

# Oracle® Retail Brand Compliance Management Cloud Service

Release Notes

Release 18.2.1

F28207-02

September 2020

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This document highlights the major changes for Release 18.2.1 of Oracle Retail Brand Compliance Management Cloud Service.

## Overview

Oracle Retail Brand Compliance Management Cloud Service is an application designed to meet all aspects of sourcing, developing, and protecting retailer brands. The application provides solutions for product development, compliance, quality, and traceability. It is designed specifically for retail, food service, and manufacturing businesses to develop and protect their brands, manage their suppliers, and ensure full end-to-end product lifecycle management.

Oracle Retail Brand Compliance Management Cloud Service is composed of the following modules:

- Library enables the issue, receipt, and acceptance of policies, guidelines, and key working documents.
- Product supports the development of products and production specifications.
- Project supports the development of project briefs, plans, and workflow management.
- Supplier enables the identification, selection, and approval of suppliers.
- Reports - reporting tool for reporting across the system, using standard templates and custom reports.

## Oracle Retail Cloud Services and Business Agility

Oracle Retail Brand Compliance Management 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 System Requirements

The following technology is supported:

- The following web browsers are supported:

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**Note:** Oracle Retail assumes that the retailer has ensured its Operating System has been patched with all applicable Windows updates.

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- Microsoft Internet Explorer 11
- Mozilla Firefox ESR 60+
- Google Chrome (Desktop) 73+

## Functional Enhancements

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**Note:** Where new fields, User Interface (UI) changes, or glossary entries are introduced as part of a change, the portal owner may need to apply their own translations of the core system text.

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## Additional Reports

A third phase of standard report templates is made available within the new BI Publisher *Reports* module. The new reports are available for scheduling, and may be copied and adapted to form custom variants.

The following standard reports are made available:

Report	Description
CR10 Products Country of Origin	Based on the Other Labelling Copy section, the report searches Product Specifications for products from specified countries of origin. Can search for multiple countries.
CR12 Product Country of Manufacturing Origin	Two versions: a) Product Country of Manufacturing; b) Product Country of Manufacturing (per Country). Based on the Main Details section, the report searches Product Specifications (all types) for those where the primary site's location country matches a selected country. Option is available to group the output by Country. Can search for multiple countries, locating specifications where the primary sites are located in any of the specified countries.
CR29 Scorecards by Date Range	The report provides a KPI trend analysis of completed Scorecards within a specified date range by supplier. A monthly analysis of the number of completed Scorecards, between specified date ranges is presented as a time series chart. Option is available to show the results by Scorecard Type.

Report	Description
CR30 Sites with Scorecards Overdue	<p>Three versions: a) Sites with Scorecards Overdue; b) Sites with Scorecards Overdue per Supplier; c) Sites with Scorecards Overdue per Score Type.</p> <p>The report searches Scorecards that are overdue, listing them by Site. The number of days overdue is calculated (+/- relative to the current date).</p> <p>Option is available to group the output by Supplier or by Scorecard Type.</p>
CR36 Active Specifications Summary	<p>Two versions: a) Active Specifications Summary; b) Active Specifications Summary (Multiples Breakdown).</p> <p>a) Shows counts for each specification type/category grouping, by active date or period. The final total will always match the actual number of specifications. Separate tables give totals per date or period (month and year) of approval by different groupings:</p> <ul style="list-style-type: none"> <li>■ Specifications Approved by Date (per Technologist)</li> <li>■ Specifications Approved by Period (per Technologist)</li> <li>■ Specifications Approved by Date (per Business Category)</li> <li>■ Specifications Approved by Period (per Business Category)</li> <li>■ Specifications Approved by Date (per Country Where Sold)</li> <li>■ Specifications Approved by Period (per Country Where Sold)</li> <li>■ Specifications Approved by Date (per Supplier)</li> <li>■ Specifications Approved by Period (per Supplier)</li> </ul> <p>All specification types can be reported on; each row gives count columns per specification type and category grouping with totals per row and per column.</p> <p>b) Shows a full breakdown for each specification type/category, but only for categories where multiples can occur, by active date or period. Where a specification has multiples within a specific category, this will be output for each multiple so it will exceed the actual number of specifications if there are multiples. Separate tables give totals for each category:</p> <ul style="list-style-type: none"> <li>■ Specifications Approved by Date (per Business Category)</li> <li>■ Specifications Approved by Period (per Business Category)</li> <li>■ Specifications Approved by Date (per Country Where Sold)</li> <li>■ Specifications Approved by Period (per Country Where Sold)</li> </ul>
CR37 Products without an Active Specification	<p>The report searches Product Records (all types except Produce) that do not have an active Product Specification associated.</p>
CR40 Produce Specification Acceptance	<p>Based on Produce Specifications, and the Supplier Information section, the report returns a list of Produce Specifications which meet the filters applied.</p> <p>The report includes basic details from the Produce Specification Main Details section, plus details from the Supplier Information section.</p> <p>The details are taken from the Specification, not the Product Record, as the Product Record is not created until after the Specification has been accepted.</p> <p><b>Note:</b> A filter is applied to the system-delivered Data Source record, to only include Produce specifications.</p>

Report	Description
CR41 Produce Ingredients Country of Origin	<p>Based on the Produce Specifications Product Requirements section, the report searches for specifications containing any Ingredients from specified countries of origin, or specified ingredients from specified countries of origin.</p> <p>Can search for multiple countries, or multiple ingredients and countries, and specify All or Any.</p> <p>Since the Ingredient Country of Origin is held as a table within the Product Sourcing table, the report will contain multiple rows for each applicable country found.</p> <p>Where the report shows the months per country, these will be a comma separated list.</p> <p><b>Note:</b> A filter is applied to the system-delivered Data Source record, to only include Produce specifications.</p>
CR47 Specification Status History	Detail of the specification's status change history, from the Status Change History table in the Change History section.
CR51 Scorecard Summary	<p>Three versions: a) Scorecard Summary; b) Scorecard Summary (per Supplier); c) Scorecard Summary (per Scorecard Type).</p> <p>The report searches for Scorecards based on the selected Filters.</p> <p>Option is available to group the output by Supplier or by Scorecard Type.</p>
CR52 New Suppliers	The report lists Supplier records with a Created On date that is newer than a specified period from the date the report is run, using a relative date filter.

Report	Description
CR60 Global Network Bus Errors	<p>The report is a listing of any errors that have occurred during the synchronization of data within the Global Network Bus (GNB) portal. As the GNB is only accessible by Oracle Hosting, it is not possible for system administrators or Oracle Support to monitor for integration issues. This report can be scheduled to run on the Global or Satellite portals.</p> <p>If any of the following web services listed in the Web Service Log have a status of Failed or Internal Failure in the past 24 hours (assuming scheduled to run every 24 hours), the error is reported.</p> <p>The following API web services are included in the reports referenced below:</p> <ul style="list-style-type: none"> <li>■ ProductRecordRestService - Product Record Failures Report</li> <li>■ MyArtworkRestService - MyArtwork Record Failures Report</li> <li>■ ContactRestService - Contact Record Failures Report</li> <li>■ ProductSpecificationRestService - Product Specification Record Failures Report</li> <li>■ TaskRestService - Task Record Failures Report</li> <li>■ SiteRestService - Site Record Failures Report</li> <li>■ SSORestService - Single Sign On Failures Report</li> <li>■ SupplierRestService - Supplier Record Failures Report</li> <li>■ UrgentItemsRestService - Urgent Item Record Failures Report</li> <li>■ UserRestService - User Record Failures Report</li> <li>■ externalUserDetails - Soap Reporting Single Sign On Failures Report</li> <li>■ getProductSpecificationV1 - Soap Product Specification Record Failures Report</li> <li>■ ProductServiceImplService - Soap Product Record Failures Report</li> </ul>

## Noteworthy Fixed Issues

This section highlights specific key fixes that are included in this release. In some cases, only a percentage of the overall fixed defects are listed.

Affected Component	Defect Number	Summary
Admin: Global Change	29441797	<p><b>Product Responsibility Global Change</b></p> <p>The Change Product Responsibility global change option in the Admin area has been changed so that when the product technologist role is selected, the To picklist only shows users who have the <i>Show in lists of product Technologists</i> option selected on their user profile.</p> <p>A similar change has also been made to the Change Produce Responsibility global change.</p>
Admin: Mandatory Fields	30125146	<p><b>Mandatory Field Configuration not applied to FPS section field</b></p> <p>A fix has been applied so the Microbiological Classification field held on the Finish Product Standards section is validated, and has a red asterisk, when configure to be a mandatory field.</p>

Affected Component	Defect Number	Summary
Admin: Reporting	30547415, 30376337	<p><b>Raw Materials data source error</b></p> <p>A fix has been made to rectify an error with the Raw Materials data source query. The fix removes the SURV_CLASSIFICATION from use as a column or filter, as it is not relevant to this data source.</p>
Admin: Users	Not Applicable	<p><b>Error is generated when attempting to create a new user</b></p> <p>The error occurs when the system attempts to create users in IDCS and the environment is not linked to IDCS. A fix has been implemented to check the system configuration to ensure a valid IDCS url is set, before attempting to create a user in IDCS.</p>
APIs: Product Specification REST API	29704246, 30548409	<p><b>API server error when filtering with non-unique site codes</b></p> <p>A server error was generated when using the specification/advanced ProductSpecification REST API endpoint with a filter for a non-unique site code. The process now successfully processes.</p> <ol style="list-style-type: none"> <li>1. Non-unique site codes, for example when passing a site code filter which will find more than 1 Site with the same code. Specifications from all sites with the site code are returned.</li> <li>2. Non-unique site codes with uniquely identifying supplier code, for example when passing a site code and a supplier code, only specifications from sites with site codes linked to the supplier code are returned.</li> <li>3. Unknown site codes, for example when passing a site code which will not find any matching Sites. No specifications are returned.</li> <li>4. Combination of unique, non-unique, and unknown site codes, for example when passing in multiple lines for different site codes, which will find a mix of; more than 1 site with the same code, a single matching site, and no matching site then specifications from all Sites with the relevant site codes are returned.</li> <li>5. No filters, for example when not passing in any site code data then specifications are returned based upon other passed parameters.</li> </ol>
Audits & Visits	30055014, 30528169	<p><b>Unable to select current date in Audits/Visits</b></p> <p>A fix has been made to rectify an issue with the date picker in the Audit/Visit record not allowing the current date to be selected.</p> <p>The issue is due to the date picker deriving the current date from the time zone of the portal's server (UTC), which may be different to the user's time zone. If the user's current time is ahead of the server's time, and the user's time has moved into the next day, then the system will prevent the user from selecting their current date as the server is interpreting this as being in the future. The user would then have to wait until the server time catches up with the user's time to allow the user to perform their appropriate action.</p> <p>The fix derives the current date for the date picker from the time zone of the user's locale (set in their user profile), instead of the portal server's time zone. The fix is also applied to the Completed Date in the Audit Issue record.</p>

Affected Component	Defect Number	Summary
Audits & Visits	30614366, 30659845, 30677948, 30686403	<p><b>Error is generated when trying to accept Audit Corrective Actions</b></p> <p>The issue occurs when the user accepting the corrective action is in a different time zone.</p> <p>A fix has been made to verify the date approved is correct with the respective user's time zone.</p>
Audits & Visits: Checklists	30490214	<p><b>Unable to set an Audit to a status of Awaiting Corrective Action</b></p> <p>An error message was generated when trying to update the status of an Audit to Awaiting Corrective Action when there were non-conformances. The audit needed to be created using an audit template based on a checklist template with questions, where the Code and Ref (Default) fields were populated.</p> <p>A fix has been implemented so the audit status can be advanced to Awaiting Corrective Action per the expected successful functionality.</p>
General: IDCS Logging	30660424	<p><b>IDCS response and fault handling improvements</b></p> <p>Improvements have been made to the IDCS user authentication integration. The IDCS service logging has been enhanced to include additional diagnostics logging.</p> <p>IDCS requests will produce a log output showing basic information about the request, for events such as:</p> <ul style="list-style-type: none"> <li>■ Creating new users</li> <li>■ Deleting users</li> <li>■ Synchronizing user updates</li> </ul>
General: Rich Text Editor	29939668, 30347260, 30528235	<p><b>Rich Text Editor Performance/Reliability Improvement</b></p> <p>Improvements have been made with regards to the way that the Rich Text Editor component is loaded into the User Interface. In some instances, it has been experienced that <i>network lag</i> within an organization is causing the Rich Text Editor to not load properly. This therefore has the effect of not being able to provide the correct content in various areas of the application.</p> <p>While in the vast majority of environments there is not an issue with this component, this improvement will stabilize this component on all environments.</p>
General: System Calendar	Not Applicable	<p><b>Error when setting up System Calendar</b></p> <p>A fix has been made to rectify an error when attempting to reset the periods for a year in the System Calendar.</p> <p>The error occurred due to calendar entries that had yet to have periods assigned being unnecessarily validated for overlapping dates.</p>
General: Users	30594383	<p><b>IDCS update failure when creating or deleting a user is not managed by ORBC</b></p> <p>A fix has been implemented so ORBC handles the HTTP response code, from calling IDCS, indicating a failure by generating an appropriate error message to the user within the ORBC application.</p>

<b>Affected Component</b>	<b>Defect Number</b>	<b>Summary</b>
Product: Nutrition Values	30786481, 30710538	<p><b>Issue with Nutrition values in Product Specifications</b></p> <p>A fix has been made to rectify an issue with nutrition values in specifications not showing correctly after configuration changes had made to the associated Nutrition Panel.</p> <p>The issue occurred following upgrade to release version 18.0.</p>
Product Specifications: Nutrition	29205663, 30528174	<p><b>Values missing from US legislation dual column nutrition panels in Pack Copy</b></p> <p>A fix has been made to rectify an issue with the dual column nutrition panel on the pack copy for specifications with US legislation not wrapping the <i>per serving</i> and <i>per serving prepared</i> text correctly.</p> <p>To fix this, the <i>per serving</i> values are now moved onto a separate line where the dual column nutrient panel has a nutrient configured with a constituent level greater than 1.</p>
Product Specifications: Nutrition	30531423	<p><b>Recalculation of specification nutrition values causes error</b></p> <p>A NullPointerException error occurred when editing a specification to add nutrients to the nutrients section. When attempting to recalculate the nutrients and declarations, the system became unresponsive.</p> <p>A fix has been implemented to recalculate specification nutrition values without generating an error.</p>
Product Specifications: Performance	29434629	<p><b>Delayed application response when navigating product specifications</b></p> <p>When editing a product specification with a status of collaborative draft, there is significant application delay when navigating to the Recipe, Allergy, or Nutrition sections.</p> <p>A fix has been implemented so the rendering of the sections is within expected limits.</p>
Product Specifications: Workflow	30299694, 30203859	<p><b>An error is generated when attempting to undelete a specification</b></p> <p>A fix has made to the undelete process so specifications can now be successfully undeleted without error, returning the specification to a status of supplier/retailer draft.</p>
Product Specifications: Workflow	30314306, 30332024	<p><b>Specification status updated to Pack Copy Sent when validation override is not approved by the Retailer</b></p> <p>A fix to utilize the specification target status to trigger validation rather than using the current status has been implemented.</p> <p>The error occurred because current status was being used and the system configuration for validation on the specification status was not in the list of not mandatory statuses and therefore was not triggering the validation process.</p>
Product Surveillance	30688901, 30756160	<p><b>Surveillance Test Results cannot be uploaded as XLSX spreadsheets</b></p> <p>An error occurs when attempting to upload Surveillance Results from the latest Excel file type of XLSX. A fix has been made and both XLS and XLSX spreadsheets are processed successfully by the application.</p>



<b>Affected Component</b>	<b>Defect Number</b>	<b>Summary</b>
Project Activities	29754099, 30164014, 30528198	<p><b>Actual Start Date incorrect on the Activity Details page</b></p> <p>A fix to prevent the activity start date being updated when there is a change to the status has been implemented.</p> <p>The error occurred when project activity status was updated and the system would also update the actual start date for the activity. This resulted in completed project activities having the same start and end date.</p>
Project Activities	30089295, 30528232	<p><b>The Project Activities page was showing the wrong dates in the Start Date and End Date columns</b></p> <p>A fix to ensure the fields are populated with the corresponding data has been implemented.</p> <p>The error occurred when the activity sub-status column was visible resulting in the Start Date column showing the Planned End Date and the End Date column showing the Actual Start Date.</p>
Project Activities	30181738, 30640217, 30821429	<p><b>Error when unlinking Product Specifications from Projects</b></p> <p>A fix has been made to rectify an error when attempting to unlink a Product Specification from a Project Activity.</p> <p>The error occurred due to the link reference not being removed from the Activity prior to the link being deleted, which resulted in a constraint violation exception error.</p>
Reports	30397318, 30528278	<p><b>Incorrect sequence numbers in report filter tables</b></p> <p>A fix has been made to rectify an issue with sequence numbers within report filter tables being incorrect as a result of a previous upgrade script. The fix correctly resequences the rows in filter tables.</p>
Reports	30547400	<p><b>Report CR54 (Label Claims &amp; Statements) empty rows</b></p> <p>A fix has been made to rectify an issue with the Label Claims &amp; Statements report including empty rows, for specifications that do not have an Other Labelling Copy section. Specifications that do not have an OLC section are now omitted from the report.</p>
Reports	Not Applicable	<p><b>Report CR10 Products Country of Origin is failing to generate when scheduled</b></p> <p>The issue occurred due to the configuration for the report including Advanced Packaging columns. A fix has been implemented and the report is now generated successfully.</p>
Reports: Allergy & Dietary	30477624, 30477620, 30294303, 30560815, 30717552, 30828325, 30294313, 30528257	<p><b>Legacy reports: D&amp;A Contains data not reportable</b></p> <p>A fix has been made to rectify an issue in reports, where Contains questions in the product specification's Allergy and Dietary Advice section were not available for reporting.</p> <p>The issue occurred where a Label Declaration had not been selected. The Contains data is now reportable, regardless of whether the Label Declaration is used or not.</p>

Affected Component	Defect Number	Summary
Reports: Data Sources	29841515, 30528281	<b>Report data source fix</b> A fix has been made to the code that generates various report data sources. The fix relates to the use of Other Contacts in the following data sources: <ul style="list-style-type: none"> <li>■ Nutrients</li> <li>■ Nutrients Targets</li> <li>■ OLC Certificate</li> <li>■ Standard/Claim</li> <li>■ Pack Coding</li> <li>■ Surveillance Chemical</li> <li>■ Surveillance Microbiological</li> </ul>
Reports: Legacy Reports	30594400, 30315862	<b>Accessing Legacy Reporting using IDCS</b> A fix has been made to address a 401 error occurring due to the Legacy Reports Single Sign On filter being unable to connect to IDCS to retrieve the user details.
Reports: Product Requirement Reports	30434562	<b>Reports using the SpecAPI data source fails when using a filter value for the product technologist</b> The error occurred due to the application attempting to map the filter value against the login ID as opposed to the user, resulting in a user not found error message.
Reports: Specification Extract	30623040	<b>Formatting of multiple values in Specification Extracts</b> A fix has been made to the formatting of data in the Specifications Extract, to handle where a specification has multiple values in fields such as Technologist or Business Category. Previously, the extract contained a separate row in the spreadsheet for each. The fix makes these columns consistent with other multi-value columns, such as Site. Multiple values are now concatenated into a single cell using a comma as the separator. For example, the previous output for multiple Business Categories was: food.otherLabellingCopy.spec.extract.businessCategories.code Business Category Code BC121177_4001456 BC121177_4001456_4001462_4001465 This would now be formatted as: food.otherLabellingCopy.spec.extract.businessCategories.code Business Category Code BC121177_4001456,BC121177_4001456_4001462_4001465
Scorecards	30506698	<b>Unable to issue a new scorecard due to code already exists error</b> A fix has been made to the application to prevent the attempted use of codes already utilized by existing scorecards.

Affected Component	Defect Number	Summary
Supplier: Supplier Import	Not Applicable	<b>Error when importing Suppliers</b> A fix has been made to rectify an error when using the action in Supplier list views to import new suppliers. The error occurred because the process was attempting to create IDCS user profiles for supplier users in an environment that was not configured for IDCS integration. The fix checks for a valid IDCS url before attempting to create the user profile in IDCS both for the creation of supplier and retailer users.
Suppliers & Sites	30393137, 30436802	<b>Error when attempting to add new site for a supplier</b> The error occurs when All Sites are selected rather than Selected Sites against the supplier. A fix has been made so new sites can now be created successfully for suppliers.

## Post Release Task

The following post release task is available.

### Enabling Artwork with SSO

Artwork is not a core Brand Compliance module, but a third-party add-on application. This process enables the integration with the third-party Artwork application, where it is used.

For existing installations that use the Artwork module, in order to configure single sign on (SSO) between Brand Compliance and the Artwork solution (using IDCS authentication), the following steps must be taken by the Customer or their Partner:

1. Ensure the MYARTWORK external system has been created in Brand Compliance PROD and STAGE.
2. Raise an SR service request for creation of the Artwork application for PROD and STAGE. The call back URLs and IDCS URLs must be provided in the SR.
3. Once created, you will be able to gather the Client ID and Client Secret from IDCS.

Refer to the Artwork chapter in the *Oracle Retail Brand Compliance Management Cloud Service Administration Guide* for the full process for enabling Artwork with SSO.

### Related Documentation

For more information, see the following document in the Oracle Retail Brand Compliance Management Cloud Service Release 18.2.1 documentation set:

- *Oracle Retail Brand Compliance Management Cloud Service Reports User Guide*

The *Oracle Retail Brand Compliance Management Cloud Service Report Layouts* document has been updated for 18.2.1. The document is available through My Oracle Support:

*Oracle Retail Brand Compliance Management Cloud Service Documentation Library* (Doc ID: 2400174.1)

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#### Value-Added Reseller (VAR) Language

##### Oracle Retail VAR Applications

The following restrictions and provisions only apply to the programs referred to in this section and licensed to you. You acknowledge that the programs may contain third party software (VAR applications) licensed to Oracle. Depending upon your product and its version number, the VAR applications may include:

(i) the **MicroStrategy** Components developed and licensed by MicroStrategy Services Corporation (MicroStrategy) of McLean, Virginia to Oracle and imbedded in the MicroStrategy for Oracle Retail Data Warehouse and MicroStrategy for Oracle Retail Planning & Optimization applications.

(ii) the **Wavelink** component developed and licensed by Wavelink Corporation (Wavelink) of Kirkland, Washington, to Oracle and imbedded in Oracle Retail Mobile Store Inventory Management.

(iii) the software component known as **Access Via™** licensed by Access Via of Seattle, Washington, and imbedded in Oracle Retail Signs and Oracle Retail Labels and Tags.

(iv) the software component known as **Adobe Flex™** licensed by Adobe Systems Incorporated of San Jose, California, and imbedded in Oracle Retail Promotion Planning & Optimization application.

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