

Oracle® Retail Order Broker Cloud Service

Release Notes

Release 15.0

E68433-01

April 2016

Overview

Order Broker Cloud Service is composed of the following cloud service modules:

- **Routing Engine:** Distributed order broker that determines inventory availability across the enterprise, and uses advanced business rules to select locations that can fulfill orders
- **Supplier Direct Fulfillment:** Web-based vendor portal enabling vendors to share purchase orders and shipping information to simplify drop shipment
- **Store Connect:** Web portal that enables store associates to process and fulfill omni-channel orders

Oracle Retail Cloud Services and Business Agility

Oracle Retail Order Broker Cloud Service is hosted in the Oracle Retail Cloud with the security features inherent to Oracle technology and a robust data center classification, providing significant uptime. The Oracle Cloud team is responsible for installing, monitoring, patching, and upgrading retail software. Included in the service is continuous technical support, access to software feature enhancements, hardware upgrades, and disaster recovery. The Cloud Service model helps to free customer IT resources from the need to perform these tasks, giving retailers greater business agility to respond to changing technologies and to perform more value-added tasks focused on business processes and innovation. Oracle Retail Software Cloud Service is acquired exclusively through a subscription service (SaaS) model. This shifts funding from a capital investment in software to an operational expense. Subscription-based pricing for retail applications offers flexibility and cost effectiveness.

Client Browser Requirements

Supported browsers for the vendor portal, Store Connect, and the Order Broker administration screens:

- Chrome 43.0 or higher
- Internet Explorer 10.0 or higher
- Firefox 38.0 or higher

Functional Enhancements

The functional enhancements below are included in this release.

Ship-to-Store Orders in Store Connect

Enables the store associate to:

- confirm receipt of the merchandise on a ship-to-store order in the store location, generating a pickup notification email to the customer
- confirm order pickup

Additional options include:

- generate a receiving worksheet document
- generate a pickup reminder email to the customer
- close one or more lines on the order if, for example, they were lost or damaged in transit

For more information, see the **Store Connect Overview** in the Online Help or the *Operations Guide*.

Imports Supported for Cloud

Enhanced the import process to support import through pipe-delimited files that are transferred to the Order Broker server via secure FTP. Information eligible for import includes:

- Locations
- Products and system products
- Product locations, including current inventory information and product location attributes for use in probability rules and Routing Engine criteria
- Product UPC barcodes (Note: New screens have also been added to review and work with barcodes.)

The Order Broker supports error reports listing errors that occurred for each type of import.

For more information, see the **System Import Schedule** screen in the Online Help.

Note: With this release, importing product and product location information through stored procedures over the integrated system's database is no longer supported.

Track Fulfilled Quantity and Fulfilled Quantity Export

Changed the tracking of a product location's fulfilled quantity to include all product locations, rather than just the Store Connect system, and generate an export file. When the fulfilled quantity export generates a pipe-delimited file of recently fulfilled orders, the fulfilled quantity is reset to 0.

The fulfilled quantity is now displayed on product location screens and windows in Order Broker.

For more information, see the **System** screen in the Online Help.

Dimensional Shipping

New screens enable setup of various box dimensions used for shipment through the Supplier Direct Fulfillment module and in Store Connect, including the definition of a default box size. The box that is specified at shipment is included in the information passed to ADSI.

For more information, see the **Boxes** screen in the Online Help.

Ship-To Address Maintenance

Added an option in Store Connect to edit the shipping address for a delivery order if, at the time of shipping, it fails address validation.

For more information, see the **Order History Detail – Address Change** window in the Online Help.

Routing Engine Preference Overrides

Added the option to override the Order Broker shopping criteria that are set at the **Preferences** screen. Overrides to shopping criteria are based on the originating system and order type of delivery, pickup, or retail pickup. For an order type of delivery or retail pickup, the override also specifies whether the order uses an express carrier.

Shopping criteria are applied whenever the Routing Engine searches for a location, such as when it receives a request for a new order or a locate items request, as well as when the assigned fulfilling location rejects a delivery or retail pickup order so it is “reshopped.”

For example, you can set an override for pickup orders to search first based on proximity, and an override for retail pickup or delivery orders to search first based on available quantity or priority.

For more information, see the new **Order Broker Preference Overrides** screen in the Online Help.

Additional Probability Rule Options

Enhanced the probability rule options to provide greater flexibility for selecting fulfilling locations. New options include basing rules on order type, originating system, and express carrier.

For example, the retailer can now create a rule to have a safety stock level of -5 rather than -2 when the order originates from the Web system.

For more information, see the **Probability Rule Wizard** screen in the Online Help.

Case Insensitivity

In order to simplify order and purchase order creation, as well as improve the user experience of searching for information at Order Broker screens, made the following changes related to case sensitivity:

- Changed order creation and purchase order creation to convert any letters in the order number, purchase order number, and postal code to uppercase.
- Changed most search fields at most screens in Order Broker, Store Connect, and the Vendor Portal to be case-insensitive. For example, searching for a last name of Brown matches customer last names of Brown, BROWN, or brown.

For more information, see the *SubmitOrder* and *CreateDSOrder* chapters in the *Operations Guide*, and the field descriptions for a screen in the Order Broker, Store Connect, or Vendor Portal Online Help.

Duplicate Order Check

To prevent creation of duplicate orders, added an option at the **System** screen to control whether to return an error if a submit order request message from that system includes an order ID and line number that are already assigned to an existing order and line. The duplicate order check logic applies only to retail pickup, delivery, and pickup orders.

For more information, see the **System** screen in the Online Help.

Hosted Help

In order to provide the most current, accurate documentation, the help and documentation links were changed to point to a documentation library on Oracle Technology Network. This change will normally be transparent to the user.

Login Pages

Changed the Order Broker, Vendor Portal, and Store Connect login pages to align with standard Oracle appearance.

Password Reset

For enhanced user security, changed the initial password setup and reset process for Order Broker, Store Connect, and Vendor Portal users. Instead of having the password default to the user ID, Order Broker now requires you to specify a temporary password when creating a new user, or when changing the password for an existing user.

The first time a new user logs into Order Broker, Vendor Portal, or Store Connect, the user is required to change the password. Similarly, the first time an existing user logs in after a password reset, the user must change the password.

For more information, see the related screens in the Online Help.

Removed Report Uploads

Removed screen and configuration settings related to uploading custom reports, since this option is not compatible with the cloud environment.

Technical Enhancement

The technical enhancement described below is included in this release.

Proxy Server and Cloud Administration Options

To ensure secure communication, changed the integration with ADSI for shipment confirmation in Store Connect and Vendor Portal so that communication is handled by a proxy server.

Also, changed the **Tenant** screen to show retailer users only the fields relevant to retailer configuration, hiding other fields that are related solely to cloud administration.

For more information, see the **Store Connect Preferences**, **Drop Ship Preferences**, and **Tenant** screens in the Online Help.

Integration Enhancements

Authentication for RESTful Service Calls

Added support for authenticating RESTful service calls for real-time inventory updates to an integrated system, such as Order Broker Order Management System Cloud Service, by defining a web service user ID and password.

Inventory Update

Added a new web service request and response enabling an integrated system to increase, decrease, or reset the available quantity for a product location. Since the system can send these updates in real time, using this web service eliminates the need for Order Broker to send interactive inventory update requests.

For more information, see the Availability Update Request and Response chapters in the *Operations Guide*.

Performance Enhancements

Preference Changes to Enhance Routing Engine Performance

Added new *Exclude Locations with Zero Availability* preference to have the Routing Engine exclude any product location whose *Available to Promise* quantity is 0 or less, unless the location is flagged as *Backorder Available*.

Made the *Last Order Assigned* and *Sales Velocity Rank* criteria optional for Routing Engine evaluation.

For more information, see the **Preferences** screen in the Online Help.

Acknowledge Order Before Brokering

In order to enhance performance of initial order creation and response, added an option at the Preferences screen that controls asynchronous order processing. If this option is selected, Order Broker performs just an initial error check when a new order is received, acknowledging the order immediately if it is created successfully. The order is assigned to a default IN PROCESS location, and the Routing Engine selects a fulfilling location through a separate, asynchronous process.

For more information, see the **Preferences** screen in the Online Help.

Fixed Issues/Defects

The issues fixed with this release include the following:

- BugDB # 21593227: Enhanced performance of proximity import.
- BugDB # 21593364: Removed the **Resend Email** button from the **Pick Order Detail - Item** screen in Store Connect.
- BugDB # 21593433: Changed the incremental inventory import to run regardless of the *Connection Type* setting for the system.
- BugDB # 21692330: Enhanced performance of product and inventory imports.
- BugDB # 22080280: Corrected the incremental inventory import to trim any trailing spaces for the product code.
- ROBCS # 2906: Corrected evaluation of polling schedule for Store Connect.

Known Issues/Defects

The noteworthy defects described below exist in this release.

Known Issue/Defect	Defect Number (BugDB)
Inventory update requests to increase or decrease the quantity for a product location always use the absolute value of the specified quantity, even if a minus sign is passed.	22184498
In Store Connect, associates cannot print shipping labels for ADSI when using Firefox.	22143443
The View Orders Ready for Picking screen in Store Connect does not display orders if no primary phone number was passed (phone1 element).	22137403
When the <i>Use Split Order</i> preference is not selected, Order Broker is counting the number of search retries at the order line level rather than at the order level.	22113834
The Find Orders screen and View Orders Across Locations screen in Store Connect is using the order date passed in the Submit Order message rather than the date when the order was created in Order Broker.	21658833

Related Documentation

For more information, see the following documents in the Oracle Retail Order Broker Cloud Service 15.0 documentation set:

- *Oracle Retail Order Broker Cloud Service Operations Guide*
- *Oracle Retail Order Broker Cloud Service Online Help*
- *Oracle Retail Order Broker Cloud Service Vendor Portal Online Help*
- *Oracle Retail Order Broker Cloud Service Store Connect Online Help*
- *Oracle Retail Order Broker Cloud Service Vendor Integration Guide*
- *Oracle Retail Order Broker Cloud Service Administration Guide*

Supplemental Documentation 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>

Change Listing (ID 2114324.1)

The Change Listing provides details on all enhancements and other changes included in the release.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/us/corporate/accessibility/index.html>.

Access to Oracle Support

Customers that have purchased support have access to electronic support at My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

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