

**Oracle® Retail Order Broker Cloud  
Service 19.11**

Administration Guide

F70045-01

**January 2023**

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Oracle Retail Order Broker Cloud Service Administration Guide, Release 19.11

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# Preface

The Order Broker Cloud Service Administration Guide describes the process an administrator follows to set up essential data for the Routing Module.

## Audience

This Administration Guide is intended for administrators who are responsible for system configuration.

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## Related Documents

For more information, see the following documents in the Order Broker Cloud Service Release 19.11 documentation set:

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

See the Order Broker Cloud Service 19.11 documentation library at the following URL:

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- Exact error message received
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## Oracle Retail Documentation on the Oracle Help Center

Oracle Retail product documentation is available on the following web site:

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## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, emphasis, screen names, book titles, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates field labels or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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## Setting Up Data

**Purpose:** Follow the steps below to set up data for the Routing Module as part of Order Broker Cloud Service installation. The Routing Module enables you to search for locations to fulfill orders, create orders across the enterprise, and track order activity.

**Retail Identity Management Startup Guide for OCI IAM:** See <https://docs.oracle.com/en/industries/retail/retail-identity-management/latest/books.html> for a complete guide to configuration through OCI IAM (Oracle Cloud Infrastructure Identity and Access Management).

**Other setup steps and options:** See the Online Help for more information on setting up data, including steps for configuration of the Routing Engine, as well as steps required for:

- Configuring the Supplier Direct Fulfillment module.
- Configuring the Store Connect module.
- Additional configuration options, such as probability rules and zone fulfillment.
- Testing operations, such as searching for locations and creating orders.
- Details on importing and exporting data, including additional import and export options.
- Changing the time zone for screens, reports, emails, and order update history.

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**Note:** For a cloud implementation, Oracle staff need to make sure that any external URLs are added to the proxy server's allow list.

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NOTE: In this document, user details / company name / address / email / telephone number represent a fictitious sample. Any similarity to actual persons, living or dead, is purely coincidental and not intended in any manner.

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- [Creating an Organization](#) on page 2-3
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## Before You Start

Before you begin configuration of Order Broker Cloud Service, you need:

- **URL:** The URL to use when logging into Order Broker.
- **Default user profile:** A default admin user profile for you to use when completing configuration in Order Broker, including creating additional users, configuring systems, setting preferences, and importing data.

Contact your Oracle representative for the user ID of the default admin user. This user needs to exist in both Order Broker and IDCS (Oracle Identity Cloud Service) or OCI IAM (Oracle Cloud Infrastructure Identity and Access Management).

You will need to assign the *Default Shipping System* to the user profile once you have completed these configuration steps below.

- **New install:** You need to create all users in IDCS or OCI IAM to map to all users in Order Broker, including Order Broker users, Store Connect users, vendor users, and web service users. See [Creating User Profiles](#) for more information.
- **Upgrade to release 19.0 or higher:** You need to create all users in IDCS or OCI IAM before users can begin using Order Broker, including Order Broker users, Store Connect users, vendor users, and web service users, if their records do not already exist in IDCS or OCI IAM. Users can use the *Can't sign in?* link at the login page to set their passwords.

See [Creating User Profiles](#) for more information on creating users.

## Logging in for the First Time

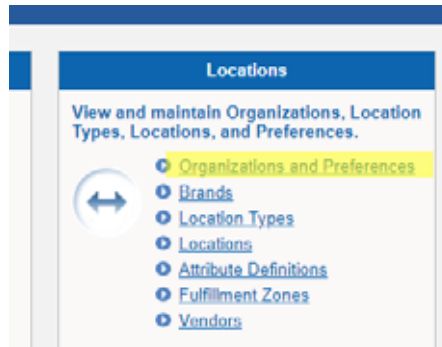
**Use IDCS or OCI IAM:** You need to select the *Use IDCS* flag at the Tenant-Admin screen if it is not already selected. To display this screen, select **Systems > Tenant** while logged in as the default admin user. If the flag is not already selected, select it now.

## Creating an Organization

**About organizations:** The organization is the second level in the Order Broker Cloud Service hierarchy, below the tenant. All systems are assigned to a single organization, and item searching, order creation, and drop ship fulfillment takes place within the organization. You need at least one organization.

**For more information:** See the **Order Broker Routing Engine Overview** in the Online Help for a discussion of the organization hierarchy.

1. Select **Organizations and Preferences** at the home screen.



2. At the **Organizations and Preferences** screen:

- Enter the organization code in the *Organization* field. The organization code can be 1 to 10 positions long, can include spaces and special characters, and must be unique within Order Broker.
- Enter the name for the organization in the *Name* field. The name can be from 1 to 35 positions long, and can include spaces and special characters.
- Click **New**.



- At the **New Organization** screen:
  - \* If ship-for-pickup orders will not be enabled, set the *Enable Ship For Pickup* option to **No**.

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**Important:** See the Routing Engine Overview in the Operations Guide or the online help for considerations on enabling ship-for-pickup.

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- \* Complete the **Data Formats** fields to control the formats for reports, forms, and system-generated emails.

New Organization

Organization \_\_\_\_\_

Name

Enable Ship For Pickup  Yes  No

This setting controls whether to support ship-for-pickup orders rather than retail pickup and ship-to-store orders. The ship-for-pickup order type can use a sourcing location that is different from the placed location or the pickup location.

No: Select only if your external system does not support a separate sourcing location, and you need to process retail pickup and ship-to-store orders.

Yes: Select to support a single ship-for-pickup order type. Once you select this setting, you cannot reverse it.

**Data Formats**

Language	<input type="text" value="United States-English"/>	*
Date Format	<input type="text" value="MM/DD/YYYY"/>	*
Time Format	<input type="text" value="AM/PM"/>	*
Decimal Separator	<input type="text" value="Period"/>	*
Thousands Separator	<input type="text" value="Comma"/>	*

Save Cancel

- \* Click **Save**.

## Creating the Default System

**About systems:** Each system in Order Broker Cloud Service represents an application, such as Oracle Retail Order Management System Cloud Service or Xstore, that shares inventory information via Order Broker Cloud Service and creates cross-channel orders or purchase orders.

**About the default system:** The default system identifies the application that is the system of record for product creation and naming. The first system created for your organization is automatically flagged as the default. System product codes in other systems are cross references to the products in the default system.

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**Note:** If you integrate with Oracle Retail Order Management System Cloud Service, the system code should be the same as the company number, without padding zeros: for example, 6 rather than 006. Also, the code for the system must match the setting of the *Locate System (K50)* system control value.

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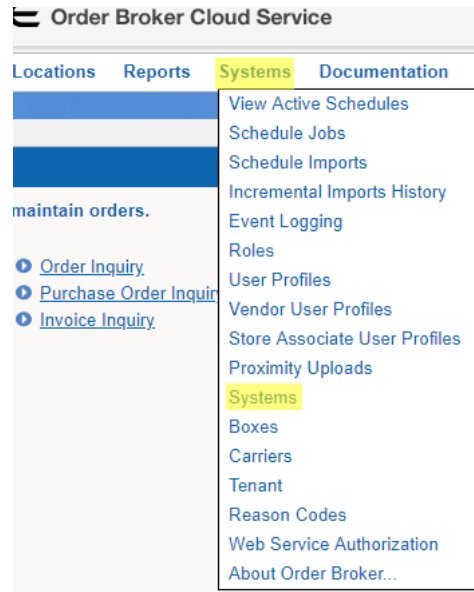


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**Note:** The system flagged as the Vendor Default should not be the default system for the organization.

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1. Select **Systems** > **Systems** to advance to the **Systems** screen.



2. At the **System** screen:
3. Select an organization from the *Organization* drop-down box.
  - Enter a system code in the *System* field. System codes can be 1 to 10 positions in length, can include spaces and special characters, and must be unique.
  - For Order Management System or CWDirect, the system code should be the same as the company number, without padding zeros.
  - Optionally, enter a name in the *Name* field. Names can be 1 to 40 positions in length and can include spaces and special characters. If you do not enter a name here, you need to enter it at the System screen when creating a system.



- Click **New**. If:
  - \* The system already exists in the organization, or if you did not select an organization or enter a *System* code, Order Broker displays an error message;

## Creating Each Additional System that will Integrate with Order Broker Cloud Service

- \* Otherwise, you advance to the **System** screen, where you can complete the creation of the system.

Systems System

**System**

Organization  \*

System  \*

Name  \*

Organization Default

Vendor Default

Store Connect Default

Inventory Orders Reservation RICS Integration OCDS Integration Import

Online

Inventory Qty Export

Track Fulfilled Qty

Connection Type

Save

### Note:

- If you click **Cancel** at the **System** screen after clicking **New**, the system is not created.
- The *Organization Default* flag is selected when you create the first system for an organization, and the flag cannot be unselected at this time. To designate a different system as the default, you need to create another system and flag that system as the default; this unflags the first system.

**Order Management System or CWDirect integration:** The code for the Order Management System or CWDirect system must match the setting of the *OROB System (K50)* or *Locate System (K50)* system control value. However, names for systems do not need to be the same as the Order Management System or CWDirect company descriptions.

**For more information:** See the **System** screen in the Online Help for information on additional system configuration options.

## Creating Each Additional System that will Integrate with Order Broker Cloud Service

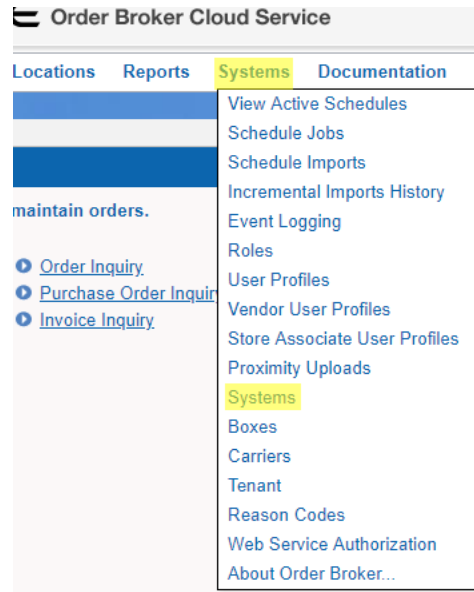
Follow the steps below to create:

- A default vendor system, if you will use the Supplier Direct Fulfillment module.

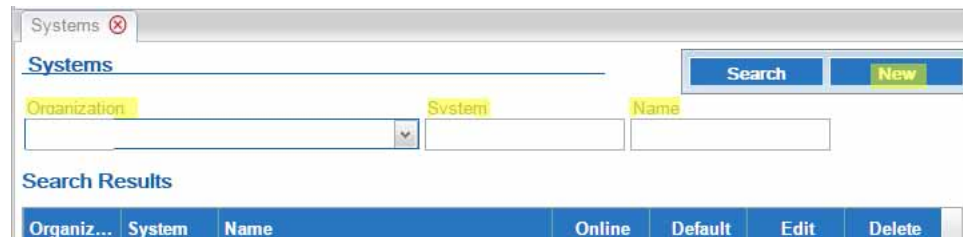
**Note:** The system flagged as the Vendor Default should not be the default system for the organization.

- The Store Connect system, if you will use the Store Connect module.
- Each additional system, such as a POS system.

1. Select **Systems** > **System**.



2. At the **System** screen, select your organization from the *Organization* drop-down box.



3. Enter a system code in the *System* field. System codes can be 1 to 10 positions in length, can include spaces and special characters, and must be unique within the organization.

**Note:** When creating the Store Connect system, you should not use a system code that begins with *STC-*, as these characters are used as part of the name for the user group in IDCS or OCI IAM. You can use *STC\_* (with an underscore rather than a hyphen) instead.

4. Enter a name in the *Name* field. Names can be 1 to 40 positions in length and can include spaces and special characters. If you do not enter a name here, you need to enter it at the **System** screen when creating a system.

5. Select **New**:

- If the system already exists in the organization, or if you did not select an organization or enter a system code, Order Broker Cloud Service displays an error message;

- Otherwise, you advance to the **System** screen, where you can complete the creation of the system.

- Select **Save**.

**Note:** If you select **Cancel** at the **System** screen without first selecting **Save**, the system is not created.

See the **System** screen in the Online Help for information on the fields and options available at this screen.

## Creating User Profiles

### In this section:

- [Before You Start: Background on IDCS or OCI IAM Integration](#)
- [IDCS or OCI IAM User Synchronization](#)
  - [Required Setup in Order Broker for Identity Cloud Service User Synchronization](#)
  - [User Creation in IDCS or OCI IAM](#)
  - [Importing Users through the Identity Cloud User Synchronization Job](#)
  - [Creating Vendor Users](#)
  - [Creating Store Associate Users](#)
- [Scheduling the Identity Cloud User Synchronization Job](#)

### Before You Start: Background on IDCS or OCI IAM Integration

#### Background on user mapping with IDCS or OCI IAM and user setup:

- Authentication for all users takes place using the password defined for the user in IDCS (Oracle Identity Cloud Service) or OCI IAM (Oracle Cloud Infrastructure Identity and Access Management); however, if OAuth authentication is enabled, the user ID defined in Order Broker for a Web Service user maps to a client ID

defined in IDCS or OCI IAM, and IDCS or OCI IAM defines a token for web service authentication, rather than a password.

**About OAuth:** OAuth is a standard for web service authentication through the use of access tokens rather than passwords.

- Role assignments in Order Broker control the user's screen and feature authority at Order Broker, Store Connect, and Vendor Portal screens. You can change the role assignments for existing users through the **Role Wizard**. See the *Role Wizard* in the online help for more information.
- No role authority is required for web service users.
- Since Order Broker requires a lower case user ID, you should create lower case user IDs in IDCS or OCI IAM for validation into Order Broker.
- When the user logs into Order Broker or Store Connect, the user ID entered at the login screen must match the user ID in IDCS or OCI IAM. If the user ID in IDCS or OCI IAM is the Cloud Service User ID, then the user enters the Cloud Service User ID at the login screen.
- User ID matching is case-sensitive, whether through the Order Broker user ID or the Cloud Service User ID.
- Order Broker, Store Connect, and vendor users can use the *Can't sign in?* link at the login page to reset their passwords.

See <https://docs.oracle.com/en/industries/retail/retail-identity-management/latest/books.html> for a complete guide to configuration through OCI IAM (Oracle Cloud Infrastructure Identity and Access Management).

**Multiple omni-channel systems:** You can use the same IDCS or OCI IAM user records for multiple omni-channel systems. You can use the Cloud Service User ID as a cross-reference to Order Broker users and Store Connect users, but this option is not available for Vendor Portal users or web service users. You can also use the same user ID for any user type, except that Order Broker requires a lowercase user ID, as noted above.

Although Order Management System uses an uppercase user ID, user validation is not case-sensitive, so a lowercase user ID from IDCS or OCI IAM passes validation.

**Authentication for outbound web service requests:** Use IDCS or OCI IAM to set up users for the authentication of web service requests across omni-channel systems, such as Order Management System Cloud Service or Customer Engagement Cloud Services if the omni-channel systems use the same instance of IDCS or OCI IAM.

## IDCS or OCI IAM User Synchronization

**About identity cloud service user synchronization:** Use IDCS or OCI IAM to create users for omnichannel applications, including Order Broker Cloud Service and Oracle Retail Order Management System Cloud Service. Users that exist in IDCS or OCI IAM and are configured there for Order Broker Cloud Service access are then created in Order Broker Cloud Service:

- Through the **Identity Cloud User Synchronization** job, available through the **Schedule Jobs** screen, or,
- Automatically, when the user logs into Order Broker Cloud Service.



Users are created in Order Broker Cloud Service with the default authority defined from IDCS or OCI IAM, described below.

If you need to create Store Associate users and/or Vendor users in addition to Order Broker Cloud Service users, see [Creating Vendor Users](#) or [Creating Store Associate Users](#), below.

The **Identity Cloud User Synchronization** job does not delete, deactivate, or update authority for any user records, including vendor users and store associates, in Order Broker Cloud Service. Use the related screen in Order Broker Cloud Service to update users once they have been created.

**Web service authentication:** The **Identity Cloud User Synchronization** job does not create web service users. See [Setting Up Web Service Authentication](#) for information on creating web service users.

### Required Setup in Order Broker for Identity Cloud Service User Synchronization

The following steps describe creating Order Broker Cloud Service (retailer) user profiles.

**Setup at the Tenant (admin) screen:** Complete the **Identity Cloud Service** settings at the **Tenant** screen:

- **Use IDCS:** This flag must be selected.
- **Client ID:** The Name identifying Order Broker Cloud Service as an application in IDCS or OCI IAM. Typically formatted as `RGBU_OBCS_ENV_APPID` where `OBCS` identifies Order Broker Cloud Service and `ENV` identifies the environment, such as production.
- **Endpoint URL:** The URL to use for requests to IDCS or OCI IAM.
- **Client Secret:** The client secret assigned by IDCS or OCI IAM and used for authentication. Select **Show Secret** in the Configuration tab in IDCS or OCI IAM to display the secret.

See the **Tenant (admin)** screen in the online help for more information.

**About the default user:** The `default` user is created automatically, with a user name of Identity Cloud Default User. This is not an actual user record that can log into Order Broker Cloud Service; instead, it serves as a template for creating actual users. You cannot delete the `default` user.

**Configuring the default user:** Before creating additional, actual users, update the `default` user with the settings to apply to actual users when they are created in Order Broker Cloud Service:

- Role assignments with a *Role Type* of **Retailer**, controlling the default authority to Order Broker Cloud Service screens. See the Role Wizard for more information.
- The *Default Shipping System* that controls system product code to display as the **Item #** at the **Order** screen, as well as the organization to default at other screens.

**Multiple groups of users:** You can modify the configuration of the `default` user if you will import multiple groups of users into Order Broker Cloud Service. For example, you could first configure the `default` user with just order inquiry and maintenance authority, import a group of users, and then reconfigure the `default` user with different authority for the next group of users.

### User Creation in IDCS or OCI IAM

You can use the following process in IDCS or OCI IAM to create users and control their attributes through group assignment, using the application record in IDCS or OCI IAM for Order Broker Cloud Service. The application record typically has a *Name* such as RGBU\_OBCS\_<ENV>\_APPID, where ENV represents the environment.

- Create one or more groups to use for assignment of roles to users. For example, create an ob\_users group to use for creation of regular users, and an ob\_admin group to use for creation of admin users. Assign the group to the appropriate application role in IDCS or OCI IAM: either OBCS\_Admin or OBCS\_User.
- Create each user in IDCS or OCI IAM, specifying the user's first name, last name, user name, and email address.

#### **About defining the user name in IDCS or OCI IAM:**

- The user name be lower case.
- The user name in Order Broker Cloud Service cannot exceed 10 positions, so the name assigned in IDCS or OCI IAM will be truncated in Order Broker Cloud Service if it exceeds 10 positions. If multiple users imported from IDCS or OCI IAM share the same first 10 positions of the user name, the import process will use the first 9 positions and assign a unique character as the 10th position. For example, if user names created in IDCS or OCI IAM are joannejohnson and joannejohnston, the first user created in Order Broker Cloud Service is joannejoh1, and the second user created in Order Broker Cloud Service is joannejoh2.
  - \* Assign each created user to the appropriate group.
  - \* Assign each group to the Order Broker Cloud Service application in IDCS or OCI IAM.
  - \* Assign each user to the appropriate application role in IDCS or OCI IAM.
  - \* Assign or reset the password for each user in IDCS or OCI IAM. This triggers an email to the email address specified for the user, who can log in using either the user name defined in IDCS or OCI IAM if it does not exceed 10 positions, or the email address.

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**Note:** If the user logs in after configuration in IDCS or OCI IAM, this creates the user record in Order Broker Cloud Service; otherwise, the record is created through the import job, described below.

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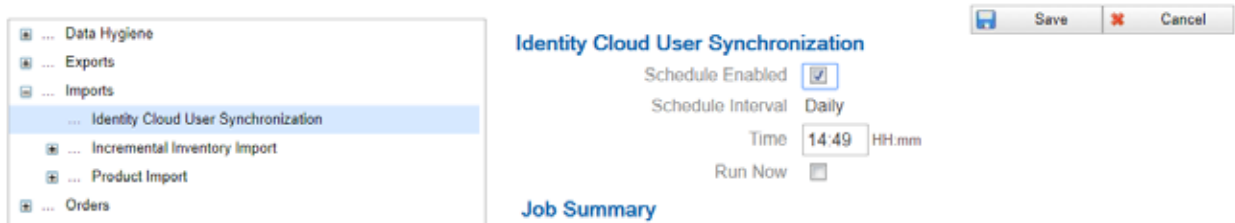
## Importing Users through the Identity Cloud User Synchronization Job

After completing the required setup describe above, Select **Systems > Schedule Jobs** and run the **Identity Cloud User Synchronization** job to import the new users from IDCS or OCI IAM.

### Schedule Jobs

#### Identity Cloud User Synchronization

This job synchronizes users created in Identity Cloud Service.



Each new user is created in Order Broker Cloud Service with the application role assignments from IDCS or OCI IAM:

- The user ID, name, email address, and cloud service user ID are from IDCS or OCI IAM; however, if the user ID is longer than 10 positions or is a duplicate of an existing user ID of 10 positions, it is truncated as described above.
- The admin flag is selected if the user is assigned to the OBCS\_Admin application role in IDCS or OCI IAM.
- The role-based authority is from the default user's current settings.

**After creation:** Once users are created in Order Broker Cloud Service, you can maintain them; for example, you can change the email address, date formats, user name, authority, and default shipping system for Order Broker Cloud Service users, and you can flag a user as inactive so that the user cannot log in; however, this does not update the user's record in IDCS or OCI IAM. You can also delete the users from Order Broker Cloud Service, although this does not delete the corresponding records in IDCS or OCI IAM, and the user would be created again in Order Broker Cloud Service the next time the synchronization job runs.

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**Note:** The synchronization job does not update existing users in Order Broker Cloud Service.

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## Creating Vendor Users

If you also need to create vendor users in Order Broker Cloud Service, use the following process:

- In Order Broker Cloud Service, create one or more vendors. See the **Vendors** screen in the online help for more information.
- In Order Broker Cloud Service, create one or more role assignments with a *Role Type* of **Vendor**, controlling the default authority to Vendor Portal screens. Select the *Identity Cloud User Default* flag at the **Specify Role Name** step of the **Role Wizard**.
- In Order Broker Cloud Service, run the **Identity Cloud User Synchronization** job to create the vendor user groups in IDCS or OCI IAM corresponding to each

vendor created in Order Broker Cloud Service. The vendor user group is created as <system>|<vendor>, where <system> is the system code identifying the default vendor system, and <vendor> is the code identifying the vendor. The synchronization job performs this creation in IDCS or OCI IAM each time it runs based on the existing roles in Order Broker Cloud Service.

- In IDCS or OCI IAM, assign each vendor user group to the OBCS\_Vendor\_User application role for the Order Broker Cloud Service application.
- In IDCS or OCI IAM, create each vendor user and assign it to the vendor user group associated with the same vendor. See [User Creation in IDCS or OCI IAM](#) for background on creating the user in IDCS or OCI IAM and notes about defining the user name.

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**Note:** Assign the vendor user only to the vendor user group associated with the correct vendor. Order Broker Cloud Service does not support assigning a vendor user to more than one vendor.

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- Run the **Identity Cloud User Synchronization** job again to import new vendor users from IDCS or OCI IAM. The vendor users are assigned role-based authority based on the vendor role types set up through the **Role Wizard** with the *Identity Cloud User Default* flag selected.

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**Note:** The synchronization job does not update existing vendor users in Order Broker Cloud Service.

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### Creating Store Associate Users

If you also need to create store associate users in Order Broker Cloud Service, use the following process:

- In Order Broker Cloud Service, create the default Store Connect system for your organization. See the **Systems** screen in the online help for more information.
- In Order Broker Cloud Service, create one or more role assignments with a *Role Type* of **Store Associate**, controlling the default authority to Store Connect screens. Select the *Identity Cloud User Default* flag at the **Specify Role Name** step of the **Role Wizard**.
- In Order Broker Cloud Service, run the **Identity Cloud User Synchronization** job to create store user groups in IDCS or OCI IAM for each system that is flagged as the Store Connect default for an organization. The user group is named STC-SYSTEM, where SYSTEM is the system code of the Store Connect default system in your organization. The synchronization job performs this creation in IDCS or OCI IAM each time it runs based on the existing roles in Order Broker Cloud Service.
- In IDCS or OCI IAM, assign each store user group to the OBCS\_Store\_User role.
- In IDCS or OCI IAM, create each store associate user and assign it to the store user group associated with the appropriate system. See [User Creation in IDCS or OCI IAM](#) for background on creating the user in IDCS or OCI IAM and notes about defining the user name.
- In Order Broker Cloud Service, run the **Identity Cloud User Synchronization** job again to import new store associate users from IDCS or OCI IAM.

- Use the **Edit Store Associate User Profile** screen to finish configuration of the store associate user, including assigning one or more locations and flagging the user as active. The *Requires Location* field at the **Store Associate User Profiles** screen indicates that the store associate user requires location assignment.

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**Note:** The synchronization job does not update existing store associate users in Order Broker Cloud Service.

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### Scheduling the Identity Cloud User Synchronization Job

Schedule the **Identity Cloud User Synchronization** job to run daily.

### Assigning the Default Shipping System to the Admin User Profile

Follow the steps above under [Creating User Profiles](#) on page 2-8 to assign the *Default Shipping System* to the Admin user profile. The *Default Shipping System* assigned to a user indicates the system product code to display on Order Broker screens.

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**Note:** The *Default Shipping System* is not a required field at the User Profile screen if you have not yet created any systems in Order Broker.

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### Uploading Proximity Data

**About proximity data:** Proximity data enables you to search for merchandise or assign orders based on the approximate distance from a store, warehouse, or customer address.

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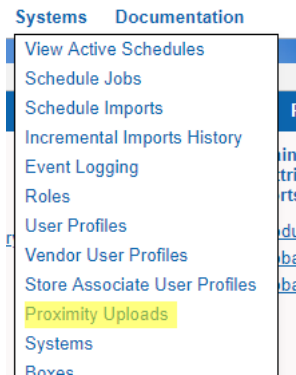
**Note:** This step is required only if you are using proximity locator searching for locations through the Routing Engine, and only if you are not using the Oracle Maps Cloud Service. You can also perform this step at a later time.

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If you are using Proximity Locator searching to restrict locate items searches or order assignment based on geographical location, and if you are not using the Oracle Maps Cloud Service, obtain the required .CSV file of postal code information before you begin the upload:

1. Select **Systems > Proximity Uploads**.



2. At the **Proximity Uploads** screen:

- Select **Canada, International, or United States** from the *Proximity Data Type* drop-down list.
- Enter the *Country Code* to apply to proximity records.
- Use the **Choose Files...** button below the *File Name* field to select the .CSV file on your local computer.
- Select **Upload**.



3. Wait until the upload status is completed. Optionally, you can select **Refresh** to check the status.

**For more information:** See the **Proximity Uploads** screen in the Online Help for more information, including the file layout and troubleshooting. Also, see the **Order Broker Routing Engine Overview** in the Online Help or the Operations Guide for a discussion of proximity locator searching and preferences, including the use of the Oracle Maps Cloud Service.

## Creating Location Types

**About location types:** Location types identify a group of locations based on the system to which they belong, such as your order management system or your POS system, as well as their function, such as distribution center or retail store.

At least one location type is required for you to create locations.

1. Select **Locations > Location Types**.



2. At the **Location Types** screen, select your organization at the *Organization* drop-down box, if necessary.

A screenshot of the 'Location Types' screen. At the top, there are tabs for 'Location Types' and 'Search' (highlighted in yellow), and a 'New' button. Below the tabs is a form with fields for 'Organization' (a drop-down menu), 'Type' (a text input), 'Name' (a text input), and 'Category' (a drop-down menu with 'S - Store' selected). Below the form is a 'Search Results' section with a table. The table has columns for 'Organization', 'Type', 'Name', 'Category', 'Edit', and 'Delete'. One row is visible with 'Store' in the 'Category' column. The 'Edit' column has a plus icon, and the 'Delete' column has a trash icon.

3. In the *Type* field, enter a code to represent the location type. The code cannot exceed 10 positions.
4. In the *Name* field, enter a name for the location type. The name cannot exceed 40 positions.
5. Select the correct category from the *Category* drop-down box.
6. Select **New**. The location type is created.

## Setting up a Default Carrier and, Optionally, Additional Carriers

**About carriers:** A carrier is required on each order. At a minimum you need to set up a default carrier, specified at the **Preferences** screen.

If the Submit Order message creating a retail pickup, delivery, or ship-to-store order:

- specifies a `ship_via` that matches a carrier you have set up through the **Carriers** screen, Order Broker Cloud Service uses this carrier on the order and resets the carrier as active, if needed.
- specifies a `ship_via` that does not match a carrier you have set up through the Carriers screen, Order Broker Cloud Service creates the carrier and uses this carrier on the order.
- does not specify a `ship_via`, Order Broker Cloud Service uses the default carrier you specify at the **Preferences** screen.

Default carriers for other order types:

- For a pickup order, Order Broker Cloud Service uses the default PICKUP carrier it creates automatically, regardless of whether a `ship_via` is passed in the Submit Order message.
- For a ship-to-store order, Order Broker Cloud Service uses the default SHIP2STORE carrier it creates automatically, regardless of whether a `ship_via` is passed.

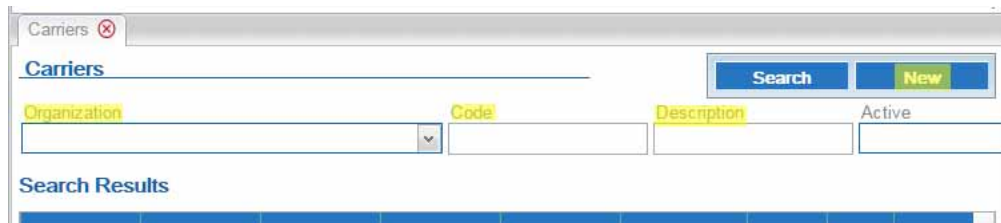
## Setting up a Default Carrier and, Optionally, Additional Carriers

The following steps are required to set up the default carrier:

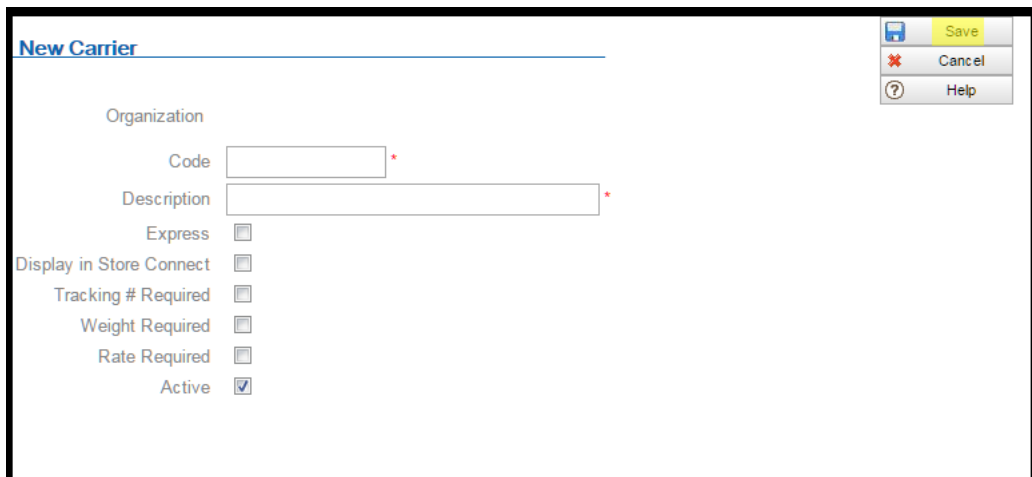
1. Select **Systems > Carriers**.



2. At the **Carriers** screen, select your organization if necessary and, optionally, enter a *Code* and *Description*. If you do not enter them here, you can enter them at the **New Carrier** window. Select **New**.



3. At the **New Carrier** window, complete any additional fields and select **Save**.



The screenshot shows the 'New Carrier' form. It includes a 'Save' button, a 'Cancel' button, and a 'Help' button. The form fields are: 'Organization' (a dropdown menu), 'Code' (a text input field with a red asterisk), 'Description' (a text input field with a red asterisk), 'Express' (checkbox), 'Display in Store Connect' (checkbox), 'Tracking # Required' (checkbox), 'Weight Required' (checkbox), 'Rate Required' (checkbox), and 'Active' (checkbox, which is checked).

**For more information:** See the **Carriers** screen in the Online Help.



## Creating the Default Unfulfillable Location

**About the default unfulfillable location:** The Routing Engine assigns an order to the default unfulfillable location when it cannot find a location to fulfill the order. You need to specify a default unfulfillable location at the **Preferences** screen.

1. Select **Locations > Locations**.
2. At the **Locations** screen:
  - Select your organization if necessary.
  - In the *Type* field, select the location type. The default unfulfillable location is ordinarily a warehouse or distribution center type.
  - In the *Location* field, enter a location code. The code cannot exceed 10 positions.
  - In the *Name* field, enter a name for the location. The name cannot exceed 40 positions.
  - In the *System* field, select the default system for your organization.
  - Select **New**.
3. At the **New Location** screen, enter any additional information about the default unfulfillable location, and select **Save** to save your entries.

**For more information:** See [Setting up Preferences for your Organization](#) on page 2-18 for information on identifying the default unfulfillable location for the Routing Engine.


## Setting up Preferences for your Organization

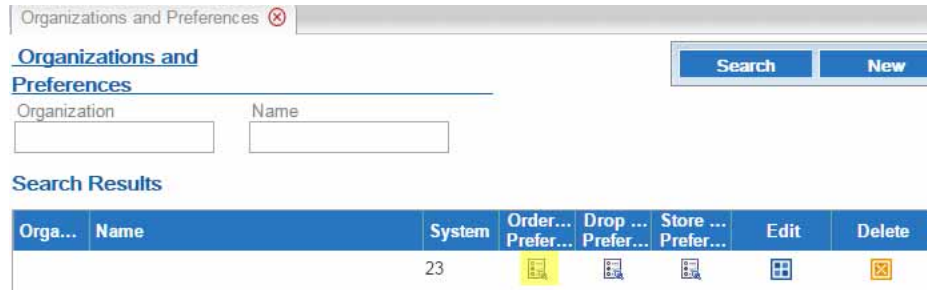
**About preferences:** Use the **Preferences** screen to set rules governing locate item searching and order assignment. You can set preferences at the organization, location type, and location level.

**Saving again after running imports:** After you import locations, products, system products, and product locations, you will need to reopen the **Preferences** screen, make any desired updates, and select **Save** to have your preferences apply to all locations. See [Scheduling Jobs](#) on page 2-22 for more information.

1. Select **Locations > Organizations and Preferences**.

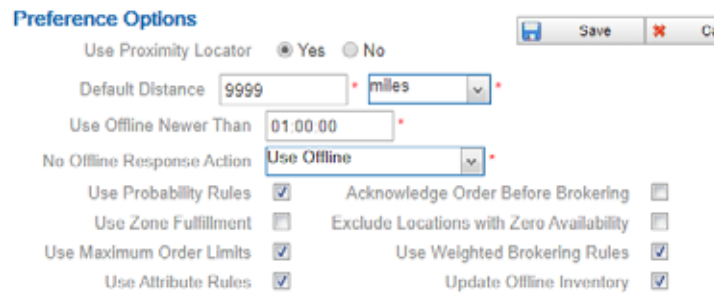


- At the **Organizations and Preferences** screen, select the *Order Broker Preferences* icon (  ) for your organization.



- At the **Preferences** screen:

- Specify basic Routing Engine options, including whether to use the Proximity Locator, the default distance to use when searching for a location, and whether to use probability rules and zone fulfillment.



- At the **Order Broker Settings** tab:
  - \* Specify whether to group shipment locations in responses to LocateItems requests for delivery or retail pickup orders, simply indicating whether the requested merchandise is available for shipment rather than listing locations in the LocateItems response.
  - \* Indicate whether to support splitting orders or lines, or process partial status updates for order lines.
  - \* Specify the maximum number of locations to return in a LocateItems response.
  - \* Specify the default unfulfillable location (set up through [Creating the Default Unfulfillable Location](#) on page 2-18). This location needs to have all of the Yes/No options under **Fulfillment** (*Backorder Available*, *Pickup Available*, *Delivery Available*, and *Retail Pickup Available*, or *Ship For Pickup Sourcing* and *Ship For Pickup Receiving/Pickup*) set to **No**.
  - \* Specify the default carrier (set up through [Setting up a Default Carrier and, Optionally, Additional Carriers](#) on page 2-16).
  - \* Optionally, configure turn-by-turn distance calculation rather than straight-line distance calculation for delivery orders using a specified carrier. Turn-by-turn distance calculation is available only if you use Oracle Maps Cloud Service. In order to enable turn-by-turn distance calculation,

the *Turn-by-Turn Distance URL* also needs to be specified at the Tenant-Admin screen.

Preference Options

Use Proximity Locator  Yes  No

Default Distance  \* miles  \*

Use Offline Newer Than  \*

No Offline Response Action  \*

Use Probability Rules  Acknowledge Order Before Brokering

Use Zone Fulfillment  Exclude Locations with Zero Availability

Use Maximum Order Limits  Use Weighted Brokering Rules

Use Attribute Rules  Update Offline Inventory

Shop Order When Proximity Unknown

Order Broker Settings | **Fulfillment** | Standard Brokering | Weighted Brokering

Group Shipment Locations  Allow Split Line

Allow Split Order  Allow Partial Updates

Maximum No. Responses  \*

Default Unfulfillable Location  \*

Default Carrier  \*

Do Not Split Order For Carrier  \*

Turn-by-Turn Distance Evaluation for Delivery Orders

Carrier for Turn-by-Turn Distance Evaluation  \*

Maximum Turn-by-Turn Distance  \* miles  \*

**For more information:** See the **Preferences** screen in the online help for information on the additional options available at this tab.

- At the **Fulfillment** tab:
  - \* Specify the fulfillment types supported. Note that the options here differ based on whether ship-for-pickup orders are supported.
  - \* Specify the priority to use for order assignment, and the maximum number of orders to assign per day.
  - \* At the organization level, specify the maximum number of times to reassign (“reshop”) an order if it is rejected by the assigned fulfilling or sourcing location.
  - \* If your organization supports ship-for-pickup orders, specify the sourcing distance for the Routing Engine to use when shopping for sourcing locations.

## Setting up Preferences for your Organization

- \* Also at the **Fulfillment** tab, complete the settings related to automatically canceling unclaimed pickup or ship-for-pickup orders.

Organizations and Preferences ✕ Preferences ✕

**Preferences**

Organization

- store
- warehouse

**Preference Options** Save

Use Proximity Locator  Yes  No

Default Distance  \* miles \*

Use Offline Newer Than  \*

No Offline Response Action  \*

Use Probability Rules  Acknowledge Order Before Brokering

Use Zone Fulfillment  Exclude Locations with Zero Availability

Use Maximum Order Limits  Use Weighted Brokering Rules

Use Attribute Rules  Update Offline Inventory

Order Broker Settings **Fulfillment** **Standard Brokering** Weighted Brokering

Pickup Available  Yes  No \*

Delivery Available  Yes  No \*

Ship For Pickup Sourcing Available  Yes  No \*

Ship For Pickup Receiving/Pickup Available  Yes  No \*

Backorder Available  Yes  No \*

Location Priority  \*

Search Retries  \*

Maximum Daily Orders  \* 0 is Unlimited

Sourcing Distance  \* miles \*

Auto Cancel Days of Unclaimed Pickup Orders  \*

Auto Cancel Days of Unclaimed Ship For Pickup Orders  \*

Auto Cancel Reason

- At the **Standard Brokering** tab, complete the fields that control brokering orders if you do not use Weighted Brokering.

Order Broker Settings **Fulfillment** **Standard Brokering** Weighted Brokering

Proximity  Order By  \*

On Hand Count  Order By  \*

Location Priority  Order By  \*

Last Order Assigned  Order By  \*

Sales Velocity Rank  Order By  \*

- At the **Weighted Brokering** tab, complete the fields that control brokering orders if you do use Weighted Brokering.

Order Broker Settings | Fulfillment | Standard Brokering | **Weighted Brokering**

Maximum Order Splits  \* 0 is Unlimited

**Weighted Percentages**

Labor Cost  \*

Gross Margin  \*

Proximity  \*

On Hand Count  \*

Sales Velocity  \* Priority  \*

Total Weights 100

**For more information:** See the **Preferences** screen in the Online Help for complete field descriptions and background.

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**Important:** You need to set all Order Broker preferences at the organization level before integrating any external systems with Order Broker Cloud Service. See the description of the **Preferences** screen for complete information on setting preferences.

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**Preference overrides:** Optionally, you can set up overrides at the order type and system level for the Routing Engine to use when searching for fulfilling locations. For example, you can have the Routing Engine sort locations for pickup orders by proximity, while it sorts locations for delivery and retail pickup orders by available quantity. Unless you set up overrides, each level “inherits” the settings from the **Preferences** screen. See the **Order Broker Preference Overrides** screen in the Online Help for more information.

## Scheduling Jobs

Use the **Schedule Jobs** screen to create schedules for jobs:

- Data Hygiene:
  - Completed Order Private Data Purge
  - Daily Clean Up
- Exports:
  - Fulfilled Inventory Export
  - Inventory Quantity Export
  - Sales Order Data Extract
- Imports:
  - Identity Cloud User Synchronization
  - Incremental Inventory Import
  - Product Import
- Orders:

- Auto Cancel Unclaimed Pickup Orders
- Email Notifications

See the **Schedule Jobs** screen in the online help for more information.

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**Note:** Do not attempt to schedule jobs before creating systems.

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## About Scheduling Imports

**About imports:** The automated import process enables you to import and update locations, products, system products, product locations, and product barcodes from an integrated system.

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**Note:** If you are using the Oracle Maps Cloud Service instead of the proximity upload to support proximity locator searching, you should complete Oracle Maps Cloud Service configuration before importing locations, so that the latitude and longitude of each location can be assigned as it is created. Contact your Oracle representative for information on implementing the Oracle Maps Cloud Service.

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**Import from default system first?** In order to create product records in the default system before you create system product records in any other systems, you need to run the import for the default system before the other systems.

**Processing steps:** If you use the File Storage API, the import checks the OROB-IMPORTS container in the FILE\_STORAGE table for a pipe-delimited file containing each type of information for import (location, product, system product, product location, and product bar code). Otherwise, if you use secure FTP, the import checks the *Product Import Files* folder specified at the **Tenant - Admin** screen for the pipe-delimited files. The cloud administrator specifies the locations of these folders. See *Importing Items/Products, Inventory, Barcodes, and Locations into the Database* in the online help for background on the import process.

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**Important:** Oracle recommends that you schedule imports daily at a time when demands on the system are limited, and when it does not interfere with the database backup, and that you do not schedule more than one import at a time against the same database.

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**Mapping from integrating systems:** Consult the integrating system's documentation and complete the **Schedule Jobs** screen for systems that support the import process, including Order Management System.

**For more information:** See the **Order Broker Routing Engine Overview** in the online help for a process overview, and see **Schedule Jobs** in the online help for file layouts, file naming conventions, and mapping details.

## Restart All

Use the **Reschedule All** option at the **View Active Schedules** screen to start all scheduled jobs and programs listed above. as well as:

- scheduled report generation
- polling of orders for Store Connect.

**View Active Schedules**

Search   **Reschedule All**

Job Name: Email Notifications   Organization: [ ]

**Search Results**

Job Name	Organization	Last Updated	Last Run	Next Run	History
Email Notifications		01/18/2019 03:57	08/09/2019 14:00	08/09/2019 14:01	

## Adjust and Save Preferences

After importing locations, products, system products, and product locations, you need to return to the **Preferences** screen, make any necessary adjustments, and select **Save** again to apply the preference settings. You also need to save your preference settings after creating a new location to have the settings apply to each new location.

1. Select **Locations > Organizations and Preferences**.

Locations   Reports   Systems   D...

- Organizations and Preferences**
- Order Broker Preference Overrides
- Brands
- Location Types
- Locations
- Location Bulk Updates
- Attribute Definitions
- Fulfillment Zones
- Vendors






2. At the **Organizations and Preferences** screen, select the *Order Broker Preferences* icon (  ) for your organization.

Organizations and Preferences

**Organizations and Preferences**   Search   New

Organization: [ ]   Name: [ ]

**Search Results**

Orga...	Name	System	Order... Prefer...	Drop ... Prefer...	Store ... Prefer...	Edit	Delete
		23					

At the **Preferences** screen, make any necessary changes at the organization, location type, or location type level, and select **Save**.

## Adding Authorized Keys

If you use FTP, use this process to generate a 2048 bit RSA key and add it to the SFTP server. This provides access to the application without a password. With Windows, use the WinSCP tool or with Linux, use ssh-keygen.

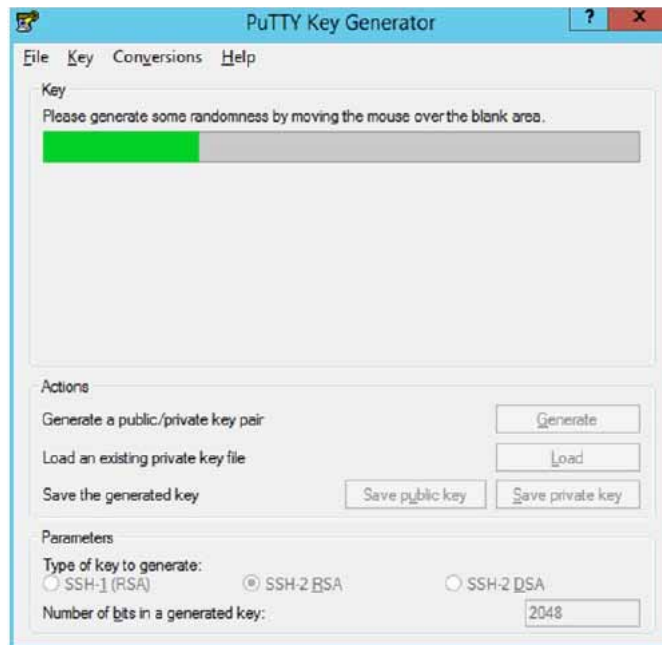
1. Launch WinSCP and select Tools/Run PuttyGen.
2. Select SSH-2 RSA for the type of key to generate and enter 2048 for the number of bits in a generated key field and click Generate.



### Key Generator



3. Move the mouse over the blank space in the window until the key is generated.



### Key Generator Progress

4. Once the key is generated, click **Save public key** to save the public key to a file.
5. Click **Save private key** to save the Private key to a file. Confirm whether to save it with or without a passphrase.
6. Open an SR with Oracle Support to associate the Public half of the Key with your SFTP account. Make sure to attach the Key with the SR.

## Setting Up Web Service Authentication

See the [Retail Omnichannel Web Service Authentication Configuration Guide on My Oracle Support](#) for web service configuration instructions.