

Oracle® Retail Point-of-Service

Release Notes

Release 13.0

May 2008

This document highlights the major changes for Release 13.0 of Oracle Retail Point-of-Service.

Overview

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

Related Documentation

For more information, see the following documents in the Oracle Retail Point-of-Service documentation set or Oracle Retail Strategic Store Solutions documentation set:

- *Oracle Retail Point-of-Service Installation Guide*
- *Oracle Retail Point-of-Service Operations Guide*
- *Oracle Retail Point-of-Service User Guide*
- *Oracle Retail Strategic Store Solutions Configuration Guide*
- *Oracle Retail Strategic Store Solutions Implementation Guide*
- *Oracle Retail Strategic Store Solutions Licensing Information*
- *Oracle Retail Strategic Store Solutions Security Implementation Guide*

Security Enhancements Aimed at VISA Payment Application Best Practices (PABP)

Security enhancements have been made to Oracle Retail Point-of-Service aimed at obtaining a PABP certificate for the software. These enhancements will help retailers to comply with the Payment Card Industry Data Security Standard (PCI-DSS).

Security Implementation Guide

The *Oracle Retail Strategic Store Solutions Security Implementation Guide* is new for this release. It documents the PABP requirements and describes the specific security features and configuration details for the Strategic Store Solutions products needed to meet the PABP requirements. The guide is available on Metalink:

Metalink Note: 567438.1

Functional Enhancements

The following functional enhancements are included in this release.

Oracle Retail Store Inventory Management

A cashier can perform an item inquiry to Oracle Retail Store Inventory Management. The Oracle Retail Store Inventory Management product must be purchased and implemented in order to use this feature. The cashier can search at a single store or a group of stores for inventory information on an item.

Transaction Re-entry Mode

The button to select Transaction Re-entry Mode is moved to the Administration component. The Administration button is available on the Main Options screen.

Functionality Removed or Restricted

The following functionality related to security is restricted or removed in this release:

- Support for O/S 4690 is removed.
- The Browser parameter group is removed.
- The Web Store and E-Mail buttons are removed from the Service Alert screen. These functions are no longer available. Automated e-mail is still supported for orders.
- Seed data no longer includes any Quality Assurance or test data.

Technical Enhancements

The following technical enhancements are included in this release.

Installer Enhancements

The following enhancements are made to the Oracle Retail Point-of-Service installer:

- The Ant Installer is used. The installer screens have the same look as the installer screens for Oracle Retail Central Office and Oracle Retail Back Office.
- The Transaction Retrieval Jar Locations and RMI Timeout screens are removed.

Parameter Changes

The following changes are made to parameters. For more information, see the *Oracle Retail Strategic Store Solutions Configuration Guide*.

Timeout

The default value for timeout at the register is changed to 15 minutes. The following parameters in the Base parameter group are affected:

- Time Out Inactive with Transaction
- Time Out Inactive without Transaction

Automatic E-mails

The parameters for setting the automatic e-mail messages used for service alerts are redefined in the Email parameter group.

Upgrades to Requirements

For information related to upgrades to the Oracle Retail Point-of-Service requirements (for example, Database Server, Application Server, and so on), see the *Oracle Retail Point-of-Service Installation Guide*.

Documentation Enhancements

The following enhancements are made to the Oracle Retail Point-of-Service documentation set for this release:

- An index is added to the *Oracle Retail Point-of-Service User Guide* and *Oracle Retail Point-of-Service Operations Guide*.
- Detailed information on Summary Reports is added in a new appendix in the *Oracle Retail Point-of-Service User Guide*.
- The installer screens for the server and client are in separate appendixes in the *Oracle Retail Point-of-Service Installation Guide*.

Known Issues

The following issues occur in this release.

Integration with Oracle Retail Merchandise Operations Management

The interfaces in Oracle Retail Point-of-Service, Oracle Retail Back Office, and Oracle Retail Central Office have not changed for Release 13.0 and are based on the integration between Oracle Retail Merchandise Operations Management Release 12.0.7 (Retail Merchandising System, Price Management, and Sales Audit) and Oracle Retail Point-of-Service, Oracle Retail Back Office, and Oracle Retail Central Office Release 12.0.2.

Integration testing between the Release 13.0 Oracle Retail Merchandise Operations Management suite and Release 13.0 Oracle Retail Point-of-Service, Oracle Retail Back Office, and Oracle Retail Central Office has not been completed at this time. This integration testing is planned to occur at a later point in time and the applicable documentation will be updated to reflect the results of this testing.

IBM WebSphere for the Store Server

Issue: Any version of IBM WebSphere newer than version 6.1.0.5 cannot be used with the Oracle Retail Point-of-Service store server.

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

Java Version 1.5

Issue: This release of Oracle Retail Point-of-Service requires JDK version 1.5. Until JDK version 1.5 is officially released by IBM, workarounds are needed for using the IBM JDK for clients and the server. See the *Oracle Retail Point-of-Service Installation Guide* for more information.

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

Cannot Import Parameters to Client if GUI Mode Used for Installer

Issue: If GUI mode is used to run the installer for a client install on the Oracle stack, parameters cannot be imported to the client after the installation.

Workaround: Use text mode when running the installer.

Fix: A fix is in development for Oracle Retail Point-of-Service. The fix can be tracked through the internal bug number 31662.

Post-void of Control Transactions Not Included in POSLog

Issue: The schema for POSLog, based on IXRetail v21, does not support post-void tender control transactions. The following post-void transactions will not create a transaction entry in the POSLog:

- Post Void of a Till Loan
- Post Void of a Till Pickup
- Post Void of a Till Pay In
- Post Void of a Till Pay Out
- Post Void of a Payroll Pay Out

Fix: A fix is in development for Oracle Retail Point-of-Service. The fix can be tracked through the internal bug number 31582.

Post-void of Gift Card Reload

Issue: If an operator tries to post-void a transaction that contains a gift card reload, the transaction not found error message is displayed.

Workaround: The operator can do a Redeem Transaction.

If an operator chooses to post-void a transaction with a gift card reload, a gift card balance inquiry should be done prior to the post-void transaction. The operator should then compare the gift card balance inquiry results with the gift card balances on the transaction receipt containing the gift card issue or gift card reload.

- If the balances *do* match, the post-void can proceed. A retailer can also manage this operation through role and security access, only allowing operators with specific roles to perform the post-voids.
- If the balances *do not* match, it is up to the operator to explain to the customer that the post-void cannot take place because the value of the gift card has been modified since the gift card was issued or reloaded. If the operator still chooses to post-void the transaction containing the gift card reload, the operator has the option to return the items and redeem the gift card amount to the customer.

Fix: A fix is in development for Oracle Retail Point-of-Service. The fix can be tracked through the internal bug number 31572.

Order Cancel and Layaway Delete Cannot be Refunded to Gift Card

Issue: The Order Cancel and Layaway Delete transactions cannot be refunded to a Gift Card. The operator receives an error that the Gift Card cannot be authorized.

Workaround: The operator can return to the refund screen and choose a different refund tender.

Fix: A fix is in development for Oracle Retail Point-of-Service. The fix can be tracked through the internal bug number 31655.

Instant Credit Enrollment

Issue: The following additional customer information must be collected in order to support ISD authorization for Instant Credit enrollment:

- Joint or Individual enrollment
- Resident status
- Income
- Spouse information:
 - First name, last name, and middle initial
 - Address line 1 and 2, city, state, and zip code
 - Social Security Number
 - Income
- If the application is signed
- Credit reference indicator:
 - MasterCard, Visa, checking, or savings
 - The card is swiped but the card type is not being propagated to ISD.

Fix: A fix is in development for Oracle Retail Point-of-Service. The fix can be tracked through the internal bug number 30295.

Incorrect Date for Special Order When Store Not Closed

Issue: If the store has not been closed and re-opened with the next business date, a special order transaction completed after 12:00 AM of the next day is saved to the database with the system date instead of the business date.

Fix: A fix is in development for Oracle Retail Point-of-Service. The fix can be tracked through the internal bug number 31342.

Original Tax Rate in POSLog for Tax Exempt Transaction

Issue: In a tax exempt transaction, the Original Tax Rate field in the POSLog detail contains the store default tax rate for the item.

Fix: A fix is in development for Oracle Retail Point-of-Service. The fix can be tracked through the internal bug number 28773.

Receipt When Change Due to Customer is Returned in Gift Card Form

Issue: On the receipt, when the change due to a customer is returned in the form of a gift card, **Gift Card (x.xx)** is shown instead of **Gift Card Credit (x.xx)** where **(x.xx)** is the amount of the credit.

Fix: A fix is in development for Oracle Retail Point-of-Service. The fix can be tracked through the internal bug number 30092.

Price Change Applied Before Start Date

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

Incorrect Tax Amount in EJournal for Price Override Items

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

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

Post-Void of Return Transaction

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

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

Retrieving a Suspended Layaway Transaction

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

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

Foreign E-check Used for Non-base Currency Tender

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

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

Five Digit Store ID

Issue: The Oracle Retail Strategic Store Solutions products support a maximum store ID length of 5 digits.

Workaround: Use a store ID that is not greater than 5 digits in length.

Oracle Retail Point-of-Service Release Notes, Release 13.0

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Value-Added Reseller (VAR) Language

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

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

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

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

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

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

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

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