Oracle® Retail Back Office

Release Notes

Release 13.2

April 2010

This document highlights the major changes for Release 13.2 of Oracle Retail Back Office.

Overview

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

Functional Enhancements

The following functional enhancements are included in this release.

Additional Reports

The following reports are available through the Reports tab:

- The Till Status report provides information on the status of the Oracle Retail Point-of-Service tills for the current business day.
- The Suspended Transactions report provides a record of suspended transactions for the current business day.
- The Cancelled and Post Voided Transactions report provides a record of the transactions that have been cancelled or post-voided during the selected date range.
- The No Sales Transactions report provides a record of when the cash drawer was opened for non-financial transactions during the selected date range.

Unique Identification Numbers for Items

Unique identification numbers (UIN), such as serial numbers and IMEI numbers, can be used to manage inventory for items. UIN information is displayed on the Item Maintenance screen.

Technical Enhancements

The following technical enhancements are included in this release.

Database Installer Options

The following installer options are provided for creating and populating the database schema during installation:

- The installer does not create and populate the database schema.
- The installer creates and populates the database schema with the minimum dataset.
- The installer creates and populates the database schema with the sample dataset.

Installer Option to Enable Data Import

An installer option is provided to enable Data Import (DIMP). DIMP is used by external systems to send data bundles to Oracle Retail Back Office. If DIMP is enabled, a directory for the incoming bundles and a directory where the bundles are archived after being processed are specified during installation.

Store Server

Microsoft Windows 2008 Server is supported for the store server.

Functionality Removed or Restricted

The following changes are made to the Flash Sales report:

- The Department Drilldown report is removed. The Flash Sales Report is changed to drilldown to the Merchandise Hierarchy Drilldown report.
- Department information is removed from the Merchandise Hierarchy Drilldown report.

Hardware and Software Requirements

See the *Oracle Retail Back Office Installation Guide* for information about the following:

- Hardware and software requirements
- Oracle Retail application software compatibility

Uptake to Oracle Retail Back Office Release 13.2

For new customers, Oracle Retail Back Office 13.2 is a base release (a full product installation). Current customers who have installed any of the following releases also have the option to uptake to Release 13.2:

- Release 12.0.0
- Release 12.0.9
- Release 13.0.1
- Release 13.0.2
- Release 13.1.1

The following document is available through My Oracle Support.

Oracle Retail Upgrade Guide (Doc ID 1073414.1)

Because the upgrade process varies among Oracle Retail applications, the *Oracle Retail Upgrade Guide* describes the approach that each Oracle Retail application takes for the upgrading, or uptaking, process, as well as product-specific upgrade assumptions and considerations. Actual procedures for the upgrade may be included in the application's Installation Guide.

Documentation Enhancement for Release 13.2

A new implementation guide volume is added to the Oracle Retail Strategic Store Solutions documentation set. The *Oracle Retail Strategic Store Solutions Implementation Solutions* implementation guide contains information for implementing the Strategic Store Solutions applications.

The following implementation guide volumes are available in this release:

- *Oracle Retail Strategic Store Solutions Implementation Guide, Volume 1 - Oracle Retail Strategic Store Solutions to Merchandising Products Integration*
- *Oracle Retail Strategic Store Solutions Implementation Guide, Volume 2 - Oracle Retail Strategic Store Solutions Implementation Solutions*
- *Oracle Retail Strategic Store Solutions Implementation Guide, Volume 3 - Security* (My Oracle Support Doc ID 1081886.1)
- *Oracle Retail Strategic Store Solutions Implementation Guide, Volume 4 - Base Product Extension Support* (My Oracle Support Doc ID 1081896.1)

Known Issues

The following issues occur in this release.

Integration with Oracle Retail Merchandise Operations Management

The integration between Oracle Retail Merchandise Operations Management (Retail Merchandising System, Price Management, and Sales Audit) and Oracle Retail Point-of-Service, Oracle Retail Back Office, and Oracle Retail Central Office is not supported for this release.

Installation Using the IBM Stack is Not Supported

Installation using the IBM stack is not supported for this release.

> **WARNING: Do not use an IBM stack, as described in a previous release, to install Release 13.2. Installing Release 13.2 on the IBM stack will result in an unsupported environment.**

Data Mismatch Between Over and Short Reports for Cashiers and Registers

Under certain conditions, including when tills are reconciled from Oracle Retail Back Office, the data in the Over and Short Report by Cashier and Over and Short Report by Register does not match. In some cases, one or both reports are missing data. This is strictly a reporting issue; the financials are not impacted.

Same Business Date Must be Used for Opening the Store and Tills When Store Server is Offline

If a store is opened using Oracle Retail Back Office when the store server is offline, the same business date must be used when the tills are opened offline at the register. Failure to use the same business date may result in reconciliation issues in Oracle Retail Point-of-Service and Oracle Retail Back Office which could lead to recovery issues.

Incorrect Price Displayed on Discount Rule Screen

On the Discount Rule screen, the current price is displayed if the Pricing Group selection was 'None' when the discount rule was created. Oracle Retail Point-of-Service returns the correct price for the item in the sales transaction regardless of what is displayed in Oracle Retail Back Office.

Transaction Level Discounts

If the discount rule type indicates the presence of targets when there are none and you try to display the discount rule, a null exception pointer error occurs.

Related Documentation

For more information, see the following documents in the Oracle Retail Back Office Release 13.2 documentation set or Oracle Retail Strategic Store Solutions Release 13.2 documentation set:

- *Oracle Retail Back Office Installation Guide*
- *Oracle Retail Back Office Operations Guide*
- *Oracle Retail Back Office User Guide*
- *Oracle Retail Strategic Store Solutions Configuration Guide*
- *Oracle Retail Strategic Store Solutions Data Dictionary*
- *Oracle Retail Strategic Store Solutions Data Model Differences*
- *Oracle Retail Strategic Store Solutions Data Model ERWIN File*
- *Oracle Retail Strategic Store Solutions Data Model Mapping File*
- *Oracle Retail Strategic Store Solutions Entity Relationship Diagrams, Volume 1 - Subject Areas*
- *Oracle Retail Strategic Store Solutions Entity Relationship Diagrams, Volume 2 - Overviews*
- *Oracle Retail Strategic Store Solutions Implementation Guide, Volume 1 - Oracle Retail Strategic Store Solutions to Merchandising Products Integration*
- *Oracle Retail Strategic Store Solutions Implementation Guide, Volume 2 - Oracle Retail Strategic Store Solutions Implementation Solutions*
- *Oracle Retail Strategic Store Solutions Licensing Information*

Supplemental Documentation

The following documents are available through My Oracle Support. Access My Oracle Support at the following URL:

https://support.oracle.com

Oracle Retail Strategic Store Solutions Implementation Guide, Volume 3 - Security **(Doc ID 1081886.1)**

This implementation guide volume documents the Payment Application Data Security Standard (PA-DSS) requirements and describes the specific security features and configuration details for the Strategic Store Solutions products that are needed to meet the PA-DSS requirements.

Oracle Retail Strategic Store Solutions Implementation Guide, Volume 4 - Base Product Extension Support **(Doc ID 1081896.1)**

This implementation guide volume describes the procedures to create modified installers which can be used to build and extend the Strategic Store Solutions applications.

***Oracle Retail Upgrade Guide* (Doc ID 1073414.1)**

Because the upgrade process varies among Oracle Retail applications, the *Oracle Retail Upgrade Guide* describes the approach that each Oracle Retail application takes for the upgrading, or uptaking, process, as well as product-specific upgrade assumptions and considerations. Actual procedures for the upgrade may be included in the application's Installation Guide.

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Value-Added Reseller (VAR) Language

Oracle Retail VAR Applications

The following restrictions and provisions only apply to the programs referred to in this section and licensed to you. You acknowledge that the programs may contain third party software (VAR applications) licensed to Oracle. Depending upon your product and its version number, the VAR applications may include:

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

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

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

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

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

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

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

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

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

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