Oracle® Retail Point-of-Service

Release Notes

Release 14.0

E50535-01

December 2013

This document highlights the major changes for Release 14.0 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.

Hardware and Software Requirements

See the *Oracle Retail Point-of-Service Installation Guide* for information about the following:

- Hardware and software requirements
- Oracle Retail application software compatibility

Integration Enhancements

The following integration enhancements are included in this release:

Oracle Retail Price Management

The integration with Oracle Retail Price Management supports new pricing rules:

- The Clearance-Item Price category is added on the source and target items to indicate whether the discount rule source and target items criteria apply to regular retail items only, clearance items only, or both. The Data Import (DIMP) and Oracle Retail Point-of-Service are modified to differentiate clearance from regular price changes.
- Multi threshold pricing is supported for the following multi-threshold pricing rules:
  - Buy N of X for Z$ off
  - Buy N of X for Z% off
  - Buy N or more of X for Z$ each

- Transaction-level discounts are supported where the source can be all the items in the store. In addition, the transaction-level discount best deal is introduced. When there are overlapping transaction-level promotions, the best deal that benefits the customer is applied. The following transaction-level promotions are supported:
  - Buy $N or more of X, get Z$ off the transaction total
  - Buy $N or more of X, get Z% off the transaction total
  - Buy N of X for Z$ off the transaction total
  - Buy N of X for Z% off the transaction total

Oracle Retail Store Inventory Management

The following enhancements are made to the integration with Oracle Retail Store Inventory Management:

- Batch files can be used to integrate with Oracle Retail Store Inventory Management. The use of flat files is an alternative to using a web service. The use of batch files can be scheduled by retailers to push data to Oracle Retail Store Inventory Management. The transactions are written to a flat file, which is read by an Oracle Retail Store Inventory Management batch process. Oracle Retail Sales Audit still sends transactions to Oracle Retail Store Inventory Management, but only those transactions that are modified or audited.
- Integration with the Oracle Retail Store Inventory Management web service supports the selection of a security policy. Policy A and Policy B are the available security policies. For more information, see the *Oracle Retail Point-of-Service Installation Guide*.

Functional Enhancements

The following functional enhancements are included in this release:

Commerce Anywhere

The Oracle Retail POS Suite applications play a significant role in Commerce Anywhere. The applications support accurate, real-time, enterprise-wide inventory visibility. This provides an in-store order experience that enables the consumer to combine both their virtual cart and their physical basket; selling and ordering from the retailer's enterprise catalogue, including items that are not physically in the store. The Oracle Retail POS Suite applications support fulfillment of orders; reserve, receive, pick, ship, and fulfill.

The following features are added in support of Commerce Anywhere:

Creation of Orders in Different Channels

Take-with and ordered items are supported within the same transaction. Orders can be created no matter where the desired item is or where the customer wants it. A view of real-time quantity-on-hand and future inventory position is provided by Oracle Retail Store Inventory Management.

Extended Product Catalog

Access is provided to the retailer's enterprise product catalog in addition to the items that have been ranged to the store. Item lookup includes multiple ways to search and return multiple item attributes, descriptions, and product images. An additional set of related item relationships, including substitutions, up-sell, and cross-sell recommendations, is supported by Oracle Retail Merchandise Operations Management.

Pick Up of Orders

Pickup can be done in the store, at another store, or delivery can be set up from anywhere in the supply chain such as the vendor, warehouse, or an alternate store. Partial shipment and partial order pickup are supported.

Return Items to a Store from any Channel

Wherever an order is initiated or fulfilled, centralized transaction retrieval ensures the return honors the original price paid (including discounts and overrides) and provides tendering controls to enforce the brand's refund policies.

For information on integrating with Commerce Anywhere, see the *Oracle Retail Point-of-Service Installation Guide*.

For more information on Commerce Anywhere functionality, see the ***Oracle Retail Commerce Anywhere Functional White Papers*** available through My Oracle Support. For information on accessing the document, see "Supplemental Documentation on My Oracle Support".

User Interface Enhancements

The following enhancements are provided to improve the user interface:

Dashboard

Oracle Retail Point-of-Service has a configurable dashboard that can be viewed on the Main Options screen. The following are displayed in the dashboard:

- Graphical reports

  The reports that appear depend on how the dashboard is configured from a list of available Oracle Retail Point-of-Service reports. The report data is updated in real time.

- Messages

  The messages can be updated and distributed to stores.

For more information, see the *Oracle Retail Point-of-Service User Guide* and *Oracle Retail POS Suite Implementation Guide, Volume 1 - Implementation Solutions*.

Navigation

The user interface is enhanced to improve navigation through the application:

- Navigation buttons include an icon to help clarify the definition of the button.
- Sliding navigation is added. Selecting a local navigation button displays the next set of local buttons just to the left of the original local navigation buttons. Selecting a local navigation button from the new list either displays a third set of buttons to the left or loads the appropriate screen.

- The background image extends to the entire size of the screen.

For more information, see the *Oracle Retail Point-of-Service User Guide*.

Currency Rounding

Several countries are moving towards eliminating lower denominations of currency. Retailers can continue to accept these denominations from customers as a part of their payment. With this enhancement, the amount given for change and refunds can be rounded. The amount can be rounded up or down and also to another denomination. A line is added to the receipt to show the amount of the rounding adjustment made for the transaction.

The Cash Rounding Adjustment field is added to the Statistical Summary section of the summary reports. This field contains the total amount of rounding adjustments made for transactions involving cash given for change and refunds. For information on implementing this enhancement, see the *Oracle Retail POS Suite Implementation Guide, Volume 1 - Implementation Solutions*.

Cross-Border Returns

Cross-border returns enables the processing of the return of items in a different country than where the items were originally purchased. The system processes the return in the local country's currency and uses the local store's pricing and tax. The original transaction is updated with the return information in order to maintain the correct status of the original transaction and prevent multiple returns against the same item. For information on enabling cross-border returns, see the *Oracle Retail POS Suite Implementation Guide, Volume 1 - Implementation Solutions*.

Customer Display

The customer display is a separate display from the associate-facing Oracle Retail Point-of-Service display. It provides a view for the customer of the transaction as the cashier is scanning items and completing the transaction. The following information can be displayed in the transaction panel of the dashboard:

- Scrolling receipt with item information including images, description, and price
- Transaction summary including subtotal, discounts, quantity purchased, tax, and total

The image and message panels are configurable for the retailer's brand and messaging. The images and messages have start and end dates and times to enable displaying date and time-specific promotional material as appropriate. For more information on configuring the customer display, see the *Oracle Retail POS Suite Implementation Guide, Volume 1 - Implementation Solutions*.

Technical Enhancements

The following technical enhancements are included in this release:

Payment Provider

Oracle Retail Point-of-Service Release 14.0 is supported for use with AJB version APAR 17747. AJB Software Design is a provider of payment integration software solutions. For more information, see the *Oracle Retail Point-of-Service Installation Guide* and *Oracle Retail POS Suite Implementation Guide, Volume 1 - Implementation Solutions*.

Fiscal Printer Support

Many countries have strict fiscal requirements for retailers to journal financial transactions on a fiscal printing device. In addition, there are some country-specific requirements on journaling. Printer manufacturers produce country-specific fiscal printers to meet the respective fiscal requirements.

Oracle Retail Point-of-Service provides the foundation to meet these fiscal requirements during implementation by delivering blueprint files set up exclusively for fiscal printing. Retailers can modify the blueprint files to configure the format, which can be locale-specific. For information on blueprint files, see the *Oracle Retail Point-of-Service Receipt Builder Tool User Guide*. To access the guide, see "Supplemental Documentation on My Oracle Support".

NCR 82XRT Register

Oracle Retail Point-of-Service Release 14.0 is supported for use with the NCR 82XRT register. For more information, see the *Oracle Retail Point-of-Service Installation Guide*.

Novell SLEPOS

Oracle Retail Point-of-Service Release 14.0 is supported for use with Novell SLEPOS 11 SP2. For more information, see the *Oracle Retail Point-of-Service Installation Guide*.

Known Issues

The following issues occur in this release:

Parameter Download Fails when IPv6 is Enabled

IPV6 is not tested with Release 14.0 of the POS Suite applications.

AJB: Debit Reversal not Supported

AJB version APAR 17747 does not support the following:

- Post-void of a transaction tendered with a Debit Card
- Cancellation of a partially-tendered transaction with a Debit Card

AJB: Credit Transaction Below Floor Limits when Proxy Server is Down

When integrated with AJB version APAR 17747 and offline to the authorizer, the floor limits on both the Oracle Retail Point-of-Service and AJB side do not work. The call referral screen appears instead.

AJB: Gift Card Sale Tender Timeout on Verifone Flashes Number Buttons before Display of CVVS Prompt

If integrated with AJB version APAR 17747, a transaction tendered with a Gift Card that returns a bad magnetic stripe by swiping on the Customer Point-of-Interaction (CPOI) does not progress to manual entry on the CPOI. The operator must enter the Gift Card manually on the keyboard at the register.

AJB: Debit Cash Back Not Supported

AJB version APAR 17747 does not support Debit cash back.

AJB: Swiping Value Link Card on MSR Devices Does Not Work

When installed with AJB and Value Link Gift Cards are used, Gift Card requests are declined when Value Link Gift Cards are swiped at the register's Magnetic Stripe Reader (MSR). During implementation, the track II data must be translated into the correct account number before it is placed in the Point-of-Service Gift Card number field. For instruction on how to perform the track II account number translation, obtain the following document from AJB:

FIRST DATA CLOSED LOOP GIFT CARD MERCHANT INTERFACE SPECIFICATIONS

SVdot TRANSACTION MANUAL

SVdot 428

AJB: Gift Card Tender Cancel Does Not Send Gift Card Reversal

AJB version APAR 17747 does not support the following:

- Post-void of a transaction tendered with a Gift Card
- Cancellation of a partially-tendered transaction with a Gift Card

AJB: House Account Reversal Fails

When integrated with AJB, house account transactions cannot be voided. This should be handled with AJB as a field change by the system implementers.

AJB: Verified Refunds to Original Card Not Working Without Expiration Date

When integrated with AJB, returns to the original card cannot be processed without providing the card expiration date in addition to the token for the original transaction. If this functionality is required, it should be handled by the system implementers.

If Store Server is Offline, User Cannot Add Customer Information to Transaction

When installed in a Commerce Anywhere environment, if the connection to the Customer system of record is offline, customers may not be linked to the following transaction types and those transaction may not be completed:

- Alterations
- Returns, if the retailer collects customer information for the return
- Tax exempt, if the Require Customer Link parameter is set to Yes

Related Documentation

For more information, see the following documents in the Oracle Retail Point-of-Service Release 14.0 documentation set:

- *Oracle Retail Point-of-Service Installation Guide*
- *Oracle Retail Point-of-Service User Guide*
- *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 - Point-of-Service External Order*
- *Oracle Retail POS Suite Implementation Guide, Volume 5 - Mobile Point-of-Service*
- *Oracle Retail POS Suite Operations Guide*
- *Oracle Retail POS Suite Security Guide*
- *Oracle Retail POS Suite 14.0/Merchandising Operations Management 14.0 Implementation Guide*

Supplemental Documentation on My Oracle Support

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

`https://support.oracle.com`

Oracle Retail Point-of-Service Receipt Builder Tool User Guide **(Doc ID 1595733.1)**

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 Point-of-Service White Paper: Configuring Siebel in an Oracle Retail Point-of-Service to Siebel Integration **(Doc ID 1595744.1)**

This document describes the configuration needed in Siebel for implementing the integration of Oracle Retail Point-of-Service with Siebel.

Oracle Retail POS Suite Implementation Guide, Volume 3 - Base Product Extension Support **(Doc ID 1595742.1)**

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

Oracle Retail POS Suite Uptake Guide (Doc ID 1598170.1)

This guide describes the approach that each Oracle Retail POS Suite application takes for the uptake process, as well as its uptake assumptions and considerations.

Oracle Retail Commerce Anywhere Functional White Papers (Doc ID: 1598177.1)

This library contains a collection of white papers that outline functional aspects of the Commerce Anywhere solution in Oracle Retail applications. One document provides an overview of the solution from an enterprise perspective, and it is accompanied by product specific-papers addressing Oracle Retail Merchandising System, Oracle Retail Store Inventory Management, Oracle Retail Warehouse Management System, Oracle Retail POS Suite, and Oracle Retail Advanced Inventory Planning.

Oracle Retail Commerce Anywhere Technical Integration Solution (Doc ID: 1598187.1)

This set of architectural diagrams and related business processes depict the Commerce Anywhere solution and its major integration points. The conceptual representation that is depicted is intended to support an integrated implementation of an Oracle Retail Commerce Anywhere solution that includes Oracle Retail Merchandising System, Oracle Retail Store Inventory Management, Oracle Retail Warehouse Management System, Oracle Retail POS Suite, and Oracle Retail Advanced Inventory Planning.

Oracle Retail POS Suite Source Code Bundle Issues (Doc ID 1605158.1)

This document describes known issues with the source code bundles for Release 14.0 and provides instructions for working around the issues.

Supplemental Training on My Oracle Support

The following document is available through My Oracle Support. Access My Oracle Support at the following URL:

https://support.oracle.com

Release Readiness Transfer of Information (TOI) Recordings (Doc ID 732026.1)

Online training is available to Oracle supported customers at product release. These online courses provide release-specific product knowledge that enables your functional and technical teams to plan, implement and/or upgrade and support Oracle Retail applications effectively and efficiently. Note that Oracle Retail products with minor updates often do not have an associated TOI.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at
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Value-Added Reseller (VAR) Language

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