

# Oracle® Retail Point-of-Service

Release Notes

Release 13.1.1

July 2009

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This document highlights the major changes for Release 13.1.1 of Oracle Retail Point-of-Service.

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**Note:** Although the release number is 13.1.1, this is a full base release of Oracle Retail Point-of-Service. It is not a patch release.

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## 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.

## Release Number

The previous release of Oracle Retail Point-of-Service was 13.0.2. In order to align the release number for the Strategic Store Solutions products with the release number for the Merchandise Operations Management products, this release of Oracle Retail Point-of-Service is named 13.1.1.

## Functional Enhancements

The following functional enhancements are included in this release.

### Centralized Customer

Centralized customer enables a retailer to have one customer database for the enterprise. Customer information can be created, maintained, or retrieved from the central database, so that cashiers do not have to reenter customer information at different stores. A data import (DIMP) for customer information is added.

## Pricing Groups

Pricing groups enable the retailer to provide special pricing on specific items for select customers, groups of customers, or employees. When a customer or employee is assigned a pricing group, the customer or employee is entitled to receive the price promotions and discounts currently in effect for that pricing group.

A pricing group can be associated with multiple price promotions and discount rules. Pricing groups are downloaded through the Data Import subsystem (DIMP).

## Discount Rule Types

The following discount rules are added to support promotions available in Oracle Retail Merchandising products:

- Buy N or more of X for Z\$ each
- Buy N or more of X for Z% off

## Tax Identifier

A tax ID can be saved as part of customer information. Tax ID is an available criterion when searching for a customer.

## XML Receipts and Reports

The structure and content of receipts and reports are defined in XML files known as blueprint files. There is one blueprint file defined for each receipt and report. A blueprint file is also available for each receipt and report in each supported language. Parameter settings that previously defined receipt content are now defined as receipt components in the blueprint files.

Retailers can create new blueprint files and modify existing files. A Receipt Builder Tool, which is an editor available as an Eclipse plug-in, can be used for creating and editing the blueprint files. For information on the tool, see the *Oracle Retail Point-of-Service Receipt Builder Tool User Guide*.

## PA-DSS Compliant Browser Foundation

One of the Payment Application-Data Security Standard (PA-DSS) requirements is to prevent navigation to a user-inputted browser window. The PA-DSS Compliant Browser Foundation provides a retailer the foundation to launch a browser from within Oracle Retail Point-of-Service and remain compliant with PA-DSS. The retailer sets the URL to be launched from within the Oracle Retail Point-of-Service client. A cashier can then navigate the website using the global navigation buttons provided on the screen.

This feature is only available on the Oracle stack.

## Item Images

A visual image of an item can be displayed on the Item Display and Related Items screens. Store employees can use item images to assist when searching for an item or to show out-of-stock items to customers. The import of a pointer to the image file or an actual image file can be supported through the Data Import subsystem (DIMP).

## **Item Level Messages**

An item level message provides information to the cashier and customer about an item or certain attributes associated with an item. Item level messages can be displayed on the Sell Item and inventory inquiry screens. Item level messages can also be printed on receipts. The import item images can be supported through the Data Import subsystem (DIMP).

## **Additional Options for Item Inquiry**

An Item Lookup button is added on the Sell Item screen to provide access to Item Inquiry search. To provide more flexibility and granularity for searches, additional search criteria are available on the Item Inquiry and Advanced Inquiry screens. The search criteria are selected through configuration.

## **Cash Drawer Warnings**

Cash drawer warnings help retailers to better manage the amount of cash in their registers. A cash drawer warning indicates that the amount of cash in the cash drawer is less than the required minimum amount or greater than the maximum amount allowed. The amounts are configurable. After the prompt to close the cash drawer, a configurable warning is displayed if either of these conditions exists.

## **Pickup and Delivery**

Retailers can reserve inventory that a customer chooses to pick up at a later time or have delivered. Within a sale transaction, an item can be designated for pickup or delivery. The date for the pickup can be selected. For deliveries, the date, address, and special instructions can be saved. Pickups and deliveries are managed through Service Alert functionality.

## **Inventory Reservation with Oracle Retail Store Inventory Management**

The Oracle Retail Point-of-Service server is integrated with Oracle Retail Store Inventory Management for the reservation of inventory for pickup, delivery, and layaway. Retailers can track inventory movement for these transactions in Oracle Retail Store Inventory Management.

## **Item Basket**

From Oracle Retail Store Inventory Management, a handheld device can be used to scan items. An item basket can then be created for these items. A cashier can retrieve the item basket at an Oracle Retail Point-of-Service register to add the items to a sale transaction through the Transaction Retrieve functionality.

## **Clean Receipt**

Clean Receipt enables retailers to summarize multiple quantities of like items into one single line item on a printed receipt. This can help create smaller and simpler receipts.

## Electronic Receipt

Cashiers can offer customers the option of having receipts emailed rather than printed. The electronic receipt, or eReceipt, is an email generated with a PDF version of the receipt attached to the email.

## Integration with Oracle Retail Returns Management

Retailers can use Oracle Retail Returns Management to implement return policies and track the return behavior of customers in conjunction with Oracle Retail Point-of-Service. Oracle Retail Point-of-Service can send and interpret messages to and from Oracle Retail Returns Management. Based on the positive ID, or other item and store information, Oracle Retail Returns Management authorizes the return using the rules defined by the retailer and determines if each item can be returned and the refund tenders available for the return. Oracle Retail Point-of-Service can use the authorization message to complete and tender the return.

## Functionality Removed or Restricted

The following functionality is removed or restricted in this release:

- A transaction that contains a gift card tender issue, reload, or redeem cannot be post-voided.
- The Mobile Point-of-Service application is not packaged and delivered as a part of the Strategic Store Solutions 13.1.1 release. Mobile point-of-service capabilities are available using Oracle Retail Point-of-Service.

## Technical Enhancements

The following technical enhancements are included this release.

### Internationalization

The following features are added:

- Addresses and phone numbers are entered and displayed in the locale selected for Oracle Retail Point-of-Service at installation.
- Screens are displayed in the user's preferred language.
- Entries in the Electronic Journal and Audit Log are saved and displayed in the default language and locale of the store where the entry is created.

The following languages are supported:

- Brazilian Portuguese
- English (American)
- French (Parisian)
- German
- Italian
- Japanese
- Korean
- Russian

- Simplified Chinese
- Spanish (Castilian)
- Traditional Chinese

## **Uptake to Oracle Retail Point-of-Service Release 13.1.1**

For new customers, Oracle Retail Point-of-Service 13.1.1 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 13.1.1:

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

The following document is available through My Oracle Support (formerly MetaLink). Access My Oracle Support at the following URL:

<https://metalink.oracle.com>

### ***Oracle Retail Upgrade Guide (Doc ID 837368.1)***

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.

## **RSA Key Store Support**

Oracle Retail Point-of-Service Release 13.1.1 is integrated with RSA Key Manager version 2.1.3. Installer screens are added for selecting the key manager to be used. The RSA Key Manager, simulated key manager, or a key manager provided by the retailer can be selected.

## **Base Product Extension Support**

Base Product Extension Support enables retailers to add defect fixes and upgrades without overwriting their custom code. Modified installers are created which can be used to build and extend Oracle Retail Point-of-Service.

The following document is available through My Oracle Support (formerly MetaLink). Access My Oracle Support at the following URL:

<https://metalink.oracle.com>

### ***Oracle Retail Strategic Store Solutions Base Product Extension Support Implementation Guide (Doc ID 858596.1)***

The *Oracle Retail Strategic Store Solutions Base Product Extension Support Implementation Guide* describes the procedures to create modified installers which can be used to build and extend the Oracle Retail Point-of-Service application.

## Installer Changes

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

- The location of the Derby jars is required when installing the server.
- The option to write EJournal entries to a server file is removed.
- Windows 2003 Server was not tested for this release. It is removed as a server option on the Oracle stack in the Oracle Retail Point-of-Service installer (server only).

## Integration with Oracle Retail Merchandising

The integration between Oracle Retail Merchandising and Oracle Retail Strategic Store Solutions has been tested for this release. Oracle Retail Point-of-Service, Oracle Retail Back Office, and Oracle Retail Central Office are integrated with the following Oracle Retail Merchandising products:

- Oracle Retail Merchandising System
- Oracle Retail Price Management
- Oracle Retail Sales Audit

For information on the integration, see the *Oracle Retail Strategic Store Solutions Implementation Guide*.

## 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 Enhancement for Release 13.1.1

The following enhancement is made to the Oracle Retail Strategic Store Solutions documentation set for Release 13.1.1.

### Oracle Retail Strategic Store Solutions Entity Relationship Diagrams

To better reflect the content of the document, the Oracle Retail Strategic Store Solutions Relational Integrity Diagrams document is renamed to Oracle Retail Strategic Store Solutions Entity Relationship Diagrams. This document now has two volumes.

The first volume, Subject Areas, contains the physical and logical diagrams for each subject area of the data model. This is the same content that was included in previous releases.

The second volume, Overviews, contains a physical diagram and logical diagram for the complete data model.

## Known Issues

The following issues occur in this release.

### Currencies Not Included in Financial Reports

If additional currencies are added to Oracle Retail Point-of-Service, they are not displayed in the financial reports. The till reconcile and daily register operations are not affected. USD, GBP, YEN, EUR, MXY, and CAD are the currencies already available in this release. These currencies display correctly in the financial reports.

### Display of Decimals in Base and Alternate Currencies

Currency type is determined by the country. The type determines if the currency is displayed with or without decimals. It is not possible in Oracle Retail Point-of-Service to properly display a base currency and an alternate currency that are not in agreement regarding the decimal component.

If base and alternate currencies that have different formats are being used, for example, YEN as the base currency and USD as the alternate currency, the decimals of USD are truncated on receipts and screens.

### Values Switched for Tax Calculation Method Code

The Tax Calculation Method Code is a code denoting how the Tax Group Rule is to be applied in a single transaction. Possible values include the following:

- 1—Calculate and round at the line item unit level
- 2—Calculate and round at the group level

There is no default value, as this setting is dictated by the Tax Authority who defines the rule.

In Oracle Retail Point-of-Service, these values are switched. If the retailer wants to calculate tax at the line item level, code 2 should be selected. If the retailer wants to calculate tax at the group level, code 1 should be selected.

### Update Resource Jars for New Currencies

The localized strings for International Standards Organization (ISO) currency codes and country names are now in resource bundles. If a new currency is added to the database, the resource jars have to be opened in order to add the bundle entries for the new currency. The bundle entries are in multiple bundle files in Oracle Retail Point-of-Service.

### Oracle Retail Sales Audit Interprets Visa or MasterCard Debit Card as a Credit Card

Oracle Retail Sales Audit always interprets a tender with a Visa or MasterCard tender type ID code as a credit card, even when the tender group ID indicates that the card is a debit card.

Oracle Retail Point-of-Service formats branded debit cards in the TTEND record of the RTLog. It expects that the TenderTypeID for both credit and debit cards can be the same and that Oracle Retail Sales Audit can distinguish between them using the TenderGroupID. For example, a TTEND record that contains a value of "3000" in the TenderTypeID and value of "CCARD" in the TenderGroupID would be a Visa credit card. When the value of the TenderGroupID is "DCARD", it would be a Visa debit card.

However, Oracle Retail Sales Audit interprets a value of "3000" in the TenderTypeID as a credit tender regardless of the value of the TenderGroupID.

**Receipt for a Completed Order is Not Printed in the Preferred Language of the Customer**

The receipt for a completed order is not printed in the preferred language of the customer. The receipt for the creation of the order is printed in the preferred language of the customer.

**Reloaded Gift Cards Cannot be Returned**

Gift cards that have been reloaded must be redeemed and not returned. Return transactions containing a reloaded gift card will not refund the correct amount to the customer.

**Orphaned Records for Post-Void Transactions in Database Tables**

When post-void transactions are purged, there may be orphaned records in the TR\_LTM\_RTL\_TRN and tender tables. These records have no effect on the Oracle Retail Point-of-Service application.

**Setting Parameter to Capture Price Override Data**

If the Capture Reason Code for Price Override parameter is set to No, the CO\_MDFR\_RTL\_PRC table is not populated with the record of the override. If the retailer wants to collect the override data, this parameter must be set to Yes.

**Security Access Points No Longer Used**

The following access points listed in the Manager Override for Security Access parameter are no longer utilized by the Oracle Retail Point-of-Service application:

- Bank Deposit
- Discount Rule - Add/Modify
- Discount Rule - End
- Employee Time Maintenance
- Inventory
- Inventory Count
- Inventory Receiving
- Inventory Return
- Item Maintenance
- Jobs
- Job Queue
- Kit Maintenance
- Price Change - Add/Modify
- Price Promotion - Add/Modify
- Schedule
- Store Operations
- Transfer

Adding them to the parameter does not cause a problem in the application, but the application does not enable a manager override for the access point.

**Download of Items Currently on Promotion to New Stores**

In a new store situation, items currently on promotion may download to Oracle Retail Point-of-Service with the original price on the item, not the promotion price. This occurs because the import process assigns a creation date equal to the current date, but this date is after the start date of the promotion.

### **Address Type for Importing Customer Information**

If the Data Import Process (DIMP) is used to import customer information to Oracle Retail Central Office and Oracle Retail Point-of-Service, it is recommended that only the address type of H or Home is used. Importing records with another address type could cause multiple customer records to be displayed in Oracle Retail Central Office and Oracle Retail Point-of-Service. The customer number remains the same, but there could be an additional line entry with the second address type. Customer feature functionality is not affected.

### **Reason Code Displayed Incorrectly for Business Customer**

If a business customer is created in Oracle Retail Point-of-Service, the reason code (that is, non-profit) may not be correctly displayed in Oracle Retail Central Office. If the business customer is created in Oracle Retail Central Office, the reason code is displayed correctly in Oracle Retail Point-of-Service.

### **Layaway Fee Must Be Entered When Creating a Layaway**

When a layaway is created in Oracle Retail Point-of-Service, an amount (0.00 to 9,999.99) must be specified in the Layaway Fee field. This field cannot be left blank; doing so will result in an error and the application may halt.

### **Installing with Store ID of 01291 Results in Database Errors**

Seed data includes sample data used to evaluate the application and demonstrate core functions of the software. There are references in the seed data to store ID 01291. During installation, if 01291 is selected for the store ID, SQL errors occur during the loading of the database. The SQL errors are caused by those references.

### **Error Message in Point-of-Service Client Log after a Sale Transaction**

The following error message may show up in the Point-of-Service Client Log after a sale transaction:

```
ERROR 2008-06-07 19:54:43,312 188849750  
(StaticCacheThread-7:com.extendyourstore.foundation.tour.engine.TransferStation):[co  
m.extendyourstore.foundation.tour.engine.TransferStation.depart(TransferStation.java:  
424)] TransferStation.depart(): Departure must be initiated by an EndServiceLetter or  
FinalLetter. Actual letter is: Class: Letter (Revision 3)29784459
```

The error does not affect functionality.

### **Total Incorrect on Receipt for Layaway Delete**

When a layaway is deleted, the total shown on the receipt is incorrect. The amount refunded to the customer and the information shown in the Summary Reports are correct.

### **Incorrect Gift Card Amount Displayed After Invalid Gift Card Entered**

If the card number entered for a Gift Card sale is invalid and the operator selects to reenter the card number, the amount displayed in the Gift Card Amount field is 0.00. It should be the amount of the original issue/new Gift Card. Functionality is not affected and the Gift Card is issued in the correct amount.

### **Incorrect Date for Special Order When Store Not Closed**

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.

### **Original Tax Rate in POSLog for Tax Exempt Transaction**

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

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

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.

### **Post-Void of Return Transaction**

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.

### **Retrieving a Suspended Layaway Transaction**

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.

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

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.

## **Hardware Issues**

The following hardware issues occur in this release.

### **Unplugging Either the HP Cash Drawer or Magnetic Stripe Reader Causes Application to Hang**

If either the HP Cash Drawer (HP Cash Drawer #EY024AA) or Magnetic Stripe Reader (HP USB MSR #EY026AA) device is unplugged, the application hangs. When the device is plugged back in, the application must be restarted. This issue can be tracked with case number 3605030683.

### **Less Text Space Available on Back of Frankable Tenders for Multibyte Languages on IBM Printer**

Due to the font provided for Chinese and other multibyte languages (Traditional = chnm950b or Simplified = chnm1381) on the IBM Printer (IBM4610-2CR ), the amount of text that can be printed on the back of a 'frankable' tender may be reduced.

### **Application Hangs if HP Printer Goes Offline**

If the HP Printer (HP USB Thermal Receipt Printer #EY023AA) printer goes offline (out of paper or other error) during a transaction, no error is displayed and the transaction will not resume until the error is corrected on the printer. This issue can be tracked with case number 3605031143.

## 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 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 (Volumes 1 and 2)*
- *Oracle Retail Strategic Store Solutions Implementation Guide*
- *Oracle Retail Strategic Store Solutions Licensing Information*

## Supplemental Documentation at My Oracle Support

The following documents are available through My Oracle Support (formerly MetaLink). Access My Oracle Support at the following URL:

<https://metalink.oracle.com>

### ***Oracle Retail Point-of-Service Receipt Builder Tool User Guide (Doc ID 858622.1)***

The Receipt Builder Tool is an Eclipse plug-in which is used to create and modify blueprint files for receipts. The *Oracle Retail Point-of-Service Receipt Builder Tool User Guide* describes how to install and use the Receipt Builder Tool.

### ***Oracle Retail Strategic Store Solutions Base Product Extension Support Implementation Guide (Doc ID 858596.1)***

The *Oracle Retail Strategic Store Solutions Base Product Extension Support Implementation Guide* describes the procedures to create modified installers which can be used to build and extend the Strategic Store Solutions applications.

### ***Oracle Retail Strategic Store Solutions Security Implementation Guide (Doc ID 858613.1)***

The *Oracle Retail Strategic Store Solutions Security Implementation Guide* 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 Upgrade Guide (Doc ID 837368.1)***

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**

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- (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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