

Oracle® Retail Order Broker Cloud Service

Release Notes

Release 16.0

December 2016

Overview

Order Broker Cloud Service includes 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 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 for Pickup

Oracle continues to invest and expand omni-channel customer journeys. In addition to the existing supported order flows such as Delivery, Pickup, Ship to Store, and Retail Pickup, Order Broker has added a new order flow: Ship for Pickup.

Ship for Pickup completes the promise to your customers allowing for ordering anywhere, fulfil anywhere for pickup at any location of their choosing, including separate placing, sourcing, and pickup locations. This feature is easily configured within Order Broker Cloud Service to indicate which locations support sourcing of the merchandise, as well as identify the locations where customers may pick up their orders.

Intelligent Order Routing

As brick and mortar retailers compete against pure-play online entities, customers have increasingly come to expect more delivery options; but offering additional delivery choices can come at a cost to your bottom line. Oracle has enhanced Oracle Retail Order Broker Cloud Service, and embedded Oracle Retail Science into the routing engine. When selecting fulfilling locations, Oracle Retail Order Broker Cloud Service will continue to take into consideration all the things you have come to expect out of the application, but now includes identifying the most profitable location. Not only are you meeting your customer's expectations, but you are doing so more profitably.

Store Inventory Management

In today's customer-centric retail environment, one of the biggest challenges facing retailers is lost sales caused by out-of-stock positions. Order Broker Cloud Service has integrated with Oracle Retail Store Inventory Management (SIM) 16.0 for real-time stock availability. Real-time accurate store stock is the first and most important step in the process of executing successful commerce-anywhere journeys

Bulk Data

As mentioned earlier, the Order Broker routing engine was enhanced to include profitability analysis. In order to support this feature, additional data elements are required. The nightly imports were enhanced to support the additional data elements now used by the Order Broker engine. These elements include labor cost for each location, as well as the selling price, cost (landed), and clearance flag for each product location record.

Lastly, you are no longer required to load your entire product location catalog from a single import file. With this release, you have the ability to provide inventory files for each location. This allows you to import inventory for as many locations as desired.

Enhanced Product Search

When searching for product(s) on the Product page, Order Broker initially allowed searching of the product associated with the organization's default system. When a non-default system product was entered for a search, Order Broker could not identify the product because it was not associated with the default system. The search capability of the Product screen was enhanced to allow for searching of a system product regardless of whether it is associated with the default system.

Localization

As Order Broker Cloud Service expands to global regions, so too does the need to present data to the user in a format that meets their language and cultural requirements. Often thought of only as a synonym for translation of the user interface, localization involves presenting data to the user that is easily understood and includes date and time formats, display of currency, and decimal and thousands separator.

With this release, Order Broker Cloud Service was enhanced to allow users of the application to view dates, times, and currency in a format native to the local user. For example, in North America it is common to view dates in MM/DD/YYYY format, whereas in Europe, the date format is commonly DD/MM/YYYY. For a date displaying 03/05/2016, a user not properly trained would have to decide if the date is March 5th 2016 or May 3rd 2016. Order Broker has eliminated the need to train the user, and instead the application displays the date in a format the user expects. This display impacts the user interface, reports and emails.

Required Web Service Authentication

The main communication vehicle between Order Broker and an integrating system is web service messages. Web service messages are used to create orders, update order status, and provide the status of an order in response to an inquiry. With this release of Order Broker, the application now requires web service authentication, which is a way for Order Broker to ask the question "who are you?" Once a web service request is authenticated, Order Broker will then process the request. Unauthenticated requests are rejected and not processed.

With this release, Order Broker requires all web service messages to support web service authentication. It is strongly recommended that an integrating system is audited to ensure it supports this requirement.

Integration to Oracle Maps Cloud Service

Order Broker calculates distance between a store or warehouse to the customer's location. Prior to this release, Order Broker imported latitude and longitude coordinates from an external source. Identifying providers with reliable geocode data can be a challenge to the retailer, especially in international markets.

To support international addresses, Order Broker has integrated to Oracle Maps Cloud Service. The mapping service provides Order Broker with the latitude and longitude coordinates, allowing the application to function as it normally would when calculating proximity.

UTC Time Zone Support

Order Broker is hosted in the Oracle Cloud, and as a result servers are configured to support a standard time such as UTC (Greenwich Mean Time). The effect on the retailer is that, when scheduling events in Order Broker, the retailer would have to add or subtract the difference in time to their local time. This is not a good user experience, as the retailer very easily could schedule a process to run at the incorrect time.

As a result, Order Broker was enhanced to allow the retailer to configure their local time zone as the time when the application is to run. Order Broker will indicate the retailer's time for job scheduling and generation, along with time stamps displayed on screens, reports, forms, and emails. Order Broker, Store Connect, and Supplier Direct Fulfillment will all indicate the retailer's selected time zone.

Example:

Retailer Time/City	Current Time	UTC Time
San Francisco, United States	Friday August 14 at 06:32	UTC-08:00
New York City, United States	Friday August 14 at 09:32	UTC-05:00
London, Great Britain	Friday August 14 at 14:32	UTC±00:00
Milan, Italy	Friday August 14 at 15:32	UTC+01:00

Prohibit Status Update of Fulfilled Orders

Order Broker, via the Status Update web service message, allowed integrating systems to update an order's status even though the order was already fulfilled. For example, the system allowed canceling the order when the current status was fulfilled.

The Status Update web service message was enhanced to evaluate the status of the order or line, and now if the status is fulfilled, Order Broker will not accept the update. Instead, the application will issue an error: *"Invalid status, status update is not permitted when the current status is (Fulfilled)."*

Retail users with Edit role authority may continue to change the status of an order or line within the user interface. This enhancement is limited to the Status Update web service message.

Technical Enhancement

The technical enhancement described below is included in this release.

WebLogic Application Server

Order Broker now supports Oracle WebLogic 12c. Oracle WebLogic is the #1 application server for developing and deploying applications across cloud environments. WebLogic provides a mission-critical cloud platform for applications requiring high performance, scalability, and reliability.

Integration Enhancements

Inventory Update

Order Broker supports a web service message 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. The service was enhanced to no longer use the absolute value of the quantity in the message.

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

Fixed Issues/Defects

The issues fixed with this release include the following:

- BugDB # 21594083: Preferences for calculating proximity at location type or location levels not working.
- BugDB # 22143443: Cannot print shipping labels using Firefox in Store Connect.
- BugDB # 22242220: Store Connect resend email button should be enabled on pickup view order detail screen.
- BugDB # 22867236: Order Status report region dropdown list not populating.

Related Documentation

For more information, see the following documents in the Oracle Retail Order Broker Cloud Service 16.0 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*
- *Oracle Retail Order Broker Data Dictionary*

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 (Doc ID 2114324.1)

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

Supplemental Training on My Oracle Support

Transfer of Information (TOI) Material (Doc ID 732026.1)

For applicable products, online training is available to Oracle supported customers. 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.

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