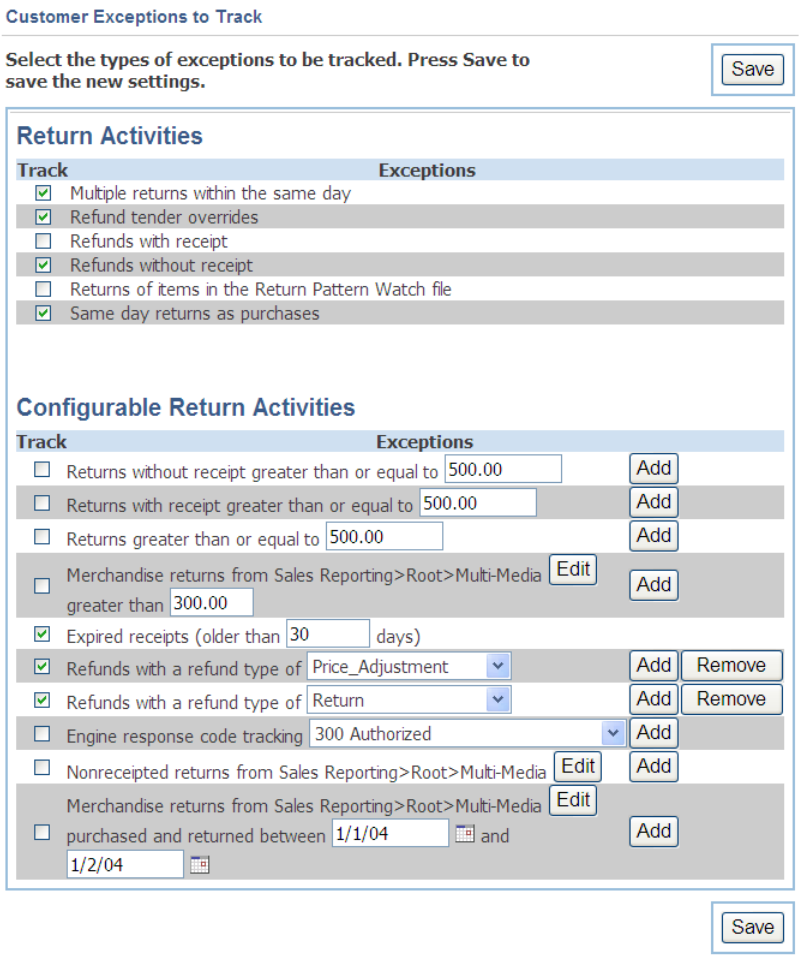
Configuring the Customer Behaviors to Track

The Customer Exceptions to Track screen is used to configure the system to track the desired customer behaviors in order to record customer exceptions.

Using the information defined in Table 7–1 and Table 7–2, configure customer behavior tracking:

1. Click the Customer left navigation link under the Configuration subtab of the Returns tab. The Customer Exceptions to Track screen is displayed.

Figure 7–2 Customer Exceptions to Track Screen



The exceptions that can be tracked are displayed. For each exception, the following information is shown:

- A checked box in the Track column indicates the exception is to be tracked.
- Exception description.
- For configurable return activities, the values being tracked for an exception.

2. Check the box to the left of each of the behaviors you wish to track.

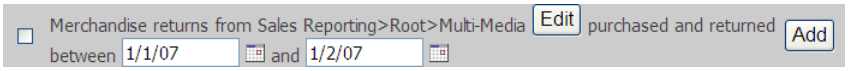
3. If you select a configurable customer exception that requires a Merchandise Hierarchy entry, click **Edit** for the merchandise hierarchy. The Merchandise Hierarchy screen is displayed. See "Selecting the Merchandise Hierarchy" in Chapter 10.
4. If you select a configurable customer exception that requires an amount, enter a whole amount.

Figure 7–3 Example of a Configurable Customer Exception that Requires an Amount



5. If you select a configurable customer exception that requires a date range, type the date range or select the date using the calendar icon.

Figure 7–4 Example of a Configurable Exception that Requires a Date Range



6. If you select a configurable customer exception that requires a response code, select the response code from the menu. See Chapter 10 for more information about configuring response codes.

Figure 7–5 Examples of Configurable Customer Exceptions that Require Response Codes



Note: Because the system bases exceptions on hard facts that have occurred, only those response codes used on authorized returns can be set on this particular exception example.

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7. To add another instance of a configurable customer exception, click **Add** for the exception you want to add.

8

Selecting Cashier Exceptions to Track

This chapter describes how to configure Oracle Retail Returns Management to track Cashier Exceptions. Before you configure the cashier exceptions you want to track online, you must first consider the types of cashier return problems that you are trying to track and solve.

The following information is presented in a workbook style, with two steps:

- How to determine the desired outcomes. See "Deciding which Cashier Behaviors to Track".
- How to use the screens necessary for the configuration of the system. See "Configuring the Cashier Behaviors to Track".

Deciding which Cashier Behaviors to Track

A cashier exception is a record created in Oracle Retail Returns Management of the occurrence of a particular type of cashier behavior. A cashier behavior can be any cashier activity, for example, performing a nonreceipted return.

You must select the cashier exceptions to track. In certain cases, you must set merchandise hierarchies, date ranges, or amounts to track.

When a cashier exception is selected for tracking, the system saves a record of each occurrence of cashier behavior. The system creates this record after an attempted return is accepted and completed at the point-of-return and the information about that return is received in Oracle Retail Returns Management by way of the Final Result message. The occurrence of that cashier behavior is available to be researched on screen. For information on researching cashier exceptions, see "Working with Cashier Exceptions" in Chapter 4.

How the System Tracks Cashier Behaviors and Creates Exceptions

The system records one cashier exception for each distinct behavior that occurs within a return attempt for the types of cashier exceptions that are selected. One return transaction may include more than one type of cashier behavior. For instance, a line item on a return attempt that is receipted but also occurs within the dates and items defined in the Return Pattern Watch file is both a refund with receipt and a return of item in the Return Pattern Watch file. If a second line item on this return is receipted, but does not occur within the Return Pattern Watch file, then the total exceptions recorded for that return is still one refund with receipt and one return of item in the Return Pattern Watch file.

Selecting to track a cashier exception does not trigger denial of return activity based on that behavior or even evaluation of that behavior during an attempted return. The rules that can be included in policies (see Chapter 11) determine the behavior evaluated during an attempted return and how the system processes that return.

The system keeps a cumulative exception counter for the cashier exceptions that are selected for tracking for each cashier ID that is used on a return. Only accepted or authorized activity is considered when the system counts exceptions, unless otherwise noted in the specific exception.

In short, selecting to track a cashier exception initiates the following activities:

- It makes that exception available for research on a cashier, using the cashier ID.
- It adds 1 to the Cashier Cumulative Exception Counter for each unique cashier exception logged on a cashier, based on the cashier ID.

Cashier Exception Catalog

This section describes cashier behaviors that you can select to track as Cashier Exceptions in Oracle Retail Returns Management.

Before deciding the cashier exception behavior that you wish to track, consider the following:

- What are the patterns of the average cashier today?
  - How many returns does the average cashier perform?
  - How frequent are the returns?
  - What is the percentage of receipted versus nonreceipted returns?
  - What are the other types of refund-producing transactions that the average cashier performs?
  - Are all cashiers authorized to perform returns, or only managers?
  - Is there a return desk through which all returns are processed?
- What are the patterns of the ideal cashier?
  - What are the desirable returns? Are they receipted? Are they within a certain time frame?
  - How many returns does the ideal cashier perform?
  - How frequent are the returns?
  - What is the ideal percentage of receipted versus nonreceipted returns?
  - What are the acceptable numbers for other types of refund-producing transactions that the ideal cashier performs?

Most of the cashier exceptions are the same as customer exceptions. There is one significant difference:

- Refund authorization override is available as a cashier exception but not available as a customer exception.

Table 8–1 lists possible cashier exception activities and details about the exception that can be used to determine if the exception should be tracked. For each exception, review the details to consider for the exception, decide whether to track this exception, and, in cases where additional information is needed, complete the additional information if you choose to track this exception.

Table 8–1 Cashier Exception Return Activities

Exception Description	Details to Consider	Track this Exception?
Authorization overrides	■ When you configure return policies, will you allow some judgment by an authorized cashier or manager in allowing returns that are in question? ■ Do you wish to track the frequency and identify of those cashiers (managers) who are making return authorization overrides? If you answer yes to either of these questions, then you should track *Authorization overrides*.	__Yes __No
Refund tender overrides	■ Do customers often request different tenders for refund than the tenders stated in your published return policy? ■ Are all cashiers, or only certain cashiers or managers, allowed to offer a wider choice of tenders to customers who are dissatisfied with the defaults? ■ Do you wish to research and report on the occurrence of customers requesting different tenders for refund than the stated policy where a particular cashier ID (manager ID) is granting the overrides? If you answer yes to either of these questions, then you should track *Refund tender overrides*.	__Yes __No
Refunds with receipt	■ Do you wish to track the occurrence of receipted returns? ■ Do you wish to gauge the rate of cashiers processing receipted returns versus nonreceipted returns? ■ Do you wish to set the tolerance threshold for the number of returns accepted within a certain time frame? If you answer yes to any of these questions, then you should track *Refunds with receipt*.	__Yes __No
Refunds without receipt	■ Do you accept nonreceipted returns? ■ Do you suspect a problem with certain cashiers accepting nonreceipted returns? ■ Do you suspect a problem with a cashier processing receipted returns as nonreceipted returns in order to skip implemented processes and checks against the original transaction data? If you answer yes to any of these questions, then you should track *Refunds without receipt*.	__Yes __No

Table 8–1 (Cont.) Cashier Exception Return Activities

<table>
<tr><th>Exception Description</th><th>Details to Consider</th><th>Track this Exception?</th></tr>
<tr><td>Returns of items in the Return Pattern Watch file</td><td>
Do you suspect a problem with purchase or return of items within a short time frame? This is sometimes called renting or wardrobing.
If you answer yes to this question, then you should track Returns of items in the Return Pattern Watch file.

For configuring the Return Pattern Watch file, consider the following questions:
What items are often purchased and returned in a short time frame?
What are the merchandise hierarchies that contain those items?
What are the likely purchase date ranges for this and subsequent years?
What are the likely return date ranges for this and subsequent years?
List the merchandise hierarchies, optional purchase date ranges, and required return date ranges for the items you wish to track.

Note: There is no limit on the number of entries that can be included in the Return Pattern Watch File.

One Return Pattern Watch file is configured. The file is used as the input for tracking both customer and cashier exceptions.

Configuration for the Return Pattern Watch file is described in Chapter 10.
<table>
<tr><td>Merchandise Hierarchy</td><td>Purchase Date Range</td><td>Return Date Range</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
</table>
</td><td>__Yes
__No</td></tr>
<tr><td>Same day returns as purchases</td><td>An excessive number of same day returns as purchases by a customer, with or without a receipt, in the same or multiple stores, can be an indicator that the customer is performing fraudulent behavior. A cashier who accepts these returns could be working with customers to commit this type of fraud.
Do you wish to track same day returns as purchases?
If you answer yes to this question, then you should track Same day returns as purchases.</td><td>__Yes
__No</td></tr>
</table>

For some exceptions, additional configuration beyond simply selecting the exception is needed for tracking. The exception can be cloned to track multiple different inputs. Table 8–2 lists possible configurable return activities and details about each exception that can be used to determine if the exception should be tracked.

Table 8–2 Cashier Exception Configurable Return Activities

<table>
<tr><th>Exception Description</th><th>Details to Consider</th><th>Track this Exception?</th></tr>
<tr><td>Returns without receipt greater than or equal to N</td><td>This exception looks at the total non-receipted return amounts at the transaction level.
■ Do you wish to track cashiers performing customer returns without receipt that are greater than or equal to N?
If you answer yes to this question, then you should track Returns with without receipt greater than or equal to N.</td><td>__Yes
__No</td></tr>
<tr><td>Returns with receipt greater than or equal to N</td><td>This exception looks at the total receipted return amounts at the transaction level.
■ Do you wish to track cashiers performing customer returns with receipt that are greater than or equal to N?
If you answer yes to this question, then you should track Returns with receipt greater than or equal to N.</td><td>__Yes
__No</td></tr>
<tr><td>Returns greater than or equal to N</td><td>This exception looks at the total return amounts at the transaction level.
■ Do you wish to track cashiers performing customer returns that are greater than or equal to N?
If you answer yes to this question, then you should track Returns greater than or equal to N.</td><td>__Yes
__No</td></tr>
<tr><td>Merchandise returns from a configurable merchandise hierarchy greater than N</td><td>■ Do you have certain high priced items that you suspect as having a return problem?
■ Do you have different return tolerances for lesser priced items than higher priced items?
■ Has there been a recent store break in, suspected inside warehouse theft, or suspected inside store theft of certain types of high ticket items?
If you answer yes to any of these questions, then you should track Merchandise returns from a configurable merchandise hierarchy greater than N.
List the merchandise hierarchies and minimum amounts that you wish to track.
Note: There is no limit on the number of entries that can be included. This exception can be cloned.
The definition of N is determined by the retailer when mapping data to message contents, hence it can be a regular price, promotional price, selling price, or price after all discounts are applied, and it can include or exclude tax.
For this exception, the system compares the N value defined in the exception with the amount provided by the point-of-return in the Return request message.
<table>
<tr><td>Merchandise Hierarchy</td><td>Minimum Amount</td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
</table>
</td><td>__Yes
__No</td></tr>
</table>

Table 8–2 (Cont.) Cashier Exception Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Expired receipts	■ Do you have a published policy stating the time frame allowed for returns? ■ Do you wish to control allowed refund tenders for returns that are older than this published policy? If you answered yes to either of these questions, then you should track *Expired receipts*. **Note:** The time frame for expired receipts is configurable.	__Yes __No

Table 8–2 (Cont.) Cashier Exception Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Refunds by refund type	▪ Do you allow customers to receive a price difference refund if merchandise goes on sale after they have purchased and departed with it? ▪ Do you allow employees to receive a price difference if merchandise goes on sale after they have purchased it? ▪ Do you suspect a problem with cashiers retrieving transactions without the customer present in order to pocket a price difference when they know an item is now on sale? If you answer yes to any of these questions, then you should track Refunds with a refund type of *Price Adjustment.*	__Yes __No
	▪ Does your enterprise accept layaways on merchandise? ▪ Do you suspect a problem with customers canceling layaways after the merchandise has been removed from the sales floor? ▪ Do you suspect a problem with cashiers canceling layaways in order to pocket a refund? If you answer yes to any of these questions, then you should track *Refunds with a refund type of Layaway Cancellation*.	__Yes __No
	▪ Does your enterprise allowing ordering of merchandise or services that are not sold in the store channel? ▪ Do you suspect a problem with customers canceling orders after merchandise orders have been placed with vendors or delivery has been scheduled? ▪ Do you suspect a problem with cashiers canceling orders in order to pocket a refund? If you answer yes to any of these questions, then you should track *Refunds with a refund type of Order Cancellation*.	__Yes __No
	▪ What other types of transactions result in a refund to the customer? ▪ Are those types of transactions retrievable by search options available to the cashier so that the customer need not be present? ▪ Do you suspect a problem with refunds due to any of these types of transactions? List the transaction types.	__Yes __No
	Transaction Types	

Table 8–2 (Cont.) Cashier Exception Configurable Return Activities

Exception Description	Details to Consider	Track this Exception?
Engine response code tracking	▪ Are there certain response codes configured in Oracle Retail Returns Management and used on return responses that you wish to track? This exception can be used for customization without development/coding, if you configure a particular response code to be used on rules in the rules engine and need to track the pattern of that behavior occurring. For instance, if the rules engine is configured to always authorize a gift receipt present transaction with a 999 Gift Receipt response code and you wish to evaluate the number of times the customer positive ID has returned with a gift receipt in subsequent transactions in order to determine returnability, this can be accomplished using response code configuration coupled with this exception and a rule in policies. **Note:** There is no limit on the number of entries that can be included. You can return and configure this exception later, after setting up response codes in Chapter 10. List the response codes that you wish to track. Response Codes	__Yes __No
Nonreceipted returns from a configurable merchandise hierarchy	▪ Do you suspect a higher nonreceipted return rate with certain types of items? ▪ Has there been a recent store break in, suspected inside warehouse theft, or suspected inside store theft of certain types of items? If you answer yes to either of these questions, then you should track *Nonreceipted returns from a configurable merchandise hierarchy*. **Note:** There is no limit on the number of entries that can be included. This exception can be cloned. What return items are of a particular concern to your enterprise, when they are returned without a receipt? List the merchandise hierarchies. Merchandise Hierarchies	__Yes __No

Table 8–2 (Cont.) Cashier Exception Configurable Return Activities

<table>
<tr><th>Exception Description</th><th>Details to Consider</th><th>Track this Exception?</th></tr>
<tr><td>Merchandise returns from a configurable merchandise hierarchy purchased and returned between configurable dates</td><td>

Do you suspect elevated levels of return of particular items during certain seasons, such as after holidays?
Has there been a recent break-in or significant store damage involving looting?
Has there been a recent suspected inside theft?

If you answer yes to any of these questions, then you should track Merchandise returns from a configurable merchandise hierarchy purchased and returned between configurable dates.

List the merchandise hierarchies and date ranges that you wish to track.

Note: There is no limit on the number of entries that can be included.
<table>
<tr><td>Merchandise Hierarchy</td><td>Date Range</td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
</table>
</td><td>__Yes
__No</td></tr>
</table>

Cashier Exceptions Spreadsheet

The following is an example of a spreadsheet used to define cashier exceptions to track. You may find that using a spreadsheet is helpful for drafting your exceptions to track and distributing them for review or approval within your organization to operational, loss prevention, legal, or other departments.

Figure 8–1 Cashier Exception Sheet of the Sample Configuration Guide

Cashier Exceptions

Exceptions are instances of a behavior that a retailer has selected to track for a Customer or Cashier. Exceptions hold an exception counter for a customer or cashier that is incremented based on return activity. If an exception (behavior) is selected for inclusion in the exception counter, the system defaults to add one to the exception count for each return activity. An "exception" is any activity that can be discerned from Return Ticket data, such as a nonreceipted return, a return of an item contained in the Return Pattern Watch file, or a particular type of refund transaction such as a Price Adjustment. When an exception occurs, a record is written to the "exception file" and the activity is available for research on that customer or cashier via the Exception Inquiry search and display screens. All exceptions are based on Return Ticket data.

Return Activities	Track?
Refunds without receipt	Y
Refunds with receipt	
Same day returns as purchases	Y
Returns of items in the Return Pattern Watch file	Y
Refund tender overrides	Y
Refund Authorization overrides	Y

Configurable Return Activities	Track?	Values
Refunds with a refund type of X	Y	Price Adjustments
Nonreceipted returns from X	Y	Home
Merchandise returns from X greater than $Y	Y	Electronics, $500
Merchandise returns from X between (date) and (date)	Y	Holiday
Engine response code tracking response code X	Y	093-Out of Box Electronics
Expired receipts (older than N days)	Y	30

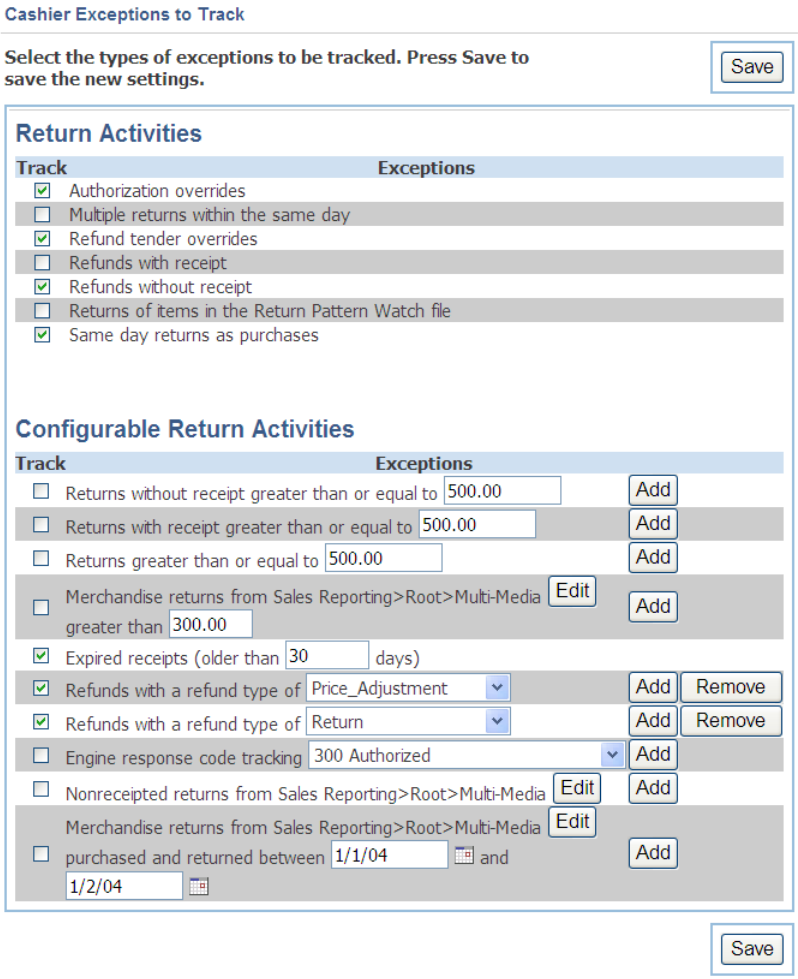
Configuring the Cashier Behaviors to Track

The Cashier Exceptions to Track screen is used to configure the system to track the desired cashier behaviors in order to record cashier exceptions.

Using the information defined in Table 8–1 and Table 8–2, configure cashier behavior tracking:

1. Click the Cashier left navigation link under the Configuration subtab of the Returns tab. The Cashier Exceptions to Track screen is displayed.

Figure 8–2 Cashier Exceptions to Track Screen



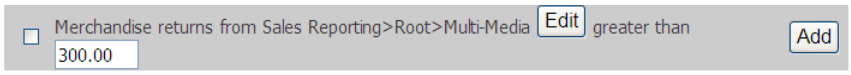
The exceptions that can be tracked are displayed. For each exception, the following information is shown:

- A checked box in the Track column indicates the exception is to be tracked.
- Exception description.
- For configurable return activities, the values being tracked for an exception.

2. Check the box to the left of each of the behaviors you wish to track.

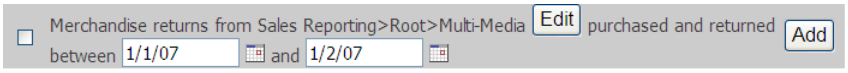
3. If you select a configurable cashier exception that requires a Merchandise Hierarchy entry, click **Edit** for the merchandise hierarchy. The Merchandise Hierarchy screen is displayed. See "Selecting the Merchandise Hierarchy" in Chapter 10.
4. If you select a configurable cashier exception that requires an amount, enter a whole amount.

Figure 8–3 Example of a Configurable Cashier Exception that Requires an Amount



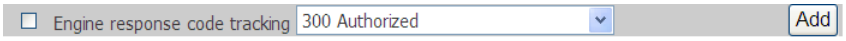
5. If you select a configurable cashier exception that requires a date range, type the date range or select the date using the calendar icon.

Figure 8–4 Example of a Configurable Cashier Exception that Requires a Date Range



6. If you select a configurable cashier exception that requires a response code, select the response code from the menu. See Chapter 10 for more information on configuring response codes.

Figure 8–5 Example of a Configurable Cashier Exception that Requires a Response Code



7. To add another instance of a configurable cashier exception, click **Add** for the exception you want to add.

9

Determining Return Policies

The sections in this chapter can assist you in determining your return policies.

- "Overview"
- "Determining Your Default Receipted Policy"
- "Choosing the Rules to be Used in the Policy"
- "Determining the Order of the Rules"
- "Determining the Values for the Rule Responses"
- "Determining the Actions for the Rule Responses"
- "Determining the Response Types for the Rule Responses"
- "Determining the Response Codes for the Rule Responses"
- "Determining the Receipt Messages for the Rule Responses"
- "Determining Whether the Customer Positive ID is Required by a Rule Response"
- "Determining the Desired Tenders for the Rule Responses"
- "Determining Your Default Nonreceipted Policy"
- "Determining Your Exception Policies"

Overview

When a customer tries to return an item, you might want to consider these and other questions:

- Does the customer have a receipt?
- What is the condition of the item?
- How many days have passed since the item was purchased?
- What is the customer's cumulative exception count?
- Does the customer have a gift receipt?
- Is the (original) transaction a split tender?

In Oracle Retail Returns Management, these questions are called rules.

You can determine what action to take based on the answers to the questions. Your options include the following possible actions:

- Continue processing the return, stop and require a manager override, or deny the return.
- Send particular response codes or receipt messages to inform the cashier, manager, or customer of the returnability of the return.
- Limit the refund to certain types of tenders, depending on the answer to the question.
- Require that a positive ID be obtained from the customer so that the customer's previous return history can be checked for similar situations and so that this and subsequent return activity can be tracked.

All of these settings are configured on the response to the rule.

A collection of rules used to determine returnability of a line item to a customer is called a policy. Two types of policies exist:

- Default
- Exception

Default Policies

Default policies cover all return situations that are not specifically defined by an exception policy. Default policies are always in effect. If Oracle Retail Returns Management does not find a specific exception policy that covers the situation, the engine falls back on the appropriate default policy.

Two default policies must be defined, one for receipted situations and one for nonreceipted situations.

Receipted Versus Nonreceipted

You must decide what constitutes a receipted situation versus a nonreceipted situation so that the receipted/nonreceipted flag can be sent in the Authorize Items for Return request message. For instance, if the customer does not have a paper receipt for a transaction, but the transaction can be retrieved by search, you may choose to treat this as a receipted return attempt. Retailers usually treat returns using gift receipts as receipted return attempts. If you accept item returns without a paper receipt or other proof of purchase, this is most often processed as a nonreceipted situation.

Each line item attempted for return is considered separately as receipted or nonreceipted so that the retailer can mix different return situations within one return attempt, if the point-of-return allows this.

Determining Your Default Receipted Policy

This section helps you determine your default receipted policy.

Policy Spreadsheets

The following is an example of a spreadsheet used to define a default receipted policy. You may find that using a spreadsheet is helpful for drafting your return policies and distributing them for review or approval within your organization to operational, loss prevention, legal, or other departments that review your return policies.

Figure 9–1 Sample Default Receipted Policy Spreadsheet, Page 1 of 2

Refund Transaction - Receipted

The information in this document represents a sample policy configuration.

Instructions: Specify which of the following rules you wish to use on the Default policy for Receipted line items as well as the order you wish to evaluate the rules in.
For Range rules, decide the values and each value's response code. An unlimited number of values can be included and the values can be set as needed.

See the Response Code tab for more information.

		Range values are configurable. Boolean values are Yes/No. Discrete is text.	Action is Continue, Continue At, or Stop Processing.		The Response Types in order are: 1. Denial 2. Manager Overrideable Denial 3. Contingent Authorization 4. Authorization	Within the Response Type, a priority 1 overrides a priority 2.	Codes and Descriptions are fully configurable.	Receipt Message Indicator	Yes/No Is customer Positive ID required and if so check if it's not provided in the request message	Replace = replace tenders from previous rule response and specifiy the default. Maintain = Maintain tenders from the previous rule response. Add = Add the tender to the list from the previous rule response (if the Add tender is to be the defualt, it must be specified (bold)).
#	**Policy Rule**	**Value**	**Action**	**Continue At**	**Response Type**	**Response Code Priority**	**Response Code**	**Receipt Message #**	**Capture Customer Postive ID**	**Tenders (default is bold, others are override tenders).**
1	Was the transaction a split tender?	No	Continue		Authorization	11	700 - Authorized			
		Yes	Continue At	Does the customer have a gift receipt for this item?	Authorization	11	700 - Authorized			Allowed refund tenders in preferred order (least risky tenders; evaluated for refunds applied from prior returns against this transaction)
2	What is the original tender?	Debit as Credit	Continue At	Does the customer have a gift receipt for this	Authorization	11	700 - Authorized			Add: **Credit**, Mail Bank Check, Gift Card
		Cash	Continue At	Does the customer have a gift receipt for this item?	Authorization	11	700 - Authorized			Add: **Cash**, Mail Bank Check, Gift Card
		Traveler's Check	Continue At	Does the customer have a gift receipt for this item?	Authorization	11	700 - Authorized			Add: **Cash**, Mail Bank Check, Gift Card
		Gift Certificate	Continue At	Does the customer hav - a gift rece pt for this item?	Authorization	11	700 - Authorized			Add: **Gift Card**, Mail Bank Check
3	How many days have passed since the item was purchased?	< 1 **[Day 0]**	Continue At	Does the customer have a gift receipt for this	Authorization	11	700 - Authorized			Add: **Gift Card**
	(orginal tender is check)	<= 5 **[Day 1-5]**	Continue		Authorization	11	700 - Authorized			Add: **Gift Card**. Mail Bank Check,
		> 5 **[Over Day 5]**	Continue		Authorization	11	700 - Authorized			Add: **Cash**, Mail Bank Check

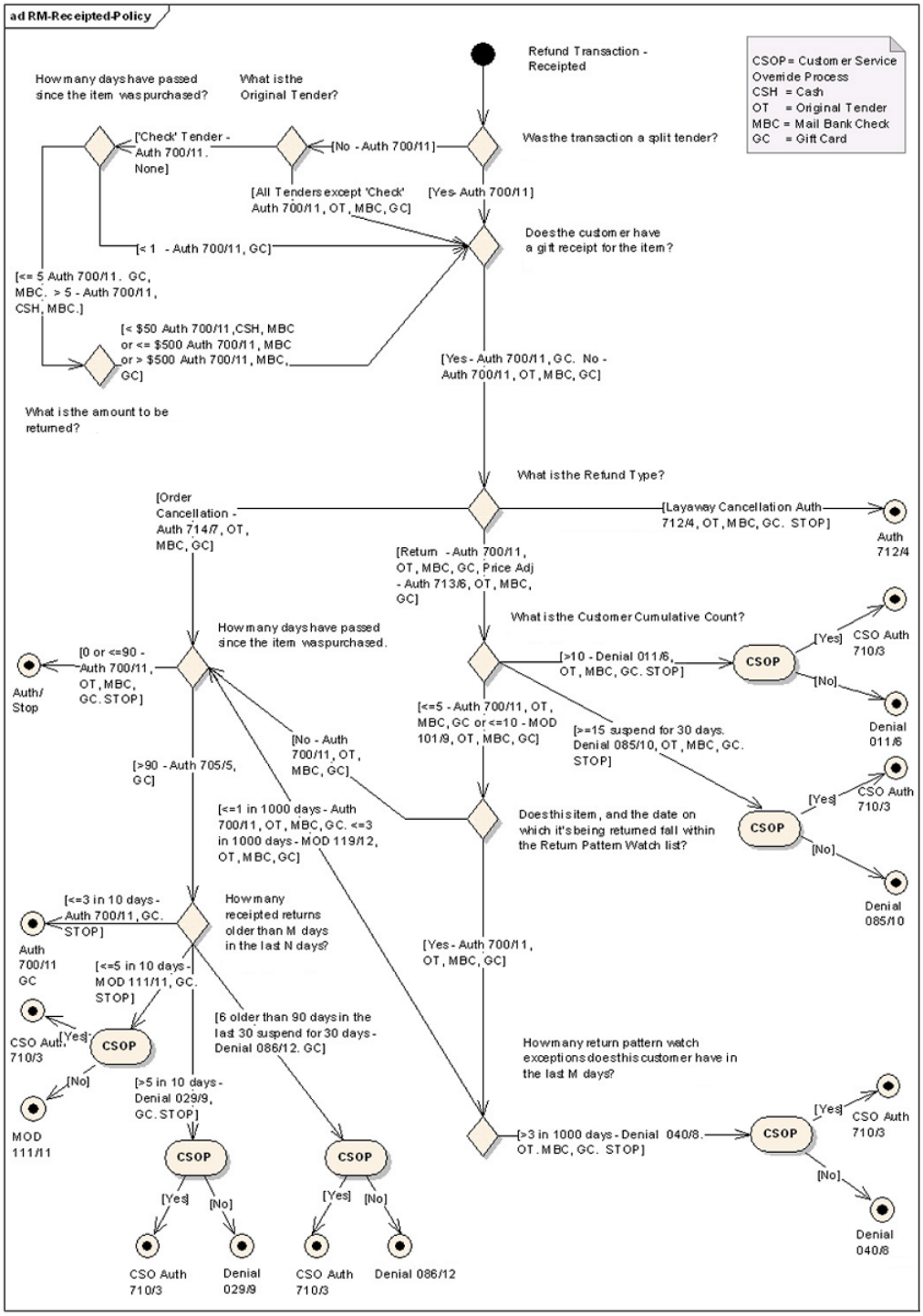
Figure 9–2 Sample Default Receipted Policy Spreadsheet, Page 2 or 2

4	What is the amount to be returned?	<= $50	Continue		Authorization	11	700 - Authorized			Replace: **Cash,** Mail Bank Check
	(orginal tender is check)	<= $500	Continue		Authorization	11	700 - Authorized			Add: Mail Bank Check
		> $500	Continue		Authorization	11	700 - Authorized			Replace: **Mail Bank Check**, Gift Card
5	Does the customer have a gift receipt for the item?	Yes	Continue		Authorization	11	700 - Authorized			Replace: **Gift Card**
		No	Continue		Authorization	11	700 - Authorized			Maintain
7	What is the refund type?	Order Cancellation	Continue At	How many days have passed since the item was purchased?	Authorized	7	714 - Cancellation Transaction			Replace: <none>
		Price Adjustment	Continue		Authorized	6	713 - Sales Adjustment Transaction			Maintain
8	What is the customer's cumulative count?	<=5	Continue		Authorization	11	700 - Authorized			Maintain
		<=10	Continue		Manager Overrideable	9	101 - Cumulative Count threshold			Maintain
		> 10	Stop		Denial	6	011 - Cumulative Count exceeded			Maintain
9	Does this item, and the date on which it's being returned, fall within the Return Pattern Watch list?	Yes	Continue		Authorization	11	700 - Authorized		Y	Maintain
		No	Continue At	How many days have passed since the item was purchased?	Authorization	11	700 - Authorized			Maintain
10	How many return pattern watch exceptions does the customer have within the last M days?	<=1 in 1000 days	Continue		Authorization	11	700 - Authorized			Maintain
		<=3 in 1000 days	Continue		Manager Overrideable Denial	12	119 - Return Pattern Watch Exceeded	5		Maintain
		> 3 in 1000 days	Continue		Denial	8	040 - Return Pattern Watch Exceeded			Maintain
11	How many days have passed since the item was purchased?	0	Stop		Authorization	11	700 - Authorized			Maintain
	(expired receipt check)	<= 90	Stop		Authorization	11	700 - Authorized			Maintain
		> 90	Continue		Authorization	5	705 - Expired Receipt Threshold		Y	Replace: **Gift Card**
12	How many receipted returns older than M days in the last N days?	<= 5 in 10 days	Stop		Authorization	11	700 - Authorized			Maintain
	(M=90)	<= 10 in 10 days	Stop		Manager Overrideable Denial	11	111 - Expired Receipts threshold			Maintain
	Customer Service Override Check for Ticket If return received denial, or manager overridable denial, AND Customer Service Override Available				Authorization	3	710 - Customer Service Override Appl	0		

Policy Flowcharts

Flowcharts may assist with evaluating the progress of an attempted line item return through the policy. You may find the flowcharts helpful for drafting your return policies and distributing them for review or approval within your organization as well as for developing test cases and user acceptance criteria.

Figure 9–3 Sample Default Receipted Policy Flowchart



Choosing the Rules to be Used in the Policy

The first step in policy configuration is deciding which rules you wish to use in evaluating returnability of a line item in an attempted return transaction. Repeat this process for each type of policy you wish to configure.

For information on available rules, see Chapter 11.

Determining the Order of the Rules

The next step is determining the order of the rules. During this process, consider the following features of rules:

- Any rule that results in an abrupt response, regardless of any other rules that could be evaluated, should be placed earlier in the policy. For instance, if no returns with receipt after 180 days are accepted, the rule *How many days have passed since the item was purchased?* should be placed early in the policy, with the range value of 181 (for 181 days) set to a Stop and Denial.
- Some rules act specifically to determine appropriate tender response. These can be placed at any appropriate position in the policy.
- A rule can be included in a policy more than once. This is appropriate under the following conditions:
  - A rule checks for a condition in a particular merchandise hierarchy or other configurable input. For example, *How many times has the customer attempted to return merchandise from a particular merchandise hierarchy with an item price greater than N in the last M days?* can be included multiple times in a policy for each merchandise hierarchy that you want to check.
  - A rule is used for two different purposes within one return policy. For example, *How many days have passed since the item was purchased?* can be used to determine whether the receipt is older than the allowed number of days as well as to determine whether a potential check fraud problem exists, if it is used in conjunction with the rule *What is the original tender?* and the value "check."

Determining the Values for the Rule Responses

Your next step is to determine the values that you wish to evaluate for response for each of the rules that you include in the policy.

Determine the action to take based on the answer to the question. Based on the type of question being asked, the answer may be yes or no (Boolean), a certain numeric or currency number (Range), or one possible response from a valid list of responses (Discrete). For instance, *Does the customer have a receipt?* would have a yes or no response. *What is the customer's cumulative exception count?* would have a numeric response that would fall within a range that you can configure. *What is the condition of the item?* would require the point-of-return user to choose from a list of possible responses such as Excellent, Good, Fair, Poor, Open Box, Damaged, Used, Worn, Tags Removed, and so on. The analytic engine can use these to decide returnability.

Determining Values for Boolean Rules

When determining values for boolean rules, consider the following issue:

- Is there another rule that is evaluated based on the choice of yes or no?

Determining Values for Range Rules

When determining values for range rules, consider the following issues:

- Do you have a published policy in effect today that establishes limits for numeric values, for example, the number of days during which a return is allowed?
- Have you already identified possible patterns of potential fraud for which you need to set limits?
- Are there limits on customer behaviors that you wish to put in place?
- What tolerance is your organization comfortable setting and publishing?

You can choose to track customer exceptions for some time before configuring range rules in order to help you determine the ranges that you wish to tolerate. You can also change the values on the range rules later, as you use the system to tune your values and return policies.

Determining Values for Discrete Rules

When determining values for discrete rules, consider the following issues:

- Do you want to configure specific actions for types of refunds or item conditions?
- Are there different responses or tenders that you want to use in different circumstances, for example, do you want to use a different tender for a return than for a layaway cancellation?

Determining the Actions for the Rule Responses

Three possible actions can occur, based on the answer to the question:

- Continue—This instructs the system to proceed on to the next rule within the policy.
- Continue At—This instructs the system to proceed to a particular named rule name within the policy.
- Stop Processing—This instructs the system to discontinue any further processing.

When determining what action should occur, consider the following issues:

- Some rules ask a question to determine if the current line item return attempt is a particular type of behavior. These rules should be set to Continue At other rules that determine how many times this particular customer (identified by positive ID) has performed this same behavior in the past. Rules can work together to identify behavior and check the customer's exception history for occurrences of that behavior.
- Any rule with a value that should trigger an absolute approval or denial without regard to any other rule should have a Stop Processing action.
- The system does not check for potential loop situations. Therefore, it is a good idea to model each policy in a flowchart to determine whether there are any potential loops. For an example, see Figure 9–3.

If the rules engine reaches the end of the return policy without encountering a Stop Processing, the response for the last rule is the response that is returned to the point-of-return.

Determining the Response Types for the Rule Responses

A response type is the decision on returnability that is sent to the point-of-return for each line item attempted for return and for the overall return transaction. The response type assigned to the overall transaction is selected from the response types for the individual line items; it is the one that most constrains the return.

The response types, in order of most to least constraining of the return, are as follows:

1. Denial
2. Manager Overrideable Denial—The engine has denied the item but the denial can be overridden at the point-of-sale/point-of-return by a properly authorized user.
3. Contingent Authorization—The engine has approved the item contingent upon capture of an override at the point-of-sale or point-of-return by a properly authorized user.
4. Authorization

When determining the appropriate response types for rules, consider the following issues:

1. What are the behaviors that you want to train your customers to perform? What are the behaviors that are within the limits of your published return policy? These can be set as authorizations.
2. Are there situations that you wish a manager to approve? Are there situations in your published return policy that state that a manager approval must be captured? These can be set as manager overrideable denial or contingent authorization.
3. If you intend to allow overrides of responses at the point-of-return, are there always managers available who are authorized to enter the overrides, or can cashiers do so? In smaller stores, if no users have approval to override, you may want to send only denial and authorization responses or configure a separate exception policy for those stores.
4. Are you comfortable denying returns? The system does not require use of any particular response types, so you do not have to set any rules to justify denials.

You can always change the response types on the rules later, as you use the system to tune your values and return policies.

Determining the Response Codes for the Rule Responses

You can set a configurable response code either to carry on with the Continue or Continue At rule action or to record based on the Stop Processing action.

Responses consist of the following:

- A required numeric code
- A response type
- A response priority within that type
- A short description
- An optional long description that can be used for scripting customer service responses to customer inquiries

The response type for each response code is selected from the following (listed in priority order):

1. Denial.
2. Manager Overrideable Denial—The engine has denied the item but the denial can be overridden at the point-of-return by a properly authorized user.
3. Contingent Authorization—The engine has approved the item contingent upon capture of an override at the point-of-return by a properly authorized user.
4. Authorization.

Response codes are prioritized within response types. No two response codes of the same response type can have the same priority. The analytic engine evaluates policy rules. After evaluating the first rule, it selects the first response code based on the answer to the rule. It moves on to the second rule. If that results in a higher response type or the same response type with a higher priority, it selects that response code. This continues until the evaluation process is complete.

Response codes must be configured in the system before they can be selected for use with policy rules. See Chapter 10.

When determining the response codes to configure for policy rules, consider the following issues:

- How much information do you wish to show:
  - On screen to the cashier at the point-of-return?
  - To a manager at the point-of-return?
  - On any other manager-paging devices?
  - To a customer on an e-commerce point-of-return?
  - To a customer service user handling a phone-initiated return or customer service inquiry?
- How fine grained do you wish the responses to be? You can have as few as one authorization response code, or as many denial, manager or overrideable denial, contingent authorization, or authorization response codes as you need.

- What level of reporting do you wish to be able to generate? Which of the following do you want to see:
  - 100 Denials
  - 50 Denials for expired receipts, 20 Denials for an excessive number of layaway cancellations, and 30 Denials for nonreturnable open box or worn items
- Do you need specific codes to convey information to the point-of-return? You can use response codes at the point-of-return to control reductions in return prices or to suggest or require a restocking fee.
- Once the full set of response codes is configured in the system, what response do you wish to use on each rule action in a policy?

You can either let the rules you choose help you build the response codes you should use or let the responses you want to send to the point-of-return drive the rules you want to use in your policies. As necessary, you can change the response codes configured for the rules.

Determining the Receipt Messages for the Rule Responses

Each rule response can be tied to a specific configurable receipt message. The point-of-return can handle the receipt messages in several different ways:

- Print the messages on receipts
- Show the messages on-screen to cashiers or customers
- Show the messages on customer points of interaction associated with registers such as PINPad devices or customer-facing kiosks
- Show the messages on the screen if the return is being processed through an e-commerce site

The message can contain information useful for shaping the customer's return behavior, such as informing a customer why a return was denied or why the return required a manager override or warning a customer that he or she is approaching a limit on return behavior.

Receipt messages must be configured in the system before they can be selected for use on policy rules. See Chapter 10. The identifier for the receipt message is then configured for the rule response. As the rules engine processes the attempted line item return and selects the most constraining response code along the way, it also selects the identifier for the receipt message that was configured for the rule response that picked up the response code. The receipt message picked up for each attempted line item return is sent to the point-of-return in the Items for Return Authorization response message. The point-of-return determines how to use those messages.

Each rule response requires a receipt message identifier, even if that identifier is 0 (no message).

When determining the receipt messages to use for rules, consider the following issues:

- Do you wish to provide positive reinforcement for desirable return behavior? For example, for an approved, receipted return, you can configure a receipt message that states the following: This return has been accepted. Thank you for providing the original receipt so that we could process this return quickly.

- If there are range rules for a behavior, do you wish to warn the customer that he or she is approaching the limit for the behavior? For instance, if five nonreceipted returns in ten days is your limit for nonreceipted returns, you can configure a receipt message that states the following: "You are approaching the limit for allowable nonreceipted returns. The next nonreceipted return may be denied." You can use this receipt message for the value 4 configured for the range rule *How many refunds without receipt has the customer performed in the last M days?*.
- Do you wish to inform the customer why a manager approval was required for a return? For instance, if all price adjustments require a manager approval because they can involve cash coming out of the drawer and therefore can be a source of cashier fraud if the cashier is reprinting original receipts for purposes of taking the difference, you can configure a receipt message that states the following: "This price adjustment required a manager override for security purposes. Thank you for your patience." You can use this receipt message for the value Price Adjustment for the rule *What is the refund type?*.
- Do you wish to inform the customer why a return was denied? For instance, for nonreceipted items that have a condition of Out of Box, you can configure a receipt message that states the following: "Nonreceipted items with no packaging are not accepted for return." You can use this receipt message for the value of Out of Box for the rule *What is the item condition?*.

Determining Whether the Customer Positive ID is Required by a Rule Response

A rule response can include an indicator that requires a positive ID; in other words, the rule cannot be evaluated unless a positive ID is obtained. In that event, an additional roundtrip to Oracle Retail Returns Management is made from the point-of-return for a second evaluation once a positive ID is obtained from the customer.

If a positive ID is not provided in the Items for Return Authorization request message and the rules engine reaches a rule that requires a positive ID, an indicator that a positive ID must be collected is sent in the Items for Return Authorization Response message. The system skips the evaluation of that rule and continues through the policy to the next rule. The need to collect a positive ID does not stop policy evaluation, because another rule response can cause the return to be denied, regardless of whether the positive ID is used to check customer history.

When determining which rules require a positive ID to be collected, consider the following issue:

- All rule responses that concern a behavior for which you wish to check the customer's history should require collection of a positive ID. For example, for the rule *Does this item, and the date on which it's being returned, fall within the Return Pattern Watch file?*, the rule response Yes should be set to collect positive ID. The rule that checks the customer's history, *How many Return Pattern Watch exceptions does the customer have in the last M days?*, should also be set to collect positive ID.

Determining the Desired Tenders for the Rule Responses

You also determine the tenders that are allowed for the return. When the response to a particular rule is Continue or Continue At, the tenders set for that rule response carry forward to the next rule response. If there is no following rule for evaluation, then the tenders collected as a response to the last rule evaluated are the available tenders that are returned to the point-of-return in the response message.

For each rule response, you decide the appropriate action of the rules engine:

- Replace the tenders accumulated thus far with a new set of tenders
- Add specific additional tenders to the list accumulated thus far
- Maintain the list accumulated thus far

You can also select a default tender and establish that all other tenders be used as override tenders. This enables the point-of-return to limit the return tender to a small set of preferred tenders.

When determining which tenders to configure, consider the following issues:

- Do you wish for Oracle Retail Returns Management to control allowed tenders?
- What are the allowed tenders stated in your published return policy?
- What tenders do you wish to allow for return?
- What tenders would you never allow for return?
- Are there any situations in which you want to limit the allowed return tender to a tender that does not leave the store, for example, limiting nonreceipted returns to gift cards or store credits?
- Are there any situations in which you want to limit the tender to one that allows time for more investigation or reconciliation, for example, a mail bank check?
- Do you have problems with customers writing bad checks on an original purchase and then returning quickly to try to receive a cash or cash-equivalent refund?

Because the ultimate decision of returnability is performed at the point-of-return when the engine response is Manager Overrideable Denial or Contingent Authorization, you should consider configuring tenders on each rule response, regardless of response type. The point-of-return should discard the tenders for any line items that are not ultimately authorized by a manager override.

Least Risky Tender Order on Split Original Tenders

On a receipted return where the original transaction was split tendered, the system uses a Least Risky Tenders order to determine the appropriate refund tenders. The tenders of the refund and the amount of each tender are determined by the original tenders used, the amount of each tender used in prior returns, and the order of tender risk as defined by the retailer. Thus, you can control the order in which original tenders are backed out.

If no tender amounts are provided in the Authorize Items for Return Request or are otherwise made available to the rules engine, then no tender amounts are provided in the Authorize Items for Return Response.

Determining Your Default Nonreceipted Policy

To draft your default nonreceipted policy, repeat the same steps you used to draft a default receipted policy.

When determining your default nonreceipted policy, consider the following issues:

- Do you accept nonreceipted returns?
- What are your published policies for accepting nonreceipted returns?
- Are there different behavior tolerances, time frames, and tenders that you wish to enforce for nonreceipted returns?
- Do you wish to limit all nonreceipted return activity to a particular tender?

Figure 9–4 Sample Default Nonreceipted Policy Spreadsheet

Refund Transaction - Non Receipted

The information in this document represents a sample policy configuration.

items as well as the order you wish to evaluate the rules in.

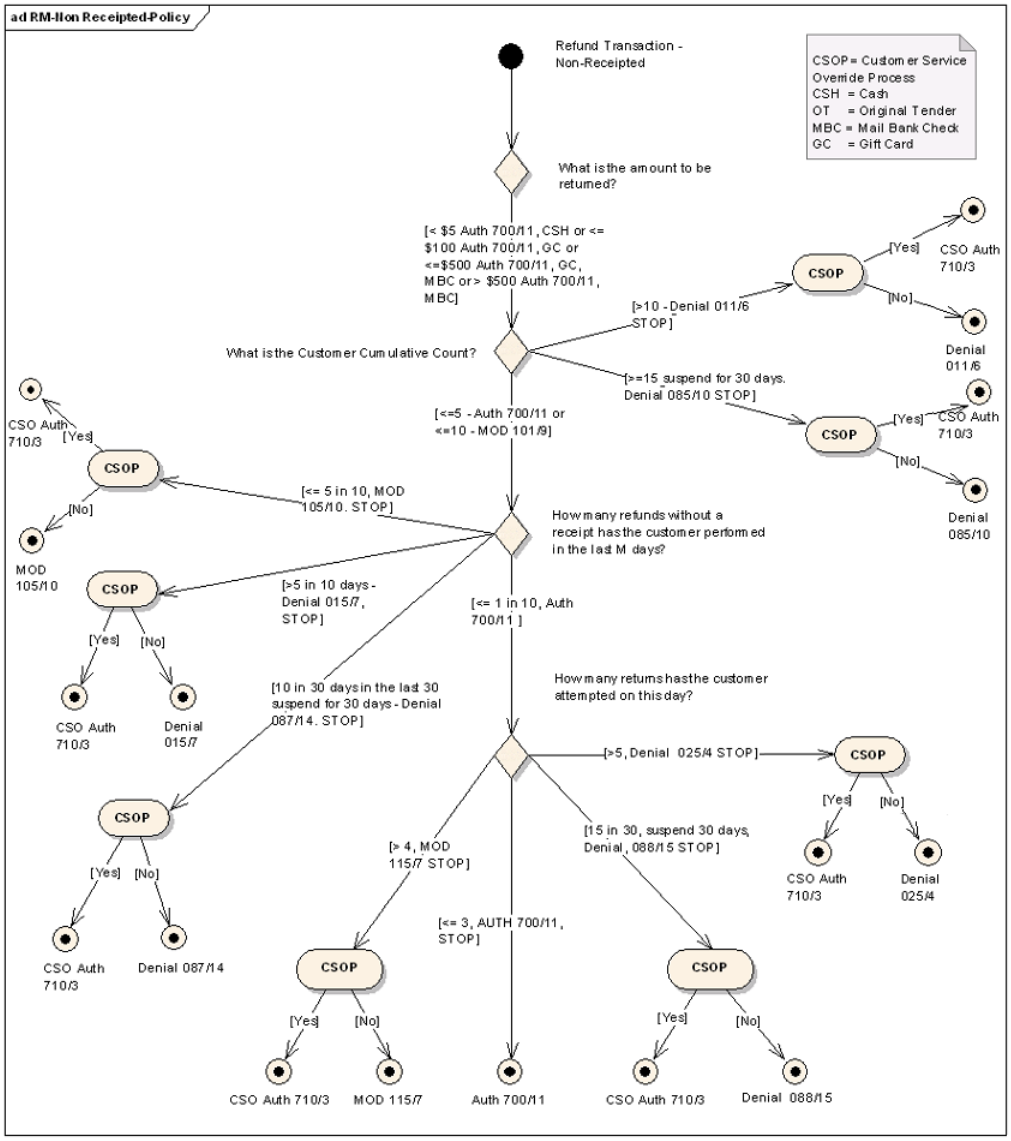
For Range rules, decide the values and each value's response code. An unlimited number of values can be included and the values can be set as needed.

For Boolean rules, decide the Yes and No response codes.

See the Response Code tab for more information.

		Range values are configurable. Boolean values are Yes/No.	Action is Continue or Stop Processing		The Response Types in order are: 1. Denial 2. Manager Overrideable Denial 3. Contingent Authorization 4. Authorization	Within the Response Type, a priority 1 overrides a priority 2.	Codes and Descriptions are fully configurable.	Receipt Message Indicator	Yes/No Is customer Positive ID required and if so check if it's not provided in the request message	Replace = replace tenders from previous rule response and specifiy the default. Maintain = Maintain tenders from the previous rule response. Add = Add the tender to the list from the previous rule response (if the Add tender is to be the defualt, it must be specified).
#	**Policy Rule**	**Value**	**Action**	**Continue At**	**Response Type**	**Response Code Priority**	**Response Code**	**Receipt Message #**	**Capture Customer Positive ID**	**Tenders (default is the first one, others are override tenders).**
1	What is the amount to be returned?	< $5	Continue		Authorization	11	700 - Authorized			Add: **Cash**
		<= $100	Continue		Authorization	11	700 - Authorized			Add: **Gift Card**
		<= $500	Continue		Authorization	11	700 - Authorized			Add: **Gift Card**,
		> $500	Continue		Authorization	11	700 - Authorized			Add: **Mail Bank**
3	What is the customer's cumulative exception count?	<=5	Continue		Authorization	11	700 - Authorized			Maintain
		<=10	Continue		Manager Overrideable	9	101 - Cumulative Count threshold			Maintain
		> 10	Stop		Denial	6	011 - Cumulative Count			Maintain
4	How many refunds without receipt has the customer performed in the last M days?	<= 1 in 10 da	Continue		Authorization	11	700 - Authorized		Y	Maintain
		<= 5 in 10 da	Continue		Manager Overridea	10	105 - Non-Receipted retu	4	Y	Maintain
		> 5 in 10 day	Stop		Denial	7	015 - Non-Receipted returns exceeded			Maintain
5	How many returns has the customer attempted on this day?	<= 3	Stop		Authorization	11	700 - Authorized		Y	Maintain
		>= 4	Stop		Manager Overridea	7	115 - Multiple Returns-Same Day Th		Y	Maintain
		>5	Stop		Denial	4	25 - Multiple Return-Same Day Imt		Y	Maintain
	Customer Service Override Check for Ticket If return received denial, or manager overridable denial, AND Customer Service Override Available				Authorization	3	710 - Customer Service Override Appl	0		

Figure 9–5 Sample Default Nonreceipted Policy Flowchart



Determining Your Exception Policies

After drafting your default receipted and default nonreceipted policies, draft your exception policies. Repeat the same steps to configure exception policies that cover items, stores, or time frames that differ from the default policies.

When determining your exception policies, consider the following issues:

- Are there items that you need to treat in a manner different from the majority of your items?
  - What are those items?
  - Are they related to each other within the merchandise hierarchy?
  - What are the published return policies for those items?
  - Are there return-guaranteed items, such as house brand items?
  - Are there items that are problematic or under recall by the vendor so that they are always accepted for return?
  - Are any items never accepted for return?
  - Are there items that are not accepted based on condition, such as worn swimwear or out-of-box small electronics?
  - Are there items for which you need to control the return tender?
- Are there stores that you need to treat in a manner different from the majority of your stores?
  - What are those stores?
  - Are they related to each other within the store hierarchy? If not, are they defined together as a store group? (For information on setting up the store hierarchy, see the *Oracle Retail POS Suite Implementation Guide, Volume 1 - Implementation Solutions*.)
  - Are there stores that should be watched more closely because they have more Manager Override points than the defaults?
  - Are there stores that could be watched less closely because they have fewer Manager Override points than the defaults?
  - Are there stores that do not always have users with manager access on duty?
- Are there time frames, such as holiday seasons, that you wish to configure in a manner different from the defaults?
  - What are those time frames?
  - What is different about those time frames?
  - Do you need fewer manager override points?
  - Do you need more or fewer authorization or denial points?
  - Do you need more relaxed tolerances?
  - Do you need more stringent tolerances?
  - Are you changing your published return policies as of a set date?

Two examples of exception policies are shown on the following pages.

Example Exception Policy: Holiday Returns - Receipted

This sample policy copies the sample Default Receipted Policy, but allows for a longer return period. The policy applies from December 26, 2007 to February 1, 2008. Expired receipt parameters contain more days.

Figure 9–6 Sample Exception Policy: Holiday Returns - Receipted, Page 1 of 2

Refund Transaction - Holiday - Receipted

The information on this sheet represents a sample policy configuration.

This sample policy copies the Sample Default Receipted Policy, but allows for a longer return period. The Policy applies from December 26th 2007 to February 1st, 2008. Expired Receipt paramaters contain more days.

Assign to store/store hierarchy: None (All)

Assign to item/merchandise hierarchy: None (All)

Dates that this Policy is applicable: 12/26/2007-2/1/2008

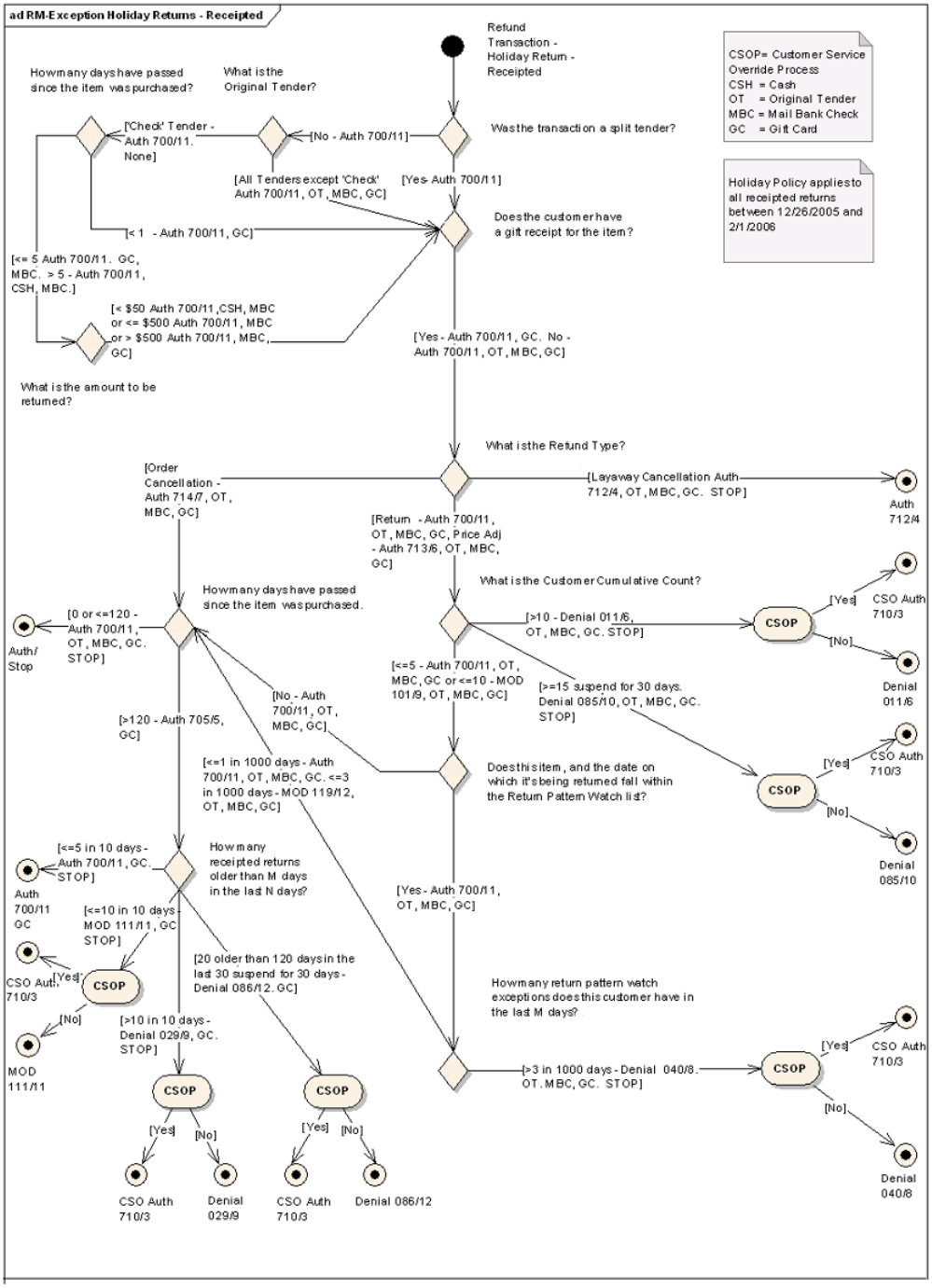
Instructions: Specify which of the following rules you wish to use on the Default policy for Nonreceipted line items as well as the order you wish to evaluate the rules in.

					See the Response Code tab for more information.					
		Range values are configurable. Boolean values are Yes/No.	Action is Continue or Stop Processing.		The Response Types in order are: 1. Denial 2. Manager Overrideable Denial 3. Contingent Authorization 4. Authorization	Within the Response Type, a priority 1 overrides a priority 2.	Codes and Descriptions are fully configurable.	Receipt Message Indicator	Yes/No Is customer Positive ID required and if so check if it's not provided in the request message	Replace = replace tenders from previous rule response and specifiy the default. Maintain = Maintain tenders from the previous rule response. Add = Add the tender to the list from the previous rule response (if the Add tender is to be the default, it must be specified).
#	**Policy Rule**	**Value**	**Action**	**Continue At**	**Response Type**	**Response Code Priority**	**Response Code**	**Receipt Message #**	**Capture Customer Positive ID**	**Tenders (default is the first one, others are override tenders).**
1	Was the transaction a split	No	Continue		Authorization	11	700 - Authorized			
		Yes	Continue At	Does the customer have a gift receipt for the item?	Authorization	11	700 - Authorized			Allowed refund tenders in preferred order (least risky tenders; evaluated for refunds applied from prior returns against this transaction)
2	What is the original tender?	Debit as Credit	Continue At	Does the customer have a gift receipt for the item?	Authorization	11	700 - Authorized			Add: **Credit**, Mail Bank Check, Gift Card
		Cash	Continue At	Does the customer have a gift receipt for the item?	Authorization	11	700 - Authorized			Add: **Cash**, Mail Bank Check, Gift Card
		Debit with PIN	Continue At	Does the customer have a gift receipt for the item?	Authorization	11	700 - Authorized			Add: **Debit**, Cash, Mail Bank Check, Gift Card
		Traveler's Check	Continue At	Does the customer have a gift receipt for the item?	Authorization	11	700 - Authorized			Add: **Cash**, Mail Bank Check, Gift Card
		Gift Certificate	Continue At	Does the customer have a gift receipt for the item?	Authorization	11	700 - Authorized			Add: **Gift Card**, Mail Bank Check
		Mall Gift Certificate	Continue At	Does the customer have a gift receipt for the item?	Authorization	11	700 - Authorized			Add: **Gift Card**, Mail Bank Check
		Visa	Continue At	Does the customer have a gift receipt for the item?	Authorization	11	700 - Authorized			Add: **Visa**, Mail Bank Check, Gift Card

Figure 9–7 Sample Exception Policy: Holiday Returns - Receipted, Page 2 of 2

3	How many days have passed since the item was purchased?	< 1 **[Day 0]**	Continue At	Does the customer have a gift receipt for the item?	Authorization	11	700 - Authorized			Add: **Gift Card**
	(orginal tender is check)	<= 5 **[Day 1-5]**	Continue		Authorization	11	700 - Authorized			Add: **Gift Card**, Mail Bank Check,
		> 5 **[Over Day 5]**	Continue		Authorization	11	700 - Authorized			Add: **Cash**, Mail Bank Check
4	What is the amount to be	<= $50	Continue		Authorization	11	700 - Authorized			Replace: **Cash,** Mail Bank Check
	(orginal tender	<= $500	Continue		Authorization	11	700 - Authorized			Add: Mail Bank
		> $500	Continue		Authorization	11	700 - Authorized			Replace: **Mail Bank Check**,
5	Does the customer have a gift receipt for the item?	Yes	Continue		Authorization	11	700 - Authorized			Replace: **Gift Card**
		No	Continue		Authorization	11	700 - Authorized			Maintain
7	What is the refund type?	Order Cancellation	Continue At	How many days have passed since the item was purchased?	Authorized	7	714 - Cancellation Transaction			Replace: <none>
		Price	Continue		Authorized	6	713 - Sales			Maintain
		Layaway Cancellation	Stop		Authorized	4	712 - Layaway Cancellation			Maintain
		Return	Continue		Authorized	11	700 - Authorized			Maintain
8	What is the customer's cumulative count?	<=5	Continue		Authorization	11	700 - Authorized			Maintain
		<=10	Continue		Manager Overrideable	9	101 - Cumulative Count threshold			Maintain
		> 10	Stop		Denial	6	011 - Cumulative			Maintain
9	Does this item, and the date on which it's being returned, fall within the Return Pattern Watch list?	Yes	Continue		Authorization	11	700 - Authorized		Y	Maintain
		No	Continue At	How many days have passed since the item was purchased?	Authorization	11	700 - Authorized			Maintain
10	How many return pattern watch exceptions does the customer have within the last M days?	<=1 in 1000 days	Continue		Authorization	11	700 - Authorized			Maintain
		<=3 in 1000 days	Continue		Manager Overrideable	12	119 - Return Pattern Watch	5		Maintain
		> 3 in 1000 days	Continue		Denial	8	040 - Return Pattern Watch			Maintain
11	How many days have passed since the item was purchased?	0	Stop		Authorization	11	700 - Authorized			Maintain
	(expired	<= 120	Stop		Authorization	11	700 - Authorized			Maintain
		> 120	Continue		Authorization	5	705 - Expired		Y	Replace: **Gift**
12	How many receipted returns older than M days in the last N days?	<= 5 in 10 days	Stop		Authorization	11	700 - Authorized			Maintain
	(M=120)	<= 10 in 10 days	Stop		Manager Overrideable	11	111 - Expired Receipts			Maintain
		> 10 in 10	Stop		Denial	9	029 - Expired			Maintain
	Customer Service Override Check for Ticket If return received denial, or manager overridable denial, AND Customer Service Override Available				Authorization	3	710 - Customer Service Override Appl	0		

Figure 9–8 Sample Exception Policy: Holiday Returns Policy Flowchart



10

Configuring Return Policies

Before performing the steps in this chapter, work through Chapter 9 to determine your return policies.

The following three sections describe data that should be configured prior to configuring return policies:

- "Configuring Response Codes"
- "Configuring Receipt Messages"
- "Configuring the Return Pattern Watch File"

The remaining section describes how to configure these and other elements for the return policies:

- "Configuring Policies"

Configuring Response Codes

Response codes are the configurable responses that the rules engine carries forward when it proceeds with a Continue or Continue At rule action and records when it hits a Stop Processing action or the end of the policy. Responses consist of a required numeric code, response type, response priority within that type, short description, and optional long description that can be used for scripting customer service responses to customer inquiries.

Select the response type for each response code from the following list:

1. Denial
2. Manager Overrideable Denial—The engine has denied the item but the denial can be overridden at the point-of-sale or point-of-return by a properly authorized user.
3. Contingent Authorization—The engine has approved the item contingent upon capture of an override at the point-of-sale or point-of-return by a properly authorized user.
4. Authorization

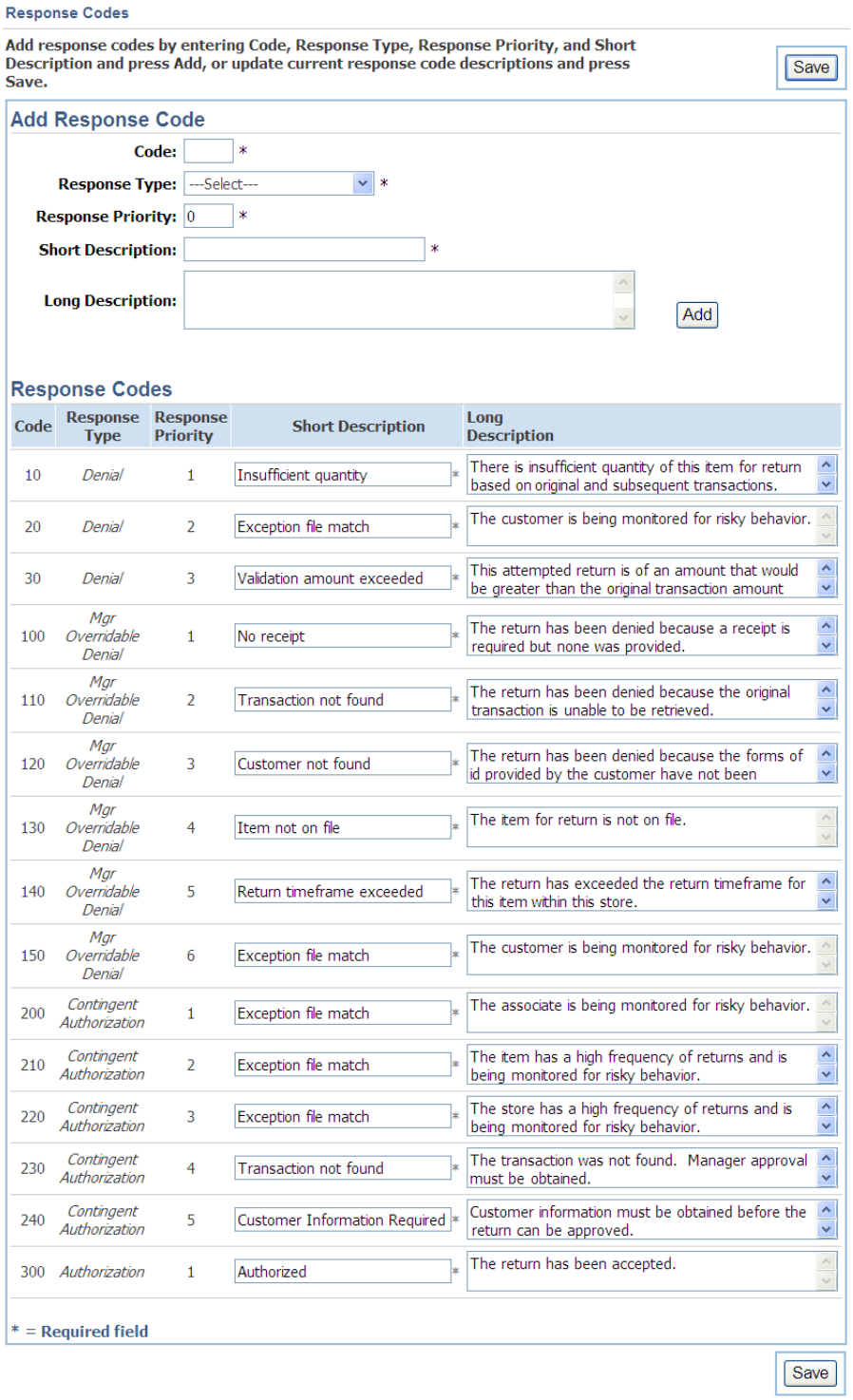
Response codes are prioritized within response types. No two response codes of the same response type can have the same priority. The analytic engine evaluates policy rules. After evaluating the first rule, it selects the first response code based on the answer to the rule. It moves on to the second rule. If that results in a higher response type or the same response type with a higher priority, it selects that response code. This continues until the evaluation process is complete.

Adding a Response Code

The Response Codes screen is used to add a response code:

1. Click the **Response Codes** left navigation link under the Configuration subtab. The Response Codes screen is displayed.

Figure 10–1 Response Codes Screen



2. Enter a code.
3. Select a response type.
4. Enter a response priority.
5. Enter a short description.
6. Enter a long description if you want to include one.
7. Click **Add**.

Editing a Response Code

> **Note:** Some response codes cannot be edited. Response codes cannot be edited if they are flagged as noneditable in the database.

Only the short description and long description for a response codes can be edited.

To edit a response code:

1. Click the **Response Codes** left navigation link under the Configuration subtab. The Response Codes screen is displayed. See Figure 10–1.
2. Edit the short description, long description, or both.
3. Click **Save**.

Configuring Receipt Messages

Each rule response can be tied to a specific configurable receipt message. The point-of-return can handle a receipt message in several ways:

- Print the message on a receipt
- Show the message on-screen to cashiers or customers
- Show the message on customer points of interaction associated with registers such as PINPad devices or customer-facing kiosks
- Show the message on-screen if the return is being processed through an e-commerce site

A message can contain useful information to shape the customer's return behavior, such as informing the customer why a return was denied or why the return required a manager override or warning the customer that he or she is approaching a limit on return behavior.

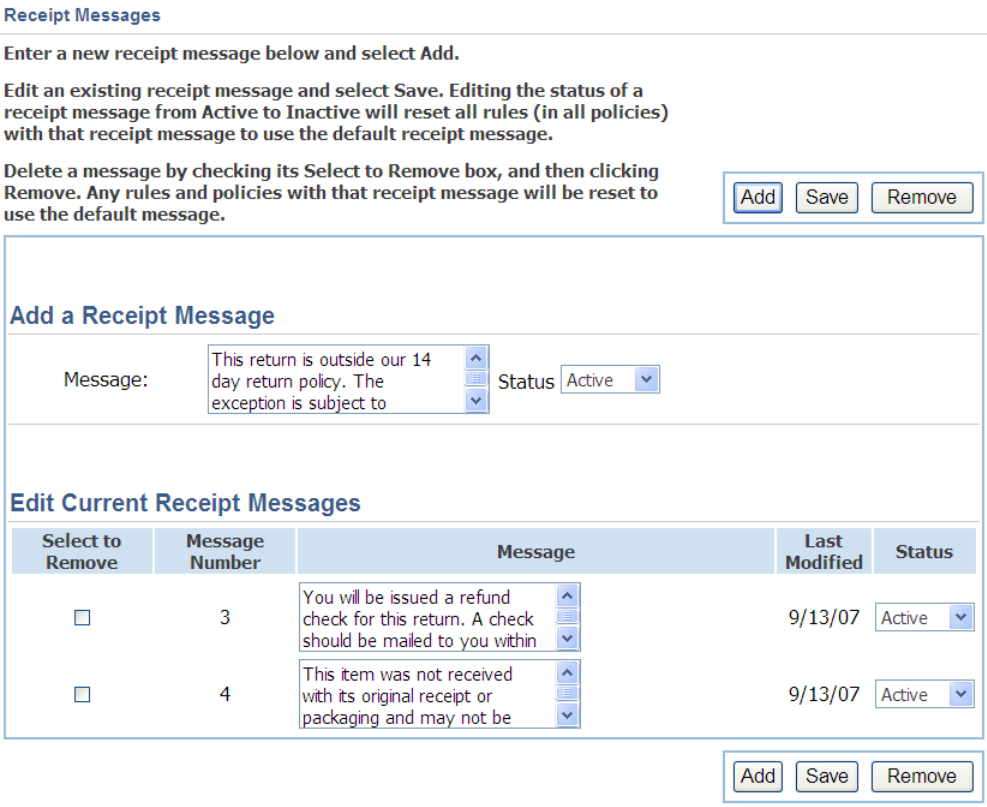
> **Note:** A message number is automatically assigned when a receipt message is created. If a receipt message is removed, the message number is not reused.

Adding a Receipt Message

The Receipt Messages screen is used to add a receipt message:

1. Click the **Receipt Messages** left navigation link under the Configuration subtab. The Receipt Messages screen is displayed.

Figure 10–2 Receipt Messages Screen



2. Enter a message.
3. Select a status.
4. Click **Add**.

Editing a Receipt Message

Only the message text and status on receipt messages can be edited. Message number 0 cannot be edited or removed. If you remove a message, all policy rule responses that used the message you delete are reset to use message number 0 (no message).

To edit a receipt message:

1. Click the **Receipt Messages** left navigation link under the Configuration subtab. The Receipt Messages screen is displayed. See Figure 10–2.
2. Edit the message of the receipt.
3. Select a status.
4. Click **Save**.

Removing a Receipt Message

To remove a receipt message:

1. Click the **Receipt Messages** left navigation link under the Configuration subtab. The Receipt Messages screen is displayed. See Figure 10–2.
2. Check the box in the Select to Remove column for the message you wish to remove.
3. Click **Remove**. The Confirm Receipt Messages Removal screen is displayed.
   - If you want to remove the selected messages, click **Yes**. The messages are removed.
   - If you do not want to remove all the messages, click **No**. The messages are not removed.

Configuring the Return Pattern Watch File

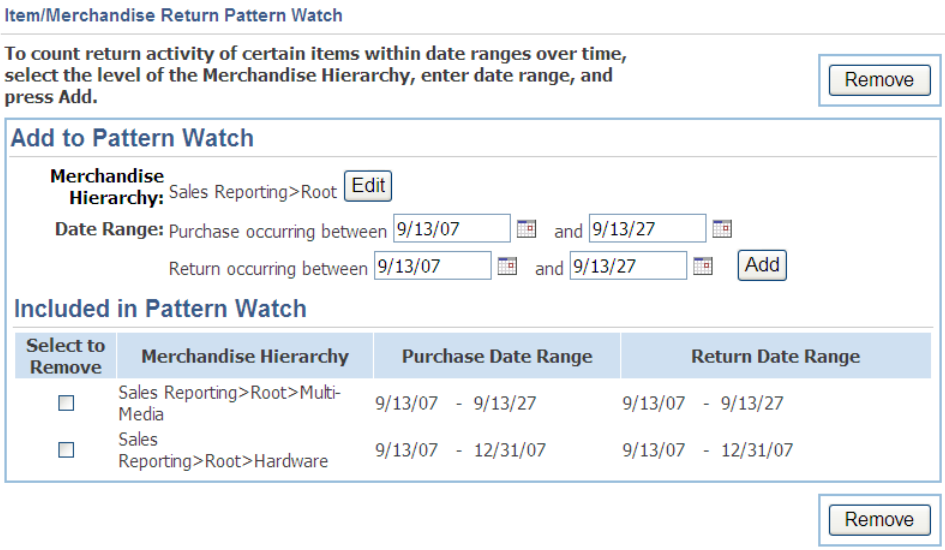
The Return Pattern Watch file enables you to define patterns of purchase and return dates for items so that you can look for instances where customers are consistently returning items after short-term use. For more information on this file, see "Return Pattern Watch" in Chapter 2.

Adding a Pattern

The Item/Merchandise Return Pattern Watch screen is used to add a pattern to the Return Pattern Watch file:

1. Click the **Item/Merchandise** left navigation link under the Configuration subtab. The Item/Merchandise Return Pattern Watch screen is displayed.

Figure 10–3 Item/Merchandise Return Pattern Watch Screen



For each pattern included in the pattern watch, the following information is displayed:

- A checked box in the Select to Remove column indicates the pattern is to be removed.

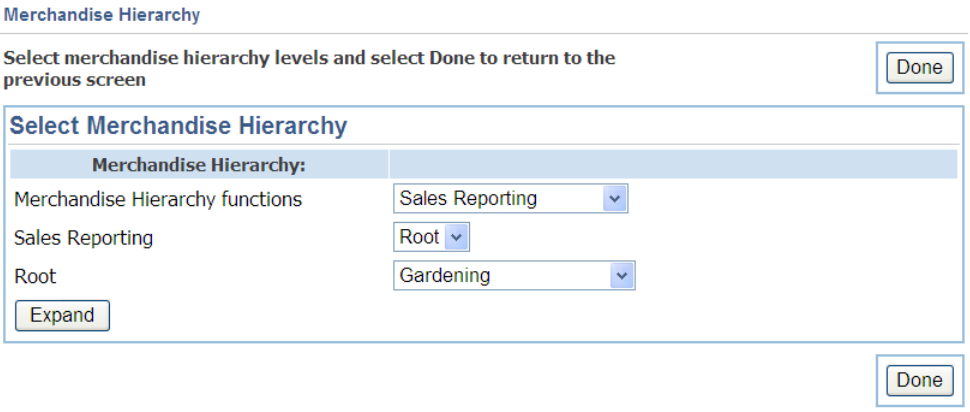
- Selected level in the merchandise hierarchy.
- Beginning and ending dates to watch for purchases.
- Beginning and ending dates to watch for returns.

2. To select entries representing the desired levels of the merchandise hierarchy, click **Edit**. The Merchandise Hierarchy screen is displayed. See "Selecting the Merchandise Hierarchy".
3. Enter purchase dates or click the calendar button to select dates from the calendar.
4. Enter return dates or click the calendar button to select dates from the calendar.
5. Click **Add**.

Selecting the Merchandise Hierarchy

The Merchandise Hierarchy screen is used to select the merchandise hierarchy level for an item.

Figure 10–4 Merchandise Hierarchy Screen



To select the hierarchy level:

1. Select the appropriate levels of the merchandise hierarchy. To see the next level of the hierarchy, click **Expand**.
2. Click **Done**. The Item/Merchandise Return Pattern Watch screen is displayed.

Removing a Pattern

To remove a pattern from the Return Pattern Watch file:

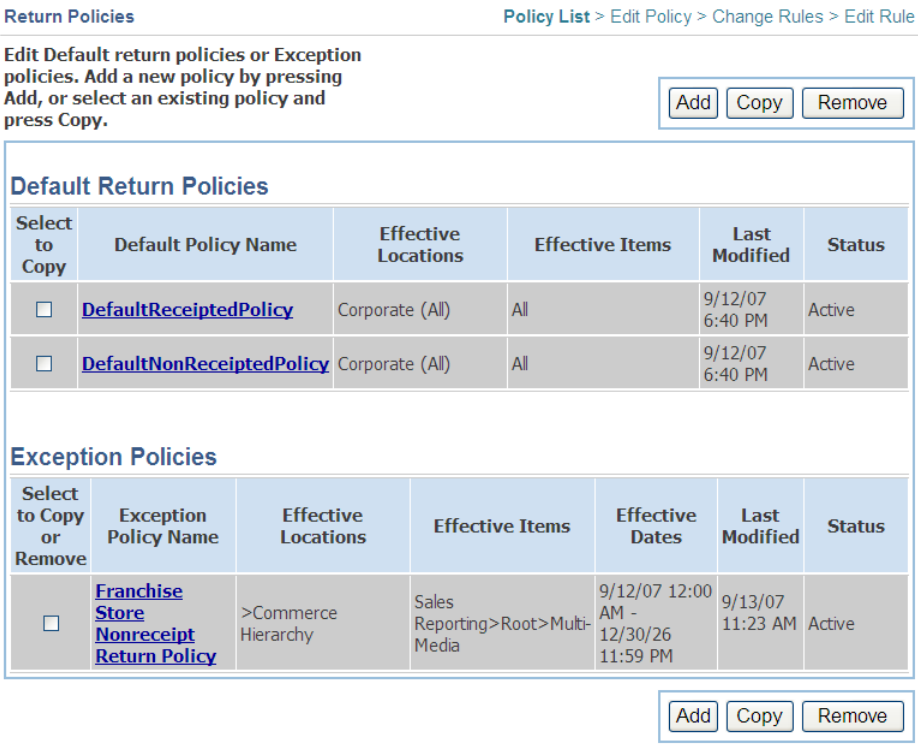
1. Click the **Item/Merchandise** left navigation link under the Configuration subtab. The Item/Merchandise Return Pattern Watch screen is displayed. See Figure 10–3.
2. Check the box in the Select to Remove column for the entry you wish to remove.
3. Click **Remove**. The Confirm Return Pattern Watch Removal screen is displayed.
   - If you want to remove the selected patterns, click **Yes**. The patterns are removed.
   - If you do not want to remove all the patterns, click **No**. The patterns are not removed.

Configuring Policies

The Return Policies screen is used to edit, add, copy, and remove policies.

- For a description of return policies, see Chapter 9.
- For information on editing a policy, see "Editing a Return Policy".
- For information on adding a policy, see "Adding a Policy".
- For information on copying a policy, see "Copying an Existing Policy".
- For information on removing a policy, see "Removing an Existing Policy".

Figure 10–5 Return Policies Screen



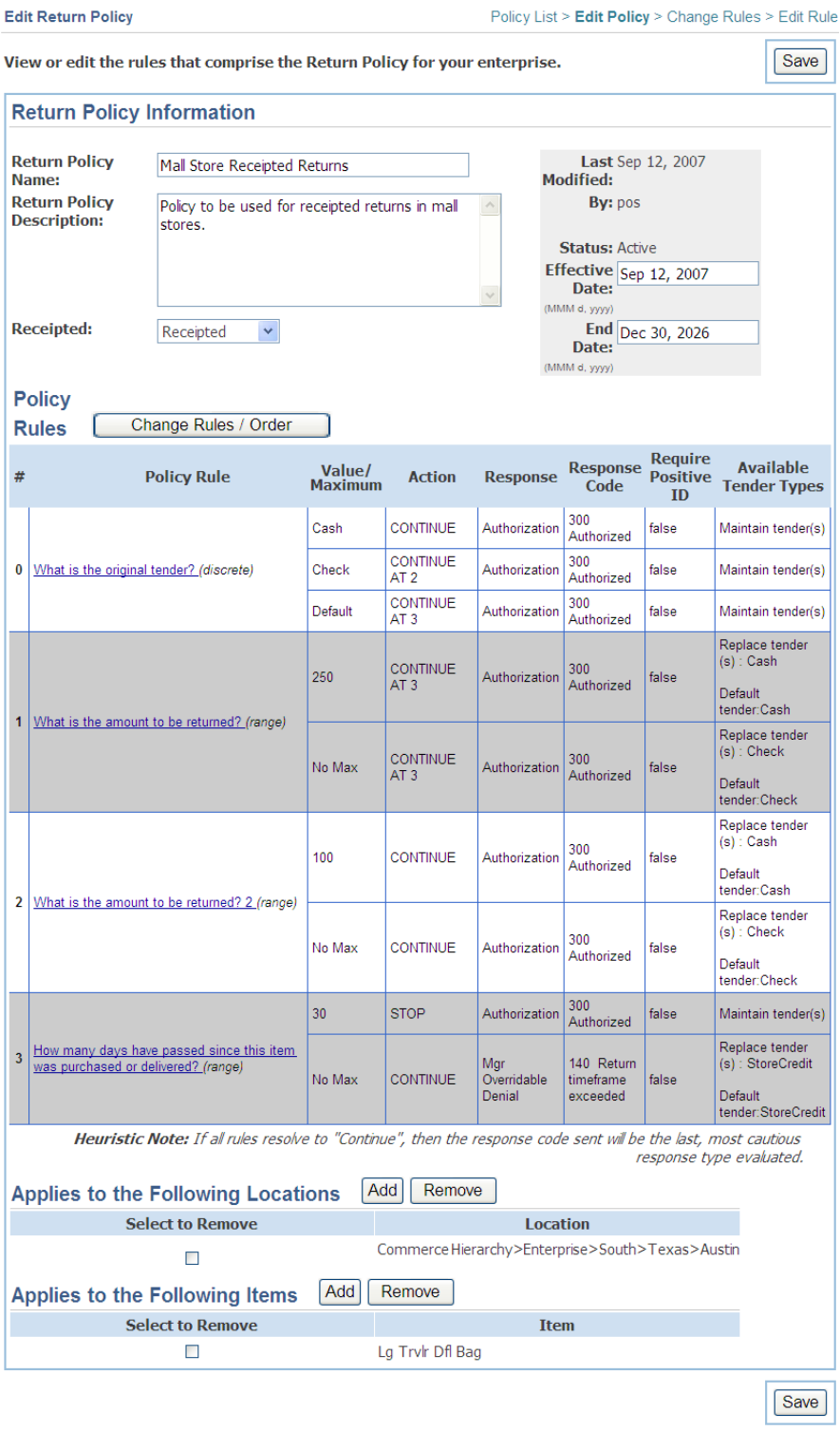
A list of default return policies and a list of exception policies is shown. For each policy, the following information is displayed:

- For default return policies, a checked box in the Select to Copy column indicates the policy is selected to be copied.
- For exception policies, a checked box in the Select to Copy or Remove column indicates the policy is selected to be copied or removed.
- Policy name.
- Locations covered by the policy.
- Items covered by the policy.
- For exception policies, the effective date for the policy.
- When the policy was last modified.
- Status of the policy.

Editing a Return Policy

The Edit Return Policy screen is used to change the information that defines a policy.

Figure 10–6 Edit Return Policy Screen



Edit Return Policy — Policy List > **Edit Policy** > Change Rules > Edit Rule

View or edit the rules that comprise the Return Policy for your enterprise. [Save]

Return Policy Information

Return Policy Name: Mall Store Receipted Returns

Return Policy Description: Policy to be used for receipted returns in mall stores.

Receipted: Receipted

Last Modified: Sep 12, 2007
By: pos
Status: Active
Effective Date: Sep 12, 2007 (MMM d, yyyy)
End Date: Dec 30, 2026 (MMM d, yyyy)

Policy Rules [Change Rules / Order]

#	Policy Rule	Value/ Maximum	Action	Response	Response Code	Require Positive ID	Available Tender Types
0	What is the original tender? *(discrete)*	Cash	CONTINUE	Authorization	300 Authorized	false	Maintain tender(s)
		Check	CONTINUE AT 2	Authorization	300 Authorized	false	Maintain tender(s)
		Default	CONTINUE AT 3	Authorization	300 Authorized	false	Maintain tender(s)
1	What is the amount to be returned? *(range)*	250	CONTINUE AT 3	Authorization	300 Authorized	false	Replace tender (s) : Cash Default tender:Cash
		No Max	CONTINUE AT 3	Authorization	300 Authorized	false	Replace tender (s) : Check Default tender:Check
2	What is the amount to be returned? 2 *(range)*	100	CONTINUE	Authorization	300 Authorized	false	Replace tender (s) : Cash Default tender:Cash
		No Max	CONTINUE	Authorization	300 Authorized	false	Replace tender (s) : Check Default tender:Check
3	How many days have passed since this item was purchased or delivered? *(range)*	30	STOP	Authorization	300 Authorized	false	Maintain tender(s)
		No Max	CONTINUE	Mgr Overridable Denial	140 Return timeframe exceeded	false	Replace tender (s) : StoreCredit Default tender:StoreCredit

Heuristic Note: *If all rules resolve to "Continue", then the response code sent will be the last, most cautious response type evaluated.*

Applies to the Following Locations [Add] [Remove]

Select to Remove	Location
☐	Commerce Hierarchy>Enterprise>South>Texas>Austin

Applies to the Following Items [Add] [Remove]

Select to Remove	Item
☐	Lg Trvlr Dfl Bag

[Save]

Note: Only the name, description, and policy rules can be changed for the default return policies.

To edit the policy:

1. Enter the return policy name.
2. Enter the return policy description.
3. Choose whether the policy is receipted or nonreceipted.
4. Enter or select an effective date (optional) and end date.
5. To change the policy rules, see "Changing the Rules in a Policy".
6. Select the stores to which this policy applies in the Applies to the Following Locations section.

   Note: At least one store is required.

   - To add stores to the list, click **Add**. The Add Location to Policy screen is displayed.
   - To remove a store from the list, check the box in the Select to Remove column and click **Remove**.
7. Select the items to which this policy applies in the Applies to the Following Items section.

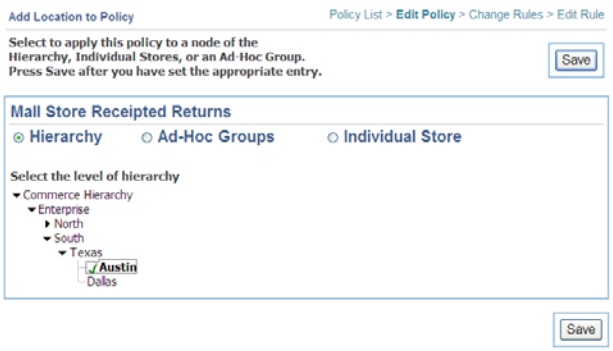
   Note: At least one item is required.

   - To add items to the list, click **Add**. The Add Item to Policy screen is displayed.
   - To remove an item from the list, check the box in the Select to Remove column and click **Remove**.
8. Click **Save**. The new policy is created.

Adding Locations to a Policy

The Add Location to a Policy screen is used to add a hierarchy node, individual store, or adhoc group of stores to a policy.

Figure 10–7 Add Location to Policy Screen



You can add stores by selecting a part of the store hierarchy, selecting store groups from the list of defined groups, or adding individual stores by entering the store numbers.

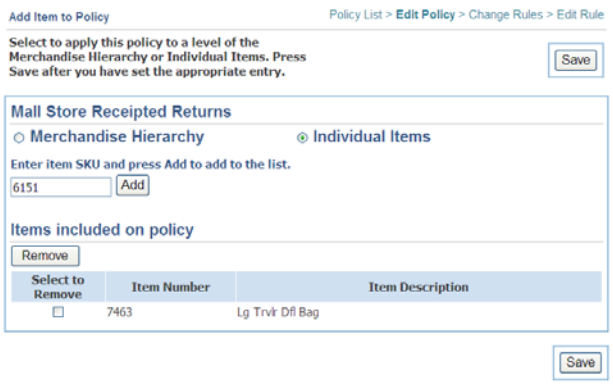
When you have selected the stores, click **Save**.

For information on store groups, see "Working with Store Groups" in Chapter 6.

Adding Items to a Policy

The Add Item to Policy screen is used to add individual items or a level of the merchandise hierarchy to a policy.

Figure 10–8 Add Item to Policy Screen



You can add items by selecting a part of the merchandise hierarchy or adding individual items by entering the item numbers.

When you have selected the items, click **Save**.

Copying an Existing Policy

> **Note:** Changes to original default or exception policies do not propagate to policies that were created through copying.

To copy an existing policy:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed.
2. Check the box in the Select column for the policy that you wish to copy.
3. Click **Copy**. The Edit Return Policy screen is displayed. See "Editing a Return Policy".

Removing an Existing Policy

Note: Only exception policies can be removed. Default policies cannot be removed.

To remove an existing exception policy:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See Figure 10–5.
2. Check the box in the Select to Copy or Remove column for the exception policy that you wish to remove.
3. Click **Remove**. The Confirm Policy Removal screen is displayed.
   - If you want to remove the selected policies, click **Yes**. The policies are removed.
   - If you do not want to remove all the policies, click **No**. The policies are not removed.

Adding a Policy

Note: Only exception policies can be added. Default policies cannot be added.

To add a new exception policy:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See Figure 10–5.
2. Click **Add**. The Edit Return Policy screen is displayed. See Figure 10–6.
3. Enter a return policy name.
4. Enter a return policy description.
5. Choose whether the policy is receipted or nonreceipted.
6. Enter or select an effective date (optional) and an end date.
7. Select the stores to which this policy applies in the Applies to the Following Locations section.

   Note: At least one store is required.

   - To add stores to the list, click Add. The Add Location to Policy screen is displayed. See Figure 10–7. You can add stores by selecting a part of the store hierarchy, selecting store groups from the list of defined groups, or adding individual stores by entering the store numbers. When you have selected the stores, click **Save**.
   - To remove a store from the list, check the box in the Select to Remove column and click **Remove**.
8. Select the items to which this policy applies in the Applies to the Following Items section.

Note: At least one item is required.

- To add items to the list, click **Add**. The Add Item to Policy screen is displayed. See Figure 10–8. You can add items by selecting a part of the merchandise hierarchy or adding individual items by entering the item numbers. When you have selected the items, click **Save**.
- To remove an item from the list, check the box in the Select to Remove column and click **Remove**.

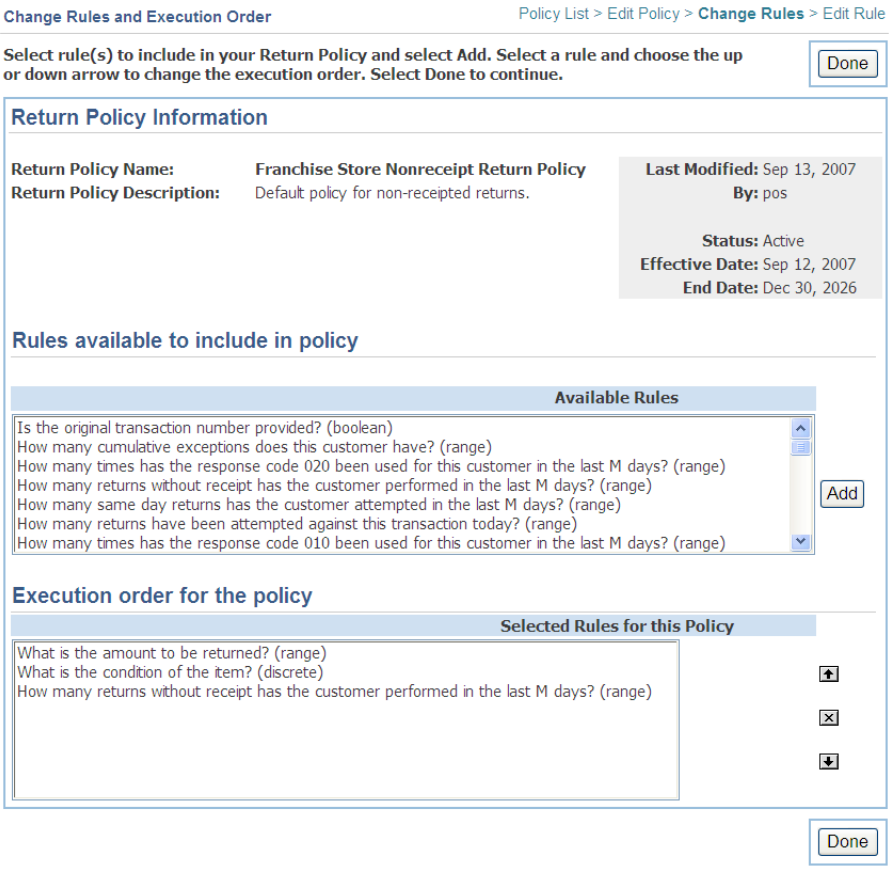
9. Click **Save**. The new policy is added.

Changing the Rules in a Policy

The Change Rules and Execution Order screen is used to change the rules in a policy:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See Figure 10–5.
2. Click the policy name. The Edit Return Policy screen is displayed with the current values for the policy shown. See Figure 10–6.
3. Click **Change Rules / Order**. The Change Rules and Execution Order screen is displayed.

Figure 10–9 Change Rules and Execution Order Screen



4. Make any changes to the included rules and execution order:
   - To add a new rule to the policy, choose a rule from the Available Rules. Click **Add**. The rule is added to the Scheduled Rules for this Policy.
   - To remove an existing rule from the Scheduled Rules for this Policy, choose the rule to be removed and click the X button. You can also choose more than one rule to remove at the same time.
   - To change the order of the rules in the Scheduled Rules for this Policy, choose the rule to be moved and click the Up or Down arrow.

   When you have made all your changes, click **Done**.
5. Click **Save**.

Editing a Return Policy Rule

On the Edit Return Policy screen, you can select a policy rule that you want to change. For information on editing a return policy rule, see the following sections:

- To edit a boolean rule, see "Configuring a Boolean Rule".
- To edit a discrete rule, see "Configuring a Discrete Rule".
- To edit a range rule, see "Configuring a Range Rule".

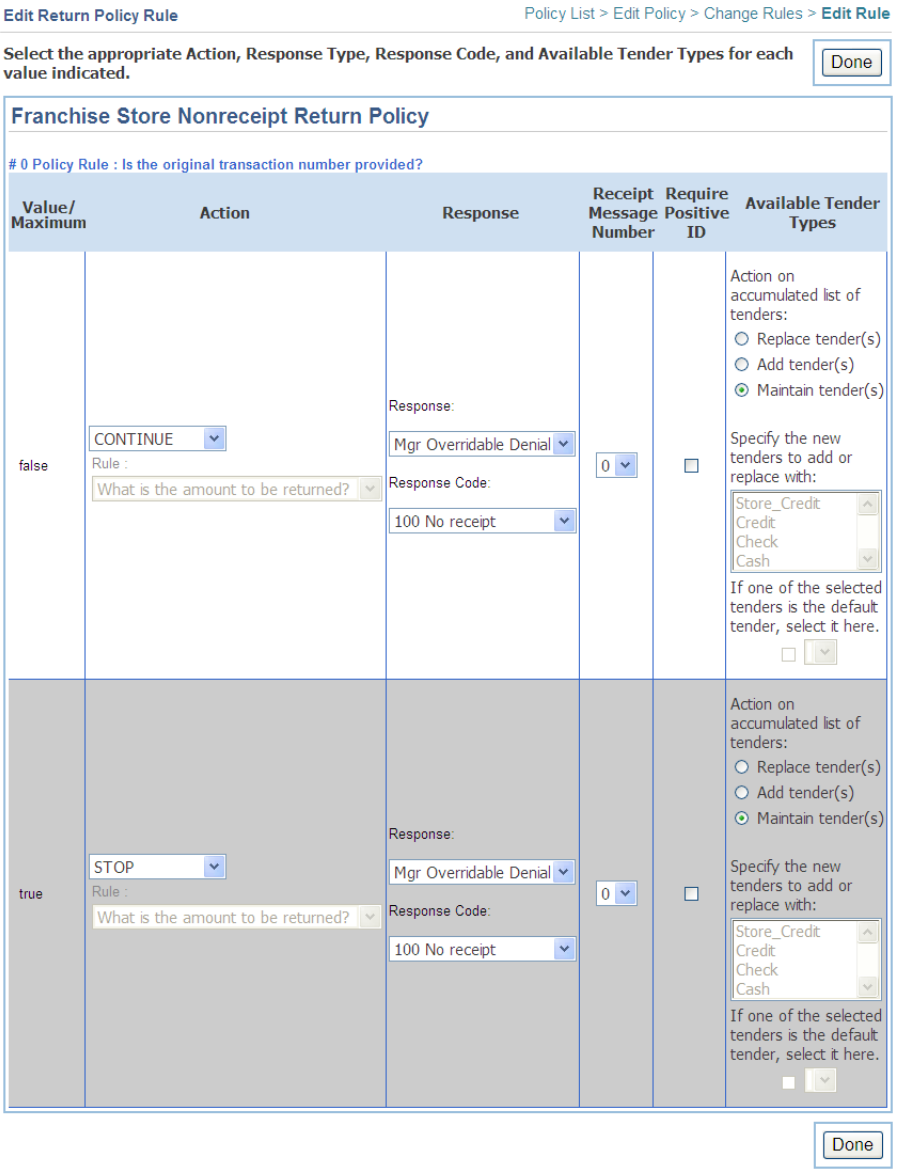
Configuring a Boolean Rule

To configure a boolean rule:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See Figure 10–5.
2. Click the policy name. The Edit Return Policy screen is displayed. See Figure 10–6.

   Click the policy name. The Edit Return Policy screen is displayed.
3. To configure a boolean rule, click the rule in the Policy Rule column that is a boolean type. The Edit Return Policy Rule screen is displayed.

Figure 10–10 Edit Return Policy Rule: Boolean Screen



4. For each of the true and false responses:
   a. Select the appropriate action: Continue, Continue At, or Stop Processing.
   b. If you select to Continue At a particular rule, select the name of the rule.
   c. Select a response.
   d. Select a response code.
   e. Select a receipt message number.
   f. Check whether this rule requires the collection of positive ID information from the customer.
   g. Select whether to replace tenders with the particular tenders, to add tenders with the particular tenders, or to maintain the list of tenders accumulated thus far.

h. Check and select a default tender, if necessary.

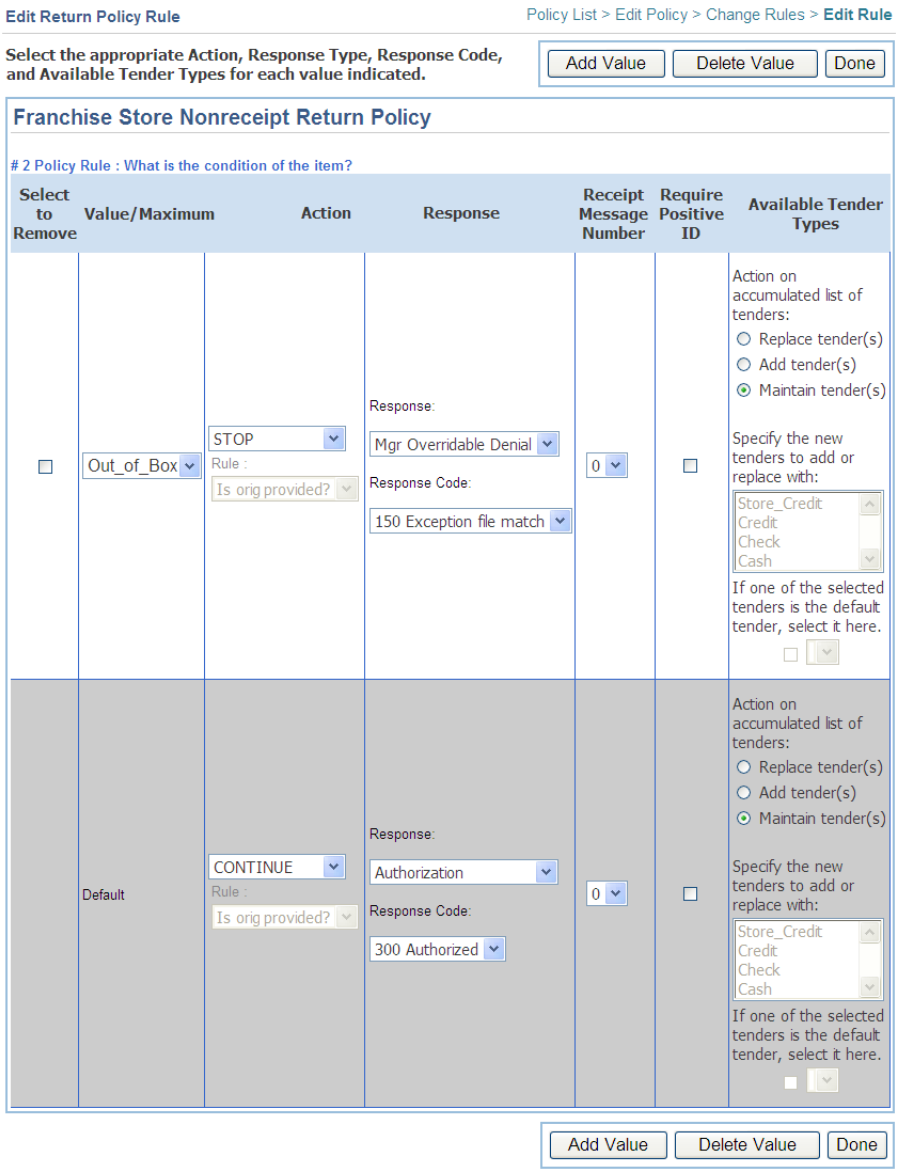
5. Click **Done**.

Configuring a Discrete Rule

To configure a discrete rule:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See Figure 10–5.
2. Click the policy name. The Edit Return Policy screen is displayed. See Figure 10–6.
3. To configure a discrete rule, click the rule in the Policy Rule column that is a discrete type. the Edit Return Policy Rule screen is displayed.

Figure 10–11 Edit Return Policy Rule: Discrete Screen



4. Add or delete responses for the rule:

Note: The Default response is required. It cannot be deleted.

- To add another possible response for the rule, choose **Add Value**.
- To delete a possible response for the rule, choose **Remove Value**.

5. For each of the possible responses to the rule:
   a. Select the appropriate action: Continue, Continue At, or Stop Processing.
   b. If you select to Continue At a particular rule, select the name of the rule.
   c. Select a response.
   d. Select a response code.
   e. Select a receipt message number.
   f. Check whether this rule requires the collection of positive ID information from the customer.
   g. Select whether to replace tenders with the particular tenders, to add tenders with the particular tenders, or to maintain the list of tenders accumulated thus far.
   h. Check and select a default tender, if necessary.
6. Click **Done**.

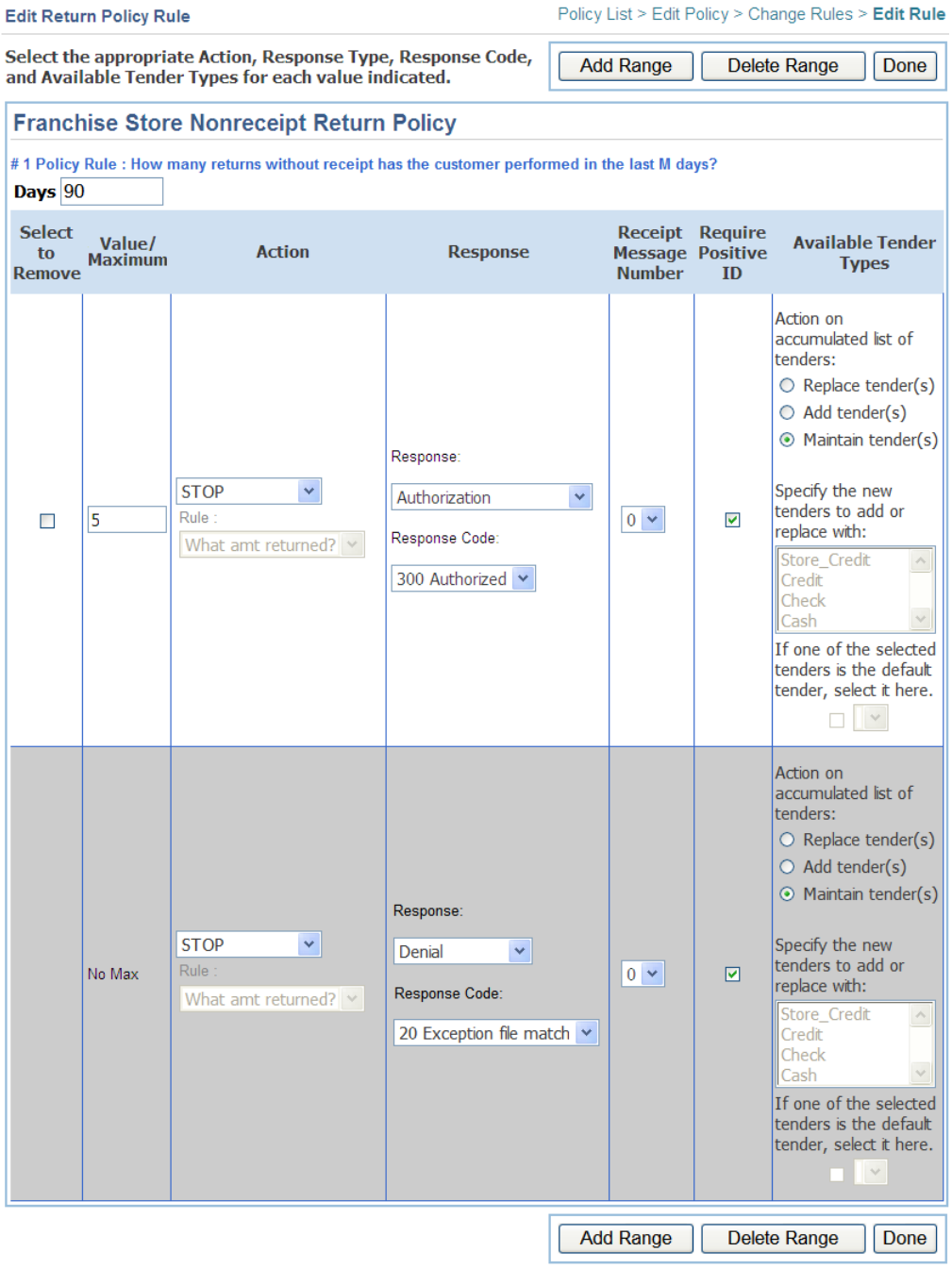
Configuring a Range Rule

To configure a range rule:

1. Click the **Policy Definition** left navigation link under the Configuration subtab. The Return Policies screen is displayed. See Figure 10–5.
2. Click the policy name. The Edit Return Policy screen is displayed. See Figure 10–6.

   Click the policy name. The Edit Return Policy screen is displayed.
3. To configure a range rule, click the rule in the Policy Rule column that is a range type. The Edit Return Policy Rule screen is displayed.

Figure 10–12 Edit Return Policy Rule: Range Screen



4. If the rule includes variables, such as M or X, enter the values for the variables. In the above figure, the 90 in the Days field is the value for M in the "last M days" in the rule.

   If a rule has more than one variable, multiple fields are shown for entering the variables. The fields are shown in the same order as the variables appear in the rule.

5. Add or delete range values for the rule:

Note: The No Max response is required. It cannot be deleted.

- To add another possible value for the rule, choose **Add Range**.
- To delete a possible value for the rule, choose **Delete Range**.

6. For each of the possible responses to the rule:
   a. Select the appropriate action: Continue, Continue At, or Stop Processing.
   b. If you select to Continue At a particular rule, select the name of the rule.
   c. Select a response.
   d. Select a response code.
   e. Select a receipt message number.
   f. Check whether this rule requires the collection of positive ID information from the customer.
   g. Select whether to replace tenders with the particular tenders, to add tenders with the particular tenders, or to maintain the list of tenders accumulated thus far.
   h. Check and select a default tender, if necessary.
7. Click **Done**.

11

Rule Catalog

This chapter describes the rules available for the configuration of Oracle Retail Returns Management. It consists of the following sections:

- "Rule Catalog Legend"
- "Rules that Identify Behavior and Check Exception History"
- "Rules that Usually Stand Alone"

Rule Catalog Legend

Table 11–1 describes the attributes shown for each rule in the Rule Catalog tables.

Table 11–1 Rule Catalog Legend

Attribute	Usage
Rule	This is the question that is asked about the attempted line item return or the return transaction as a whole.
Details to Consider	These details help you determine whether the rule should be included in policies and, if so, which ones. Some rules work in conjunction with another rule or an exception policy to do the following: ■ Identify behavior—Identify whether the current line item being returned and other factors about that return attempt are evidence of a particular behavior. The identifier rules are most often Yes/No Boolean type of rules. Sometimes the inclusion of an exception policy that covers a particular merchandise hierarchy node or item number is the identifier of behavior. ■ Check exception history—Check whether the customer positive ID has previous exceptions that are evidence of this type of behavior. You may not want to check exception history for a behavior that is not currently being performed, although you can configure policies to do so if you wish. Therefore, you should model your policies to Continue or Continue At the complimentary rule that checks exception history if a behavior is identified. In the following tables, the behavior identifier has statements like the following: *When deciding whether to use this rule, consider the following:* and *If you answer yes to this question, then you should include this rule in policies*. The check exception history rule has the following statement: To see the specific exceptions that are counted for this rule, you should select to track the following: Other rules are independent of behavior and usually stand alone; for example, *What is the amount to be returned?* could be used to determine refund tender. A second table describes those rules. Applicable related rules are cross referenced using the following format - the rule: *Rule question as it appears in the application?*
Rule Type	Boolean rules have Yes/No responses. Range rules have an unlimited number of numeric responses. Discrete rules have a list of textual responses.
Use This Rule in Default Receipted Policy?	This enables you to indicate whether all receipted returns should use this rule.
Use This Rule in Default Nonreceipted Policy?	This enables you to indicate whether all nonreceipted returns should use this rule.
Use This Rule in Exception Policies?	This enables you to indicate whether exception policies that cover particular items or a merchandise hierarchy node, stores or a store hierarchy node, or date ranges should use this rule. It provides a space to note the appropriate exception policies.

Rules that Identify Behavior and Check Exception History

The rules itemized in Table 11–2 are rules or exception policy setups that work together to identify behavior and check exception history.

Table 11–2 Rules that Identify Behavior and Check Exception History

Attribute	Description
Rule	Does this item and the date on which it is being returned fall within the Return Pattern Watch file?
Details to Consider (Identify Behavior)	When deciding whether to use this rule, consider the following: ■ Do you suspect a problem with the purchase and return of items within a short time frame, and do you wish to control the behavior or limit allowed tenders? This is sometimes called renting or wardrobing. If you answer yes to this question, then you should include this rule in policies. For configuring the Return Pattern Watch file, consider the following questions: ■ What categories of items are often purchased and returned in a short time frame? ■ What are the merchandise hierarchies that contain those categories of items? ■ What are the likely purchase date ranges for this and subsequent years? ■ What are the likely return date ranges for this and subsequent years? ■ What merchandise hierarchies, optional purchase date ranges, and required return date ranges do you wish to track? **Note:** There is no limit on the number of entries that can be included in the Return Pattern Watch file. Configuration of the Return Pattern Watch file is described in Chapter 10. You may want to use this rule in all policies where you use the rule: *How many Return Pattern Watch exceptions does the customer have in the last M days?*
Rule Type	Boolean
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Attribute	Description
Rule	How many days have passed since the item was purchased? How many days have passed since the item was purchased or delivered?
Details to Consider (Identify Behavior)	Two rules can cover similar situations. ■ If your organization sells items on order for later pickup or delivery and you do not wish to consider receipts to be expired until a number of days after the customer has received the merchandise, then you should use the rule *How many days have passed since the item was purchased or delivered?*, which checks for a delivery date in the incoming Items for Return Authorization request message. ■ If you do not sell items on order for later pickup or delivery, you can use the rule *How many days have passed since the item was purchased?* to determine whether the customer has passed your time limit for return. When deciding whether to use one or both of these rules, consider the following: ■ Do you have a published time frame for accepting receipted returns that you wish to enforce? ■ Do you wish to deny the return or limit the tender for returns that exceed that time frame? ■ Do you wish to give customers leeway on items that are placed on order and later picked up or delivered? If you answered yes to any of these questions, then you should include this rule in policies. This rule can be the identifier for multiple other rules, including the following: ■ *How many same day returns has the customer attempted in the last M days?* ■ *How many returns older than M days has the customer performed in the last M days?*
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Attribute	Description
Rule	How many (of a certain refund type) has the customer performed in the last M days?
Details to Consider (Check Exception History)	This rule can be included more than once for different refund types. This is a count of those transactions that resolved to an authorized state and is based on the type of transaction being performed at the point-of-return. To see the specific exceptions that are counted for this rule, you should select to track the following: ■ Customer Exception—Refunds by refund type for each configurable refund type ■ Cashier Exception—Refunds by refund type for each configurable refund type Each Return Request and Return Result only has one type of refund transaction. Transaction type is at the header level, not the item level.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Attribute	Description
Rule	How many Return Pattern Watch exceptions does the customer have in the last M days?
Details to Consider (Check Exception History)	This rule checks how many times a customer has performed a return on an item in the date ranges that are in the Return Pattern Watch file. M days may be a period extending from days up to several years of history. You should use this rule in all policies where you choose to use the rule: *Does this item and the date on which it's being returned fall within the Return Pattern Watch file?* To see the specific exceptions that are counted for this rule, you should select to track the following: ■ Customer Exception—Returns of items in the Return Pattern Watch file ■ Cashier Exception—Returns of items in the Return Pattern Watch file
Details to Consider (Identify Behavior)	You may also wish to use the rule: *How many refunds without receipt has the customer performed in the last M days for a particular merchandise hierarchy?*. Use of a nonreceipted exception policy for the particular merchandise hierarchy is the identifier for the rule. When deciding whether to define specific exception policies for merchandise hierarchies, consider the following: ■ Do you suspect a higher nonreceipted return rate with certain types of items, and do you wish to control the behavior or limit allowed tenders? ■ Has there been a recent store break in or warehouse theft of certain types of items? If you answer yes to either of these questions, then you should define specific exception policies covering the concerned merchandise hierarchies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No If Yes, how many Return Pattern Watch exceptions do you wish to allow a customer to perform with the return response as each of the following: ■ Authorization? ____ ■ Contingent Authorization? ____ ■ Manager Override? ____ ■ Denial? ____
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Attribute	Description
Rule	How many returns from a particular merchandise hierarchy and within a set date range have been performed by this customer?
Details to Consider (Check Exception History)	When deciding whether to use this rule, consider the following: ■ Do you suspect elevated levels of return of particular items during certain seasons, such as after holidays? ■ Has there been a recent break-in or significant store damage involving looting? ■ Has there been a recent store break in, suspected in-store theft, warehouse theft, inventory count discrepancy, or inventory receiving discrepancy of certain types of items? If you answer yes to any of these questions, then you should include this rule in policies. To see the specific exceptions that are counted for this rule, you should select to track the following: ■ Customer Exception—Merchandise returns from a configurable merchandise hierarchy between configurable dates ■ Cashier Exception—Merchandise returns from a configurable merchandise hierarchy between configurable dates
Details to Consider (Identify Behavior)	Use of a nonreceipted exception policy for the particular merchandise hierarchy is the identifier for the rule: *How many refunds without receipt has the customer performed in the last M days for a particular merchandise hierarchy?* When deciding whether to define specific exception policies for merchandise hierarchies, consider the following: ■ Do you suspect a higher nonreceipted return rate with certain types of items, and do you wish to control the behavior or limit allowed tenders? ■ Has there been a recent store break in or warehouse theft of certain types of items? If you answer yes to either of these questions, then you should define specific exception policies covering the concerned merchandise hierarchies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Attribute	Description
Rule	How many returns older than N days has the customer performed in the last M days?
Details to Consider (Check Exception History)	When the answer to the rule: *How many days have passed since the item was purchased?* is larger than your published or desirable return policy, this rule can be used to check the frequency of the customer performing returns that are older than the desired number of days. The response to the rule *How many days have passed since the item was purchased?* for the value that is beyond your allowed return time frame should be set to Continue At this particular rule in the policy. To see the specific exceptions that are counted for this rule, you should select to track the following: ■ Customer Exception—Expired receipts ■ Cashier Exception—Expired receipts
Details to Consider (Identify Behavior)	If you also use the rule, *How many refunds without receipt has the customer performed in the last M days?*, consider the following behavior: ■ Use of the default nonreceipted policy and nonreceipted exception policies. When deciding how to define nonreceipted exception policies, consider the following: ■ Do you accept nonreceipted returns? ■ Are there certain merchandise hierarchies that treat nonreceipted and receipted situations differently? ■ Are there certain stores that need a more restrictive nonreceipted policy for certain merchandise hierarchies? If you answer yes to any of these questions, then you should use the nonreceipted default policy and possibly define specific exception policies covering nonreceipted situations.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Attribute	Description
Rule	How many returns without receipt has the customer performed in the last M days?
Details to Consider (Check Exception History)	When the attempted line item return is nonreceipted, this rule can be used to check the frequency of a customer performing refunds without a receipt. To see the specific exceptions that are counted for this rule, you should select to track the following: ■ Customer Exception—Refunds without receipt ■ Cashier Exception—Refunds without receipt
Details to Consider (Identify Behavior)	When deciding whether to define specific exception policies for merchandise hierarchies, consider the following: ■ Do you accept nonreceipted returns? ■ Are there certain merchandise hierarchies that treat nonreceipted and receipted situations differently? ■ Are there certain stores that need a more restrictive nonreceipted policy for certain merchandise hierarchies? If you answer yes to any of these questions, then you should define specific exception policies covering the concerned merchandise hierarchies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Attribute	Description
Rule	How many returns without receipt has the customer performed in the last M days for a particular merchandise hierarchy?
Details to Consider (Check Exception History)	The identifier of this behavior is the fact that the nonreceipted exception policy for a particular merchandise hierarchy was used to evaluate an attempted line item return. Because this rule looks at nonreceipted behavior, it should be used in nonreceipted policies, although you can choose to include it in receipted policies if you wish. To see the specific exceptions that are counted for this rule, you should select to track the following: ■ Customer Exception—Nonreceipted returns from a configurable merchandise hierarchy ■ Cashier Exception—Nonreceipted returns from a configurable merchandise hierarchy
Details to Consider (Identify Behavior)	If you also use the rule, *How many times has the customer attempted to return merchandise from a particular merchandise hierarchy with an item price greater than N in the last M days?*, consider the following behavior: ■ Use of a nonreceipted exception policy for the particular merchandise hierarchy. ■ Use of the rule: *What is the amount to be returned?* in that exception policy. When deciding whether to define specific exception policies for merchandise hierarchies, consider the following: ■ Do you suspect a higher return rate with certain types of items, and do you wish to control the behavior or limit allowed tenders? ■ Has there been a recent store break in or warehouse theft of certain types of items? ■ Do you wish to treat higher priced items with more scrutiny within the merchandise hierarchy? If you answer yes to any of these questions, then you should define specific exception policies covering the concerned merchandise hierarchies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Attribute	Description
Rule	How many same day returns has the customer attempted in the last M days?
Details to Consider (Check Exception History)	When the answer to the rule: *How many days have passed since the item was purchased?* is 0, indicating a same day return, this rule can be used to check the frequency of the customer performing same day returns, which can be an indicator of potential theft-return patterns. The response on the rule *How many days have passed since the item was purchased?* for value of 0 should be set to Continue At this particular rule in the policy. To see the specific exceptions that are counted for this rule, you should select to track the following: ■ Customer Exception—Same day returns as purchases
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Attribute	Description
Rule	How many times has the customer attempted to return merchandise from a particular merchandise hierarchy, with an item price greater than N, in the last M days?
Details to Consider (Check Exception History)	The identifier of this behavior is the combination of the fact that the nonreceipted exception policy for a particular merchandise hierarchy was used to evaluate an attempted line item return and the rule: *What is the amount to be returned?* When deciding whether to use this rule, consider the following: ■ Do you have certain high priced items that you suspect as having a return problem, and do you wish to control the behavior or limit allowed tenders? ■ Do you have different return tolerances for lesser priced items than higher priced items, and do you wish to control the behavior or limit allowed tenders? ■ Do you suspect certain customers of abusing your published policies for high priced items, and do you wish to control the behavior or limit allowed tenders? If you answer yes to any of these questions, then you should include this rule in policies. To see the specific exceptions that are counted for this rule, you should select to track the following: ■ Customer Exception—Merchandise returns from a configurable merchandise hierarchy greater than N. ■ Cashier Exception—Merchandise returns from a configurable merchandise hierarchy greater than N. The definition of N is determined by the retailer when mapping data to message contents; hence it can be a regular price, promotional price, selling price, or price after all discounts are applied, and it can include or exclude tax. All amounts transmitted to Oracle Retail Returns Management must be consistent in the factors that are included and excluded. For this rule, the system compares the N value defined in the rule with the amount provided by the point-of-return in the Return request message.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–2 (Cont.) Rules that Identify Behavior and Check Exception History

Attribute	Description
Rule	What is the refund type?
Details to Consider (Identify Behavior)	The behavior for the rule: *How many (of a certain refund type) has the customer performed in the last M days?* is identified by this rule. This rule would normally Continue At a specific instance of that rule for each type of refund transaction. When deciding whether to use this rule, consider the following: ■ What other types of transactions at the point-of-return can result in a refund to the customer? Possible refund type: Price Adjustments ■ Do you allow customers to receive a price difference refund if merchandise goes on sale after they have purchased and departed with it? ■ Do you allow employees to receive a price difference if merchandise goes on sale after they have purchased it? ■ Do you wish to limit either occurrence? Possible refund type: Layaway Cancellations ■ Does your enterprise accept layaways on merchandise? ■ Do you suspect a problem with customers canceling layaways after the merchandise has been removed from the sales floor? ■ Do you wish to limit either occurrence? Possible refund type: Order Cancellations ■ Does your enterprise allow ordering of merchandise or services that are not sold in the store channel? ■ Do you suspect a problem with customers canceling orders after merchandise orders have been placed with vendors or delivery has been scheduled? ■ Do you wish to limit either occurrence? If you answer yes to any of these questions, then you should include this rule in policies.
Rule Type	Discrete
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Rules that Usually Stand Alone

The rules itemized in Table 11–3 are generally used alone rather than in conjunction with other rules.

Table 11–3 Rules that Usually Stand Alone

Detail	Description
Rule	Are the past and current returns against this transaction greater than the validation amount? **Note:** This rule and the rule *Is the validation amount present?* work together.
Details to Consider	An amount that is rounded up to the nearest whole amount can be encoded in a validation number that the point-of-sale prints on appropriate transactions. This amount represents the total of the purchase, either including or excluding tax. The point-of-return evaluates the validation number according to its requirements, usually in cases where the transaction is not successfully retrieved although all appropriate database search points are online or where the register is known to be offline to the appropriate databases for search. This evaluation in essence determines if the receipt represents a valid proof-of-purchase. As part of the evaluation, the point-of-return can determine the amount of the purchase if it is included in the validation number. The amount of the purchase can be passed to Oracle Retail Returns Management as part of the Items for Return Authorization request message. The Return request message indicates that the transaction is not found but that the validation was valid. A counter is started to track the number of returns against that transaction. The data includes, once the final result is received, the items approved on that return and the amounts that were refunded. This rule evaluates whether the validation amount + factor is greater than the past and current returns against the transaction. The factor is a parameterized percentage buffer that allows for variations in tax between taxing jurisdictions. This is a parameter set at the system level. It can be a whole number percentage from 00 to 100. The calculation for past and current = total amount for the items authorized for return against that transaction thus far (that is, past) plus total amount for the items the customer is attempting to return against that transaction in this return attempt (spanning line items) (that is, current). If the answer is No, the retailer can set the response to Deny on this Boolean rule or to another response if appropriate. The retailer can configure a specific response code, specifying that *This attempted return is of an amount that would be greater than the original transaction amount and previously authorized returns against that transaction*. Upon the response from Oracle Retail Returns Management, the register functionality controls the following: If two line items would push this return attempt over the validation amount + factor, but one would not, the user at the register can remove a line item or restart the return attempt so that only one item is attempted for return. This is fully controlled by the capabilities of the register and by business rules/flows. **Note:** The amount of the purchase from a successfully retrieved transaction, rather than the validation amount, can be used for the validation amount in order to leverage this functionality across retrieved and nonretrieved situations on the same transaction, for example, situations retrieved during a time period in which the transaction is available from a centralized database plus situations after the transaction has been purged from the centralized database. When deciding whether to use this rule, consider the following: ■ Do you print validation numbers containing the original transaction amount on retail receipts? ■ Did you choose to include in policies the rule: *Is the validation amount plus factor greater than the past and current returns against the transaction?* If you answer yes to either of these questions, then your should use this rule in policies.

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule Type	Boolean
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	Does the customer have a gift receipt for the item?
Details to Consider	This rule can be used to automatically approve a gift receipted return or to limit a refund to a particular tender based on the presence of a gift receipt. This is most often used in receipted return policies. When deciding whether to use this rule, consider the following: ■ Do you issue gift receipts for original purchase? ■ Do you have a published policy regarding gift receipt returns? ■ Do you wish to offer more lenient returns when a gift receipt is present? ■ Do you wish to control tenders on a gift receipt return, for example, limiting the tender to a gift card, so that the money remains with your business? If you answer yes to any of these questions, then you should use this rule in policies.
Rule Type	Boolean
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?
Rule	How many cumulative exceptions does this customer have?
Details to Consider	The customer cumulative exception count is a value whose calculation is determined by the retailer, based on customer exceptions selected for tracking. When deciding whether to use this rule, consider the following: ■ Do you wish to consider all of the customer's recorded return activity on every return rather than, or in addition to, focusing on behavior-specific counts? If you answer yes to this question, then you should include this rule in policies. To see the specific exceptions that are counted for this rule, you should select to track customer exceptions (any selections).
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	How many returns have been attempted against this transaction today?
Details to Consider	The transaction may be deemed valid by a validation number check at the point-of-return, but the transaction is not found in the transaction database. If your validation number contains enough information to recreate a unique transaction number, then a counter can be started against that transaction number in Oracle Retail Returns Management, to gauge how many returns have occurred against a not-found-but-proof-of-purchase-provided transaction. This rule is similar to the rule: *How many returns have been accepted against this transaction today?*, although that rule looks at the number of authorized rather than attempted returns. When deciding whether to use this rule, consider the following: ■ Do you print a validation number, different from the barcoded transaction number, on your sales, exchange, order, or layaway receipts? ■ Has there been a recent whole register theft, so that someone could be generating receipts that print a validation number in order to perform fraudulent returns? If you answer yes to either of these questions, then you should include this rule in policies. Because the tracking occurs against the transaction, regardless of the identity of the customer or cashier, there are no specific cashier or customer exceptions recommended for tracking.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	How many returns has the customer attempted on this day?
Details to Consider	This rule watches for customers attempting returns, potentially at different stores, of merchandise that may be recently stolen. When deciding whether to use this rule, consider the following: ■ Do you suspect a problem with customers returning batches of stolen merchandise? ■ Has there been a recent store break in or suspected inside theft? If you answer yes to either of these questions, then you should include this rule in policies. To see the specific exceptions that are counted for this rule, you should select to track the following: ■ Customer Exception—Multiple returns within the same day.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	How many returns have been accepted against this transaction today?
Details to Consider	The transaction may be deemed valid by a validation number check at the point-of-return, but the transaction is not found in the transaction database. If your validation number contains enough information to recreate a unique transaction number, then a counter can be started against that transaction number in Oracle Retail Returns Management, to gage how many returns have occurred against a not-found-but-proof-of-purchase-provided transaction. This rule is similar to the rule: *How many returns have been attempted against this transaction today?,* although that rule looks at the number of attempted rather than authorized returns. When deciding whether to use this rule, consider the following: ■ Do you print a validation number different from the barcoded transaction number, on your sales, exchange, order, or layaway receipts? ■ Has there been a recent whole register theft so that someone could be generating receipts that print a validation number in order to perform fraudulent returns? If you answer yes to either of these questions, then you should include this rule in policies. Because the tracking occurs against the transaction, regardless of the identity of the customer or cashier, there are no specific cashier or customer exceptions recommended for tracking.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	How many tender overrides have been performed for this customer in the last M days?
Details to Consider (Check Exception History)	This rule is not normally used to authorize or deny an item return, but can be used to prevent a tender override from occurring by setting a particular response code in Oracle Retail Returns Management that is recognizable to the point-of-return as disallowing a tender override. This rule does not have an identifier complimentary rule because at the time of rules engine evaluation, the rules engine does not know if a tender override has been requested. When deciding whether to use this rule, consider the following: ■ Do you wish to limit the number of tender overrides that a customer can request? If you answer yes to this question, then you should include this rule in policies. To see the specific exceptions that are counted for this rule, you should select to track the following: ■ Customer Exception—Refund tender overrides ■ Cashier Exception—Refund tender overrides
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	How many times has the particular response code been used for this customer in the last M days?
Details to Consider (Check Exception History)	When considering whether to use this rule, consider the following: ■ Do you have a particular response code used for a behavior, and do you need to track the pattern of that behavior? For instance, if the user always authorizes a gift receipt present transaction with a 999 Gift Receipt response code, and you wish to evaluate the number of times the customer positive ID has returned with a gift receipt in a subsequent transaction in order to determine returnability, this can be accomplished using response code configuration coupled with this rule. ■ Do you have a receipt response code, and do you wish to evaluate the number of times the customer positive ID has returned with a gift receipt in a subsequent transaction in order to determine returnability, this can be accomplished using response code configuration coupled with this rule. To see the specific exceptions that are counted for this rule, you should select to track the following: ■ Customer Exception—Engine response code tracking for each particular response code that you wish to track. ■ Cashier Exception—Engine response code tracking for each particular response code that you wish to track.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?
Rule	Is the customer positive ID provided?
Details to Consider	This rule can be used to stop or deny a transaction if the customer positive ID is not provided. When deciding to use this rule, consider the following: ■ Would you consider denying a return if the customer positive ID was not provided? If you answer yes to this question, then you should use this rule in policies.
Rule Type	Boolean
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	Is the original transaction number provided?
Details to Consider	The point-of-return may have already searched for and found the transaction locally (register or in store server) or in a central search. This rule can be useful in non-cash register return situations such as customer service call center returns or Web returns. If the incoming information does not include an original transaction number and the retailer requires it, this rule can be used to send a response requesting the information. When deciding whether to use this rule, consider the following: ■ Do attempted returns originate from a channel through which transaction lookup cannot be performed? If you answer yes to this question, then you should use this rule in policies.
Rule Type	Boolean
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?
Rule	Is the validation amount present? **Note:** This rule and the rule: *Is the validation amount plus factor greater than the past and current returns against the transaction?* work together.
Details to Consider	This rule is most often used to help determine the total returns thus far against a validated-but-not-retrieved transaction in conjunction with the rule: *Is the validation amount plus factor greater than the past and current returns against the transaction?*. When deciding whether to use this rule, consider the following: ■ Do you print validation numbers containing the original transaction amount on retail receipts? If you answer yes to this question, then you should use this rule in policies.
Rule Type	Boolean
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	Is there quantity left to allow return of the quantity requested?
Details to Consider	Often the point-of-return can check for quantity remaining to return, but the system can look up the transaction trail when the messaging reaches Oracle Retail Returns Management to check again for return quantity remaining. When deciding whether to use this rule, consider the following: ■ Does your point-of-return already provide this functionality for you? ■ Does your point-of-return retrieve transactions locally so that cross store returns might not be up to date? If you answer yes to either of these questions, then you should include this rule in policies.
Rule Type	Boolean
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?
Rule	Is this transaction a split tender?
Details to Consider	This rule invokes refund of an original split tender transaction in order of tender riskiness, from least to most. The retailer defines the least risky order through the Oracle Retail Returns Management parameters under the Admin tab. For more information, see "Least Risky Tender Order on Split Original Tenders" in Chapter 9. When the original transaction on an attempted line item return had a split tender, and this rule is included in the policy, the Yes answer to the Boolean question backs out the original tenders in the least risky order as defined by the retailer. **Note:** The retailer's definition of the order of least risky tenders supersedes the tenders set on the Yes value for this rule. When deciding whether to use this rule, consider the following: ■ Does your point-of-sale allow split tendering? ■ Do you wish to control the order in which those tenders are returned, such as returning first to a gift cards or credit account and returning cash last? If you answer yes to either of these questions, then you should use this rule in policies.
Rule Type	Boolean
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	What is the amount to be returned?
Details to Consider	You may wish to limit refunds to certain refund tender types based on the amount to be returned. For example, cash for $10 or less, gift card for $10 to $1000, store credit for greater than $1000 might be used. Therefore, it is usually used in conjunction with other rules such as the following: ■ *What is the original tender?* ■ *How many days have passed since the item was purchased?* When deciding whether to use this rule, consider the following: ■ Do you have certain high priced items that you suspect as having a return problem? ■ Do you have different return tolerances for lesser priced items than higher priced items? ■ Are there any situations that you wish to limit to a tender that allows time for more investigation or reconciliation, for example, a mail bank check? ■ Do you have problems with customers writing bad checks on an original purchase and then returning quickly to try to receive a cash or cash-equivalent refund? ■ Is there an amount below which you automatically process the refund, possibly to a specific tender? If you answer yes to any of these questions, then you should include this rule in policies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	What is the condition of the item?
Details to Consider	Any number of conditions can be evaluated to determine action by the rules engine. Each condition is text configured in Oracle Retail Returns Management, to match conditions provided in the Items for Return Authorization request message. When deciding whether to use this rule, consider the following: ■ Do you wish to take action, such as denying the return or reducing the return price, based on item condition? Reduction of return price can be performed by the point-of-return based on a particular response code. ■ Do you wish to use a particular receipt message such as "Thank you for returning the item unopened?" for compliance with return policies? If you answer yes to either of these questions, then you should use this rule in policies. **Note:** The list of item conditions is configured with the parameter ItemCondition. For more information on the parameter, see the *Oracle Retail POS Suite Configuration Guide*.
Rule Type	Discrete
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?
Rule	What is the Customer Type?
Details to Consider	This rule is designed to evaluate the customer type returned in the return request message from the point-of-sale. The customer type is established at the point-of-sale and parameterized for use in Oracle Retail Returns Management. Customer Type can be used to group customers by loyalty status, return history, or other types. When deciding to use this rule, consider the following: ■ Would you wish to approve or manager override a return solely based on Customer Type? If, for example, the customer was a platinum level customer, you might want to approve a return that would normally not fall within the Return Policy. If, for example, the customer type was employee, you might wish to have a manager approve the return. ■ Would you extend your policy to offer different return criteria to customers based on Customer Type? You might allow 60 days for a receipted return instead of 30 for a loyalty type customer. If you answer yes to any of these questions, then you should use this rule in policies.
Rule Type	Discrete
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	What is the item type?
Details to Consider	This rule can be used to treat a particular type of item in a different manner from the norm, for example, approving all miscellaneous account item types or denying refund of service item types such as gift wrap. When deciding whether to use this rule, consider the following: ■ Do you wish to take action, for example, denying the return of the item, based on the item type? ■ Do you wish to use a particular response code to designate appropriate action, for example, verifying whether a service has been performed, to the cashier or manager? ■ Do you wish to include a particular receipt message with the item to encourage the customer to continue shopping in the store? If you answer yes to any of these questions, then you should use this rule in policies. **Note:** The list of item types is configured with the parameter ItemTypes. For more information on the parameter, see the *Oracle Retail POS Suite Configuration Guide*.
Rule Type	Discrete
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	What is the original tender?
Details to Consider	This rule allows control of tenders such as credit to be returned only to credit, gift card to be returned only to gift card, and so on. When deciding whether to use this rule, consider the following: ■ Do you wish to limit return tenders based on purchasing tender? ■ Do you wish to control certain original tenders, such as purchase orders, to particular tenders, such as mail bank checks, that allow time for accounting research into whether to actually pay? ■ Do you suspect a problem with fraudulent written checks returned in a short time frame for cash? If you answer yes to any of these questions, then you should use this rule in policies. **Note:** The list of acceptable original tenders is configured with the parameter AcceptedTenderTypes. For more information on the parameter, see the Oracle Retail Returns Management Configuration Guide.
Rule Type	Discrete
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	What is the reason for the return?
Details to Consider	Any number of reasons for return can be evaluated to determine action by the rules engine. Each reason code is text configured in Oracle Retail Returns Management, to match reason codes provided in the Items for Return Authorization request message. When deciding whether to use this rule, consider the following: ■ Do you wish to take action, for example, denying the return or reducing the return price, based on the reason for return? ■ Do you wish to use a particular response code to designate appropriate action to the cashier or manager, for example, returning a damaged item to the vendor? ■ Do you wish to include a particular receipt message with the item to encourage the customer to continue shopping in the store? If you answer yes to any of these questions, then you should use this rule in policies. **Note:** The list of reasons for return is configured with the parameter ReturnReasons. For more information on the parameter, see the Oracle Retail Returns Management Configuration Guide.
Rule Type	Discrete
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?
Rule	What is the total amount of returns for this customer in the last X days?
Details to Consider	This rule is designed to check the total amount of approved returns by a specific customer during the last specified X days. This rule does not include the current return request amount. When deciding to use this rule, consider the following: ■ Do you wish to take action, for example, denying the return or issuing a manager override, if the total amount is greater than N in the last X days? If you answer yes to this question, then you should use this rule in policies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	What is the total amount of returns, including this return request, for this customer in the last X days?
Details to Consider	This rule is designed to check the total approved return amount history plus the current return request amount for a specific customer during the last specified X days. When deciding to use this rule, consider the following: ■ Do you wish to take action, for example, denying the return or issuing a manager override, if the total amount is greater than N in the last X days? If you answer yes to this question, then you should use this rule in policies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?
Rule	What is the total amount of returns with receipt for this customer in the last X days?
Details to Consider	This rule is designed to check the total amount of approved receipted returns by a specific customer during the last specified X days. This rule does not include the current request amount. When deciding to use this rule, consider the following: ■ Do you wish to take action, for example, denying the return or issuing a manager override, if the total amount is greater than N in the last X days? If you answer yes to this question, then you should use this rule in policies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	What is the total amount of returns with receipt, including the returns with receipt on this return request, for this customer in the last X days?
Details to Consider	This rule is designed to check the total approved receipted return amount history plus the current receipted return request amount for a specific customer during the last specified X days. When deciding to use this rule, consider the following: ■ Do you wish to take action, for example, denying the return or issuing a manager override, if the total amount is greater than N in the last X days? If you answer yes to this question, then you should use this rule in policies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?
Rule	What is the total amount of returns with receipt on this return request?
Details to Consider	This rule is designed to check the current receipted return request amount at the transaction level. When deciding to use this rule, consider the following: ■ Do you wish to take action, for example, denying the return or issuing a manager override, if the total amount is greater than N? If you answer yes to this question, then you should use this rule in policies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	What is the total amount of returns without receipt for this customer in the last X days?
Details to Consider	This rule is designed to check the total amount of approved non-receipted returns by a specific customer during the last specified X days. This rule does not include the current request amount. When deciding to use this rule, consider the following: ■ Do you wish to take action, for example, denying the return or issuing a manager override, if the total amount is greater than N in X days? If you answer yes to this question, then you should use this rule in policies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?
Rule	What is the total amount of returns without receipt, including the returns without receipt on this return request, for this customer in the last X days?
Details to Consider	This rule is designed to check the total approved non-receipted return amount history plus the current non-receipted return request amount for a specific customer during the last specified X days. When deciding to use this rule, consider the following: ■ Do you wish to take action, for example, denying the return or issuing a manager override, if the total amount is greater than N in X days? If you answer yes to this question, then you should use this rule in policies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	What is the total amount of returns without receipt on this return request?
Details to Consider	This rule is designed to check the current non-receipted return request amount at the transaction level. When deciding to use this rule, consider the following: ■ Do you wish to take action, for example, denying the return or issuing a manager override, if the total amount is greater than N? If you answer yes to this question, then you should use this rule in policies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?
Rule	What is the total amount of this return request?
Details to Consider	This rule is designed to check the current return request amount at the transaction level. When deciding to use this rule, consider the following: ■ Do you wish to take action, for example, denying the return or issuing a manager override, if the total amount is greater than N? If you answer yes to this question, then you should use this rule in policies.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Table 11–3 (Cont.) Rules that Usually Stand Alone

Detail	Description
Rule	What percent is the attempted price adjustment (new price) against the original selling price?
Details to Consider	This rule can be used, for example, to deny an attempted price adjustment that would drop the selling price of the item, if this price adjustment were to be authorized, to less than 10% of the original selling price of the item. The calculation is as follows: ((original selling price of the item) - (sum of adjustments so far)) divided by original selling price of the item. When deciding whether to use this rule, consider the following: ■ Do you allow customers to receive a price difference refund if merchandise goes on sale after they have purchased and departed with it? ■ Do you allow employees to receive a price difference if merchandise goes on sale after they have purchased it? ■ Do you have a published policy regarding the monetary or time (measured in days) limit on price adjustments? The original selling price is typically the PLU (Price LookUp) price minus adjustments on the original sale, but the retailer defines this.
Rule Type	Range
Use this Rule in Default Receipted Policy?	__Yes __No
Use this Rule in Default Non-receipted Policy?	__Yes __No
Use this Rule in Exception Policies?	__Yes __No Which exception policies?

Glossary

action

A setting on a rule that determines whether the rules engine, upon determination of the answer to that rule, continues to the next rule in the policy, continues at a particular rule in the policy, or stops and renders a response.

analytic engine

A rules-based engine that takes flexible input from XML messaging, policy definition, and customer history to evaluate the returnability of a line item.

behavior

A customer or cashier activity such as performing a nonreceipted return.

Boolean rule

A Yes/No type of rule, such as *Does the customer have a gift receipt?* or *Is the item a delivery/send item?*.

cumulative count

The total number of exceptions accumulated for a particular customer or cashier.

discrete rule

A rule that can have multiple configurable string type of answers to the question. For example: The rule *What is the refund type?* can have answers of Return, Layaway Cancel, Order Cancel, Price Adjustment, and so on.

exception

A record created in Oracle Retail Returns Management for the occurrence of a customer behavior or cashier behavior that is specifically being tracked.

exchange

A transaction that transfers control or possession of goods from a customer to a retailer in exchange for other goods. For the purposes of Oracle Retail Returns Management, exchanges are to be processed as returns.

extensible markup language (XML) messaging

See **XML messaging**.

grace period

Number of days after a password expires before the user is locked out from logging in.

line item

For the purposes of Oracle Retail Returns Management, a line item is a description of the item attempted for return. The description includes data such as item number and quantity. A split or combination of line items for processing through Oracle Retail Returns Management depends on how the point-of-return splits or combines line items for creation of the Items for Return request message.

nonreceipted

A line item is considered by the retailer to be without a receipt or nonreceipted if there is no original proof of purchase, an original or preceding transaction is unable to be retrieved through alternate searches and, if the retailer uses a Validation Number, that number has not passed validation. The determination of receipted versus nonreceipted is made at the point-of-return, prior to policy evaluation in Oracle Retail Returns Management.

password policy

Set of criteria used to prevent unauthorized user access to the application.

point-of-return

Any channel through which a customer can return merchandise to a retailer, cancel a delivery, order, or layaway, or request a transaction that could result in a monetary refund to that customer. The channel could be a physical cash register or returns desk in a store, a telephone call to a customer service center, or a request on an e-commerce Web site.

point-of-sale

Any channel through which a customer can purchase or order merchandise from a retailer, such as a physical cash register, a telephone order to a customer service center, or an e-commerce Web site.

policy

A collection of rules that apply to a receipted or nonreceipted situation.

positive ID

A customer's positive ID is an officially-issued unique identifier such as a driver's license, military ID, or state ID. Required information consists of the type of ID, issuer, and unique number.

range rule

A rule with a numeric answer whose responses can be configured in ranges, such as ‘How many nonreceipted returns has the customer performed in the last N days?’.

receipt message

Configurable text that can be sent with a line item's response from the rules engine to the point-of-return. It is information regarding why the line item was approved, denied, or required a manager override.

receipted

A line item is considered by the retailer to be with a receipt or receipted if an original purchase or preceding transaction was successfully retrieved. The determination of receipted versus nonreceipted is made at the point-of-return, prior to policy evaluation in Oracle Retail Returns Management.

- A preceding transaction may not necessarily be an original sale transaction, for instance if the chain of valid transactions begins with an exchange rather than an original sale.
- The preceding transaction could also be an order creation or layaway creation, depending on the types of transactions that the retailer performs.
- Successful retrieval may have been by presentation and successful scan or manual entry of a transaction number from a receipt or paper confirmation or successful search for a transaction by other means such as customer or tender information.
- Some retailers may also use a validation number as an additional check on the validity of a receipt if the transaction is unable to be retrieved due to data unavailability.
- A gift receipt usually constitutes a receipted situation.

response code

A numeric designation of the response to a rule. The response code is returned in XML messaging to the point-of-return.

response type

The Approval, Denial, Contingent Authorization, or Manager Overrideable Denial rendered, based on the answer to the rule question.

return

A transaction that transfers control or possession of goods from a customer to a retailer in exchange for a monetary refund or credit for those goods.

return attempt

An attempt to perform a transaction that can result in a refund to the customer at a point-of-return. The refund could be due to a return against an original sales transaction, refund upon cancellation of an order, refund upon cancellation of a layaway, refund upon performance of an after-the-fact price adjustment, or other types of potential refund-triggering transactions that are specific to the retailer's operations. One return attempt can contain one or more line items. The line items can be a mixture of receipted and nonreceipted, if the point-of-return allows a mixed situation.

return pattern watch

A file containing items by merchandise hierarchy, purchase date ranges, and return date ranges that allow the retailer to watch for customer patterns of purchase and return over a number of years.

return ticket

The record that Oracle Retail Returns Management creates when it receives its first XML message of a return attempt or a concluded return.

returnability

The decision by the analytic engine of whether a line item should be approved for return, prompted for a manager override at the point-of-return, or be denied for return, based on the information available to the analytic engine.

rule

The evaluation of a single type of data about an attempted return of a line item. Usually phrased in the form of a question such as *Does the customer have a gift receipt?* or *How many nonreceipted returns has the customer performed in the last N days?*.

tenders

The monetary medium exchanged for goods and services, such as cash, gift card, or credit card.

validation number

Some retailers may choose to print a validation number on purchase transactions at the point-of-sale as an additional check on the validity of a receipt in the event that the purchase comes back as a return and the original or preceding transaction is unable to be retrieved. The validation number encrypts original transaction data that is deemed critical to the retailer for use in engine evaluation, such as the total value of the transaction and a primary original tender used. When a return is performed, the validation number undergoes a decryption process at the point-of-return to validate that the proof of purchase is legitimate and to get the values needed for rules engine evaluation.

XML messaging

Data is transmitted between the point-of-return and Oracle Retail Returns Management using XML, which is a flexible and extensible method of tagging data in a manner customized to the application that uses the data. A schema file describes the data contained in each message file.

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