

**Oracle® Retail Brand Compliance Management  
Cloud Service**

Administration Guide

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# Preface

Oracle Retail Administration Guides are designed so that you can view and understand the application's behind-the-scenes processing, including such information as the following:

- Key system administration configuration settings
- Technical architecture
- Functional integration dataflow across the enterprise
- Batch processing

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- *Oracle Retail Brand Compliance Management Cloud Service Implementation Guide*
- *Oracle Retail Brand Compliance Management Cloud Service Release Notes*
- *Oracle Retail Brand Compliance Management Cloud Service User Guide*

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

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## Introduction

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.

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**Note:** Technologist is the default name for that Retailer role across the entire application. Each portal may configure an alternative to suit their business, if required.

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### Synchronize Workflow

Workflow-enabled records can occasionally result in their displayed status not matching their actual progression in the workflow, typically from the failure of the background job that progresses the status.

A *Synchronise Workflow* option is available in the Actions menu of records that are subject to a workflow process, providing a means of performing a manual refresh, thus allowing the record to continue to be used while the root cause of the synchronization issue is investigated. This option is intended for use by Oracle when investigating workflow related issues, so by default it is hidden from all users except those with the *Oracle Authorized Administrator* authority profile, however its use is controllable by the Permissions spreadsheet. The option appears when the record is opened in read mode. When selected, a dialog box is presented for confirmation of the action.

## Admin Functions

To access the Admin functions, select the Admin option from Company. The Admin - System Control tab opens. The available options are shown in the left pane. For an example, see [Figure 1-1](#).

Access to the Admin functions is controlled by Authority Profiles. A user may not have access to all the Admin functions described in this guide.

## System Parameters

System parameters are used to manage the functionality of features and modules. To access the system parameters, select the System Control option from the Admin drop-down list. Select System Parameters from the left pane. The System Parameters page appears. Each subtab shows the system parameters available to maintain a specific feature or module. [Figure 1-1](#) shows an example of the System Parameters page for the Log On subtab. [Figure 1-1](#) shows an example of the System Parameters page for the Log On subtab.

In each of the following chapters, a System Parameters section is included if system parameters are available for that feature or module. A table shows the specific system parameters, listed by subtab, used for that feature or module.

**Figure 1-1 System Parameters Page**



System Parameters	
Business Category Configuration	
System Calendar	
Calendar Year	
System Calendar Import	
Surveillance Classification Configuration	

Log On	
Min Length of Password:	7
Max Length of Password:	15
Min Letters in Password:	2
Min Digits in Password:	1
Min Uppercase Characters in Password:	1
Min Lowercase Characters in Password:	1
Password must begin with a Letter:	No
User Password History:	24
Password Minimum Life:	1
Site Details Update Reminder:	90
Password Expiry Limit (days):	180
Password Grace Period (days):	21
Max Login Attempts:	10
Open the system in new window:	Yes
User Ts&Cs Active?:	Yes

## UIM Date Offsets

Where items appear based on dates, an offset may be configured to make the item appear a number of days before or after the actual event. This can be used to warn the user of the upcoming event or allow for a grace period. This functionality is available for the entire application.

## Calendar

To access the system calendar options, select the System Control option from the Admin drop-down list. The following options are available in the left pane:

- [System Calendar](#)
- [Calendar Year](#)
- [System Calendar Import](#)

## System Calendar

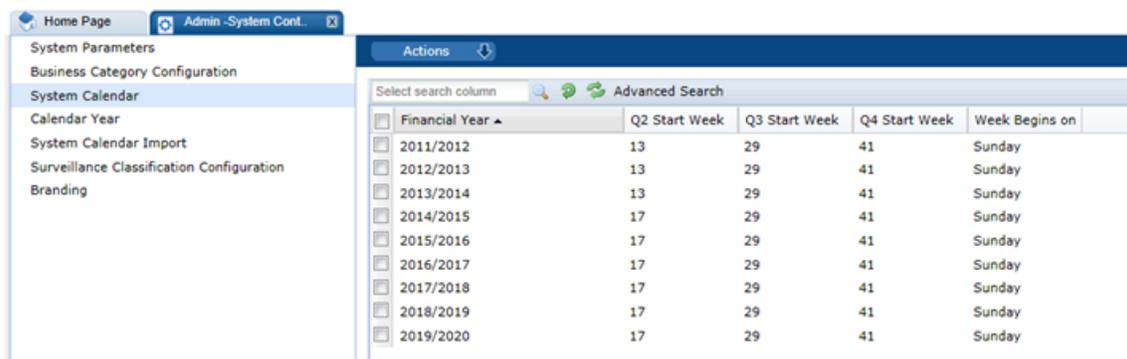
The System Calendar defines the retailer's financial year, period, and week for a given date:

- The Financial Year is the key of the calendar record. It must be unique.
- Each week is given a number, starting from 1, and start and end dates.

The first week's start date is the given start date. The subsequent week's start dates are allocated based on the day the week starts. The end date is the day before the next week's start date, other than the last week which ends on the given end date.

- The number of weeks is divided by the given number of periods to get the number of weeks in each period. This is used to set each period's start and end dates accordingly. The first and last periods may have irregular start or end dates, respectively, depending on the given data range. If the number of weeks is not exactly divisible by the number of periods, the result is rounded and the final period adjusted accordingly.
- Period is the key for each entry within the calendar record. It must be unique, that is, there can only be a single period 1, period 2, and so on.
- Each period's quarter number is based on the Q2, Q3, and Q4 week numbers. Q1 starts on week 1. Each period has a period number, period start and end dates, quarter number, and a list of weeks, each with a week number and start and end dates.

**Figure 1–2 System Calendar Page**



Financial Year	Q2 Start Week	Q3 Start Week	Q4 Start Week	Week Begins on
2011/2012	13	29	41	Sunday
2012/2013	13	29	41	Sunday
2013/2014	13	29	41	Sunday
2014/2015	17	29	41	Sunday
2015/2016	17	29	41	Sunday
2016/2017	17	29	41	Sunday
2017/2018	17	29	41	Sunday
2018/2019	17	29	41	Sunday
2019/2020	17	29	41	Sunday

To edit the System Calendar, select a row and then select the Edit action. The row opens in edit mode. For an example of this page, see [Figure 1–3](#).

To add a new entry:

1. Select the New action. The New System Calendar tab opens.

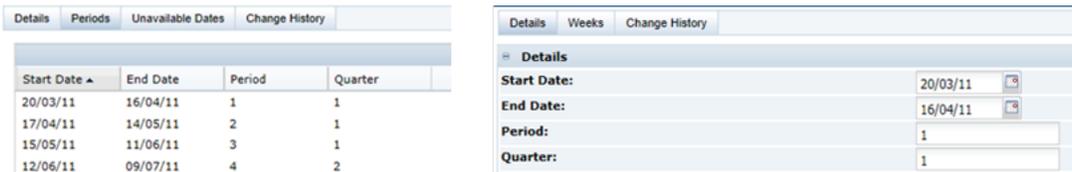
**Figure 1–3 New System Calendar Page**



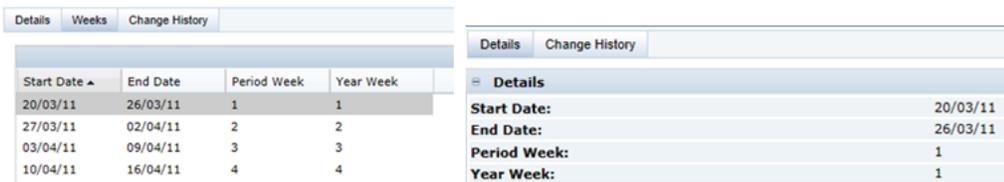
Details	
Financial Year:	2011/2012
Q2 Commences On Week:	13
Q4 Commences On Week:	41
Week Begins On:	Sunday
Q3 Commences On Week:	29

2. In the Details section:

- Financial Year: Select the financial year from the drop-down list. This field is mandatory.
  - Week Begins On: Select the first day of the week from the drop-down list.
  - Q2 Commences on Week, Q3 Commences on Week, and Q4 Commences on Week: Each field defines the start of a quarter. For each quarter, enter the number of the week in the year on which that quarter starts.
3. In the Periods page: set the period number and select the start and end dates for each period.



The list of weeks of each period shows the week start and end dates and the week number within the period and year. This record is read-only.



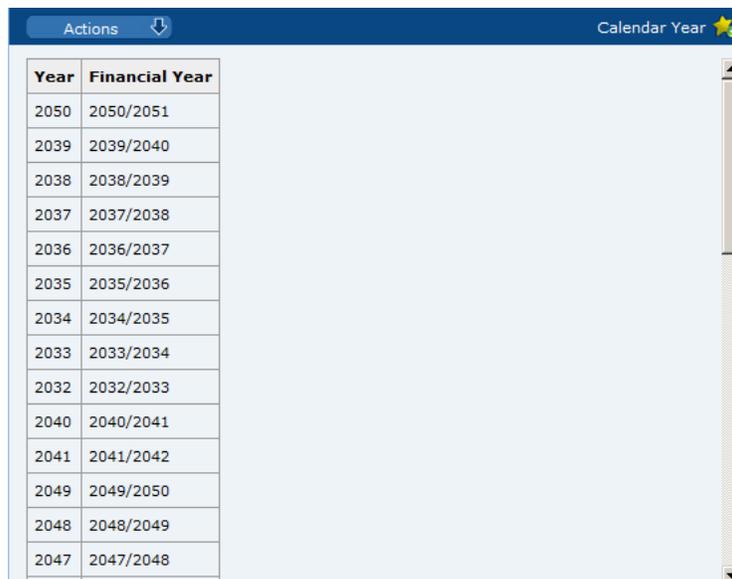
4. In the Unavailable Dates subtab, dates to be treated as non-working days can be added to the calendar. For example, a holiday such as New Year’s Day could be added. For each unavailable date:
- a. Name: Enter the name in the default language. This field is mandatory. Enter any translations.
  - b. Date: Enter a date or click the icon to select a date.
  - c. Comments: Enter any comments.
5. Select the Save action.

## Calendar Year

The Calendar Year page lists the years available for selection when creating a new System Calendar. The years are maintained as a simple keyword list.

To edit the list, select the Edit action. The list opens in edit mode. You can edit any of the entries.

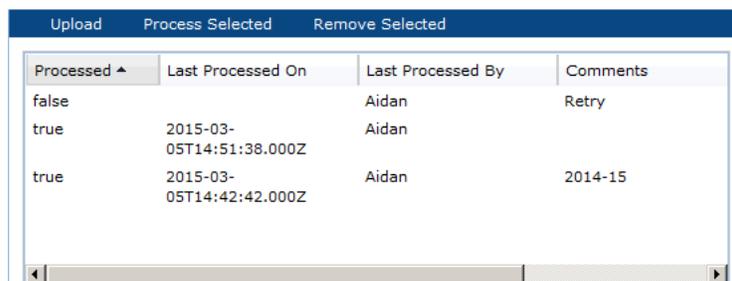
To add a new entry, click **Add**. An entry is added to the list. Enter the year and financial year. To reposition an entry in the list, select the entry and then click **Move Up** or **Move Down**.

**Figure 1–4 Calendar Year Page**


Year	Financial Year
2050	2050/2051
2039	2039/2040
2038	2038/2039
2037	2037/2038
2036	2036/2037
2035	2035/2036
2034	2034/2035
2033	2033/2034
2032	2032/2033
2040	2040/2041
2041	2041/2042
2049	2049/2050
2048	2048/2049
2047	2047/2048

## System Calendar Import

An import facility is provided to load the system calendar from a CSV file.

**Figure 1–5 System Calendar Import Page**


Processed	Last Processed On	Last Processed By	Comments
false		Aidan	Retry
true	2015-03-05T14:51:38.000Z	Aidan	
true	2015-03-05T14:42:42.000Z	Aidan	2014-15

The following actions are available on this page:

- **Upload:** The user is prompted, with the standard file selector, to attach a file to be processed. When a CSV file has been uploaded, it has false in the Processed column.
- **Process Selected:** Select the file to be processed. If the selected file validation is successful, the contents are added as system calendar entries. When a CSV file has been processed, it has true in the Processed column.
- **Remove Selected:** Select the file to be deleted. The user is prompted to confirm the deletion. The System Calendar is not affected in any way by the deletion; only the list entry is removed from the import area.

Previously imported and processed versions are retained until selected for deletion.

## System Text

The configuration of the portal's languages, and system text (field labels, menu options, error messages, and so on, and the associated help text and translations) is accessible to administrators with the Power Administrator and Oracle Authorized User authority profiles.

To access the system text options, select the System Control option from the Admin drop-down list. The following options are available in the left pane:

- [Languages](#)
- [System Text](#)
- [System Text Imports](#)
- [System Text Snapshots](#)
- [Legacy System Text](#)

## Languages

Retailer users with the Oracle Authorized Administrator authority profile have access to the Languages option.

To activate, deactivate, or amend the description of a supported system language:

1. Select the Languages option in the left hand pane. The Languages page opens.

Figure 1-6 Languages Page

Code	Active	Description (Default)	Description (Chinese (Simplified))	Description (Dutch)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Japanese)	Description (Portuguese)	Description (Russian)	Description (Spanish)	Description (Swedish)
en_GB	Yes	English (British)	英语 (英国)	Brits-Engels	-	Anglais (britannique)	Englisch (Großbritannien)	Inglese (britannico)	英語(英国)	Inglés (Británico)	Английский (Бельгико-британский)	Inglés (británico)	Engelska (brittisk)
en_US	Yes	English (American)	英语 (美国)	Amerikaans-Engels	-	Anglais (américain)	Englisch (USA)	Inglese (americano)	英語(美国)	Inglés (Americano)	Американский (США)	Inglés (americano)	Engelska (amerikansk)
de	Yes	German	德语	Duits	-	Allemand	Deutsch	Tedesco	ドイツ語	Alemão	Немецкий	Aleman	Tyska
es	Yes	Spanish	西班牙语	Spaans	-	Espagnol	Spanisch	Spagnolo	スペイン語	Espanhol	Испанский	Español	Spanska
fr	Yes	French	法语	Frans	-	Français	Französisch	Francese	フランス語	Francês	Французский	Francês	Franska
it	Yes	Italian	意大利语	Italiaans	-	Français	Italienisch	Italiano	イタリア語	Italiano	Итальянский	Italiano	Italiana
ja	Yes	Japanese	日本語	Japanse	-	Japonais	Japanisch	Giapponese	日本語	Japonês	Японский	Japonês	Japansk
nl	Yes	Dutch	荷兰语	Nederlands	-	Néerlandais	Niederländisch	Olandese	荷兰语	Holandês	Голландский	Holandês	Hollandska
pt	Yes	Portuguese	葡萄牙语	Portugees	-	Portugais	Portugiesisch	Portoghese	葡萄牙语	Português	Португальский	Português	Portuguesa
ru	Yes	Russian	俄语	Russisch	-	Russe	Russisch	Russo	俄语	Russo	Русский	Russo	Ryska
sv	Yes	Swedish	瑞典语	Zweeds	-	Suédais	Schwedisch	Svedese	瑞典语	Sueco	Шведский	Sueco	Svenska
zh_CN	Yes	Chinese (Simplified)	中文 (简体)	Chinese-Versimpeld	-	Chinois (simplifié)	Schinesisch (vereinfacht)	Cinese (semplificato)	中文(简体)	Chinês (Simplificado)	Китайский (упрощенный)	Chino (simplificado)	Kinesiska (Förenklad)

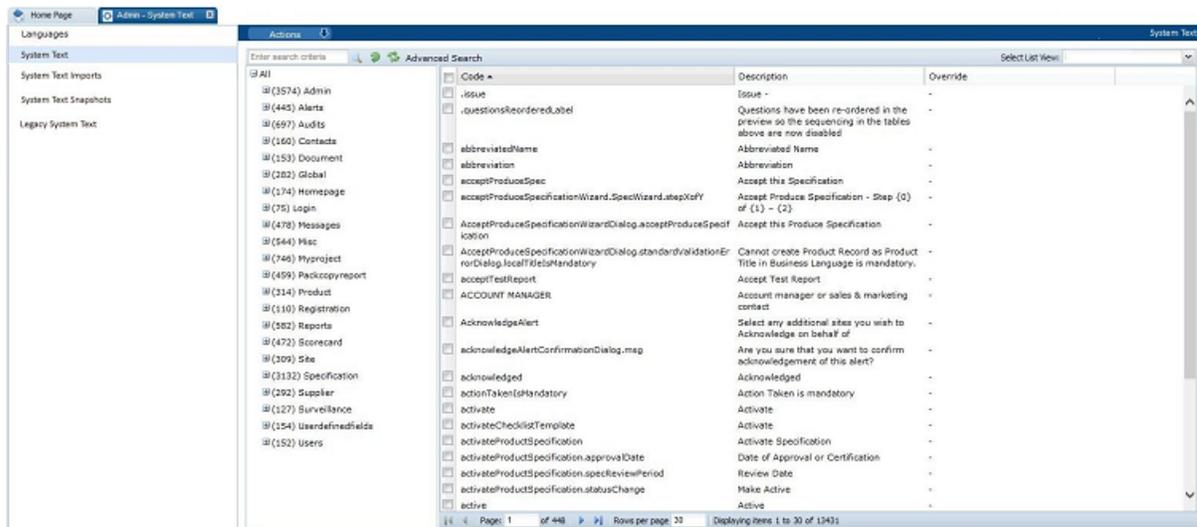
2. Select Edit and then either select or deselect one of the available languages.
3. Select Save & Exit.

## System Text

Selecting this option presents a list view containing the portal's system text files.

The core default system text cannot be changed, however custom overrides can be set up to replace the system text within the portal. This can be used to apply custom terminology, guidance help text, and alternative translations.

Figure 1-7 System Text Page



To edit the System Text, select a row and then select the Edit action. The row opens in edit mode. For an example of this page, see [Figure 1-8](#).

To add a new entry:

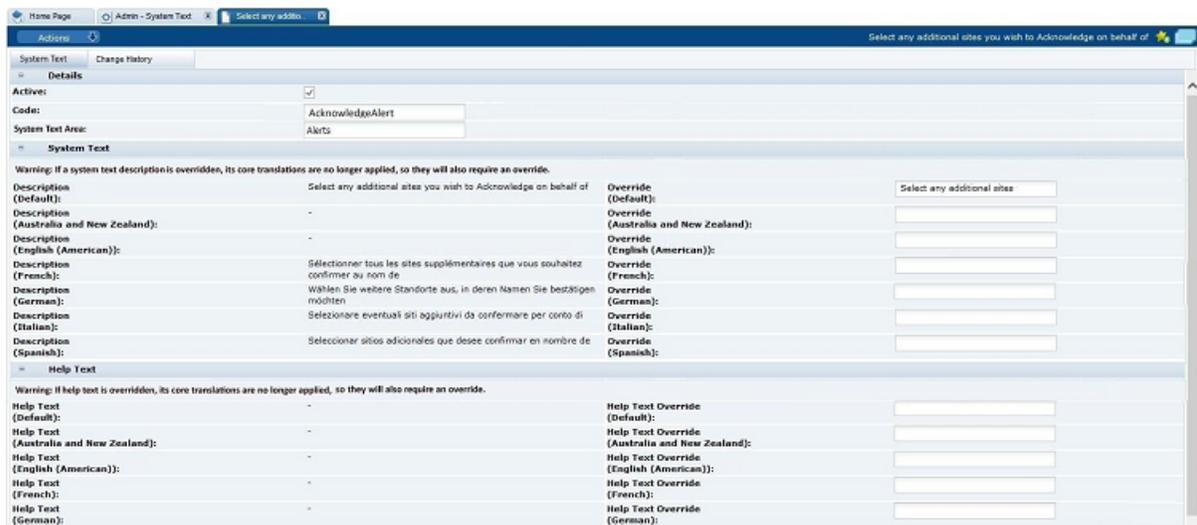
1. Select the New action. The New System Text tab appears.

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**Note:** The actions to add and delete System Text items will usually only be used when new Custom Fields are being added to the portal.

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Figure 1-8 System Text Details Page



2. In the Details section, set the following values:

- Active - check the box to activate this item.
- Code - enter an identity code for the item.
- System Text Area - the area of the system that this item relates to.

The System Text and Help Text sections are arranged with the core default text on the left hand side, which cannot be edited, and the custom overrides on the right. If the override is left blank, the core default text will be used. The fields are repeated for each of the portal's supported languages. If an override is subsequently removed, the system will revert to using the core system text.

---

**Note:** If the core default language system text description or help text has an override applied, the associated core translation value is no longer applied as it is assumed the translation is no longer valid. An override translation must be created where translations are required.

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3. In the System Text section, set the following values:
  - Description - the core default system text.
  - Override - the custom text to override the core default value.
4. In the Help Text section, set the following values:
  - Help Text - the core default help text.
  - Help Text Override - the custom help text to override the core default value.
5. Select the Save action.
6. Select the Reload System Text action from the System Text page to apply the changes to the portal.

## System Text Imports

The System Text page includes the option to import system text changes as an alternative to manually editing the individual system text item. Used in conjunction with the System Text Export option, the import allows exported files of system text to be edited offline with a text editor prior to being imported back in through a single action.

Selecting this option presents a list view showing previous imports.

**Figure 1–9 System Text Imports Page**

Version	Created By	Created On	Comments
1	Super User	04/01/16 12:22	New Translations

To view the details of a previous import, select a row and then select the View action. The row opens in read mode. For an example of the content this page, see [Figure 1–13](#).

To perform a new import:

1. Select the Import System Text action. The Import System Text dialog box appears.

**Figure 1–10 Import System Text Dialog Box**

- a. Click Browse to select an individual text file (or a ZIP file containing multiple text files) to import.
- b. Choose to either automatically apply the system text to the application on completion of the import, or to manually apply it through the Reload System Text action. The manual option will typically be used where a series of system text changes are being imported and are to then be applied simultaneously.
- c. Enter a comment to describe the changes being imported. This is a mandatory field.
- d. Click **Ok**.

---

**Note:** The import file must be a text file with the extension `.translation`.

Any special characters must be UTF-8 encoded.

The file may contain blank rows or comments (rows that start with #); they will simply be ignored by the import process.

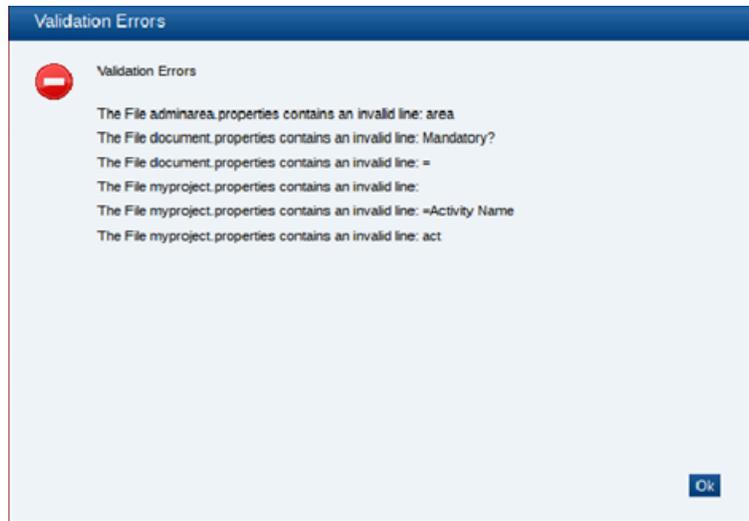
For further details of the file layout, see ["System Text Exports."](#)

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2. If the `"\u"` ASCII character escape sequence prefix is encountered in the file, indicating the presence of special characters that have not been UTF-8 encoded, the following message is displayed with the option to continue or cancel:

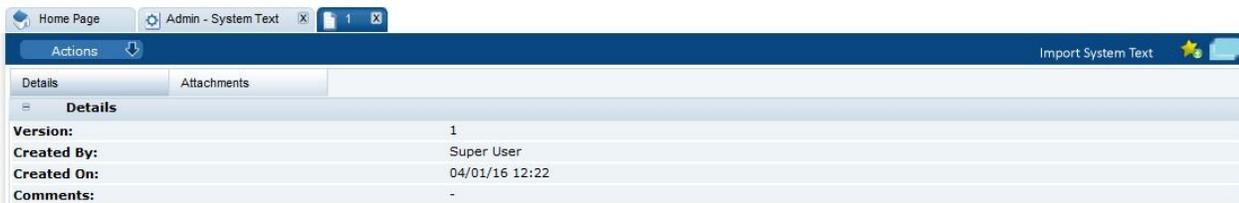
**Figure 1–11 Import System Text Warning Dialog Box**

3. To continue the import, click **Ok**. To return to the System Text page, click **Cancel**.
4. If errors are encountered the following dialog box appears:

**Figure 1–12 Import System Text Errors Dialog Box**

If no errors are encountered the system text is imported and a row is added to the System Text Import page.

5. To view the details of the import, select the row in the System Text Import page and then select the View action. The row opens in read mode.

**Figure 1–13 System Text Import Details Page**

6. In the Details section (all fields are read-only):
  - Version - this is automatically incremented for each import.
  - Created By - the name of the person who submitted the import.
  - Created On - the date and time of the import.
  - Comments - the comments that were entered when the import was run.

A copy of the imported file is automatically stored in the Attachments section.
7. If the option was selected to manually apply the changes, click the Reload System Text action when ready for the text to be applied to the portal.

System text records cannot be deleted.

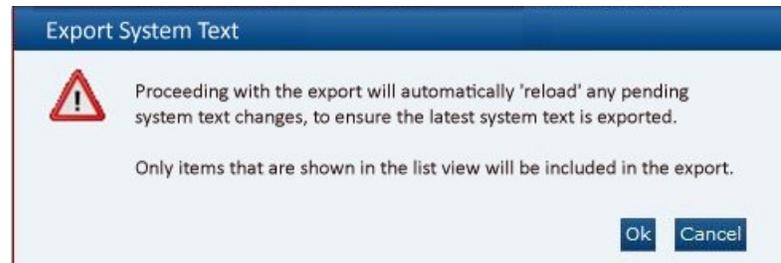
## System Text Exports

The System Text page includes the option to download system text files to your PC for offline editing prior to importing the changes back into the portal.

To perform an export:

1. Select the Export System Text action. The Export System Text dialog box appears, explaining that the Reload System Text action will automatically run as part of the export to ensure any outstanding updates are first applied.

**Figure 1–14 Export System Text Dialog Box**



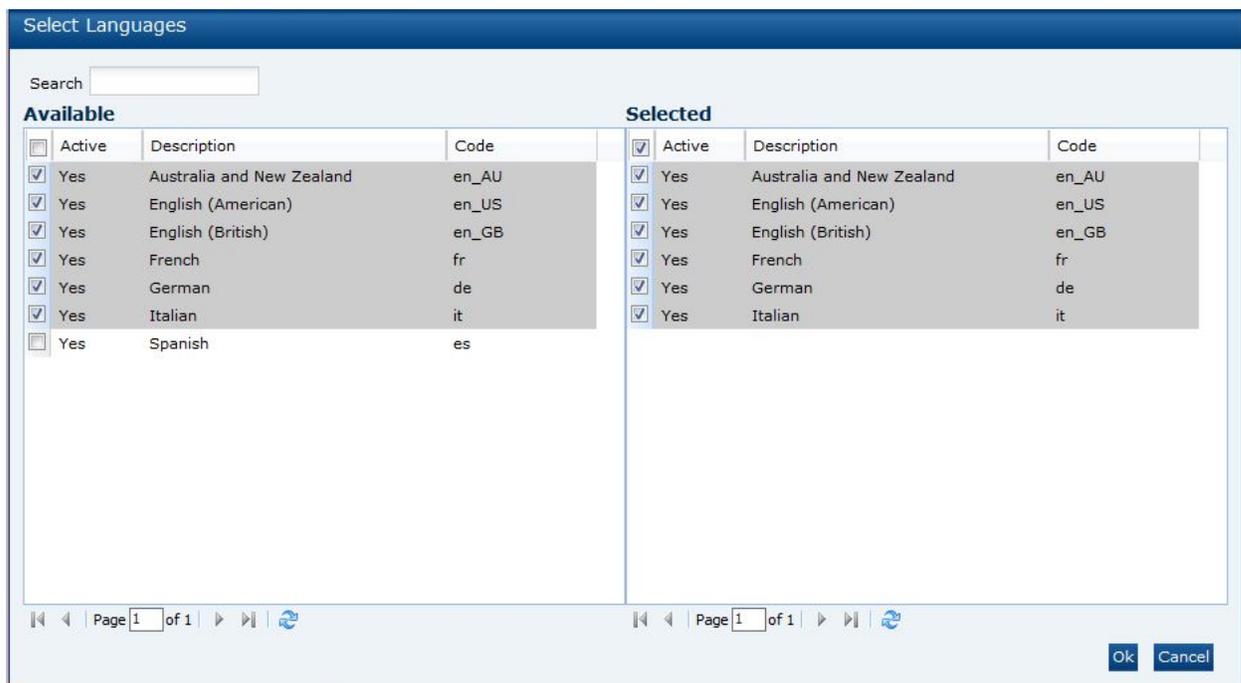

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**Note:** The export is based on the contents of the System Text page. Filter the list view using the quick or advanced search to contain the required system text items to be included. If no languages are selected, the export file will be empty.

---

2. Click **Ok**. The System Text Export Languages dialog box appears, with all the active languages selected.

**Figure 1–15 System Text Export Select Languages Dialog Box**



3. Select the required languages to be included in the export and click **Ok**. A ZIP file is created containing the individual translation text files for the selected system text items and languages.
4. To save to a local location from which to open the text file, select Save or Save As.

The file is a text file with the `.translation` extension which can be opened and edited using any UTF-8 compliant text editor, such as Microsoft WordPad.

The file contains the current text value/description as it appears within the system. If a custom override has been set, that will be the value; otherwise the value will be the core default value. If a value is removed/ blanked and reloaded, the system will revert to showing the core default value. Each item is prefixed with its unique identity code, for example, the Oracle Login page contains a login field and a page title; if the system text of these items are "Log In" and "Oracle UK Login" respectively, they would appear in the file as:

```
oracle.loginPage.login=Log In
oracle.loginPage.loginPageTitle=Oracle UK Login
```

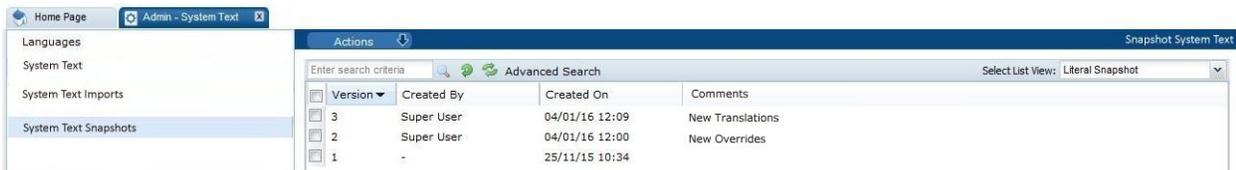
The file names are based on the system text area, with the language code appended, separated by underscore (for example, `Audits_de.translation`).

## System Text Snapshots

The System Text page includes the option to take a copy of system text files prior to changes being made. This is similar to the export option, and if necessary, the snapshot files can be imported back into the system in order to regress changes back to a prior state.

Selecting this option presents a list view showing previous snapshots.

**Figure 1–16 System Text Snapshots Page**

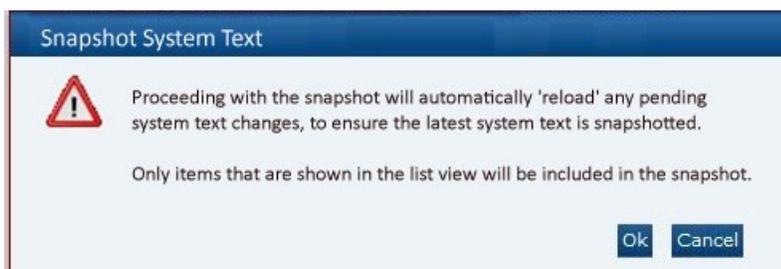


To view the details of a previous snapshot, select a row and then select the View action. The row opens in read mode. For an example of this page, see [Figure 1–19](#).

To create a new snapshot:

1. Select the Snapshot System Text action. The Snapshot System Text dialog box appears, explaining that the Reload System Text action will automatically run as part of the snapshot to ensure any outstanding updates are first applied.

**Figure 1–17 Snapshot System Text Dialog Box**



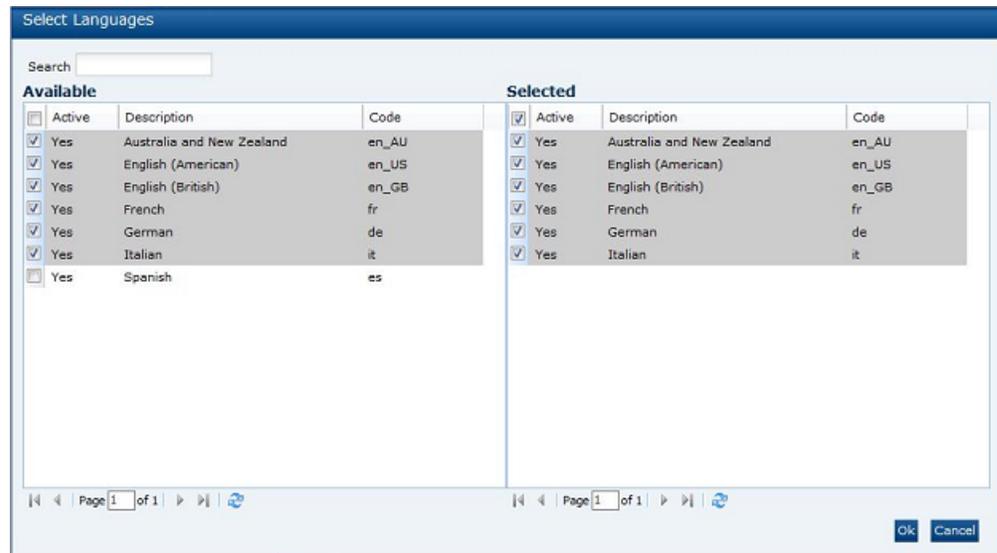
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**Note:** The snapshot is based on the contents of the System Text page. Filter the list view using the quick or advanced search to contain the required system text items to be included.

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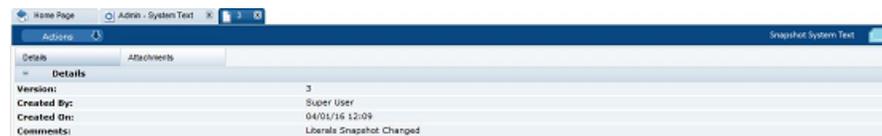
- Click **Ok**. The System Text Snapshot Languages dialog box appears, with all the active languages selected.

**Figure 1–18 System Text Snapshot Select Languages Dialog Box**



- Select the required languages to be included in the snapshot and click **Ok**. A ZIP file is created containing the individual translation text files for the selected system text items and languages and a row is added to the System Text Snapshots page.
- To edit the details of the import, select the row in the System Text Snapshots page and then select the Edit action. The row opens in edit mode.

**Figure 1–19 System Text Snapshot Details Page**



- In the Details section (all fields except Comments are read-only):
  - Version - this is automatically incremented for each snapshot.
  - Created By - the name of the person who submitted the snapshot.
  - Created On - the date and time of the snapshot.
  - Comments - this is the only editable field.

The snapshot ZIP file is automatically stored in the Attachments section.

To delete a System Text Snapshot, select a row and then select the Edit action. The row opens in edit mode. Select the Delete action.

## Legacy System Text

Selecting this option presents a list of the system text spreadsheets that were used in a prior version of the portal which used spreadsheets to manage the system text; although now redundant, the spreadsheets are retained for reference purposes.

To view a legacy system text spreadsheet:

1. Select the row in the list view and click Download Selected.

**Figure 1–20 Legacy System Text Page**

Download Selected		Remove Selected			
Active? ↕	Area	Version	Last Processed On	Last Processed By	Comments
false	UserDefinedFields	1	2015-05-20T10:21:36.000+01:00	SYSTEM	
false	Specification	6	2015-08-27T16:26:00.000+01:00	Super User	AR Test 4
false	Specification	5	2015-08-27T16:13:23.000+01:00	Super User	AR Test 3
false	Specification	4	2015-08-27T16:05:43.000+01:00	Super User	AR Test 2
false	Specification	3	2015-08-27T15:58:08.000+01:00	Super User	AR Test 1
false	Specification	2	2015-08-27T15:44:50.000+01:00	Super User	DB 1.10 additions
false	Specification	1	2015-05-20T10:19:34.000+01:00	SYSTEM	
false	PackCopyReport	1	2015-05-20T10:17:12.000+01:00	SYSTEM	
false	Alerts	1	2015-04-13T21:35:32.000+01:00	SYSTEM	
false	Admin	1	2015-05-20T10:11:11.000+01:00	SYSTEM	

2. To save to a local location from which to open the spreadsheet, select Save or Save As.

To delete a legacy system text spreadsheet, select a row and click Remove Selected.

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## Managing User Access

This chapter describes how user access to Oracle Retail Brand Compliance Management Cloud Service is managed. Retailer users who are assigned the User Administrator Authority Profile can create and edit users.

The following topics are covered in this chapter:

- [Overview of User Security](#)
- [Managing User Roles](#)
- [Managing Users](#)
- [Managing External Systems](#)
- [System Parameters](#)

### Overview of User Security

Following are the components of user security for Oracle Retail Brand Compliance Management Cloud Service:

- Access rights are defined in the Permissions Rules spreadsheet.
- Authority Profiles are grouped into Authority Profile Groups.
- A role is comprised of Authority Profiles which assign the access rights.
- A user is assigned roles.
- A user may also be assigned individual Authority Profiles.

The system differentiates between internal (retailer) users and external (supplier) users, and controls the respective access to data and functionality based on implicit rules and configurable permissions rules. The permissions and implicit rules are applied wherever data or functionality is accessed: access to records, contents of list views and embedded lists, pick-list contents, wizard screens, and so on.

### Implicit Rules

The system has a set of hard-coded rules that control fundamental access to data and functionality, such as, a supplier can only access their own data and the retailer has visibility to all suppliers' data.

### Permissions Rules

The actual rules for each Authority Profile's access to the system (create, read, update, delete) are defined in the Permission Rules spreadsheet. The permissions can be

defined at record, page, field-set, or field level, allowing access to be granted to entire records down to a more granular field-level where necessary. The permissions are also applied to grant access to menu options and actions, and can be set to take records' status into account.

Retailer users with the Oracle Authorized Administrator authority profile have access to the Permissions option within the Admin - Roles & Permissions menu.

### Amending Permissions

The Permissions spreadsheet can be amended using the following steps:

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**Note:** It is recommended that Oracle be consulted before making changes to the Permissions spreadsheet.

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1. Open the Roles & Permissions / Permissions page in the Admin area.
2. Select the active permission row in the list view.
3. Click **Download Spreadsheet** and save the XLS file locally.
4. Edit the Permissions.XLS file using a spreadsheet editor such as Excel and save the changes.

The spreadsheet is organized with a separate tab for each record type. Each page contains the following columns:

- **Authority Profile** - This is the grouping for which the access rights are provided. Authority Profiles are assigned to users, either grouped together as Roles, or individually. They collectively grant the user the appropriate level of access to the system. This column must contain an entry that is present in the Authority Profiles glossary. The remaining columns specify the profile's access rights for the type of record.
- **Menu Option** and **Sub Menu Option** - These columns are used to assign access rights to menu options and sub menu options.
- **Action** - This column is used to assign access rights to actions such as buttons or table actions.
- **Record** - This column identifies the record that the permission rule applies to.
- **Page, Field Set, and Field** - These columns identify individual pages, field sets, or fields within the page which are to have access rights that differ to the overall level of access to the record. For example, an Authority Profile may be assigned edit access to a record in general, but specific pages, field sets, or individual fields may be overridden to have read-only access.
- **Status (Record and Parent Record)** - This column can be used to apply rules specific to the status of the record and/or its parent record.
- **User Mode** - This column can be used to apply a separate set of rules for a restricted level of access. It will usually be set to NORMAL.
- **Access Level** - This column defines the level of access to be granted. The options are:
  - **R** - Read: Read-only access (also allows the Print action where the option is available).
  - **W** - Write: Write access (also assumes Read access).

- **C** - Create: Ability to create a new record (also assumes Read and Write access).
  - **D** - Delete: Ability to delete a record (also assumes Read and Write access).
  - **F** - Full Access: Full access to a record (Read, Write, Create, and Delete access).
  - **N** - No Access: No access to the record, item, or action.
  - **Y** - Access Permitted: Ability to access an action.
5. Click **Upload Permissions Spreadsheet** and locate the spreadsheet. Add a comment and click **Ok**.
  6. Select the uploaded entry in the list view and click **Process Selected**. The permission changes will become effective to users the next time they log in.

### Setting Permissions for Product Records

An example of using the configurable Permissions rules to apply specific access rights to a certain type of user is where it may be desirable to prevent Supplier users from creating new Product Records, and restricting which fields they may edit within the record:

- The permission rules have to be set up separately for Produce and non-Produce Product Records. An override approach, where a rule might be set up for all specification types and then overridden for Produce, has not been adopted because of the complexities of resolving rule precedence in the Authority Profile hierarchy.
- If permissions for the Produce Product Records need to be the same as for non-Produce Product Records, duplicate the Action and Field Access rows in the Product sheet of the permissions spreadsheet:
  1. Copy all of the rows with an entry in the Record column (column F). Rows where this column is blank can be ignored because they define list view menu options which do not check the state of the record, and therefore Produce or Non-Produce is an irrelevance.
  2. Update the Record column (column F) by prefixing the values with "Produce " or "Produce\_" or "PRODUCE " accordingly; the case does not matter.
- If permissions for the Produce Product Records differ from the non-Produce permissions, set them up as required, but ensure that all Action and Field Access rows, as set up for non-Produce Product Records, are accounted for:
  - For example, to configure the Permissions spreadsheet so that specific fields in the non-Produce Product Record are read-only for supplier users (those with the Supplier Product Editor authority profile):

	A	B	C	D	E	F	G	H	I	J	K	L	M
	Record	Authority Profile	Option	Action	Record	Page	Field Set	Field	Record	Parent Record	User Mode	Access Level	
3	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	details	title			NORMAL	R	
4	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	details	projectName			NORMAL	R	
5	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	details	externalSystemStatus			NORMAL	R	
6	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	details	quantity			NORMAL	R	
7	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	details	retailerProductNumber			NORMAL	R	
8	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	details	site			NORMAL	R	
9	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	details	specTypeFormat			NORMAL	R	
10	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	details	leadBusinessCategory			NORMAL	R	
11	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	details	businessCategory			NORMAL	R	
12	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	details	countryWhereSold			NORMAL	R	
13	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	details	projectName			NORMAL	R	
14	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	contacts				NORMAL	R	
15	Product	SUPPLIER PRODUCT EDITOR			ProductRecord	productRecordDetails	benchmark				NORMAL	R	

- Or to configure the Permissions spreadsheet so that specific fields in the Produce Product Record are read-only for retailer users (those with the Retailer Product Editor authority profile):

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Functionality					Data			Status				
2	Record	Authority Profile	Options	Action	Record	Page	Field Set	Field	Record	Parent	Record	User Mode	Access Level
3	Product	Retailer Product Editor			Produce Product Record							NORMAL	F
4	Product	Retailer Product Editor			Produce Product Record	additionalSupplierInfoPage	secondarySites					NORMAL	R
5	Product	Retailer Product Editor			Produce Product Record	additionalSupplierInfoPage	supplierContacts					NORMAL	R
6	Product	Retailer Product Editor			Produce Product Record	additionalSupplierInfoPage	postHarvestTreatments					NORMAL	R
7	Product	Retailer Product Editor			Produce Product Record	additionalSupplierInfoPage	growerListDetails					NORMAL	R
8	Product	Retailer Product Editor			Produce Product Record	additionalSupplierInfoPage	processControlsDetails					NORMAL	R
9	Product	Retailer Product Editor			Produce Product Record	additionalSupplierInfoPage	countriesOfOrigin					NORMAL	R
10	Product	Retailer Product Editor			Produce Product Record	additionalSupplierInfoPage	allergenInformation					NORMAL	R
11	Product	Retailer Product Editor			Produce Product Record	additionalSupplierInfoPage	packagingDetails					NORMAL	R
12	Product	Retailer Product Editor			Produce Product Record	additionalSupplierInfoPage		additionalSupplierInformationAttachments				NORMAL	R

## Authority Profiles

Authority Profiles are the lowest form of control over functionality. Authority Profiles are sets of permissions that together set a level of access to specific areas of the application, both data and functionality, and can be set at the function, record, page, field-set, or field level. The permissions for each Authority Profile are defined in the Permissions Rules spreadsheet.

Each Authority Profile record has a unique name, unique code, and a mandatory default description. A description can also be provided for each of the supported languages. The system comes with default sets of retailer and supplier authority profiles.

An Authority Profile record also includes a field called "Control" which can be used to describe what the authority profile does. This becomes useful to an Administrator when using the Display effective permissions button within a user record because, as the cursor hovers over an Authority Profile within the dialog box, a tool tip will display whatever has been entered in the Control field. As text for the field can be entered in all supported languages for the portal, the system will be able to show the text in the language of the user using the system.

One or more Authority Profiles are assigned to a role to define its access rights. This enables new roles to be introduced without having to change the Permissions Rules spreadsheet.

The following are examples of Authority Profiles:

- Configuration Editor
- Audit Administrator
- News Administrator
- Library Reader

### Authority Profile Groups

Authority profiles are grouped to set an order of precedence so that if a user has a number of conflicting authority profiles, such as Audit Reader and Audit Editor, the user is always assigned the highest level of access.

For example, the Product Technologist role may contain the News Reader authority profile as standard. If a particular Product Technologist user is granted the News Administrator role to give the user the rights to also publish news items, there would be a resulting clash between News Reader and News Administrator when the system determines the permissions. Authority profile groups therefore facilitate giving the News Administrator precedence over News Reader.

Retailer users with the Oracle Authorized Administrator authority profile have access to the Authority Profile Groups option within the Admin - Roles & Permissions menu.

## Roles

Roles are constructed from Authority Profiles that define different levels of access to data and functionality within each area of the system, such as, Audit Reader, Audit Editor, and News Administrator. Users may also be assigned individual additional Authority Profiles to grant them specific privileges, such as granting a particular Product Technologist the ability to publish news items.

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**Note:** If a user is assigned individual additional authority profiles, the user's overall access to the system also takes into account the authority profiles associated to any roles the user has been assigned.

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A user role is made up of one or more authority profiles. Each role has a unique name and a list of authority profiles. A role has a predefined level of access to the system determined by its associated Authority Profiles.

Each user is assigned one or more roles appropriate to that user's use of the system. Roles are configurable and a number of standard roles are supplied with the system for the common types of user, such as, Product Technologist. These may then be amended to reflect retailer-specific terminology or business processes as required. Any number of additional roles can be created to enable alternative types of users.

Roles are user classifications that relate to a job title, such as:

- Product Technologist
- Assistant Technologist
- Product Development Manager

Roles can be created to build common variants, for example, a Trainee Assistant Technologist where the level of access is restricted to read-only.

### Common User Roles

The system comes with a predefined set of common user roles which can then be amended or extended as necessary. [Table 2-1](#) describes the internal roles.

**Table 2-1 Internal (Retailer) Roles**

Role Name	Description
Account Administrator	Enables access to orders generated from the supplier registration process.
Assistant Technologist	Enables the user to work with Product Technologists and perform some tasks on their behalf. Therefore, the user by default has the same level of access as a Product Technologist.
Auditor	May be internal (retailer) or external (third-party audit house/certification body) users. The users carry out supplier site audits on behalf of the retailer, so the users can create and complete audits and visits.
Buyer	Enables access to supplier information. The level of access is generally restricted to read-only, such as read access to supplier details.
Laboratory	External users. Initially just basic access to news and documents.
Power User	Allows the configuration of product specification mandatory fields and field locking rules.

**Table 2–1 (Cont.) Internal (Retailer) Roles**

<b>Role Name</b>	<b>Description</b>
Product Development Manager	Involved in the early stages of the product's lifecycle. The level of access is generally restricted to read-only.
Product Technologist	Main users of the system. These users have access to most areas of the system and work in collaboration with the suppliers of products, carrying out site visits and audits.
Project Administrator	Enables the configuration of templates for projects and their activities.
Project Manager	Enables the creation and management of projects.
Retailer Supplier Administrator	Can be given to a retailer user to enable the user to edit the name, address, and contact details of supplier and site accounts.
Site Inspector	Initially, just basic access to news and documents. The user eventually accesses product information for quality assurance purposes.
Surveillance Laboratory User	Given to external testing laboratory users to allow them to access the portal for the upload of test results, and to run predefined reports.
System Administrator	Provides access to the configuration and administration features.

Each supplier has their own account within the system, comprising a single supplier (head office) record plus a site record for each of their manufacturing or packing locations. Supplier users have their own individual user accounts. Supplier users are either a supplier level user associated to the head office and all its sites, or a site level user associated to one or more sites within the organization and may be granted administration rights. [Table 2–2](#) describes the external roles.

**Table 2–2 External (Supplier or Site) Roles**

<b>Role Name</b>	<b>Description</b>
Supplier Administrator	A supplier level user with permission to administer supplier and site users and addresses and contacts, that is, Supplier and Site records and their Contacts.
Supplier User	A supplier level user with access to all sites for that supplier including any new sites that are created. This user type can be a contact for the supplier and for any site.
Site Administrator	A site level user with permission to administer site users for their sites only and address and contacts for those sites they have access to, that is, Site Records and their contacts.
Site User	A site level user with access to specified sites. As new sites are added, they do not have access to those sites unless specifically granted by an administrator. They can be a site contact, but not a supplier contact.

## Users

Each user of the system is assigned an individual password-protected user account identified by a personal user name and email address. Most transactions made within the system are recorded in time-stamped audit trail logs, identifying the user responsible for the transaction.

Designated administrators, within the retailer and supplier organizations, create and manage their users and access rights. Individual users can then maintain their own contact details, preference settings, and passwords.

User records are assigned one or more roles to set their default level of access. Authority Profiles can also be assigned directly to a user to give them specific access rights.

The User record includes flags to control whether the user is to appear in the drop-down lists of Product Technologist, Assistant Technologists, Auditors, and so on.

## IDCS Integration for Authentication

From release 18.2, the authentication of user and external system identity for access to Oracle Retail Brand Compliance Management Cloud Service is managed by Oracle's Identity Cloud Service (IDCS) identity management service. This strategic initiative is a move towards most Oracle Retail Cloud Service applications using IDCS for authentication, thus paving the way for single sign-on across the product range. In the meantime, Brand Compliance will implement IDCS as a standalone means of identity authentication.

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**Note:** When IDCS integration is implemented, it becomes the sole means of authentication for users and external systems. In the event of the IDCS tenant not being available to perform authentication, access to Brand Compliance will not be permitted.

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The key features of the IDCS authentication for Brand Compliance are as follows:

- All users and external systems log in to Brand Compliance using an individual IDCS profile.
- Each Brand Compliance portal instance has dedicated IDCS tenants, for its production and staging/UAT environments.
- New users are created in Brand Compliance, which automatically triggers creation of an IDCS profile.
- User roles map to groups in IDCS to control users' level of access.
- All maintenance of passwords and email addresses is carried out by the user in IDCS.
- The user maintains all other account details in Brand Compliance.
- An hourly batch job automatically synchronizes changes between Brand Compliance and IDCS.
- External systems accounts, used to access the Brand Compliance APIs, are treated the same as users.

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**Note:** User documentation for IDCS can be found at the *Oracle Identity Cloud Service Help Center*:

<https://docs.oracle.com/en/cloud/paas/identity-cloud/>

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## Provisioning a New System

When a new Brand Compliance portal is implemented, the necessary IDCS tenant will be installed and configured to include an IDCS Administrator profile for the on-going administration by a retailer administrator.

Once the IDCS tenant has been configured, its environment variables will be visible in the System Parameters page.

## Migration of Users

When provisioning a new Brand Compliance portal, a migration process can be used to automatically create the IDCS profiles. This facility allows accounts to be provisionally created in Brand Compliance, then enabled as part of the launch. External System accounts are also migrated.

The key features of the migration tool are as follows:

- The migration tool is run by Oracle Application Management Services (AMS) as part of the portal upgrade process. It may be run multiple times during the deployment.
- All Brand Compliance users and external systems have an IDCS user profile created (excluding the Root user account, and any without a valid email address).
- The login id becomes the unique reference that links the Brand Compliance and IDCS accounts.
- Users are assigned to the appropriate IDCS access control groups based on their Brand Compliance access rights.

The core set of roles is as follows:

RETAILER_ROLE	RGBU_BCCS_%s_Retailer
EXTERNAL_SYSTEM_ROLE	RGBU_BCCS_%s_ExternalSystem
AREA_ROLE	RGBU_BCCS_%s_Retailer_%s
SUPPLIER_ROLE	RGBU_BCCS_%s_Supplier]
ARTWORK_ROLE	RGBU_BCCS_%s_Artwork
REPORTING_ADMIN_ROLE	RGBU_BCCS_%s_Reports_Admin
REPORTING_READER_ROLE	RGBU_BCCS_%s_Reports_Reader
REPORTING_USER_ROLE	RGBU_BCCS_%s_Reports_User
TEST_ROLE	RGBU_BCCS_%s_Test
TEST_AREA_ROLE	RGBU_BCCS_%s_Test_%s

- The migration process can create IDCS profiles at either activated or deactivated status. The flag in Brand Compliance that disables the login has no effect on the IDCS profile, however access to Brand Compliance is prevented if the account has been set as disabled.
- During the migration, the automated emailing of notifications to new users from IDCS will be temporarily disabled, to prevent users attempting to access prior to launch. The notification emails may be manually sent from IDCS, post migration.
- After migration, the client administrator user has the ability to configure and enable/disable the individual IDCS email templates.

- Once the portal is deployed, creating a new user in Brand Compliance will trigger the automatic creation of a corresponding IDCS profile. An hourly scheduled job thereafter synchronizes any changes to email address or user roles.
- The migration tool can also be used to create the IDCS user profiles when refreshing a staging/UAT environment with data from the production environment.

As the linking of the Brand Compliance accounts to their IDCS profiles is by the login id, when a portal's staging/UAT environment has its data refreshed with that from another environment, accounts that have a corresponding profile in the staging/UAT environment's IDCS tenant should authenticate without the need to create new profiles. Otherwise new accounts will need to be created in Brand Compliance, which will automatically create the corresponding IDCS profiles.

For more information, see [Appendix B, "Appendix: Provisioning a New System with IDCS."](#)

## Managing Authority Profiles

The descriptions in the supported languages can be changed for the Authority Profiles. Select Authority Profiles from the left pane. The Authority Panels page opens. Select the Edit action. The page opens in edit mode. Make any changes and save the updates.

## Managing User Roles

Select User Roles in the left panel. The List Roles page opens. For each role, the code, user type (Retailer, Site, Supplier), and description is shown.

## Adding a User Role

To add a new user role:

1. Select the New User Role action. The Role Details page appears.

**Figure 2–1** *New User Role Page*

The screenshot shows a web browser window with three tabs: Home Page, Admin - Roles &..., and New User Role. The 'New User Role' tab is active, displaying a form titled 'Role Details' with two sub-tabs: 'Role Details' and 'Attachments'. The 'Role Details' sub-tab is selected, showing a 'Details' section with the following fields:

- Code:** A text input field with a red asterisk indicating it is required.
- User Type:** A dropdown menu currently set to 'Retailer'.
- Description (Default):** A text input field with a red asterisk.
- Description (Australia and New Zealand):** A text input field.
- Description (English (American)):** A text input field.
- Description (French):** A text input field.
- Description (German):** A text input field.
- Description (Italian):** A text input field.
- Description (Spanish):** A text input field.
- Authority Profiles:** A field with a minus sign and a plus sign button.
- Grant Roles:** A field with a minus sign and a plus sign button.

2. Enter the details for the role and select the Save action.

**Table 2–3 New User Role Page Details**

Details	Description
Code	Enter a unique code for this user role. Mandatory field.
User Type	Select the type of users for which this role is intended: <ul style="list-style-type: none"> <li>■ Retailer</li> <li>■ Supplier</li> <li>■ Retailer and Supplier</li> <li>■ Site</li> </ul>
Description	Enter the description for this role in the supported languages. The description for the default language is mandatory
Authority Profiles	Click the icon and select the Authority Profiles that define this role.
Grant Roles	Click the icon and select the roles that a user assigned this new role can assign to other users.

## Editing a User Role

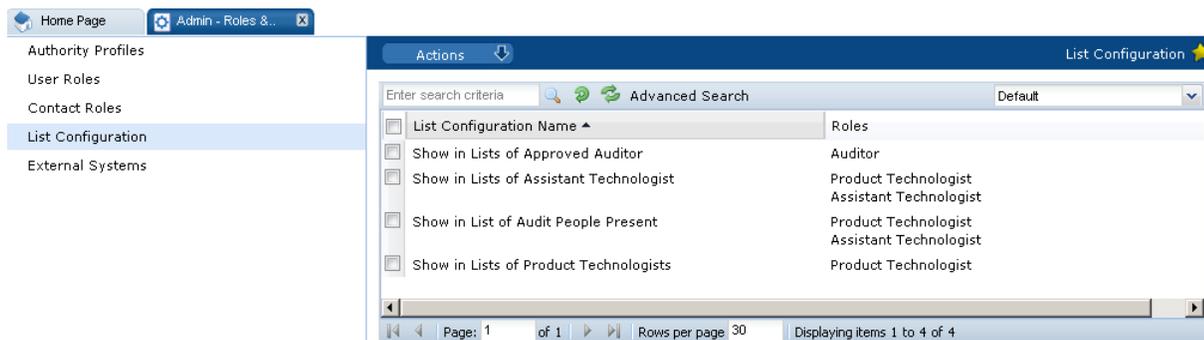
Select the role and select the Edit action. The Role Details are displayed in edit mode. The Code, User Type, and Default Description, and any descriptions entered for a supported language cannot be edited. Descriptions for additional languages can be added.

## List Configuration

List configuration enables the auto-selection of users into a list. These lists can be filled with the names of users that have the selected roles for the list.

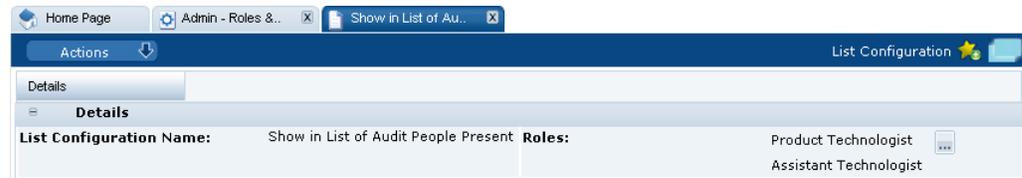
Select the List Configuration option in the left pane. The List Configuration page opens.

**Figure 2–2 List Configuration Page**

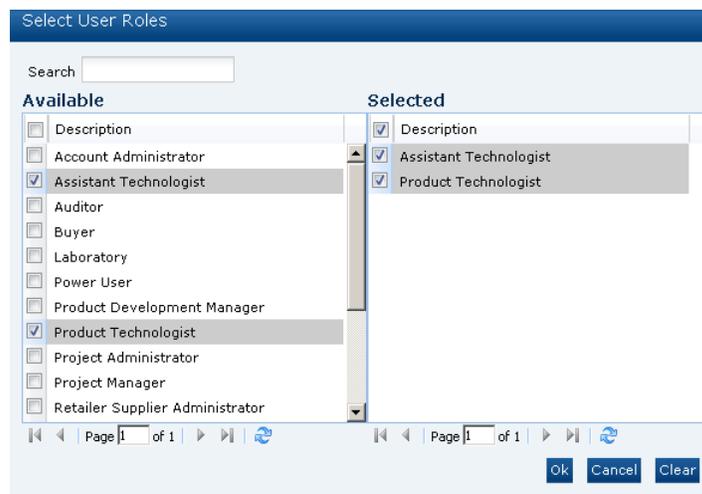


For each list configuration, the roles assigned for that list are shown.

To edit a list configuration, select the entry and then the Edit action. The Details page for the selected list appears.

**Figure 2-3 List Configuration Details Page**

Select the icon in the Roles panel to see the list of available roles. The Select User Roles dialog box appears. Select the roles you want for this list configuration and select **Ok**.

**Figure 2-4 Select User Roles Dialog Box**

## Managing Contact Roles

To access contact roles, select the Contact Roles option in the left pane. The Contact Roles page opens. For each contact role, the description is shown and a column for each of the following with a Yes/No status for each role:

- Is Supplier Role?
- Is Mandatory Supplier Role?
- Is Site Role?
- Is Mandatory Site Role?

## Adding a Contact Role

To add a new contact role:

1. Select the New Contact Role action. The New Contact Role page opens.

**Figure 2–5 New Contact Role Page**

The screenshot shows the 'New Contact Role' page with the following fields and options:

- Code:** A text input field with a red asterisk indicating it is mandatory.
- Description (Default):** A text input field with a red asterisk and a dropdown arrow.
- Description (Australia and New Zealand):** A text input field with a dropdown arrow.
- Description (English (American)):** A text input field with a dropdown arrow.
- Description (French):** A text input field with a dropdown arrow.
- Description (German):** A text input field with a dropdown arrow.
- Description (Italian):** A text input field with a dropdown arrow.
- Description (Spanish):** A text input field with a dropdown arrow.
- Supplier Level:** A checkbox.
- Supplier Level Mandatory:** A checkbox.
- Mandatory Supplier Types:** A dropdown menu with a selection icon.
- Site Level:** A checkbox.
- Site Level Mandatory:** A checkbox.
- Mandatory Site Types:** A dropdown menu with a selection icon.

2. Enter the details and select the Save action.

**Table 2–4 New Contact Role Page Details**

Details	Description
Code	Enter a unique code for this user role. Mandatory field.
Description	Enter the description for this role in the supported languages. The description for the default language is mandatory.
Supplier Level	Check if this is a supplier level contact role.
Supplier Level Mandatory	Check if this is supplier level contact role is mandatory. If a role is mandatory, a contact must be assigned to that role for a supplier record to be approved. A role may also be mandatory if it is required to automatically notify the relevant users when an action is required.
Mandatory Supplier Types	Click the icon and select the mandatory supplier types for this role.
Site Level	Check if this is a site level contact role.
Site Level Mandatory	Check if this site level contact role is mandatory. If a role is mandatory, a contact must be assigned to that role for a site record to be approved. A role may also be mandatory if it is required to automatically notify the relevant users when an action is required.
Mandatory Site Types	Click the icon and select the mandatory site types for this role.

## Editing a Contact Role

To edit a contact role, select the role in the Contact Roles page and select the Edit action. The contact role record opens in edit mode in a new tab. The Code, Default Description, and any descriptions entered for a supported language cannot be edited. Descriptions for additional languages can be added.

## Managing Users

To access the users, select Users from the Company menu. The Company Users tab opens. The list of users is displayed. For each user, the user name, login ID, and email address are shown. If available, a phone number and mobile phone number are also shown.

## Creating a User

To create a new user, select the New User action. The New User page appears. [Figure 2-6](#) shows the format of the page when a retailer user is being created. [Figure 2-7](#) shows the format when a supplier user is being created.

**Figure 2-6** New User Page for a Retailer User

Enter the information in the following sections for the new retailer user:

- **Details**
  - The Name, Email, Login Id, and Language fields are mandatory.
  - Area only appears if the Restrict Access by Area system parameter has been set. Assigning a user to an Area, or Areas, limits the user's visibility of Supplier information to just those that are assigned to that Area or Areas.
- **Address**
- **Roles and Permissions:**
  - User Roles is a mandatory field.
  - If this user should appear in a list configuration, check the box.
  - Additional Authority Profiles can be selected for this user.

Clicking **Display effective permissions** shows the authority profiles that provide this user's highest level of access, based on their assigned roles and authority profiles.

**Figure 2–7 New User Page for a Supplier User**

Enter the information in the following sections for the new supplier user:

- **Details**  
The Name, Email, Login Id, and Language fields are mandatory.
- **Address**
- **Roles and Permissions**  
The list of available roles for this user is dependent on the user type selected. User Roles is a mandatory field.

Clicking **Display effective permissions** shows the authority profiles that provide this user's highest level of access, based on their assigned roles and authority profiles.

Validation will prevent the account being created if another User or External System record has the same login id. The Login Id Disabled flag has no effect on the status of the IDCS profile, however if set, it will prevent access to Brand Compliance.

Validation also ensures that the last part is at least two alphabetic characters, as required by IDCS. For example, a@b.cd is valid; a@b.c, a@b.c-d, and a@b.cd1 are invalid. Any leading or trailing spaces are automatically stripped from the email address.

Use the **Save & Exit** action to create the account (the **Save** action does not appear until the account has been created).

When the User record is saved, the creation of a corresponding IDCS profile is triggered (see "[Synchronization with IDCS](#)"). An email message is automatically generated and sent to the user, instructing them to set the password of their IDCS profile. The administrator can resend the emails from within IDCS.

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**Note:** The user must be assigned at least one role *or* authority profile.

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## Editing a User

To edit a user, select the user on the Company Users page and select the **Edit** action.

The user record opens in edit mode in a new tab. The Login Id and Email Address cannot be changed. The user maintains their password and email address in IDCS. Changes to the Email Address and User Roles are synchronized between IDCS and Brand Compliance (see "[Synchronization with IDCS](#)").

The IDCS Profile Created flag is set if the corresponding IDCS profile has been successfully created.

Use the **Save** or **Save & Exit** action to apply the changes.

## Synchronization with IDCS

When a new user or external system is created (whether manually, as part of a bulk upload, or by the Users API), a corresponding user profile is automatically created and activated in IDCS. The IDCS profile is automatically assigned to a group that represents its Brand Compliance user role access rights.

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**Note:** Brand Compliance and IDCS use different formats for storing names: Brand Compliance has a single name field; IDCS has three separate fields. Therefore, there is no synchronization of the name fields.

When the IDCS profile is created, the First Name field is populated with the full name from Brand Compliance; the Middle Name and Last Name fields are set to blank or a dash. The user can subsequently change these in IDCS, without affecting the name in Brand Compliance.

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The user maintains their password and email address in IDCS; changes to the email address are automatically synchronized with Brand Compliance, where the email address is read-only. The rules for password strength and reuse are configured in IDCS.

The synchronization between Brand Compliance and IDCS is performed by an hourly *ORBC-IDCS User Synchronization* scheduled batch job. When the job runs, it updates the *Identity Cloud Service Last Synchronisation* timestamp system parameter.

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**Note:** The job checks for any users updated in Brand Compliance and immediately updates the user in IDCS. It also checks for user profiles updated in IDCS and, for each, submits a further batch job to update the Brand Compliance User record. If an IDCS profile was manually created before the Brand Compliance user account was created, assuming the login id is the same, the job will link to the existing IDCS profile. Users will always be initially created in Brand Compliance.

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In the event of the IDCS tenant not being accessible when a new user account is created, the IDCS profile will be subsequently created automatically on completion of the next hourly synchronization job.

If the IDCS profile is subsequently deactivated, the user will receive an email notification, and access to Brand Compliance is revoked; if reactivated, the user will receive an email notification, and access is reinstated. The user's password is unaffected by the profile being deactivated, so if reactivated, it will remain valid (subject to password expiry rules).

If a User/External System record is deleted in Brand Compliance (subject to it not having been referenced by any records), the corresponding IDCS profile is automatically deleted.

## Disabling a User

A user can be prevented from logging in the next time the user tries to log in. You must have the required permissions to be able to disable a login. To disable a user from logging in:

1. Select the user on the Company Users page.
2. Select the Edit action. A tab is opened with the user record in edit mode.
3. Check the Login id Disabled field. The field is found in the Details section. See [Figure 2-6](#).
4. Save the changes.

## Deleting a User

To delete a user:

1. Select the user in the Company Users page.
2. Select the Edit action. A tab opens with the user record in edit mode.
3. Select the Delete action. The Confirm Delete User dialog box appears.
4. Click **Ok**. If the user has enabled their account by completing the self-registration and setting their initial password, the system will not permit deletion of the account. In this case, a dialog box appears, preventing the deletion; click **Ok**.

---

---

**Note:** If deletion is not permitted, and an alternative is to deactivate the account, see "[Disabling a User](#)." You may also wish to reduce the roles and permissions to the minimum permitted.

If deletion is permitted, the corresponding IDCS profile is also deleted, automatically.

---

---

## Upload Retailer User Data

Retailer users with the Upload Administrator authority profile have access to the Upload Data option within the Admin menu for the upload of retailer users.

To upload new retailer user records:

1. Select the Import action from the Product Records List View actions menu. The Data Upload dialog box opens.

**Figure 2–8 Data Upload Dialog Box**

2. Click Browse to search for the upload file.
3. Enter any comments to describe the reason for the upload.
4. Select whether the system is to automatically send email to each newly created user on successful completion of the upload. The email will invite the user to register on the portal. The default is No, which will not send an email.
5. To upload the file, select either the **Submit** or **Submit Go to Manage Batch Jobs** action. At this point, the system will create a background job to process the spreadsheet. The spreadsheet used to upload the data will be stored within the Attachments tab of the batch job.

---

**Note:** As part of the user account creation, the corresponding IDCS user profile is automatically created and activated. The user will receive an email notification from IDCS.

Validation will prevent the user account being created if another User or External System record has the same login id.

An email will be sent to the job submitter if the data within the upload file fails validation.

---

## Download Retailer User Upload Spreadsheet

Retailer users with the Upload Administrator authority profile also have access to the option to download a blank spreadsheet.

To download the latest version of the upload spreadsheet:

1. Select the Download Blank Spreadsheet option in the Users List View menu. An operating system specific dialog box opens with the option to either open or save the file.
2. Select the save option to download the ZIP file to your desktop.

**Note:** The ZIP file contains a spreadsheet workbook with the first tab used to upload the data. The second tab contains guidance notes and the remaining tabs contain the valid glossary values.

The column heading text shown on the first tab is in the user's language. If translations are not present for the user's language in the system, the portal's default language is substituted. An asterisk (\*) will be shown in a column heading if an entry is mandatory.

## Managing External Systems

External systems can access Oracle Retail Brand Compliance Management Cloud Service through its suite of web service APIs. In order for an external system to access an API, it must be granted permission with a login ID and password. Similar to user accounts, an external system account must be created and a password assigned, along with the rules for which services may be accessed.

To access the external system options, select the System Control option from the Admin drop-down list and select External Systems in the left pane. A list of existing external system accounts appears, showing the login IDs and whether the accounts are active or disabled.

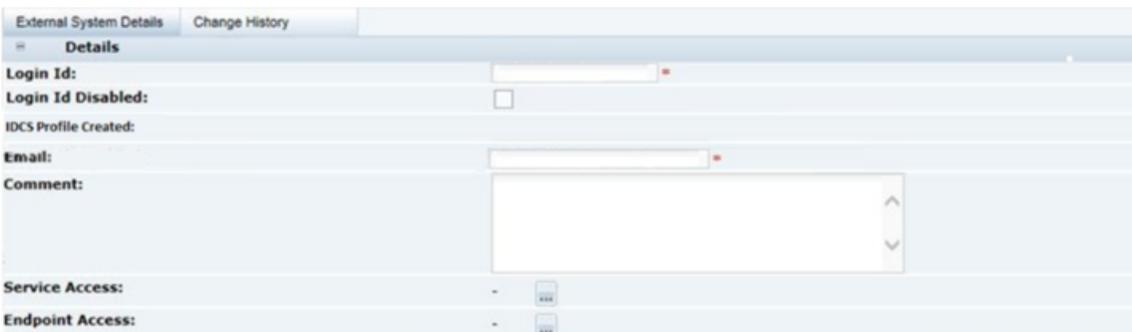
**Figure 2–9 External Systems Page**



## Creating an External System

To create a new external system, select the New External System action. The New External System page appears.

**Figure 2–10 External System Details Page**



Enter the required information for the external system:

- The Login Id is mandatory and must be unique.
- The account can be disabled by checking Login Id Disabled.

- The days before password expires will start with the system's default value.
- Additional information about the external system can be entered in the Comment field.
- Select the Services and/or the individual Endpoints the external system is to be granted access to.

The user maintains the password and email address in IDCS.

Validation will prevent the account being created if another User or External System record has the same login id. The Login Id Disabled flag has no effect on the status of the IDCS profile, but will prevent access to Brand Compliance if it is set.

Use the **Save & Exit** action to create the account (the **Save** action does not appear until the account has been created).

## Editing an External System

To edit an external system, select the external system on the External Systems page and then select the Edit action. The external system record appears in edit mode in a new tab. The Login Id and Email Address cannot be changed.

When the record is saved, the creation of a corresponding IDCS profile is triggered (see "[Synchronization with IDCS](#)"). An email message is automatically generated and sent to the associated user, instructing them to set the password of the IDCS profile. The administrator can resend the emails from within IDCS.

The IDCS Profile Created flag is set if the corresponding IDCS profile has been successfully created.

The record opens in edit mode in a new tab. The Login Id and Email Address cannot be changed. The user maintains their password and email address in IDCS. Changes to the Email Address and User Roles are synchronized between IDCS and the Brand Compliance (see "[Synchronization with IDCS](#)").

Use the **Save** or **Save & Exit** action to apply the changes.

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**Note:** As the external system's IDCS profiles are not aligned with an individual, in order to allow for their passwords to be reset, retailer User Administrator users will be assigned the IDCS User Administrator role, providing them the ability to change all users' passwords (regardless of EAC groups if the portal has the Enhanced Access Control facility applied).

Other users (including all supplier users) will only have the ability to change their own passwords.

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## Disabling an External System

An external system can be prevented from accessing Oracle Retail Brand Compliance Management Cloud Service. To disable an external system:

1. Select the external system on the External Systems page.
2. Select the Edit action. A tab is opened with the external system record in edit mode.
3. Check the Login Id Disabled checkbox.
4. Save the changes.

An alternative to disabling the account is to deselect the services and endpoints, or to deactivate the corresponding IDCS profile.

## Deleting an External System

To delete an external system:

1. Select the external system on the External Systems page.
2. Select the Edit action. A tab is opened with the external system record in edit mode.
3. Select the Delete action. The delete confirmation dialog box appears.
4. Click **Ok**. The external system and its corresponding IDCS profile are deleted.

## Expiring Passwords

The external system's password will automatically expire if it is not reset in accordance with the system parameter rules. The rules are configurable by the administrator, within IDCS.

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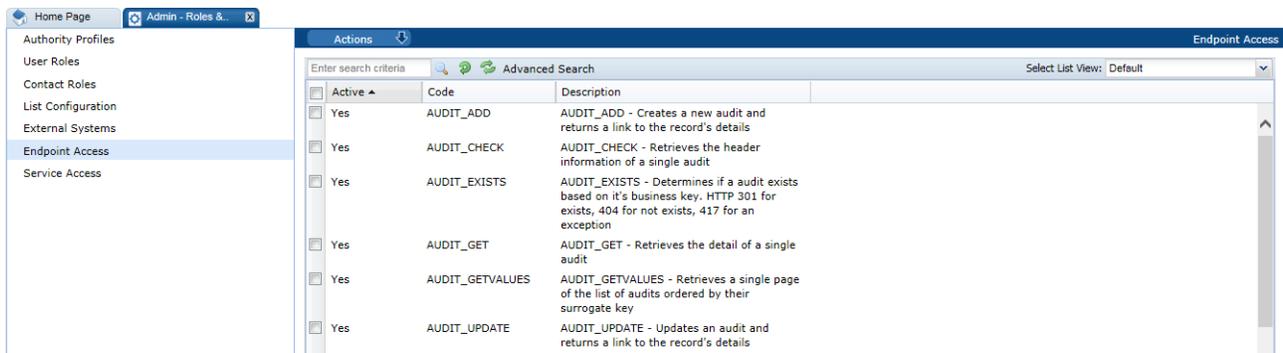
**Note:** IDCS does not issue email notification prior to a password expiring, so in order to ensure continued access to the Brand Compliance APIs, plan for the external system passwords to be changed periodically.

---

## Managing Endpoints

Endpoints define the individual methods of the web services that are available through the portal's APIs. Endpoints cannot be manually created or deleted, and should only be edited to activate or deactivate the endpoint.

**Figure 2–11** *Endpoint Access Page*



To enable or disable an endpoint:

1. Select the endpoint on the Endpoint Access page.
2. Select the Edit action. A tab opens with the endpoint record in edit mode.
3. Check the Active checkbox to activate the endpoint; un-check the checkbox to deactivate the endpoint.
4. Save the changes.

**Figure 2–12 Endpoint Access Details Page**

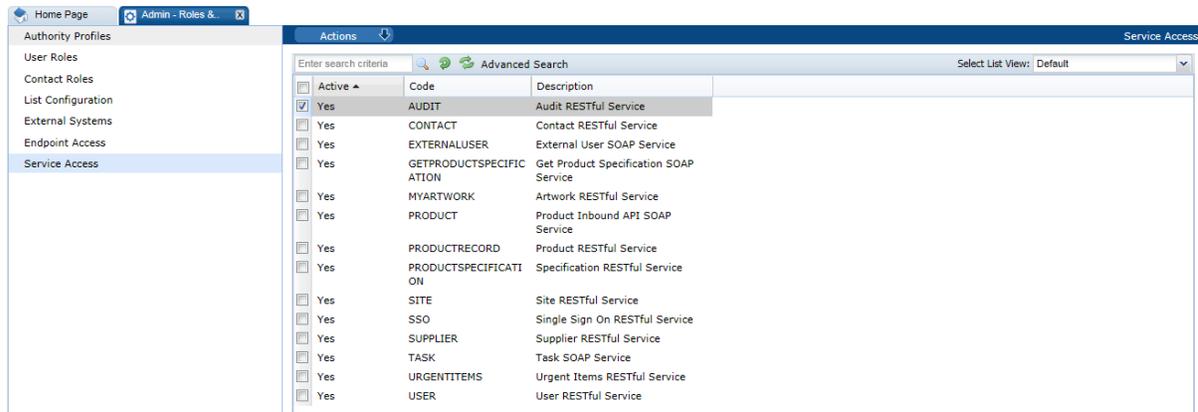


**Note:** Deactivating an endpoint prevents it from being selected as part of a service, it does not stop the endpoint being accessed in existing services. To prevent an external system accessing an endpoint, deselect the endpoint and/or service in the External System record.

## Managing Services

Services define the web services that are available as the portal's APIs. Services cannot be manually created or deleted, and will usually only be edited to activate or deactivate the service.

**Figure 2–13 Service Access Page**



To edit, disable or enable a service:

1. Select the service on the Service Access page.
2. Select the Edit action. A tab is opened with the service record in edit mode.
3. Check the Active checkbox to activate the service; un-check the checkbox to deactivate the service.
4. Select the endpoints to be made available through this service.
5. Save the changes.

**Figure 2–14 Service Access Details Page**




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**Note:** Deactivating a service prevents it from being granted to an external system, it does not stop the service being accessed where it has already been granted to an external system. To prevent an external system accessing a service, deselect the service in the External System record.

---

## System Parameters

To manage the parameters for users, select the System Control option and then System Parameters. [Table 2–5](#) describes the available parameters.

**Table 2–5 System Parameters Used to Manage Users**

Subtab	Parameter	Description
Log On	Site Details Update Reminder	Used for supplier login. Number of working days when a reminder is shown in a user’s UIM when the user has logged in. It is used to ensure that Mandatory Contact details are kept up to date on both the supplier and sites. Default is 90 days.  When the first supplier user logs in, they see an entry in the UIM drawing their attention to this. If they use the Confirm Details action, this stamps the date onto the record so that the next time a user logs in, the system checks if the current date is greater than the stamped date.
Log On	Open the system in new window	If set to Yes, the system opens in a new browser window after valid login credentials are entered. If set to No, the system opens in the current browser window.  Default is Yes.
Log On	User Ts&Cs Active	If set to Yes, a new user will have to accept the Terms and Conditions before completing login. If set to No, the user is not prompted to accept Terms and Conditions. Default is Yes.

**Table 2–5 (Cont.) System Parameters Used to Manage Users**

Subtab	Parameter	Description
Global	Default Language	<p>Determines the default language used by the system once the user is logged in. Default is English.</p> <p><b>Note:</b> Once set, the default language cannot be changed.</p>
Global	Enable user preference option for the auto refresh of list views	<p>If checked, users will have an option in their user preferences to set whether the contents of list views automatically refresh each time the user returns to it, rather than each time it is initially opened.</p> <p>If unchecked, the user will not have the preference option, and list views will only refresh when initially opened, or the Refresh action is manually selected.</p> <p>This parameter is used to reduce the amount of processing time spent on automatically refreshing list views, a potential performance overhead.</p> <p>For new installations the default is unchecked (no auto refresh); for portal upgrades, the default is checked (individual users choose to enable auto refresh).</p> <p>This is only editable by users with the Oracle Authorized Administrator authority profile.</p>
Global	Number of days to keep Web Service Logs	<p>Controls how long entries in the Web Service Log are retained for (number of days).</p> <p>A daily scheduled batch job purges any entries from the Web Service Log that are older than the specified number of days.</p> <p>The default value is 30 days.</p> <p>Only whole days can be specified (any decimals are stripped); there is no upper limit.</p> <p>If a value of zero is entered, all entries in the log will be removed each time the job is run (daily); a negative value is treated as zero.</p> <p>If no value is entered, no purging will be applied, so the log entries will be retained indefinitely.</p>
Global	Identity Cloud Service URL	<p>The URL of the IDCS tenant associated to the Brand Compliance portal.</p> <p>This read-only parameter is set when the IDCS tenant is deployed; it cannot be edited.</p>
Global	Identity Cloud Service Client ID	<p>The ID of the IDCS tenant associated to the Brand Compliance portal.</p> <p>This read-only parameter is set when the IDCS tenant is deployed; it cannot be edited.</p>
Global	Identity Cloud Service Last Synchronisation	<p>The date and time of the last synchronization of user details between Brand Compliance and its IDCS tenant.</p> <p>This read-only parameter is set when the IDCS tenant is deployed; it cannot be edited.</p>

**Table 2–5 (Cont.) System Parameters Used to Manage Users**

Subtab	Parameter	Description
Global	Identity Cloud Service Environment	The code that identifies the Brand Compliance portal environment (such as a production or staging/UAT environment) for the coding of groups within IDCS.  This read-only parameter is set when the IDCS tenant is deployed; it cannot be edited.
Global	Identity Cloud Service Brand Compliance App ID	The code that uniquely identifies the Brand Compliance portal for integration with its IDCS tenant.  This read-only parameter is set when the IDCS tenant is deployed; it cannot be edited.
Urgent Items	Show missing mandatory user details	If set to Yes, when a user logs on and if there are any mandatory user details missing from the user's user record, an entry is shown in the UIM. Default is Yes.

---

**Note:** The parameters that control the password format and strength can only be edited by the Oracle authorized Administration logon. Changing these parameters results in all users' passwords being automatically expired, forcing each user to reset their password the next time they log in.

If the password parameters are changed, the following message is displayed. Click **Ok** to continue.

A change made affects the strength of the required passwords. Click Ok to immediately Expire All User Passwords.

---



---

**Note:** The Brand Compliance timeout is not configurable, but is set to 8 hours, to match the IDCS default.

---

To manage the parameters for external systems, select the System Control option and then System Parameters. [Table 2–6](#) describes the available parameter.

**Table 2–6 System Parameter Used to Manage External Systems**

Subtab	Parameter	Description
Log On	User T's & C's Active	If set to Yes, users must accept the portal's terms and conditions when they first log on. Default is Yes.  This parameter can only be seen and maintained by users with the Oracle Authorized Administrator authority profile.

Below is an example of the use of the password expiry and grace period parameters, showing that if the expiry period is 8 days and the grace period 2 days, the password will expire at the start of the ninth day following the last reset of the password (including that day); and from the start of two days prior to the expiry day, a reminder to change the password will be issued (until the password is reset or expiry is reached).

Expiry no. days: 8 Grace period: 2

Day	1	2	3	4	5	6	7	8	9	10+
Event	Change password						00:00 User is warned that password is due to expire	→	00:00 Password Expires  Password Expired	→



## Custom Configuration

Brand owners may customize aspects of the portal. Custom fields can be used to extend records for the capture of additional data; images and styles can be overridden to apply custom branding and theming.

### Custom Fields

The layout of the custom fields depends on the different types of fields specified when the record is defined. The actual configuration of the custom fields is a portal implementation task, currently only accessible by the Brand Compliance Management Cloud Service administrator. For product specifications, custom fields can be configured per section and/or as a specific section of the specification.

Figure 3–2 shows an example of a page layout with different field types.

The Custom Fields subtab appears to the left of the Change History subtab. If a record is copied, the custom fields are copied to the new record.

If custom fields are available for a record, the Custom Fields subtab is available on the record page. Figure 3–1 shows an example of the location of the tab.

---

**Note:** There is a limitation in the configurable mandatory field rules for Product Specifications with relation to custom fields. While it is possible to apply mandatory validation to custom fields in each section of the specification, it is not possible to do so in the main Custom Fields section of the specification.

Also, it is not possible to configure mandatory field rules for the EAN Barcode and Shipping Case Code fields within the specification.

---

Figure 3–1 Custom Fields Tab

DB Test Supplier A			
Actions			
Supplier Details	Contacts	Sites	Product Records
Custom Fields	Change History	Attachments	
<b>Details</b>			
<b>Name:</b>	DB Test Supplier A		<b>Code:</b> A0002
<b>Contact Name:</b>	Supplier Admin A		<b>Email:</b> <a href="mailto:dbull@mi">dbull@mi</a>
<b>Phone:</b>	0123 456789		<b>Fax:</b> 0987 654
<b>Supplier Type:</b>	Supplier Type	*	<b>VAT Number:</b> 0987564
<b>Website:</b>	-		<b>Billing Code:</b> large
<b>Lead Business Unit:</b>	UK	*	<b>Supplier Top Grade:</b>
<b>Registered Company No:</b>	0123456789		

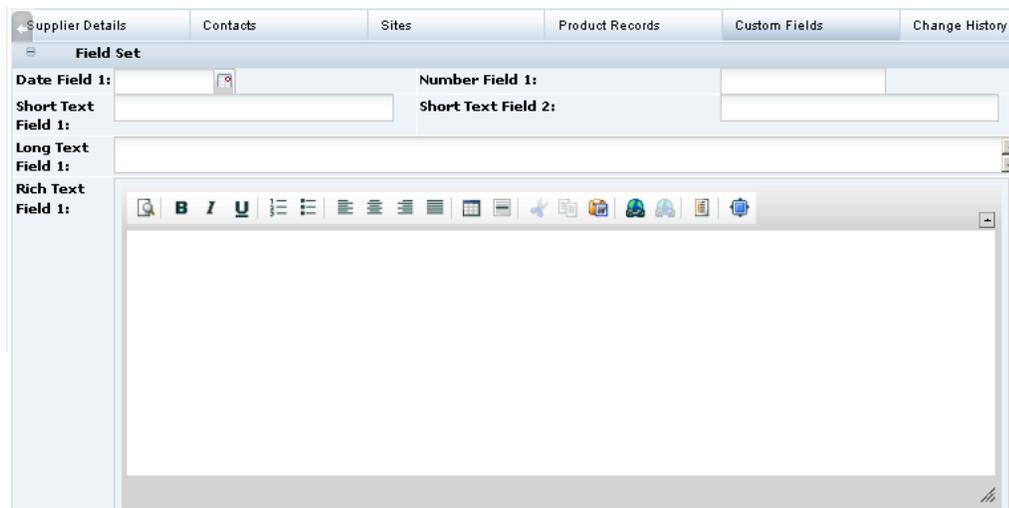
To see the custom fields data, select the Custom Fields subtab. The Custom Fields page opens.

**Figure 3–2 Custom Fields Page**



To enter data into the fields, select the Edit action. The input fields open. Make any updates and select the Save action.

**Figure 3–3 Custom Fields Open for Editing**



## Branding & Theming

The Oracle Retail Brand Compliance Management Cloud Service images and style sheets can be overridden to use custom styles, such as alternative logos or color schemes. Also, the terms and conditions can be customized. Select the System Control option and then Branding.

### Managing Styles

Custom styles are applied by uploading CSS stylesheets in the Theming & Branding record. In read mode, the existing CSS files can be downloaded by clicking the hyperlinks. In edit mode, the option to upload alternative stylesheets is available. Administrators with the Oracle Authorized Administrator authority profile can edit the Theme page.

To apply a custom style:

1. Select Branding in the left pane. The Theme page appears.

**Figure 3–4 Theming & Branding Theme Page**

2. Edit the record.
3. Click the Upload button to load a CSS file into the Custom Theme field.
4. Select the Save action. The changes should become visible to users the next time they log in.

---

**Note:** To customize the portal's theme, the following files need to be uploaded:

- The Login page splash icon (800 x 400 pixels; name: loginBackground.png)
- The portal logo displayed on the top right of the application toolbar (200 x 37-40 pixels; name: portalLogo.png)
- The supplier registration logo (200 x 40 pixels; name: supplierRegistration.png)

The default versions can be found in the Attachments page. When changing the theme, all of the files in the Attachments page should be deleted apart from these. A quick way to do this is to select all attachments and deselect these three.

If necessary, the portal's theme can be reset to the default by Oracle Development as a support activity.

---

## Managing Images

Custom logos and other images are applied by uploading the files in the Theming & Branding record. The Attachments page contains the resource files that are referenced by the CSS stylesheets. Administrators with the Oracle Authorized Administrator authority profile can edit the Attachments page.

To apply a custom image:

1. Select Theming & Branding in the left pane.
2. Edit the record and open the Attachments page.

**Figure 3–5 Theming & Branding Attachments Page**

3. Click the New Attachment action to load a file and enter a description.

Multiple resource files can be uploaded through a single action by uploading a ZIP file that contains the individual files. The upload will automatically unpack the individual files; the same description will be applied to each of them.

If any of the file names are already attached, the entire upload will be prevented with the error: "The selected attachments cannot be uploaded because the file names are not unique." In this case, delete the original files before re-uploading (and amending the stylesheet if necessary).

If changing an image such as the portal logo, upload the new image and ensure the file is referenced accordingly in the custom CSS stylesheet file.

---

**Note:** Image dimensions for logos should be 200x37 pixels (ideally max 200Kb).

Image dimensions for login page backgrounds should be 400x800 pixels (ideally max 300Kb).

To display correctly, image file types must be JPEG, GIF, or PNG format.

The core Brand Compliance themes are available for download from the Glossaries Import/Export area, in the form of a ZIP file containing collections of the image and stylesheet files.

---

4. Select the Save action. The changes should then become visible to users, if any necessary changes have been made to the CSS stylesheets.

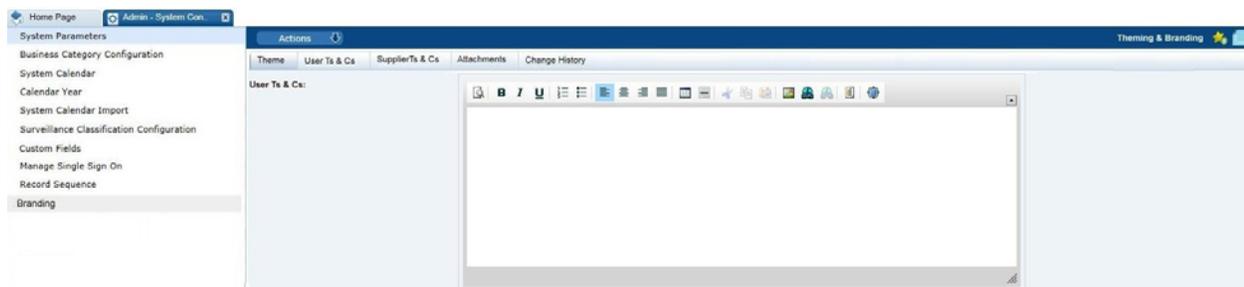
## Managing User Ts & Cs

The terms and conditions text that is presented to the user when they first log in to the system can be customized through the Theming & Branding record. Administrators with the Configuration Editor authority profile can edit the User Ts & Cs page.

To edit the User Ts & Cs text:

1. Select Theming & Branding in the left pane.
2. Edit the record and open the User Ts & Cs page.

**Figure 3–6 Theming & Branding User Ts & Cs Page**



3. Edit the text in the User Ts & Cs field. The text editor options can be used to apply text formatting such as bold and underline, and to insert hyperlinks or images. Enter any translations.
4. Select the Save action. The changes will then become visible to new users when they log in for the first time.

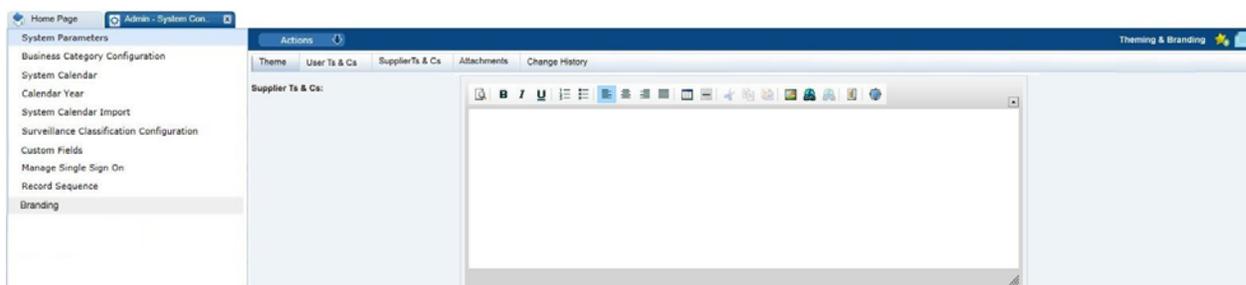
## Managing Supplier Ts & Cs

The terms and conditions text that is presented to the Supplier when they complete the Registration wizard can be customized through the Theming & Branding record. Administrators with the Configuration Editor authority profile can edit the Supplier Ts & Cs page.

To edit the Supplier Ts & Cs text:

1. Select Theming & Branding in the left pane.
2. Edit the record and open the Supplier Ts & Cs page.

**Figure 3–7 Theming & Branding Supplier Ts & Cs Page**



3. Edit the text in the Supplier Ts & Cs field. The text editor options can be used to apply text formatting such as bold and underline, and to insert hyperlinks or images. Enter any translations.
4. Select the Save action. The changes will then become visible to new Suppliers when they complete the Registration wizard.

## Email Templates

The emails that are generated automatically by the system, based on certain predefined events each have a configurable template. The templates are provided as part of the portal installation.

The maintenance of the templates, in the Notifications / Email Templates page of the Admin area, is limited to just allowing the administrator to customize the content of the email; templates cannot be added or deleted.

The emails are capable of containing dynamic content through the use of predefined parameters, such as to substitute the name of the user, supplier, product, and so forth.

Table 3–1 describes the parameters are used in email templates.

**Table 3–1 Email Parameters**

Parameter	Description
<b>General</b>	
\$createdByEmail	Email address of the user who triggered the email.
\$createdByName	Name of user who triggered the email.
\$emailComments	Comments in the email body.
\$link	Hyperlink to a Brand Compliance record.
\$loginID	Login user name of the user.
\$userName	

**Table 3–1 (Cont.) Email Parameters**

<b>Parameter</b>	<b>Description</b>
\$loginUrl \$portalURL	Portal URL.
\$name	Name of the user.
\$portalName \$portal	Name of the portal.
\$recipients	List of email recipients.
\$recipientUserName	Login user name of email recipient.
\$retailerName	Name of the retailer or portal owner.
\$showInternationalNames	Whether international names are used.
\$supportEmail	Email address of support team.
<b>Suppliers &amp; Sites</b>	
\$site \$sites	List of sites.
\$site.code	Site code.
\$site.name \$siteName \$site_names	Site names, in the business language.
\$site.localName \$sitelocalname	Site names, in the local language.
\$supplier_local_name \$supplierlocalname	Name of the supplier, in the local language.
\$supplier_name \$supplierName	Name of the supplier, in the business language.
\$supplierCode	Supplier code.
<b>Batch Jobs</b>	
\$batchJobStatus	Status of batch job.
\$errorMessages	Batch job error message.
\$jobNumber	Batch job number.
\$jobType	Type of batch job.
<b>Projects</b>	
\$activity_name	Name of activity.
\$activity_status	Status of activity.
\$date_and_time	Date and time of activity notification.
\$end_date	Activity end date.
\$errorText	Brief extract error message.
\$project_name	Name of project.
\$responsible	User responsible for activity.
\$start_date	Activity start date.

**Table 3–1 (Cont.) Email Parameters**

<b>Parameter</b>	<b>Description</b>
\$URL_to_activity	Hyperlink to an activity record.
<b>Product Records</b>	
\$message	Rejected surveillance test reports.
\$productCode	The product's code.
\$productCovered \$productsCovered	List of products covered.
\$productCovered.retailerPr oductNumber	Product coverage product number.
\$productCovered.variantN ame	Product coverage variant name.
\$productTitle	Name of product.
\$retailerProductNumber \$retailerProductNo	Alternative product number.
<b>Product Specifications</b>	
\$packCopyVersion	Pack Copy file version number.
\$specCreateStatement	Instruction to create and complete a product specification.
\$specName	Name of product specification.
\$specNumber	The specification's number.
\$specStatus	Status of specification.
\$specTitle	Title of specification.
\$specVersion	Specification version number.
<b>Alerts</b>	
\$alertDescription	Description of alert.
\$alertExtractError	Alert extract error message.
\$alertIssueDate	Date alert was issued.
\$alertProcessReport	Alert responses extract.
\$alertTitle	Title of alert.
<b>Audits &amp; Visits</b>	
\$auditLink	Hyperlink to audit/visit record.
\$auditOrVisit	Audit or visit.
<b>Scorecards</b>	
\$duedate	Scorecard due date.
\$fromPeriod	Range from period.
\$fromYear	Range from year.
\$scorecardtype	Type of scorecard.
\$scorecardUrl	Hyperlink to scorecard record.
\$toPeriod	Range to period.
\$toYear	Range to year.

**Table 3–1 (Cont.) Email Parameters**

Parameter	Description
<b>Reports</b>	
\$createdOn	Date report created.
\$purgeDays	Number of days before report is purged.
\$reportCanceller	Name of user who cancelled report.
\$reportLink	Hyperlink to report output record.
\$reportName	Name of report.
\$result	KPI result value.
<b>Data Extracts</b>	
\$attachmentLink \$attachmentLinks	Hyperlinks to report output attachments.
\$criteriaName	Data extract criteria.
\$extractErrors	Data extract error message.
\$extractLink	Hyperlink to data extract report output record.
\$listViewName	Data extract list view.

---



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**Note:** Usage of a parameter is subject to it being specifically coded to be available to the template.

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Table 3–2 shows the parameters that can be used within each email template.

**Table 3–2 Email Parameters for Email Templates**

Email Code	Description	Parameters
<b>Alerts</b>		
ALERT1	Notify suppliers and sites of a new alert.	\$alertTitle \$alertDescription \$link \$recipientUserName \$suppliername \$showInternationalNames \$supplierlocalname \$siteName \$sitelocalname
ALERT2	Notify internal users of a new alert.	\$alertTitle \$emailComments \$alertDescription \$link

**Table 3–2 (Cont.) Email Parameters for Email Templates**

<b>Email Code</b>	<b>Description</b>	<b>Parameters</b>
ALERT3	Remind suppliers to respond to an alert.	\$alertTitle \$alertIssueDate \$alertDescription \$link \$recipientUserName \$suppliername \$showInternationalNames \$supplierlocalname \$siteName \$sitelocalname
ALERT4	Notify suppliers that an alert has been cancelled.	\$alertTitle
ALERT5	Notify suppliers that an alert response can be resubmitted.	\$alertTitle \$alertDescription \$link \$recipientUserName \$suppliername \$showInternationalNames \$supplierlocalname \$siteName \$sitelocalname
ALERT6	Notify a user that an extract of alert responses has completed.	\$alertTitle \$link
ALERT7	Notify a user that an extract of alert responses has errors.	\$alertTitle \$alertExtractError \$link
ALERT8	Notify the Alert Administrator that alert responses have been generated, listing any errors.	\$alertTitle \$alertProcessReport \$link
ALERT9	Notify the Alert Administrator that a supplier would like to change their responses.	\$alertTitle \$link \$suppliername \$showInternationalNames \$supplierlocalname \$siteName \$sitelocalname

**Table 3–2 (Cont.) Email Parameters for Email Templates**

<b>Email Code</b>	<b>Description</b>	<b>Parameters</b>
ALERT10	Notify suppliers that an alert response cannot be resubmitted.	\$alertTitle \$alertDescription \$link \$recipientUserName \$suppliername \$showInternationalNames \$supplierlocalname \$siteName \$sitelocalname
<b>Audits &amp; Visits</b>		
AUDIT AWAITING AMENDMENT	Generated when an audit or visit has actions rejected.	\$auditOrVisit \$portal \$auditLink
AUDIT AWAITING CORRECTIVE ACTION	Generated when an audit or visit has actions to be addressed.	\$auditOrVisit \$portal \$auditLink
<b>Batch Jobs</b>		
BATCHJOBCOMPLETE	Notify user that a job has completed.	\$jobType \$jobNumber
BATCHJOBSUBMIT	Notify user that a job has been initiated.	\$jobType \$jobNumber
<b>General</b>		
EXTRACT1	Notify user that a data extract job has failed.	\$jobType \$extractLink
EXTRACT2	Notify user that a data extract job has successfully completed.	\$jobType \$extractLink
EXTRACT3	Notify user that a data extract job has failed for an unknown reason.	\$jobType \$extractErrors
HARDGOODS 01 SUPPLIER	Generated when changes are made to the Post Launch Information product specification section.	\$specTitle \$portalName \$supportEmail
IDCS1	Registration request raised for a new supplier/site.	\$createdByEmail \$createdByName \$portalName \$portalURL \$supportEmail \$userName

**Table 3-2 (Cont.) Email Parameters for Email Templates**

<b>Email Code</b>	<b>Description</b>	<b>Parameters</b>
IDCS2	New user created.	\$createdByEmail \$createdByName \$portalName \$portalURL \$retailerName \$supportEmail \$userName
PREVALIDATIONFAILURE	Notify the job submitter that an uploaded file has been checked and there are problems with it.	\$jobType \$jobNumber
<b>Product Record</b>		
PPROD-EMAIL1	Notification when supplier has moved a Produce product record from Draft to Active status.	\$specTitle \$portalName \$supportEmail
PPROD-EMAIL2	Notification when supplier has updated the Additional Supplier Information tab.	\$specTitle \$portalName \$supportEmail
PR1	Notify supplier/retailer that a new product record has been created.	\$productCode \$productTitle \$specCreateStatement \$showInternationalNames \$supplierName \$supplierCode \$supplierlocalname \$site \$sites \$site.name \$site.localName \$site.code \$retailerProductNumber

**Table 3–2 (Cont.) Email Parameters for Email Templates**

Email Code	Description	Parameters
<b>Product Specifications</b>		
ADVISEPACKCOPY	Advise ready for pack copy submission email.	\$specName \$portalName \$showInternationalNames \$supplierName \$supplierCode \$supplierlocalname \$site \$sites \$site.name \$site.localName \$site.code \$productCovered \$productsCovered \$productCovered.variantName \$productCovered.retailerProductNumber \$specVersion
COMBINE SPEC	Notify the job submitter of the success or failure of a combine specifications action.	\$jobType \$jobNumber \$batchJobStatus \$specNumber \$specVersion \$specName \$errorMessagees
HARDGOODS 01 RETAILER	Changes have been made to the Post Launch Information product specification section.	\$specTitle \$portalName \$supportEmail
PRI01	Notification of a new Produce specification.	\$specName \$specNumber \$specVersion \$supportEmail
PRI02	Notification that Produce specification accepted.	\$supplierName \$specName \$specNumber \$specVersion \$portalName \$supportEmail

**Table 3–2 (Cont.) Email Parameters for Email Templates**

<b>Email Code</b>	<b>Description</b>	<b>Parameters</b>
SPEC4	Notification of pack copy generation.	\$specName \$productTitle \$retailerProductNo \$specName \$specNumber \$specVersion \$packCopyVersion
SPECEXTRACT	Notify the job submitter that the extract of combined specification data has been processed.	\$jobType
SPECEXTRACTFAILED	Notify the job submitter that the extract of combined specification data has failed.	\$jobType \$errorText
SPECSTATUSRET	Notify retailer that a specification has changed status.	\$specName \$specStatus \$showInternationalNames \$supplierName \$supplierCode \$supplierlocalname \$site \$sites \$site.name \$site.localName \$site.code \$productCovered \$productsCovered \$productCovered.variantName \$productCovered.retailerProductNumber \$specVersion

**Table 3–2 (Cont.) Email Parameters for Email Templates**

<b>Email Code</b>	<b>Description</b>	<b>Parameters</b>
SPECSTATUSSUPP	Notify supplier that a specification has changed status.	\$specName \$specStatus \$showInternationalNames \$supplierName \$supplierCode \$supplierlocalname \$site \$sites \$site.name \$site.localName \$site.code \$productCovered \$productsCovered \$productCovered.variantName \$productCovered.retailerProductNumber \$specVersion
TEMPSPEC-EMAIL1	Notification when supplier has moved a Temporary specification from Draft to Awaiting Approval status.	\$specTitle \$portalName \$supportEmail
TEMPSPEC-EMAIL2	Notification to supplier when retailer has moved a Temporary specification from Awaiting Approval to Awaiting Corrective Action status.	\$specTitle \$portalName \$supportEmail
TEMPSPEC-EMAIL3	Notification to supplier when retailer has moved a Temporary specification from Awaiting Approval to Active status.	\$specTitle \$portalName \$supportEmail
<b>Projects</b>		
PROJECT1	Notification of an activity status change.	\$activity_name \$project_name \$activity_status \$date_and_time \$URL_to_activity \$project_name \$start_date \$end_date

**Table 3–2 (Cont.) Email Parameters for Email Templates**

<b>Email Code</b>	<b>Description</b>	<b>Parameters</b>
PROJECT2	Activity notification.	\$activity_name \$URL_to_activity \$project_name \$start_date \$end_date \$activity_status \$responsible
PROJECT3	Notify user that a project/activity brief job has failed.	\$jobType \$errorText \$listViewName \$criteriaName
PROJECT4	Notify user that a project/activity brief extract job has successfully completed.	\$jobType \$listViewName \$criteriaName
<b>Reports</b>		
KPIDELIVERY	Notify the recipients that a KPI has been generated.	\$reportName
REPORT_CANCELLED	Notify user that a report schedule has been cancelled.	\$reportName \$reportCanceller
REPORTDELIVERY	Notify the recipients that a report has been generated.	\$reportName \$reportLink
REPORTNOTIFICATION	Notify the external system that a report has been generated providing an API URL to retrieve the attachments.	\$reportName \$attachmentLink \$attachmentLinks
REPORTPURGE	Notify user that a report is due to be purged.	\$reportName \$createdOn \$purgeDays
<b>Scorecards</b>		
SCORE1	Overdue scorecard reminder.	\$site \$scorecardtype \$duedate \$showInternationalNames \$suppliername \$suppliercode \$supplierlocalname \$site \$sites \$site.name \$site.code \$site.localName \$scorecardUrl

**Table 3–2 (Cont.) Email Parameters for Email Templates**

<b>Email Code</b>	<b>Description</b>	<b>Parameters</b>
SCORE2	Scorecard extract notification.	\$scorecardtype \$fromPeriod \$fromYear \$toPeriod \$toYear \$userName
<b>Suppliers &amp; Sites</b>		
REG2	Registration completed by supplier.	\$portalName \$showInternationalNames \$suppliername \$suppliercode \$supplierlocalname \$sitename \$sitecode \$sitelocalname \$link \$supportEmail
REG4	Registration request raised by retailer for additional sites.	\$portalName \$showInternationalNames \$site \$sites \$site.name \$site.code \$site.localName \$supportEmail
SUPPLIER ACTIVATED	Supplier activated notification.	\$retailerName \$showInternationalNames \$suppliername \$suppliercode \$supplierlocalname \$site \$sites \$site.name \$site.code \$site.localName \$supportEmail
<b>Surveillance</b>		
SUR1	Supplier action required notification.	\$retailerName \$portalName \$supportEmail

**Table 3–2 (Cont.) Email Parameters for Email Templates**

Email Code	Description	Parameters
SUR2	Supplier action rejected notification.	\$productTitle \$portalName \$supportEmail
SUR3	Test report acceptance batch job failure notification.	\$message \$portalName \$supportEmail

Some email templates contain conditional and looping logic to form lists of values. For example:

- List of a specification's supplier and sites, showing either international names or local names, depending on the setting of the system parameter:

```
#if ( $showInternationalNames )
Supplier: $supplierName $supplierCode
$supplierlocalname
#else
Supplier: $supplierName $supplierCode
#end

Site: #foreach( $site in $sites )$site.name
#if ( $showInternationalNames )
$site.localName
#end
($site.code)
#end
```

- List of the product coverage table:

```
#foreach( $productCovered in $productsCovered )$productCovered.variantName
  #if( $productCovered.retailerProductNumber
    )($productCovered.retailerProductNumber)#end
#end
```

- List of a report output's attachments:

```
#foreach( $attachmentLink in $attachmentLinks )$attachmentLink
#end
```

- List of email recipients:

```
#foreach( $recipient in $recipients ) $recipient.personName
($recipient.email)
#end
```

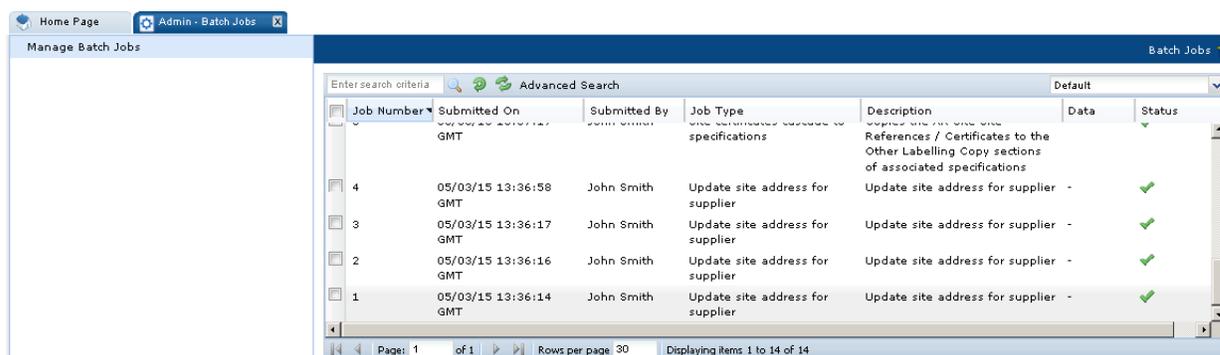


## Job Management

Batch jobs are initiated by users when required to perform updates to records.

To manage batch jobs, select Batch Jobs from the Admin list. The Manage Batch Jobs page shows the list of all jobs. The jobs are shown in descending order with the most recent job at the top of the list.

**Figure 4–1** Manage Batch Jobs Page



The following columns are shown for each job:

- Job Number
- Submitted On: Date and time when the job was submitted.
- Submitted By: Name of the user who submitted the job.
- Job Type
- Description: Any comments entered when the job was submitted. If no comments were entered, the filename of any uploaded files will appear here.
- Data: If a job was submitted using a spreadsheet, an icon is shown in this column. The user can click the spreadsheet icon and select whether to open or download the spreadsheet.
- Status: The following icons show the job status:

**Table 4–1** Manage Batch Jobs Icons

Icon	Status	Description
	Created	The job is created.
	Submitted	The job is ready to run.

**Table 4–1 (Cont.) Manage Batch Jobs Icons**

Icon	Status	Description
	In Progress	The job is currently running.
	Completed	The job completed. All changes were successfully made.
	Failed	Errors were encountered. Changes were not made.
	Cancelled	The job was cancelled.
	Internal Failure	An internal failure occurred.

You can choose which batch jobs you want to view. The following list views are available:

- All Jobs
- Failed Jobs: Show jobs with a status of failed.
- Running Jobs: Shows jobs with a status of in progress.
- Site TM Changes: Shows jobs with a job type of Change Site Technologist.

## Opening a Batch Job

To open a batch job, double click the job in the list. The job will open as a new tab.

- The job's bookmark shows the Job Number and the Job Type.
- A Messages tab appears if any errors were encountered when the job ran.
- An Attachments tab stores the file used to upload data, or where applicable, a rejects file containing records that could not be uploaded due to errors.
- A Linked Jobs tab shows links to related jobs if part of a series of jobs.

## Global Changes

This chapter describes the functionality available for making global changes to the assignment of users and Product Technologists. To make global changes, select Global Changes from the Admin list. The Admin - Global Changes tab opens. From this tab, the following updates can be made:

- [Change Responsibility](#)
- [Change Site Managers by Spreadsheet](#)
- [Change Project Project Manager](#)
- [Change Project User Names](#)
- [Change Product Responsibility](#)
- [Change Product Produce Responsibility](#)

For more information on the users and responsibilities for the modules, see the following chapters in this guide:

- For Supplier, see [Chapter 7](#).
- For Project, see [Chapter 9](#).
- For Product, see [Chapter 8](#).

### Change Responsibility

The Product Technologist responsible for managing sites can be changed.

To change this responsibility:

1. Select Change Responsibility in the left pane. The Change Responsibility page opens.

**Figure 5–1** Change Responsibility Page

The screenshot shows the 'Change Responsibility' page. On the left, there is a sidebar with the following options: 'Change Responsibility' (selected), 'Change Site Managers by Spreadsheet', 'Change Project Project Manager', 'Change Project User names', 'Change Product Responsibility', and 'Change Product Produce Responsibility'. The main content area has a header 'Actions' with a dropdown arrow. Below this, there are form fields for 'Person:' (set to 'Product Technologist'), 'From:' (a dropdown menu), and 'To:' (a dropdown menu). There are three tabs: 'Site', 'Audit', and 'Scorecard'. Below the tabs, there is a section for 'Technologist Role:' with radio buttons for 'Lead' (selected), 'Other', and 'Both'. At the bottom, there is a table with columns: 'Site Name' (checked), 'Site Code', 'Supplier Name', and 'Business Categories'.

When the Site subtab is selected, the associated site name, site code, and supplier name are shown. You can also select to the role to be displayed in the list.

To see information based on audits, select the Audit subtab. To see information based on scorecards, select the Scorecard subtab. The site list is updated to display the selected information.

2. Select the change for the Product Technologist. The list of available of Product Technologists is shown in the From and To drop-down lists.
3. The list of sites is built based on the selection in the From field, that is, the list is filled with the records that are currently assigned to that person. Select the sites where the Product Technologist is to be changed. To select a site from the list, click the row.
4. To make this global change, select the Submit action.

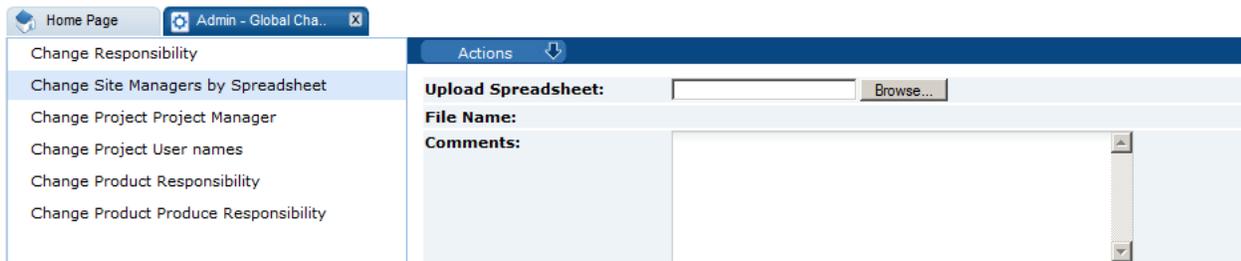
## Change Site Managers by Spreadsheet

Instead of changing a particular technologist from one to another through the user interface, changes can be made using a spreadsheet and then uploading the changes.

To change site managers by uploading a spreadsheet:

1. Select Site Managers by Spreadsheet in the left pane. The Change Site Managers by Spreadsheet page opens.

**Figure 5–2** *Change Site Managers by Spreadsheet Page*



2. Click **Browse** to search for the spreadsheet.
3. Enter any comments to describe the reason for the upload.
4. To upload the spreadsheet, select either the Submit or Submit, go to Manage Batch Jobs action.

---

**Note:** The spreadsheet comprises six columns:

Supplier Code, Site Code, Lead Technologist, Other Technologist Update, Other Technologist Add, and Other Technologist Delete.

The Lead Technologist column in the spreadsheet replaces the existing Lead Technologist.

The Other Technologist Update column removes all Other Technologists and replaces with the values in this column.

Other Technologist Add adds this Technologist to the existing list.

Other Technologist Delete removes this Technologist from the existing list.

The above columns must be present in the spreadsheet, but can be left blank if not making those changes.

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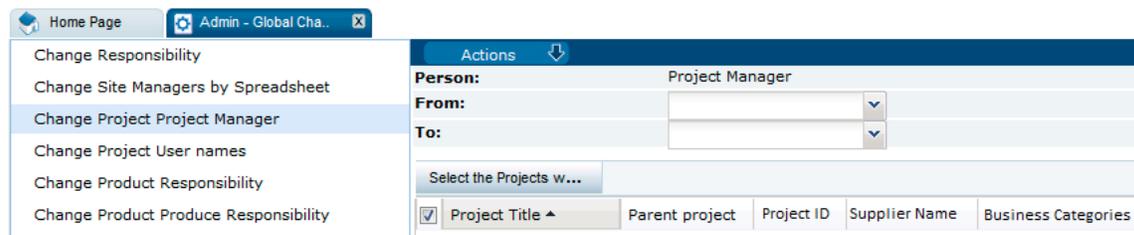
## Change Project Project Manager

The Project Manager for selected projects can be changed.

To change the project manager:

1. Select Change Project Project Manager in the left pane. The Change Project Project Manager page opens.

**Figure 5–3** Change Project Project Manager Page



For each project in the list, the project title and parent project are shown.

2. Select the change for the Project Manager. The list of available of Project Managers is shown in the From and To drop-down lists.
3. Select the projects where the Project Manager is to be changed. To select a project from the list, click the row.
4. To make this global change, select the Submit action.

## Change Project User Names

The users assigned to a project can be changed.

To change the users:

1. Select Change Project User Names in the left pane. The Change Project User Names page opens.

**Figure 5–4 Change Project User Names Page**

The screenshot shows the 'Change Project User Names' page. On the left is a navigation menu with options like 'Change Responsibility', 'Change Site Managers by Spreadsheet', 'Change Project Project Manager', 'Change Project User names' (highlighted), 'Change Product Responsibility', and 'Change Product Produce Responsibility'. The main area has an 'Actions' dropdown and a 'Person Role' section with 'From' and 'To' dropdowns. Below is a table titled 'Select the Projects w...' with columns: Project Title, Parent project, Project ID, Supplier Name, and Business Categories. A checkbox is checked next to the first row.

For each project in the list, the project title and parent project are shown.

2. Select the role to be changed from the drop-down list. The available roles are Responsible, Owner, or Viewer. The available choices in the From and To drop-down lists depend on the selected role.
3. Select the change for the role. The list of available of users is shown in the From and To drop-down lists.
4. The list of projects is built based on the selection in the From field, that is, the list is filled with the records that are currently assigned to that person. Select the projects where the Project Manager is to be changed. To select a project from the list, click the row.
5. To make this global change, select the Submit action.

## Change Product Responsibility

Responsibility for selected products can be changed.

To change product responsibility:

1. Select Change Product Responsibility in the left pane. The Change Product Responsibility page opens.

**Figure 5–5 Change Product Responsibility Page**

The screenshot shows the 'Change Product Responsibility' page. On the left is a navigation menu with options like 'Change Responsibility', 'Change Site Managers by Spreadsheet', 'Change Project Project Manager', 'Change Project User names', 'Change Product Responsibility' (highlighted), and 'Change Product Produce Responsibility'. The main area has an 'Actions' dropdown and a 'Contact Role' section with 'From' and 'to' dropdowns, and a 'Business Category' dropdown. Below is a table titled 'Select Products to ch...' with columns: Title, Quantity, Product Number, Product Code, Supplier Name, Site Name, Business Categories, and Specification Type. A checkbox is checked next to the first row.

For each product in the list, the name of the product, quantity, product number, supplier name, site name, business categories, and specification type are shown.

2. Select the Contact Role to be changed from the drop-down list. The available roles are Technologist, Buyer, and Production Development Manager. The available choices in the From and To drop-down lists depend on the selected role and business category.
3. To select a business category, click the icon. The Select Business Categories dialog box appears. Select a category and select **Ok**. The list of products is changed to include only the selected business category.
4. The list of products is built based on the selection in the From field, that is, the list is filled with the records that are currently assigned to that person. Select the products where the selected role is to be changed. To select a product from the list, click the row.

- To make this global change, select the Submit action.

## Change Product Produce Responsibility

Responsibility for selected produce products can be changed.

To change produce product responsibility:

- Select Change Product Produce Responsibility in the left pane. The Change Product Produce Responsibility page opens.

**Figure 5–6** Change Product Produce Responsibility Page

Quantity	Retailer Product Number	Business Categories	Specification Type
<input checked="" type="checkbox"/>	Title		

For each produce product in the list, the name of the product, quantity, retailer product number, business categories, and specification type are shown.

- Select the Contact Role to be changed from the drop-down list. The available roles are Technologist, Buyer, and Production Development Manager. The available choices in the From and To drop-down lists depend on the selected role and business category.
- To select a business category, click the icon. The Select Business Categories dialog box appears. Select a category and select **Ok**. The list of products is changed to include only the selected business category.
- The list of produce products is built based on the selection in the From field, that is, the list is filled with the records that are currently assigned to that person. Select the produce products where the selected role is to be changed. To select a product from the list, click the row.
- To make this global change, select the Submit action.



If you have the News Administrator Authority Profile assigned to you, you can work with news items. Select Manage News on the Home page. The Maintain News Items tab opens.

**Figure 6–1 Maintain News Items Tab**

Sequence	Title	Effective Date	Expiry Date	Published?	Priority	News Category
1	Food Poisoning	07/10/14	07/10/15	Yes	Important	-
2	Grocery shopping is changing	07/10/14	07/10/15	Yes	Important	-

Page: 1 of 1 Rows per page: 30 Displaying items 1 to 2 of 2

For more information, see the following sections:

- [Create a News Item](#)
- [Edit the News Item Details](#)
- [View the Reader Log](#)
- [Delete a News Item](#)

## Create a News Item

To create a news item, select the New News Item action. A tab to create the item opens. After entering all the information, select the Save or Save & Exit action to create the item.

In the following figure, the Body field is only shown for the default language. When creating a new item, a Body field appears for each supported language.

**Figure 6–2 New News Item Tab**

Table 6–1 describes the information that is provided for a new item.

**Table 6–1 Information Needed to Create a News Item**

Field	Description
<b>Details</b>	
Title	Enter the title of the news item to display. This default title is mandatory. You can enter a title in each supported language.
Priority	Select the priority for reading this item. This field is mandatory.
Effective Date	The date defaults to the current date. It cannot be set to an earlier date. This field is mandatory.
Published?	Check this box to make the news item visible to users.
Archived?	Check this box if the news item has been archived.
News Category	Select the news category for this item from the drop-down list.
Body	Description displayed in the News App. This information can be entered for each supported language.
<b>Expiry Actions</b>	

**Table 6–1 (Cont.) Information Needed to Create a News Item**

<b>Field</b>	<b>Description</b>
Expiry Date	If set, this date must be on or after the effective date.
Archive?	Check this box if the item is to be archived when the expiry date is reached.
Unpublish?	Check this box if the item is to be unpublished when the expiry date is reached.
<b>Logging and Mandatory Details</b>	
Mandatory?	Check this box if a reader is required to read the item. In the News App, the Read and Confirm link appears for the item.
Contact Roles	This field only appears if Mandatory is checked. Select the contact roles that determine who must read the news item.
User Roles	This field only appears if Mandatory is checked. Select the user roles that must determine who must read the news item.
Read By Date	This field only appears if Mandatory is checked. Enter the date by which the news item must be read.
Log Readership?	Check this box if a log of the readers is created. If the Mandatory field is selected, this field is automatically selected.

## Edit the News Item Details

Click an item in the Maintain News Items page. A tab with the item details opens. The record is opened in read mode. To edit the details, select the Edit action. For information on the fields, see [Table 6–1](#).

Figure 6-3 Item Details Page

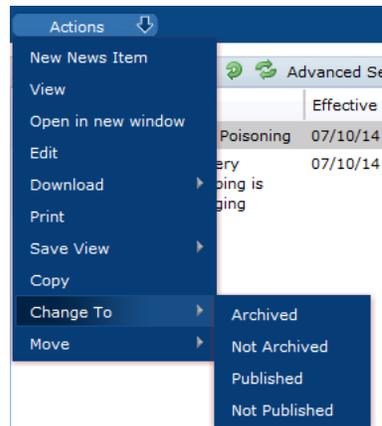
The screenshot displays the 'Item Details Page' for a news item. The page is organized into several sections:

- Navigation:** Home Page, Maintain News Items, Food Poisoning.
- Actions:** A dropdown menu for actions.
- News Details:**
  - Details:**
    - Title (Default):** Food Poisoning
    - Priority:** Important
    - Title (Australia and New Zealand):** -
    - Title (English (American)):** -
    - Title (French):** -
    - Title (German):** -
    - Title (Italian):** -
    - Title (Spanish):** -
    - Effective Date:** 07/10/14
    - Published?:** Yes
    - Archived?:** No
    - News Category:** -
  - Body (Default):**
    - 
    - In the UK 70,000 customers get food poisoning every year
    - The Food Standards Agency have estimated that 45% of food handlers are untrained. All staff working in food handling and preparation roles must be given appropriate training. Ensure your staff are properly trained so that you're not included in this statistic.
  - Body (Australia and New Zealand):** -
  - Body (English (American)):** -
  - Body (French):** -
  - Body (German):** -
  - Body (Italian):** -
  - Body (Spanish):** -
- Expiry Actions:**
  - Expiry Date:** 07/10/15
  - Archive?:** Yes
  - Unpublish?:** Yes
- Logging and Mandatory Details:**
  - Mandatory?:** Yes
  - Contact Roles:** Main Contact
  - User Roles:** -
  - Read By Date:** 09/10/14
  - Log Readership?:** Yes

## Publish a News Item

You can manually publish and un-publish news items. For a single news item, you can edit the news item record. You can also publish and un-publish from the Maintain News Items page:

1. Select the rows in the list.
2. Select the Change To action.

**Figure 6–4 News Item Actions**

3. Select the change to be made:
  - Published: The Change to published dialog box appears. To confirm the change to published, select **Ok**. The Publish field in the news item record is checked.
  - Not Published: The Change to not published dialog box appears. To confirm the change to not published, select **Ok**. The Publish field in the news item record is unchecked:
    - The item is removed from any user’s News App.
    - The item is removed from any user’s UIM.
    - The item is removed from any user’s Recent Items list.
    - The item is removed from any user’s Favourites App.

## Archive a News Item

You can manually archive and un-archive news items. For a single news item, you can edit the news item record. You can also archive and un-archive from the Maintain News Items page:

1. Select the rows in the list.
2. Select the Change To action. See [Figure 6–4](#).
3. Select the change to be made:
  - Archived: The Change to archived dialog box appears. To confirm the change to archived, select **Ok**:
    - The Archive field in the news item record is checked.
    - The item is removed from any user’s News App.
    - The item is removed from any user’s UIM.
    - The item is removed from any user’s Recent Items list.
    - The item from any user’s Favourites App.
  - Not Archived: The Change to not archived dialog box appears. To confirm the change to not archived, select **Ok**. The Archive field in the news item record is unchecked.

## Alter the Sequence of the News Items

You can move a row in the list of news items up or down in the list. Select a row in the list and then select one of the following actions:

- Move up. The item is moved above the preceding row.
- Move down. The item is moved below the following row.
- Move to. Enter a row number and select whether to move the item before or after the selected row. Select **Ok**.

**Figure 6–5 Move To Dialog Box**

## View the Reader Log

To view the reader log for a news item, select the Reader Log subtab. A tab opens with the log.

**Figure 6–6 Reader Log**

Supplier Name	User name	Site Name	Site Code	Supplier Code	Date read	Date confirmed
<b>Supplier Name: DB Test Supplier A (1 Item)</b>						
DB Test Supplier A	Supplier Admin A			A0002	09/10/14 16:45:17 BST	09/10/14 16:45:19 BST
<b>Supplier Name: VH Test Supplier 1 (1 Item)</b>						
VH Test Supplier 1	Supplier Admin 1			A0003	10/12/14 15:50:46 GMT	10/12/14 15:51:29 GMT

Table 6–2 describes the fields in the reader log. The Internal Users list is sorted by User Name. The External Users list is sorted by Supplier Name and then by User Name within each supplier.

**Table 6–2 Reader Log Fields**

Field	Description
<b>Internal Users</b>	
User Name	User name of the person who read the item.
Date Read	Date and time the item was first opened.
Date Confirmed	Date and time the item was marked as read.
<b>External Users</b>	
Supplier Name	Name of supplier this user is associated with.
User Name	User name of the person who read the item.
Site Name	Name of site this user is associated with.
Site Code	Code for the site this user is associated with.
Supplier Code	Code for the supplier this user is associated with.
Date Read	Date and time the item was first opened.
Date Confirmed	Date and time the item was marked as read.

## Delete a News Item

To delete a news item:

1. In the Maintain News Items page, select a news item from the list.
2. Select the Delete action. The Confirm Delete News Item dialog box appears.
3. Select **Ok**. The news item is deleted:
  - The item is removed from any user’s UIM list.
  - The item is removed from any user’s Recent Items list.
  - The item is removed from any user’s Favourites App.

## System Parameters

To maintain the parameter used to support the News App, select the System Control option and then System Parameters.

Table 6–3 shows the specific system parameter used to support the News App.

**Table 6–3 System Parameter to Support the News App**

Subtab	Parameter	Description
Urgent Items	Show News Items	If set to Yes, news items are shown in the UIM. If set to No, news items are not shown.



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## Supplier Administration

The following topics are covered in this chapter:

- [Alerts](#)
- [Suppliers & Sites](#)
- [Scorecards](#)
- [Audits & Visits](#)
- [Roles and Permissions](#)
- [System Parameters](#)

### Alerts

Select the Alerts option from the Admin drop-down list. The following options are available in the left pane:

- [Mailing Lists](#)
- [Manage Alert Status](#)
- [Manage Alert Response Status](#)

### Mailing Lists

Mailing lists can be used to create a predefined list of recipients to receive alerts.

To create a mailing list:

1. Select the New Mailing List action. The New Mailing List tab opens.
2. Enter the name of the mailing list. This field is mandatory.
3. Select the list of users from which you can choose the recipients in this mailing list. You can select Sites, Suppliers, or Sites & Suppliers. Open the Recipients tab to select from the list of available users.
4. Select the Save action.

### Manage Alert Status

This option enables you to view the alert status codes and descriptions defined for each. To edit the list, select the Edit action. You can change the descriptions and add new status codes.

**Figure 7–1 Alert Status Page**

Status	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
UNSENT	Unsent	-	-	Non envoyé	Nicht gesendet	Non inviato	Sin enviar
SENT	Sent	-	-	Envoyé	Gesendet	Inviato	Enviado
RESENT	Re-sent	-	-	Renvoyé	Erneut gesendet	Inviato di nuovo	Enviado de nuevo
ARCHIVED	Archived	-	-	Archivé	Archiviert	Archiviato	Archivado
CANCELLED	Cancelled	-	-	Annulé	Storniert	Annullato	Cancelado

## Manage Alert Response Status

This option enables you to view the alert status response codes and the descriptions defined for each. To edit the list, select the Edit action. You can change the descriptions and add new status response codes. The Alert Response Status page has the same format as the Alert Status page shown in [Figure 7–1](#).

## Suppliers & Sites

- [Billing Codes](#)
- [Order Requests](#)
- [Supplier Statuses](#)
- [Site Statuses](#)
- [Business Categories](#)
- [Supplier Types](#)
- [Site Types](#)
- [Maintenance Audit Reasons](#)
- [Invoicing Systems](#)
- [Supplier Top Grades](#)
- [Site Top Grades](#)
- [Reference Statuses](#)
- [Reference Types](#)
- [Business Units](#)
- [Currencies](#)
- [Countries](#)
- [Other Production Details](#)
- [Area](#)
- [Delete Supplier](#)
- [Delete Site](#)

## Billing Codes

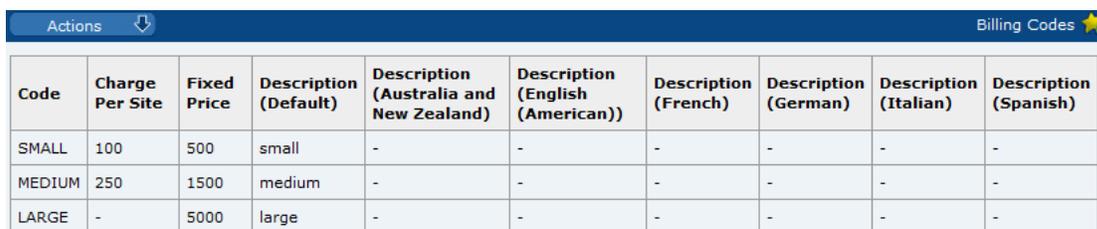
This option is used to define the billing codes used when creating a new supplier. The billing code determines how costs are calculated during the registration process. Billing codes are optional. If billing is not applicable or a portal, a code could be defined with a zero charge.

During the registration of a new supplier in the Supplier module, the values in this table are used to determine the cost charged for the registration:

Registration Cost equals Fixed Price plus (Charge Per Site multiplied by the number of sites registered)

For more information, see the *Oracle Retail Brand Compliance Management Cloud Service Supplier User Guide*.

**Figure 7–2 Billing Codes Page**



Code	Charge Per Site	Fixed Price	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
SMALL	100	500	small	-	-	-	-	-	-
MEDIUM	250	1500	medium	-	-	-	-	-	-
LARGE	-	5000	large	-	-	-	-	-	-

To edit the list of billing codes, select the Edit action. The table opens in edit mode. The code and any existing descriptions cannot be edited.

To add a new billing code, click **Add**. A new row is added to the table. Enter the code, charge per site, fixed price, description in the default language. Enter any translations. Select the Save action.

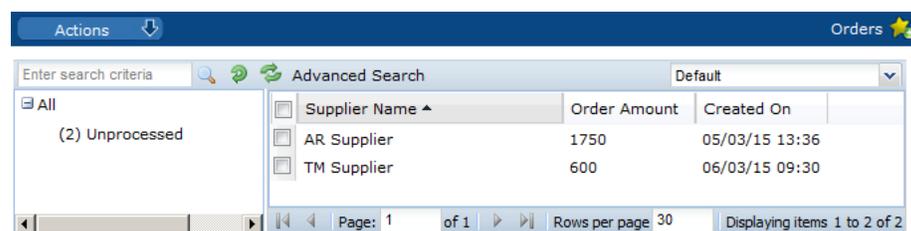
## Order Requests

This option is used to manage registration order requests.

To work with orders:

1. Select Order Requests. The list of orders appears. It is sorted into processed and unprocessed orders.

**Figure 7–3 Orders Page**



Supplier Name	Order Amount	Created On
AR Supplier	1750	05/03/15 13:36
TM Supplier	600	06/03/15 09:30

2. To see the details for an order, select the order and then select the View action. A new tab opens with the order details in read-only mode. For an example of the content, see [Figure 7–4](#).
3. To edit an order, select the order and then select the Edit actions. A new tab opens with the order record in edit mode.

Figure 7-4 Order Details Page

The screenshot displays the 'Order Details' page for an 'AR Supplier'. The page is organized into several sections:

- Details:**
  - Supplier Name: [AR Supplier](#)
  - Supplier Code: A0001
  - Created On: 05/03/15 13:36
  - Order Status: Unprocessed (dropdown menu)
  - Code: medium
  - Charge Per Site: 250
  - Fixed Price: 1500
  - Order Amount: 1750
  - Order Info/PO No.: -
- Site Details:**
  - Site Name: AR Site
  - Site Code: A0001-0001
- Contact Details:**
  - Individual or Department: Accounts Dept.
  - Contact Name: John Smith
  - Contact Email: [j.smith@example.com](mailto:j.smith@example.com)
  - Phone: 01234 56789
  - Fax: 01234 56789
- Billing Local Address:**
  - Country: United Kingdom
  - Address 1: Apex Business Park
  - Address 2: Ruddington Lane
  - City: Nottingham
  - County: Nottinghamshire
  - Post Code: NG11 7DD
  - GPS latitude: -
  - GPS longitude: -
- Comments:**
  - Comments: Comment: [Text input field]
  - Previous Comments: [Section header]

- Order status: Choose the status from the drop-down list. The status can be updated to Processed once the supplier has been billed.
- Contact Details: The Phone and Fax fields can be updated.
- Comments: Enter any comments.

## Supplier Statuses

This option is used to define the statuses that can be associated with the registration of a supplier. The codes are defined by the system; new codes cannot be added. To edit the existing codes, select the Edit action. The table opens in edit mode. Any translations that do not already exist can be added. No other changes can be made.

**Figure 7-5 Supplier Statuses Page**

Actions		Supplier Statuses					
Code	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
AWAITING REGISTRATION	Awaiting Registration	-	-	En attente d'enregistrement	Warten auf Registrierung	In attesa di registrazione	En espera de registro
REGISTERED	Registered	-	-	Enregistré	Registriert	Registrato	Registrado
POTENTIAL	Potential	-	-	Potentiel	Eventuell	Potenziale	Potencial

## Site Statuses

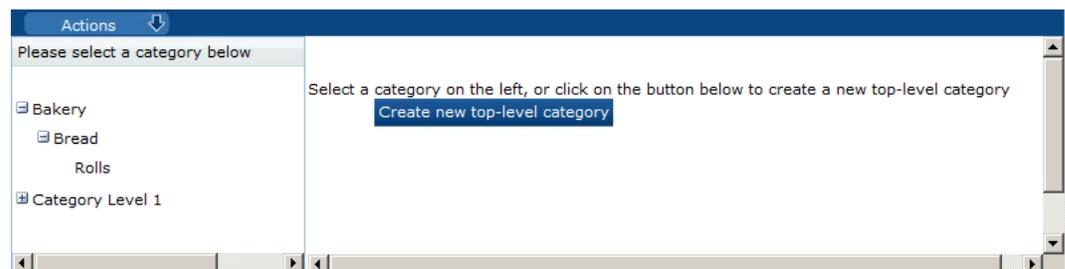
This option is used to define the statuses that can be associated with a site. The statuses are defined by the system; new statuses cannot be added. To edit the existing statuses, select the Edit action. The table opens in edit mode. Any translations that do not already exist can be added. No other changes can be made.

**Figure 7-6 Site Statuses Page**

Actions		Site Statuses					
Status	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
AWAITING REGISTRATION	Awaiting Registration	-	-	En attente d'enregistrement	Warten auf Registrierung	In attesa di registrazione	En espera de registro
AWAITING APPROVAL	Awaiting Approval	-	-	En attente d'approbation	Warten auf Freigabe	In attesa d'approvazione	En espera de aprobación
ACTIVE	Active	-	-	Actif	Aktiv	Attivo	Activo
UNAPPROVED	Unapproved	-	-	Non approuvé	Nicht freigegeben	Non approvato	No aprobado
INACTIVE	Inactive	-	-	Inactif	Nicht aktiv	Inattivo	Inactivo
DELISTED	Delisted	-	-	Sorti de la liste	Ausgelistet	Fuori elenco	Fuera de lista

## Business Categories

Select the Business Categories option in the left pane. The list of defined business categories appears in the right pane. Each top-level category can be expanded to show its child categories.

**Figure 7-7 Business Categories Page**

To edit a category entry, select the entry in the left pane and then select the Edit action in the right pane. The category opens in edit mode. The descriptions and specification types can be edited. For an example of the content of this page, see [Figure 7-8](#).

To create a new top-level category:

1. Click **Create new top-level category**. The Business Category Details page opens.

**Figure 7–8 Add Business Category Details Page**

2. Enter the details for the new category:
  - Enter the code. This is a mandatory field.
  - Enter the description for the default language. This is a mandatory field. Enter any translations.
  - To select the specification types for this level, click the icon. The Select Specification Types dialog box appears. Select the specifications for this level and click **Ok**.
3. Select the Save action. The business category is added to the list of categories.
4. To add child categories, select the top-level category and then select the Add Child Category action.
5. Enter the details for the child level and select the Save action.

## Supplier Types

This option is used to define the types of suppliers that can be created.

**Figure 7–9 Supplier Types Page**

Code	Supplier Type (Default)	Supplier Type (Australia and New Zealand)	Supplier Type (English (American))	Supplier Type (French)	Supplier Type (German)	Supplier Type (Italian)	Supplier Type (Spanish)
SUPPLIER_TYPE	Supplier Type	-	-	-	-	-	-

To edit the list of supplier types, select the Edit action. The table opens in edit mode. For existing supplier types, only the translated descriptions that do not already exist can be edited. To add a supplier type, click **Add**. A new row is added to the table. Enter the new supplier type and description in the default language. Enter any translations. Select the Save action.

## Site Types

This option is used to define the types of sites that can be created.

To edit the list of site types:

1. Select the Edit action. The table opens in edit mode. For existing site types, only the translated descriptions that do not already exist can be edited.
2. To add a site type:
  - a. Click **Add**. A new row is added to the table.
  - b. Enter the new site type and description in the default language. Enter any translations.
  - c. To select the specification types enabled for this site, click the icon and select the specifications in the dialog box. Click **Ok**.
3. Select the Save action.

## Maintenance Audit Reasons

This option is used to define the reasons why a maintenance audit needs to take place. The Maintenance Audit Reasons page has the same format as the Supplier Statuses page shown in [Figure 7-5](#).

To edit the list of reasons, select the Edit action. The table opens in edit mode. For existing reasons, only the translated descriptions that do not already exist can be edited. To add a maintenance audit reason, click **Add**. A new row is added to the table. Enter the new reason code and description in the default language. Enter any translations. Select the Save action.

## Invoicing Systems

Invoicing systems are used in the Billing Details area of the Supplier and Site records to assign alternative account codes, such as the supplier's account number in the retailer's corporate purchasing system. This option is used to define the available invoicing systems. The Invoicing Systems page has the same format as the Supplier Statuses page shown in [Figure 7-5](#).

To edit the list of invoicing systems, select the Edit action. The table opens in edit mode. For existing invoicing systems, only the translated descriptions that do not already exist can be edited. To add an invoicing system, click **Add**. A new row is added to the table. Enter the new invoicing system code and description in the default language. Enter any translations. Select the Save action.

## Supplier Top Grades

This option is used to define the grades that can be associated with a supplier for an audit/visit, for example, A, B, and C. The Supplier Top Grades page has the same format as the Supplier Statuses page shown in [Figure 7-5](#).

To edit the list of grades, select the Edit action. The table opens in edit mode. For existing grades, only the translated descriptions that do not already exist can be edited. To add a new grade, click **Add**. A new row is added to the table. Enter the new grade code and description in the default language. Enter any translations. Select the Save action.

## Site Top Grades

This option is used to define the grades that can be associated with a site for an audit/visit, for example, A, B, and C. The Site Top Grades page has the same format as the Supplier Statuses page shown in [Figure 7-5](#).

To edit the list of grades, select the Edit action. The table opens in edit mode. For existing grades, only the translated descriptions that do not already exist can be edited. To add a new grade, click **Add**. A new row is added to the table. Enter the new grade code and description in the default language. Enter any translations. Select the Save action.

## Reference Statuses

This option is used to define the reference codes that can be associated with a supplier site, for example, the health mark codes used in the UK or the FDA registration numbers used in the US. The Reference Status page has the same format as the Supplier Statuses page shown in [Figure 7-5](#).

To edit the list of statuses, select the Edit action. The table opens in edit mode. For existing statuses, only the translated descriptions that do not already exist can be edited. To add a new status, click **Add**. A new row is added to the table. Enter the new code and description in the default language. Enter any translations. Select the Save action.

## Reference Types

This option is used to define the reference types, or certificate types, that can be associated with a supplier.

**Figure 7-10 Reference Types Page**

Actions		Reference Types					
Code	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
DAIRY	Dairy Est. No.	-	-	-	-	-	-
EC_LICENCE	EC Licence Number	-	-	-	-	-	-
HEALTHMARK	Healthmark	-	-	-	-	-	-
SEDEX	Organic Certification	-	-	-	-	-	-
ORGANIC CERT	Sedex Reference No.	-	-	-	-	-	-
BRC	BRC Ref. No.	-	-	-	-	-	-
EQOS	EQOS Ref. No.	-	-	-	-	-	-
GSI	GS1 Ref. No.	-	-	-	-	-	-
HACCP	Organic Certification	-	-	-	-	-	-
KOSHER	Kosher Certification	-	-	-	-	-	-
MEAT EST	Meat Est. No.	-	-	-	-	-	-
PLANT LICENCE	Plant License Number	-	-	-	-	-	-
PROCESS PRODUCTS	Process Products Est. No.	-	-	-	-	-	-

To edit the list of reference types, select the Edit action. The table opens in edit mode. For existing types, only the translated descriptions that do not already exist can be edited. To add a new type, click **Add**. A new row is added to the table. Enter the new type code and description in the default language. Enter any translations. Select the Save action.

## Business Units

This option is used to define the classifications of suppliers and sites.

**Figure 7–11 Business Units Page**

Code	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
UK	UK	-	-	-	-	-	-
ROI	Republic Of Ireland	-	-	-	-	-	-
USA	United States of America	-	-	-	-	-	-
CENTRAL_EUROPE	Central Europe	-	-	-	-	-	-
FAR_EAST	Far East	-	-	-	-	-	-

To edit the list of business units, select the Edit action. The table opens in edit mode. For existing business units, only the translated descriptions that do not already exist can be edited. To add a new business unit, click **Add**. A new row is added to the table. Enter the new business code and description in the default language. Enter any translations. Select the Save action.

## Currencies

This option is used to define the supported currencies, for example, Sterling and Dollars. The Currencies page has the same format as the Supplier Statuses page shown in [Figure 7–5](#).

To edit the list of currencies, select the Edit action. The table opens in edit mode. For existing currencies, only the translated descriptions that do not already exist can be edited. To add a new currency, click **Add**. A new row is added to the table. Enter the new currency code and description in the default language. Enter any translations. Select the Save action.

## Countries

This option is used to define the list of countries used throughout the system (in addresses, countries of origin, countries of manufacture, and so on).

The maintenance of Countries also incorporates Areas and Regions. Areas are geographical areas that are not countries, but may be referenced in a similar way within the system. For example, the country of origin of a product may be a country or may be an area, such as the Atlantic Ocean.

When the user selects from the pick-list of countries, it either contains a list of just Countries (for example, where completing an address), or Countries and Areas (for example, where selecting a country of origin).

A list of Regions can be maintained against a Country to provide, for example, the states or countries of that country. The list can be used to provide a pick-list of the states/counties for use when entering the address for that country.

**Figure 7–12 Countries Page**

Code	Description	Region Descriptions	Regions Local Descriptions
AD	Andorra		
AE	United Arab Emirates		
AF	Afghanistan		
AG	Antigua and Barbuda		
AI	Anguilla		
AL	Albania		
AM	Armenia		
AN	Netherlands Antilles		

To edit a country entry, select the entry in the list and then select the Edit action. A tab opens in edit mode. Translated descriptions that do not already exist and additional regions can be added. For an example of the content of this page, see [Figure 7–13](#).

To add a new country:

1. Select the New Country action. The New Country tab opens.

**Figure 7–13 New Country Page**

**Details**

Type:  Country  Area

Code:

Country Name (Default):

Country Name (Australia and New Zealand):

Country Name (English (American)):

Country Name (French):

Country Name (German):

Country Name (Italian):

Country Name (Spanish):

Postcode Mask:

Internet Domain Suffix:

**Regions**

Add  Delete Insert Move Up Move Down

Code	Region Descriptions (Default)	Region Descriptions (Australia and New Zeala)
<input type="text"/>	<input type="text"/>	<input type="text"/>

2. In the Details section:
  - Type: Select whether this is a country or area.
  - Code: Enter a code for the country.
  - Country Name: Enter the country name in the default language. This field is mandatory. Enter any translations.
  - Postcode Mask: The Postcode Mask is used to define the format of the postal or zip code for the country. Enter a post code mask to be used for this country.
  - Internet Domain Suffix: Enter the Internet domain suffix used for this country.
3. In the Regions section, enter any regions for this country or area. To add a region, click **Add**. A row is added to the table. Enter the code for the region. Enter a description in the default language. The description is a mandatory field. Enter any translations.
4. Select the Save action.

## Other Production Details

This option is used to define the list of production details that can be assigned to a site. The Other Production Details page has the same format as the Supplier Statuses page shown in [Figure 7-5](#).

To edit the list of production details, select the Edit action. The table opens in edit mode. For existing details, only the translated descriptions that do not already exist can be edited. To add a new production detail, click **Add**. A new row is added to the table. Enter the new detail code and description in the default language. Enter any translations. Select the Save action.

## Area

This option is used to define the supported areas. The Areas page has the same format as the Supplier Statuses page shown in [Figure 7-5](#).

To edit the list of areas, select the Edit action. The table opens in edit mode. For existing areas, only the translated descriptions that do not already exist can be edited. To add a new area, click **Add**. A new row is added to the table. Enter the new area code and description in the default language. Enter any translations. Select the Save action.

## Delete Supplier

This option is used to delete suppliers. In order for a supplier to be deleted, the following criteria must be met:

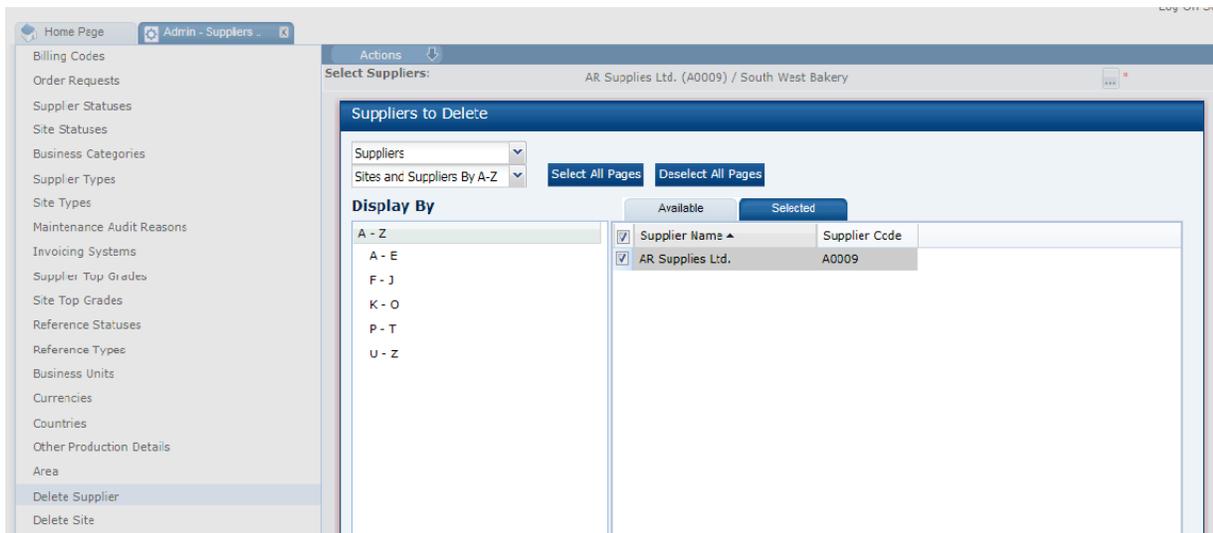
- The supplier has not gone through the registration process, that is, only a supplier with sites at a status of AWAITING REGISTRATION can be deleted.
- There is no Alert Response record beyond the status of OUTSTANDING for the supplier being deleted.
- There are no Scorecards beyond the status of FUTURE for any of the sites of a supplier being deleted.

To delete a supplier:

1. Select the Delete Supplier option from the Admin drop-down list. The Select Suppliers page appears.

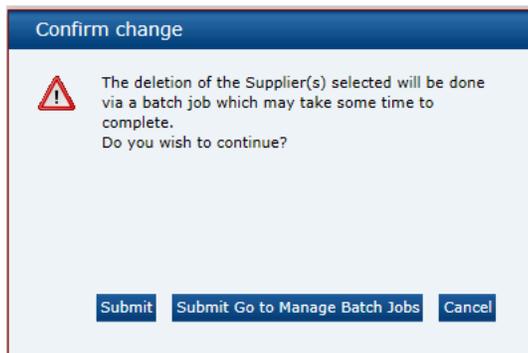
- To display the list of suppliers, select the icon. The Suppliers to Delete page appears.

**Figure 7–14 Suppliers to Delete Page**



- Select the suppliers to be deleted and click **Ok**. The selections are shown in the right pane.
- To delete the suppliers, select the Submit action. A dialog box appears to enable you to confirm the deletion. To confirm the deletion, click **OK**. A batch job is submitted to perform the deletion.

**Figure 7–15 Delete Suppliers Confirm Change Dialog Box**



## Delete Site

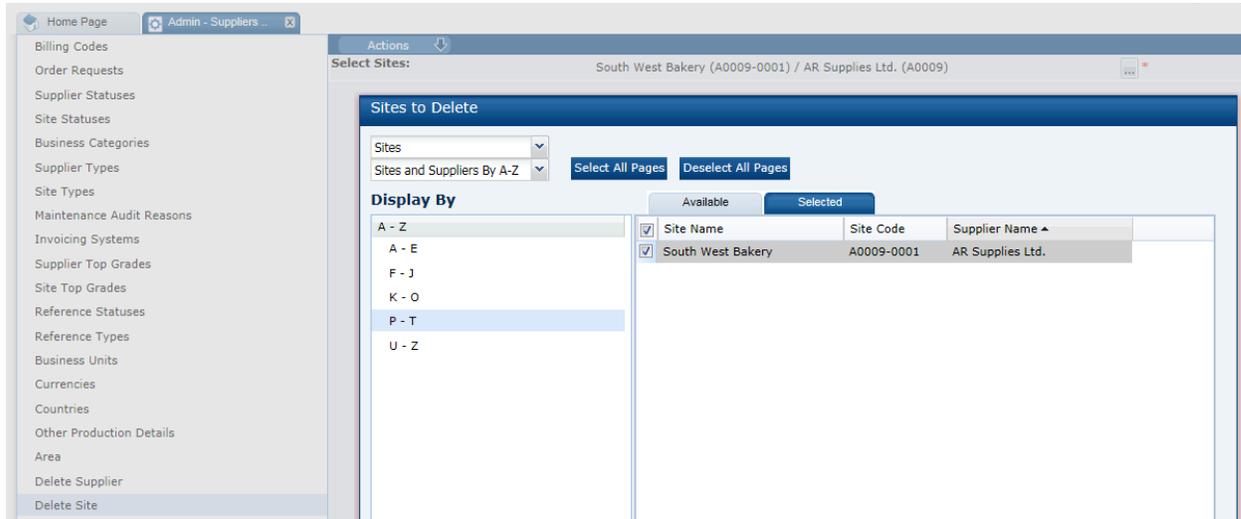
This option is used to delete sites. In order for a site to be deleted, the following criteria must be met:

- The site has not gone through the registration process, that is, only sites at a status of AWAITING REGISTRATION can be deleted.
- There is no Alert Response record beyond the status of OUTSTANDING for the site being deleted.
- There are no Scorecards beyond the status of FUTURE for the site being deleted.

To delete a site:

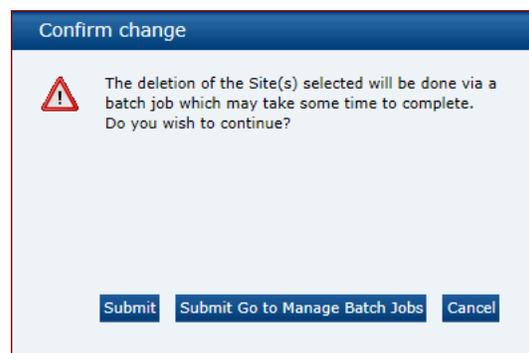
1. Select the Delete Site option from the Admin drop-down list. The Select Sites page appears.
2. To display the list of sites, select the icon. The Sites to Delete page appears.

**Figure 7–16 Sites to Delete Page**



3. Select the sites to be deleted and click **Ok**. The selections are shown in the right pane.
4. To delete the sites, select the Submit action. A dialog box appears to enable you to confirm the deletion. To confirm the deletion, click **OK**. A batch job is submitted to perform the deletion.

**Figure 7–17 Delete Sites Confirm Change Dialog Box**

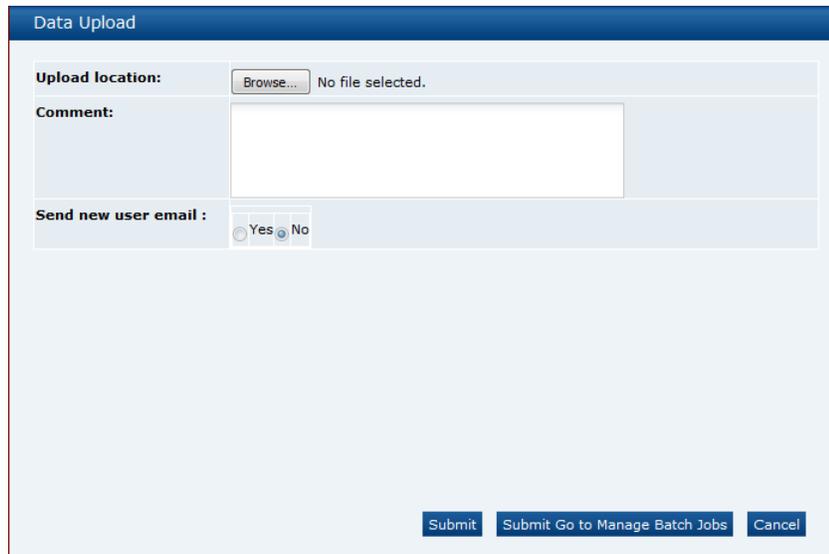


## Upload Supplier and Site Data

Retailer users with the Upload Administrator authority profile have access to the Upload Data option within the Admin menu for the upload of suppliers and sites.

To upload new suppliers and sites:

1. Select the Import action from the Suppliers List View actions menu. The Data Upload dialog box opens.

**Figure 7–18 Data Upload Dialog Box**

2. Click Browse to search for the upload file.
3. Enter any comments to describe the reason for the upload.
4. Select whether the system is to automatically send email to the primary contact user of each newly created supplier/site on successful completion of the upload. The email will invite the user to register on the portal. The default is No, which will not send an email.
5. To upload the file, select either the **Submit** or **Submit Go to Manage Batch Jobs** action. At this point, the system will create a background job to process the spreadsheet. The spreadsheet used to upload the data will be stored within the Attachments tab of the batch job.

---

---

**Note:** An email will be sent to the job submitter if the date within the upload file fails validation.

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## Download Supplier and Site Upload Spreadsheet

Retailer users with the Upload Administrator authority profile also have access to the option to download a blank spreadsheet.

To download the latest version of the upload spreadsheet:

1. Select the Download Blank Spreadsheet action from the Suppliers List View actions menu. An operating system specific dialog box opens with the option to either open or save the file.
2. Select the save option to download the ZIP file to your desktop.

**Note:** The ZIP file contains a spreadsheet workbook with the first tab used to upload the data. The second tab contains guidance notes and the remaining tabs contain the valid glossary values.

The column heading text shown on the first tab is in the user's language. If translations are not present for the user's language, the system the portal's default language is substituted. An asterisk (\*) is shown in a column heading if an entry is mandatory.

## Scorecards

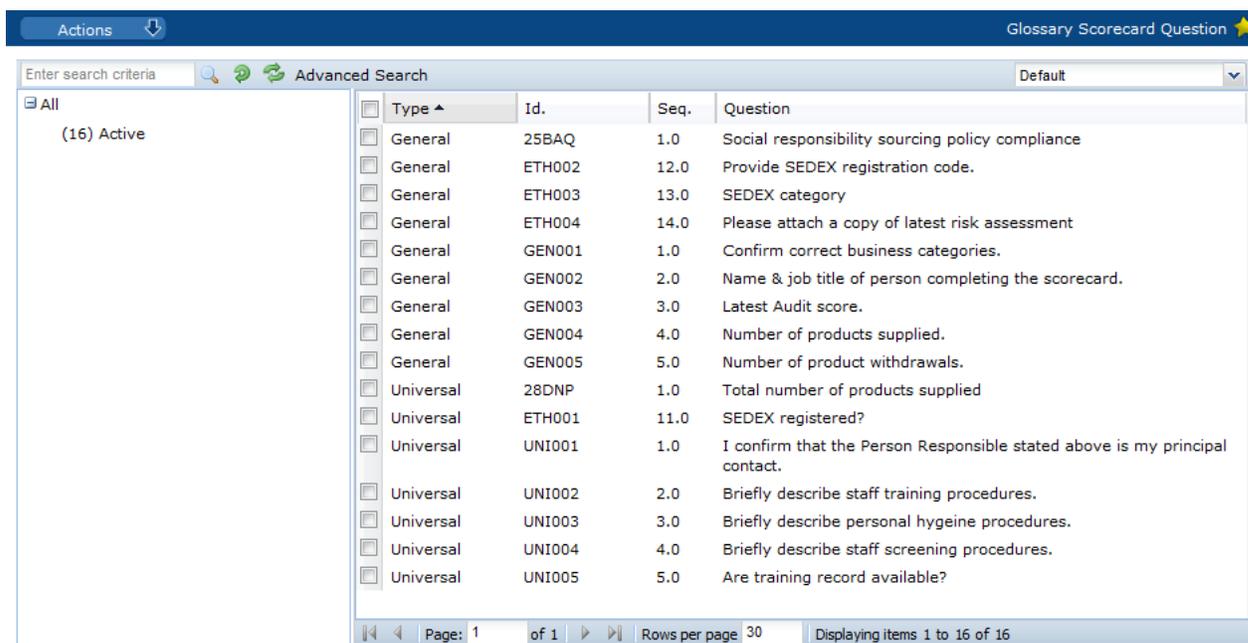
Select the Scorecards option from the Admin drop-down list. The following options are available in the left pane:

- [Scorecard Questions](#)
- [Scorecard Templates](#)
- [Scorecard Status](#)

## Scorecard Questions

Each scorecard template is comprised of a series of questions which may be selected from this glossary.

**Figure 7–19** Glossary Scorecard Question Page



The screenshot shows a web application interface for managing scorecard questions. The page title is "Glossary Scorecard Question". On the left, there is a navigation pane with "All (16) Active" selected. The main content area displays a table of questions. The table has the following columns: Type, Id., Seq., and Question. The questions are listed as follows:

Type	Id.	Seq.	Question
General	25BAQ	1.0	Social responsibility sourcing policy compliance
General	ETH002	12.0	Provide SEDEX registration code.
General	ETH003	13.0	SEDEX category
General	ETH004	14.0	Please attach a copy of latest risk assessment
General	GEN001	1.0	Confirm correct business categories.
General	GEN002	2.0	Name & job title of person completing the scorecard.
General	GEN003	3.0	Latest Audit score.
General	GEN004	4.0	Number of products supplied.
General	GEN005	5.0	Number of product withdrawals.
Universal	28DNP	1.0	Total number of products supplied
Universal	ETH001	11.0	SEDEX registered?
Universal	UNI001	1.0	I confirm that the Person Responsible stated above is my principal contact.
Universal	UNI002	2.0	Briefly describe staff training procedures.
Universal	UNI003	3.0	Briefly describe personal hygiene procedures.
Universal	UNI004	4.0	Briefly describe staff screening procedures.
Universal	UNI005	5.0	Are training record available?

At the bottom of the table, there is a pagination control showing "Page: 1 of 1", "Rows per page 30", and "Displaying items 1 to 16 of 16".

To edit a question, select the question and then select the Edit action. A tab opens with the record in edit mode.

To create a new scorecard question:

1. Select the New Question action. The Scorecard Question tab opens.

Figure 7–20 New Scorecard Question Page

The screenshot shows the 'New Scorecard Question Page' with the following details:

- Question Id:** [Empty field with asterisk]
- Status:** Deactivated
- Question (Default):** [Empty field with asterisk]
- Question (Australia and New Zealand):** [Empty field]
- Question (English (American)):** [Empty field]
- Question (French):** [Empty field]
- Question (German):** [Empty field]
- Question (Italian):** [Empty field]
- Question (Spanish):** [Empty field]
- Sequence:** 0
- Question Type:**  Universal  General
- Comments:** [Empty field]
- Answer Type:**  Text  Radio  Checkbox
- Includes Comments:**  Yes  No
- Table:**

	Description (Default)	Description (Australia and New Zealand)	Description (English (American))
<input type="checkbox"/>	[Empty text box]	[Empty text box]	[Empty text box]

2. In the Details section:

- Question Id: Enter the ID for this question. The ID must be between 3 and 10 characters and unique. The value cannot be changed once the question has been created. This field is mandatory.
- Status: The status is set to Deactivated.
- Question: Enter the question in the default language. This field is mandatory.
- Sequence: Enter the sequence number for this question. The sequence number is used to set the default order of questions within the scorecard template.
- Question Type: Select the type of question:
  - Universal questions are automatically added to a scorecard template. These questions may be removed and individually re-added as required (if configured in System Parameters to allow removal).
  - General questions are manually added to a scorecard template from the questions glossary.
- Comments: Enter any comments. This field is not mandatory.

3. In the Answers section:

- Answer Type: Select the type of answers allowed for this question.
- Includes Comments: If set to Yes, a text field is included in the questionnaire to enable the user to enter any comments.

- To add an answer choice, click **Add**. Enter the answer in the default language. This is a mandatory field. Enter any translations.
4. Select the Save action.

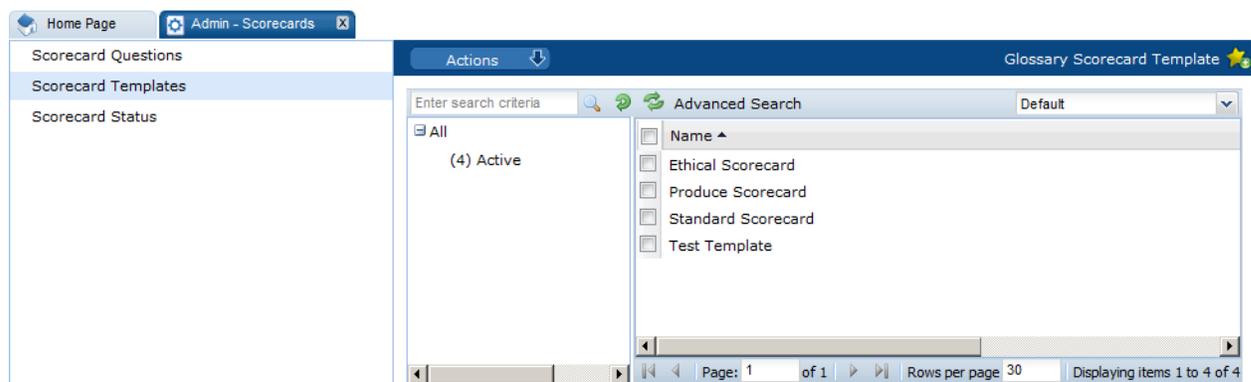
## Scorecard Templates

Scorecards provide a means for the retailer to assess their suppliers on an on-going (or ad hoc) basis against a set of predefined criteria. Scorecards are made up of a series of questions which may be answered by the supplier as a self-assessment or completed by the retailer.

Any number of types of scorecard can be configured, with the option to use weighted scoring for the overall grading of suppliers' responses. On completion of a scorecard, the next one can be automatically scheduled based on a predefined periodic or quarterly frequency.

Scorecard templates define the rules that control the behavior of the different types of scorecards. Every scorecard is created from a template which defines the rules for how it behaves within the system, that is, the set of questions and permitted answers, the setting of basic default values, and whether certain fields are used or hidden.

**Figure 7–21** Glossary Scorecard Templates Page



To edit a template, select the entry and then select the Edit action. A tab opens in edit mode to enable you to edit the template. For an example of the content, see [Figure 7–22](#).

To create a new template:

1. Select the New Scorecard Template action. The New Scorecard Template tab opens.

Figure 7–22 New Scorecard Template Page

The screenshot displays the 'New Scorecard Template Page' in a web browser. The browser tabs include 'Home Page', 'Admin - Scorecards', and 'New Glossary Score...'. The page has a navigation bar with 'Actions' and a sub-navigation bar with 'Details', 'Questions', 'Scoring', and 'Change History'. The 'Details' section is expanded, showing the following fields:

- Code:** A text input field with a red asterisk indicating it is mandatory.
- Scorecard Name (Default):** A text input field with a red asterisk.
- Scorecard Name (Australia and New Zealand):** A text input field.
- Scorecard Name (English (American)):** A text input field.
- Scorecard Name (French):** A text input field.
- Scorecard Name (German):** A text input field.
- Scorecard Name (Italian):** A text input field.
- Scorecard Name (Spanish):** A text input field.
- Status:** A dropdown menu set to 'Deactivated'.
- Approval Required:** A checkbox that is unchecked.
- Overdue Email:** A checkbox that is checked.
- Grace Period:** A text input field with '0' and a 'Weeks' label.
- Future Date derived from:** Radio buttons for 'Due Date' (selected) and 'Completion Date'.
- Auto Schedule:** A checkbox that is unchecked.
- Due Day Of Week:** A dropdown menu set to 'Friday'.
- Comments:** A large text area.
- Supplier Can Create Scorecard:** A checkbox that is unchecked.
- Supplier Can Change Due Date:** A checkbox that is unchecked.
- Supplier Can Complete Scorecard:** A checkbox that is unchecked.
- Contact Roles:** A dropdown menu with a red asterisk.
- Automate Future:** A checkbox that is checked.
- Default Frequency:** Radio buttons for 'Quarter' and 'Period' (selected), with a text input field set to '1'.
- Level of Business Category:** A text input field with a red asterisk.
- Business Category Required:** A checkbox that is unchecked.

Table 7–1 describes the fields in the Details section.

Table 7–1 New Scorecard Template Fields

Field	Description
Code	Enter a unique code for this template. This field is mandatory.
Scorecard Name	Enter the name for the template in the default language. This field is mandatory. Enter the translations.
Status	The status is set to Deactivated.
Supplier Can Create Scorecard	If checked, the supplier user can choose to create this type of scorecard. The default is unchecked.
Supplier Can Change Due Date	If the supplier can create this type of scorecard and this field is checked, the supplier user may also change the due date of this type of scorecard. The default is unchecked.
Supplier Can Complete Scorecard	If checked, the supplier user may choose to complete this type of scorecard. The default is unchecked.
Approval Required	If the supplier can complete this type of scorecard and if this field is checked, the retailer user is required to approve this scorecard before the supplier can complete it. The default is unchecked.
Grace Period	Enter the number of days or weeks after the scorecard's due date when it becomes overdue.
Overdue Email	If checked, an email is automatically generated to the supplier if the supplier has not completed the scorecard by the time it becomes overdue.
Contact Roles	Select the roles for which supplier users receive the notifications if the scorecard becomes overdue. The field is mandatory.

**Table 7-1 (Cont.) New Scorecard Template Fields**

Field	Description
Future Date Derived From	These fields are used to control the rules for automatically scheduling subsequent scorecards of this type, and when a scorecard becomes overdue.
Automate Future	
Auto Schedule	
Default Frequency	
Due Day Of Week	
Level of Business Category	Enter the number of levels of business category to be recorded for this type of scorecard. Set to zero if none are required. This is a mandatory field.
Business Category Required	If checked, the business category becomes mandatory when the scorecard is completed.
Comments	Enter a comment regarding this template.

2. Set the questions for this type of scorecard in the Questions tab using the tables of questions for Universal, General, and Ad Hoc Questions:
  - Universal questions are automatically added.
  - General Questions are selected from the glossary of Scorecard Questions.
  - Ad Hoc questions can be entered specifically for this type of scorecard.

Once the questions have been added, the Refresh Preview action can be used to show the scorecard as it will be presented to the supplier.
3. Select any scoring rules for this type of scorecard in the Scoring subtab.
4. Select the Save action.

## Scorecard Status

This option enables you to view the scorecard status codes and descriptions defined for each. To edit the list, select the Edit action. You can change the descriptions and add new status codes. The Scorecard Status page has the same format as the Alert Status page shown in [Figure 7-1](#).

## Audits & Visits

Select the Audit & Visits option from the Admin drop-down list. The following options are available in the left pane:

- [Certification Bodies](#)
- [Audit/Visit Templates](#)
- [Audit/Visit Issue Types](#)
- [Auditor Types](#)
- [Audit/Visit Risk Levels](#)
- [Audit/Visit Scores](#)
- [Audit/Visit Standards](#)
- [Audit/Visit Statuses](#)
- [Issue Statuses](#)

- [Visit Locations](#)
- [Visit Reasons](#)
- [Checklist Templates](#)
- [Checklist Answers](#)
- [Checklist Questions](#)
- [Checklist Question Colour Management](#)
- [Checklist Question Colours](#)

## Certification Bodies

Certification bodies are assigned to audits/visits that are carried out by a third-party organization. A certification body defines the details of an organization that carries out an audits. On the Certification Bodies page, the name and contact details of existing auditors and certification bodies are shown.

To edit the details for a certification body, select the entry and then select the Edit action. A page opens in edit mode with the details of the certification body. For an example of the content, see [Figure 7–23](#).

To add a new certification body, select the New Certification Body action. The New Certification Body tab opens. The Name and Type fields are mandatory. The contact details and address may also be entered.

**Figure 7–23** *New Certification Body Page*

The screenshot displays the 'New Certification Body Page' within a web browser. The browser tabs include 'Home Page', 'Admin - Audits & am..', and 'New Certification ..'. The page has a dark blue header with an 'Actions' dropdown menu. Below the header, there are three tabs: 'Details', 'Attachments', and 'Change History'. The 'Details' tab is active, showing a form with the following fields:

- Name:** (Mandatory field, marked with a red asterisk)
- Phone:**
- Contact Name:**
- Comments:** (Large text area)
- Code:** 123
- Type:** Certification Body (Dropdown menu, Mandatory field)
- Fax:**
- Contact Email :**

Below the 'Details' section is the 'Address' section, which includes the following fields:

- Local Address**
- Country:** (Dropdown menu)
- Address 1:**
- Address 2:**
- City:**
- County:**
- Post Code:**
- GPS latitude:**
- GPS longitude:**

## Audit/Visit Templates

Audit/visit templates define the rules that control the behavior of the different types of audits and visits. Every audit or visit is created from a template which defines the rules for how it behaves within the system, that is, the setting of basic default values and whether certain fields are used or hidden.

**Figure 7–24 Audit/Visit Templates Page**

Record Type	Name	Default Audit / Visit Frequency (months)
Audit	Audit Test Allow	0
Audit	Audit Test Specific	0
Audit	Ethical Audit	0
Audit	Name1	0
Audit	Nut Handling Audit	0
Audit	Scorable Ethical Audit	0
Audit	Scorable Standard Food Audit	1
Audit	Scorable Standard Food Audit, Optional Visibility	0
Audit	Standard Food Audit	1
Visit	Standard Visit	12

To edit a template, select the entry and then select the Edit action. A tab opens in edit mode to enable you to edit the template. For an example of the content, see [Figure 7–25](#).

To create a new template:

1. Select the New Audit/Visit Template action. The New Audit/Visit Template tab opens.

Figure 7-25 New Audit Template Page

The screenshot displays the 'New Audit Template' page. At the top, there are browser tabs for 'Home Page', 'Admin - Audits &am...', and 'New Audit Template'. Below the browser tabs is a navigation bar with 'Actions' and a dropdown arrow. The main content area is titled 'New Audit Template' and has a sub-header 'Audit/Visit Details'. This section contains several input fields and radio buttons:

- Code:** A text input field with a red asterisk indicating it is required.
- Record Type:** Radio buttons for 'Audit' (selected) and 'Visit'.
- Audit/Visit Template Name (Default):** A text input field with a red asterisk.
- Audit/Visit Template Name (Australia and New Zealand):** A text input field.
- Audit/Visit Template Name (English (American)):** A text input field.
- Audit/Visit Template Name (French):** A text input field.
- Audit/Visit Template Name (German):** A text input field.
- Audit/Visit Template Name (Italian):** A text input field.
- Audit/Visit Template Name (Spanish):** A text input field.
- Scope (Default):** A text input field.
- Scope (Australia and New Zealand):** A text input field.
- Scope (English (American)):** A text input field.
- Scope (French):** A text input field.
- Scope (German):** A text input field.
- Scope (Italian):** A text input field.
- Scope (Spanish):** A text input field.
- Comments:** A large text area for entering comments.

Below the 'Audit/Visit Details' section, there are two columns of settings:

- Audit / Visit Type:** Radio buttons for 'Internal' (selected) and 'Third Party'.
- Record Date Of Last Audit / Visit:** Radio buttons for 'Yes' and 'No'.
- Audit / Visit Visibility:** Radio buttons for 'Announced', 'Unannounced', and 'Optional' (selected).
- Create Issues:** Radio buttons for 'No' (selected), 'Manually', and 'Via Checklists'.
- Score Audit / Visit:** Radio buttons for 'Yes' and 'No' (selected).
- Score Mandatory:** Radio buttons for 'Yes' and 'No' (selected).
- Allowable Score Options:** A text input field with a value of '-' and a dropdown arrow.
- Audit / Visit Standards Used:** Radio buttons for 'Yes' and 'No' (selected).
- Cost Recovery:** Radio buttons for 'Yes' and 'No'.
- Active:** A checked checkbox.
- Supplier Generated:** Radio buttons for 'Yes' and 'No' (selected).
- Auto schedule:** Radio buttons for 'Yes' and 'No' (selected).
- Default Issue Completion (days):** A text input field with a value of '0' and a red asterisk.
- Default Audit / Visit Frequency (months):** A text input field with a value of '0' and a red asterisk.
- Business Categories Required:** Radio buttons for 'Yes' and 'No' (selected).
- Business Category Levels Required:** A text input field with a value of '2'.
- Allowable Audit / Visit Standards:** A text input field with a value of '-' and a dropdown arrow.

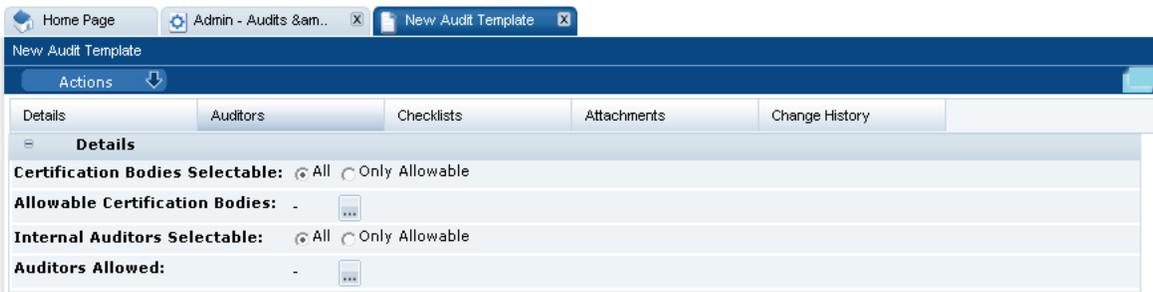
2. Table 7-2 describes the fields in the Audit/Visit Details section.

**Table 7–2 Audit/Visit Template Fields**

<b>Field</b>	<b>Description</b>
Active	Check the box if this template is set active when created.
Allowable Audit/Visit Standards	Click the icon to select the standards for this audit/visit.
Allowable Score Options	If scoring is used, click the icon to select the scoring options to use.
Audit/Visit Standards Used	If set to Yes, this type of audit is aligned with a particular standard.
Audit/Visit Template Name	Enter the name for the template in the default language. This field is mandatory. Enter the translations.
Audit/Visit Type	<ul style="list-style-type: none"> <li>■ Select Internal if the audit/visit is carried out by the retailer.</li> <li>■ Select Third Party if a third-party auditor or certification body carries out the audit/visit.</li> </ul>
Audit/Visit Visibility	This field determines whether the supplier knows in advance of an audit/visit. If Unannounced, the supplier is not notified until it is time for them to collaborate.
Auto Schedule	If set to Yes, a new future audit/visit is automatically scheduled on completion of the current audit/visit.
Business Category Levels Required	If the Business Categories Required field is set to Yes, enter the number of levels of business category to use on the audit/visit record.
Business Categories Required	If set to Yes, a business category is required for this type of audit/visit.
Code	Enter a unique code for this template. This field is mandatory.
Comments	Enter a comment regarding this template.
Cost Recovery	If set to Yes, the all or part of the cost of the audit/visit is recharged to the supplier.
Cost Recovery Comments	If the Cost Recovery field is set to Yes, the amount to be recharged can be entered as a comment.
Create Issues	If set to Yes, issues can be raised against audits/visits of this type regardless of whether the issue is created by the supplier or retailer.
Default Audit/Visit Frequency (months)	Enter the frequency of the audit/visit in months. This is used when auto-scheduling the next audit/visit.
Default Issue Completion (days)	Enter the number of days an outstanding issue must be completed by before being flagged as urgent.
Record Date of Last Audit/Visit	If set to Yes, the site record is updated with the date when the latest audit is completed.
Record Type	Select whether this template is for an audit or a visit.
Scope	This is the summary of the purpose of the audit/visit. This is the default text for the Scope field in the audit/visit.
Score Audit/Visit	If set to Yes, an overall score/grade is required.
Score Mandatory	If set to Yes, scoring is mandatory when scoring is being used.
Supplier Generated	If set to Yes, the supplier can create new audits/visits of this type.

3. In the Auditors subtab, select the certification bodies and internal auditors who are allowed to perform the audit:
  - If All is selected, all defined certification bodies or internal auditors are allowed to perform the audit.
  - If Only Allowable is selected, the list of certification bodies or internal auditors is chosen. Click the icon and select the certification bodies or internal auditors.

**Figure 7–26 New Audit Template Auditors Subtab**



4. Select the Checklists subtab. Add any checklists to be used for the audit. When an audit/visit is created, if its template has checklists assigned, the checklists are automatically created as Audit/Visit Checklist records for completion during the audit/visit.
5. In the Attachments subtab, attach any documents to the audit.
6. Select the Save action.

## Audit/Visit Issue Types

Audit/visit issue types define the types or levels of non-conformance that can be raised against an audit. An audit/visit template may not be edited once it has been made active; to make any changes it must first be deactivated. The Audit/Visit Issue Types page has the following columns:

- Set to Yes if the issue type is active.
- Code for the issue type.
- Description for the issue type in the default language.
- Descriptions for each supported language.

**Figure 7–27 Audit/Visit Issue Types Page**

Active	Code	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
Yes	CRITICAL	Critical	-	-	Critique	Kritisch	Critico	Crítico
Yes	MAJOR	Major	-	-	Majeur	Schwerwiegend	Importante	Mayor
Yes	MINOR	Minor	-	-	Mineur	Minder	Marginale	Menor
Yes	RECOMMENDATION	Recommendation	-	-	Recommandation	Empfehlung	Raccomandazione	Recomendación

To edit the list of issue types, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new issue type, click **Add**. If the issue type should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Auditor Types

Audit types are used to differentiate between individuals (Auditors) and organizations (Certification Bodies). The Auditor Types page has the same format as the Audit/Visit Issue Types page shown in [Figure 7-27](#).

To edit the list of auditor types, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new auditor type, click **Add**. If the auditor type should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Audit/Visit Risk Levels

Where used, the levels of risk may be assigned to a site based on the type of product the site produces, for example, High Risk and Low Risk. The levels can be used, based on risk level, to vary the frequency of an audit/visit type per site. The Audit/Visit Risk Levels page has the same format as the Audit/Visit Issue Types page shown in [Figure 7-27](#).

To edit the list of risk levels, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new risk level, click **Add**. If the risk level type should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Audit/Visit Scores

Audit/visit scores provide the scoring or grading options for audits, for example, Red and Green. The Audit/Visit Scores page has the same format as the Audit/Visit Issue Types page shown in [Figure 7-27](#).

To edit the list of scores, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new score, click **Add**. If the score should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Audit/Visit Standards

Each type of audit can be aligned with a specific standard. The Audit/Visit Standards page has the same format as the Audit/Visit Issue Types page shown in [Figure 7-27](#).

To edit the list of standards, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new standard, click **Add**. If the standard should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Audit/Visit Statuses

Statuses define the names of the stages of the Audit/Visit workflow.

To edit the list of statuses, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

**Figure 7–28 Audit/Visit Statuses Page**

Actions		Audit/Visit Statuses					
Status	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
ABANDONED	Abandoned	-	-	Abandonné	Zurückgezogen	Abbandonato	Abandonado
AWAITING AMENDMENT	Awaiting Amendment	-	-	En attente de modification	Warten auf Berichtigung	In attesa di modifica	En espera de modificación
AWAITING CORRECTIVE ACTION	Awaiting Corrective Action	-	-	En attente d'action corrective	Warten auf Abhilfemaßnahme	In attesa di azione correttiva	En espera de acción correctiva
AWAITING SIGN-OFF	Awaiting Sign-Off	-	-	En attente d'autorisation	Warten auf Freigabe	In attesa di approvazione	En espera de aprobación
COMPLETED	Completed	-	-	Terminé	Abgeschlossen	Completato	Completada
FAILED	Failed	-	-	Echoué	Fehlgeschlagen	Non superato	Erróneo
IN PROGRESS	In Progress	-	-	En cours	In Bearbeitung	In corso	En proceso
NOT PROGRESSED	Not Progressed	-	-	Sans progression	Nicht abgeschlossen	Non avanzato	Sin progresar
SCHEDULED	Scheduled	-	-	Programmé	Geplant	Programmato	Programado

## Issue Statuses

Issue statuses define the names of the stages of the Issues (non-conformances) workflow. The Issue Statuses page has the same format as the Audit/Visit Statuses page shown in [Figure 7–28](#).

To edit the list of statuses, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

## Visit Locations

Only used in visits, the locations are a predefined list of options for specifying where the visit takes place, for example, Head Office or Conference Room. The Visit Locations page has the same format as the Audit/Visit Issue Types page shown in [Figure 7–27](#).

To edit the list of locations, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new location, click **Add**. If the location should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Visit Reasons

Only used in visits, the reasons are a predefined list of options for why the visit takes place, for example, Audit Follow-up or Complaint Investigation. The Visit Reasons page has the same format as the Audit/Visit Issue Types page shown in [Figure 7–27](#).

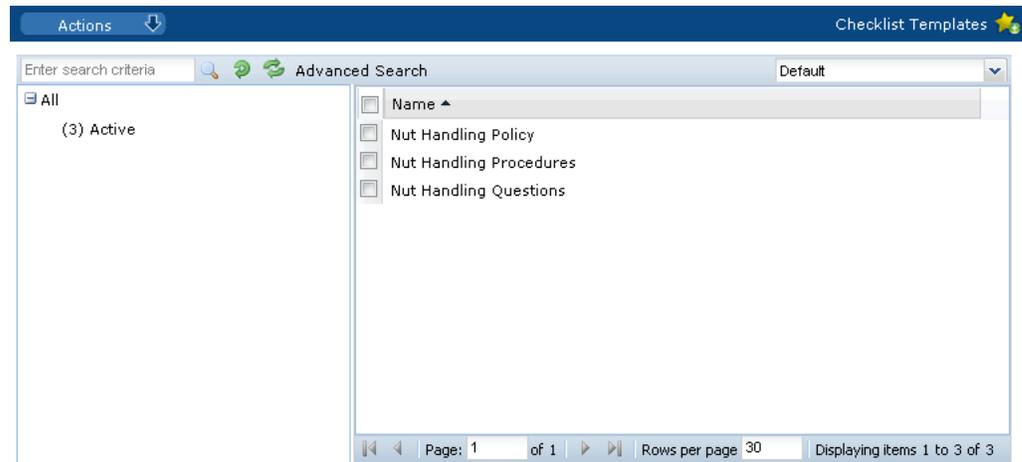
To edit the list of reasons, select the Edit action. The table opens in edit mode. Only the translated descriptions can be edited.

To add a new reason, click **Add**. If the reason should be set active, check the box in the Active column. The code and description in the default language are mandatory fields.

## Checklist Templates

A checklist is the breakdown of items to be assessed as part of an audit or visit. The items may correspond to individual clauses in corporate standards or policy documents. A checklist template is the grouping together of checklist questions and their permissible answers to form reusable common questionnaires for completion during an audit.

**Figure 7–29 Checklist Templates Page**



To edit a template, select the Edit action. The template record opens in edit mode.

To add a new checklist:

1. Select the New Checklist Template action. The New Checklist Template tab opens.

Figure 7-30 New Checklist Template Page

The screenshot shows a web interface for creating a new checklist template. It includes a navigation bar with 'Home Page', 'Admin - Audits &am...', and 'New Checklist Temp...'. Below the navigation bar are tabs for 'Actions', 'Details', and 'Change History'. The 'Details' section contains several input fields for 'Code', 'Checklist Name (Default)', and translations of the 'Checklist Name' into various languages. The 'Status' is set to 'Deactivated' and 'General Comments' is set to 'No'. The 'Questions' section features a table with columns for 'Move to', 'Question Id', 'Answer Type', 'Ref (Default)', 'Question', 'Comments', and regional references (Australia and New Zealand, English (American), French, German, Italian). The 'Block Answer Options' section has a field for 'Allow block answers'.

2. In the Details section:
  - Code: A unique Code must be entered when the template is created, after which it is read-only. This field is mandatory.
  - Checklist Name: Enter the name that appear in the audit/visits. The name must be unique. The name is editable after the record has been created. Enter any translations. This field is mandatory.
  - Status: The status is set to Deactivated.
  - General Comments: If set to Yes, a general comments field is included in the checklist.
3. In the Questions section: To add questions, click **Add**. The Select Glossary Questions dialog box appears with the list of available questions. Select questions and then click **Ok**.
4. In the Block Answer Options section: Allow block answers adds an option to the checklist to allow the user to block answer all the questions with the answers specified here, where it is one of the permissible answers for the question. For example, if block answering is set to Not Assessed, all questions in the checklist that have Not Assessed as one of the answer options are answered in that way. The contents of the Allow Block Answer pick-list are dynamically built based on the set of answers associated to the questions present in this checklist. Any duplicates are excluded.
5. Select the Save action.

## Checklist Answers

The sets of available checklist answers are managed using this option.

**Figure 7–31 Checklist Answers**

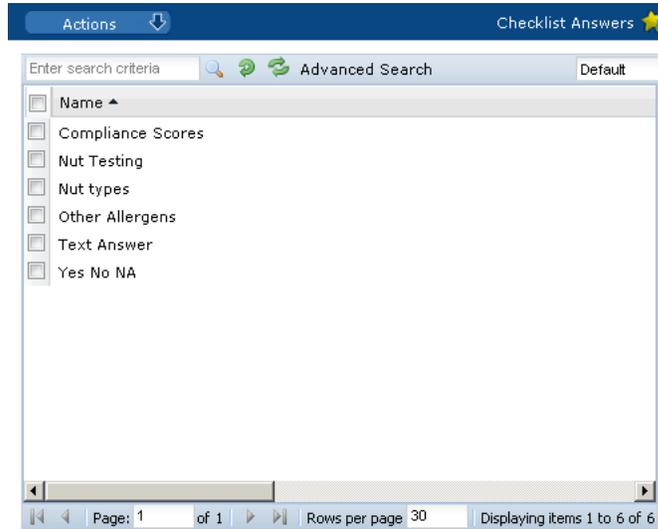


Figure 7–32 shows an example of checklist answers.

**Figure 7–32 Checklist Answers Example**

Answer (Default)	Mandatory Comments	N/C Creation	N/C Type	Answer (Australia and New Zealand)	Answer (English (American))	Answer (French)	Answer (German)	Answer (Italian)	Answer (Spanish)
Complies	No	No	-	-	-	-	-	-	-
Critical Non Compliance	Yes	Yes	Critical	-	-	-	-	-	-
Major Non Compliance	Yes	Yes	Major	-	-	-	-	-	-
Minor Non Compliance	Yes	Yes	Minor	-	-	-	-	-	-
Not Applicable	No	No	-	-	-	-	-	-	-
Not Assessed	Yes	No	-	-	-	-	-	-	-

To edit a set of checklist answers, select the entry and then select the Edit action. The template record opens in edit mode.

To add a new set of checklist answers:

1. Select the New Checklist Answer option. The New Glossary/Answers page opens.

Figure 7-33 New Checklist Answer Page

Home Page | Admin - Audits & am... | ???newGlossaryAnsw...

Actions

Checklist Answers | Change History

**Details**

Code:  \*

Answer Name (Default):  \*

Answer Name (Australia and New Zealand):

Answer Name (English (American)):

Answer Name (French):

Answer Name (German):

Answer Name (Italian):

Answer Name (Spanish):

Answer Type:  Single Choice  Multi Choice  Text

Includes Comments:  Yes  No

Comments:

Use Default Answer:  Yes  No

Add  Delete Insert Move Up Move Down

	Answer (Default)	N/C Creation	N/C Type	Answer (Australia and New Zealand)
<input type="checkbox"/>	<input type="text"/> *	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/>	<input type="text"/>

2. In the Details section:

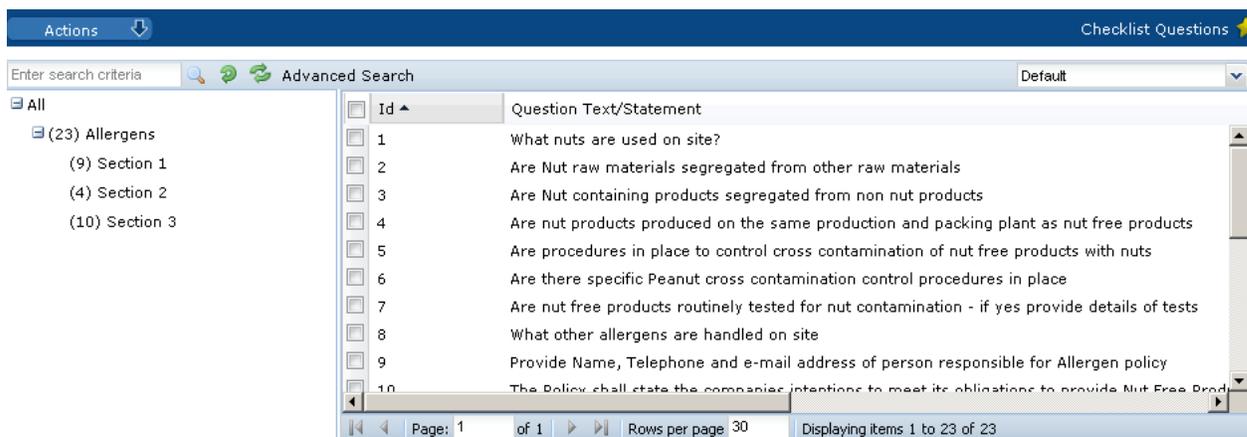
- Code: Enter a unique code for this answer set. This field is mandatory.
- Answer Name: Enter a unique identifier of this answer set in the default language. This field is mandatory. Enter any translations.
- Answer Type: Select the type of answer presented to the user:
  - Single Choice presents a pick-list.
  - Multi Choice presents a multi-select pick-list.
  - Text presents an auto-expanding text area.
- Include Comments: This field determines a comment is required. If the selected answer type is Text, this field is set to No and cannot be changed.
- Comments: Use this field to enter a comment regarding this checklist answer glossary.
- Use Default Answer: If the answer type is Single Choice or Multi Choice, the Use Default Answer option is used to control whether a default value is to be set for this answer when presented in a checklist. If Yes is selected, the Default Answers field presents a checklist of the answers that have been added to the Answers table for one to be selected. If No is selected the selector is hidden.

3. The table of answers defines the answer choices and is only presented if the answer type is Single Choice or Multi Choice. To add answer, click **Add** to add a row to the table:
  - Enter the answer in the default language. This field is mandatory.
  - The N/C Creation field determines whether, when the chosen answer is given to this question, the system should generate an issue for the question.
  - The N/C Type field determines for what issue type an issue is automatically generated. The selection is made from the Issue Types glossary, for example, Critical, Major, Minor, or Recommendation.
  - Enter the descriptions in the supported languages.
4. Select the Save action.

## Checklist Questions

The sets of available checklist questions are managed using this option.

**Figure 7–34 Checklist Questions**



To edit a checklist question, select the entry and then select the Edit action. The question record opens in edit mode.

To add a checklist question:

1. Select the New Checklist Question action. The New Glossary/Question tab opens.

Figure 7–35 New Checklist Question Page

The screenshot shows a web application interface for creating a new checklist question. The top navigation bar includes 'Home Page', 'Admin - Audits & am...', and '???newGlossaryQues...'. Below the navigation bar is an 'Actions' menu. The main content area is titled 'Details' and contains the following fields:

- Id:** A text field for a unique identifier.
- Answer Type:** A dropdown menu with a red asterisk indicating it is mandatory.
- Audit Type:** A dropdown menu with a red asterisk indicating it is mandatory.
- Section:** A dropdown menu with a red asterisk indicating it is mandatory.
- Comments:** A text area for entering a comment.
- Question Text/Statement (Default):** A text area for the question in the default language.
- Question Text/Statement (Australia and New Zealand):** A text area for the question in Australian and New Zealand English.
- Question Text/Statement (English (American)):** A text area for the question in American English.
- Question Text/Statement (French):** A text area for the question in French.
- Question Text/Statement (German):** A text area for the question in German.
- Question Text/Statement (Italian):** A text area for the question in Italian.
- Question Text/Statement (Spanish):** A text area for the question in Spanish.

At the bottom of the page is an 'Answers' section, which is currently empty.

2. In the Details section:
  - **Id:** This is a unique identifier of each question. It is automatically assigned as an incrementing sequence number.
  - **Audit Type:** Select the type of audit associated with this question from the drop-down list. This field is mandatory.
  - **Answer Type:** Select the type of answer associated with this question from the drop-down list. This field is mandatory.
  - **Section:** Select the section of the questionnaire from the drop-down list. This field is mandatory.
  - **Question/Text Statement:** Enter the question in the default language. This field is mandatory. Enter any translations.
  - **Comments:** Use this field to enter a comment regarding this checklist question glossary entry.
3. In the Answers section: The table of Answers is automatically built based on the selected answer type. The table is only applicable for Single Choice and Multi Choice answer types. For more information, see "[Checklist Answers.](#)"
4. Select the Save action.

## Checklist Question Colour Management

This option is used to define the rules for color-coding within checklists. The system uses this table to apply to present the text in the specific color if it encountered as part of a checklist question.

To edit the list of colors, select the Edit action. The table opens in edit mode. The color and descriptions can be edited.

To add a new color, click **Add**. A row is added to the table. Enter the code, color, and description in the default language. Enter any translations.

**Figure 7–36 Checklist Question Colour Management**



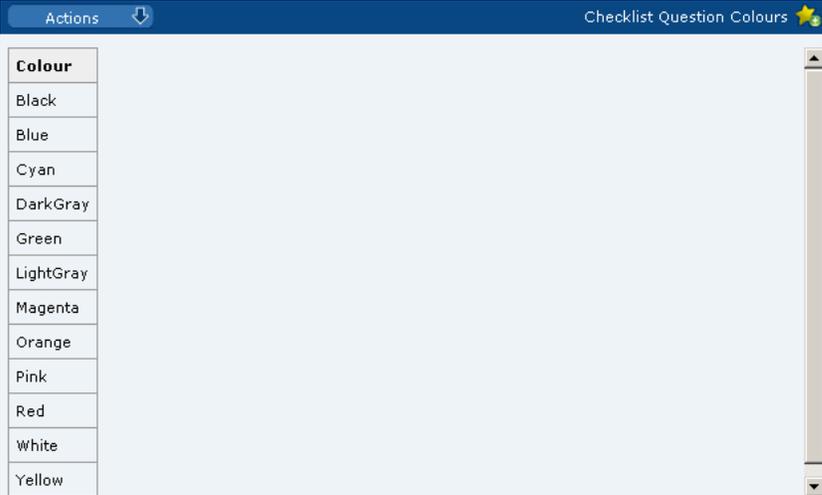
Code	Colour	Description (Default)	Description (Australia and New Zealand)	Description (English (American))	Description (French)	Description (German)	Description (Italian)	Description (Spanish)
PEANUT	Red	Peanut	-	-	-	-	-	-
OTHER	Blue	Other	-	-	-	-	-	-

## Checklist Question Colours

This option is used to build the list of colors available for use when defining the color-coding rules.

To edit the list of colors, select the Edit action. The table opens in edit mode. To add a new color, click **Add**.

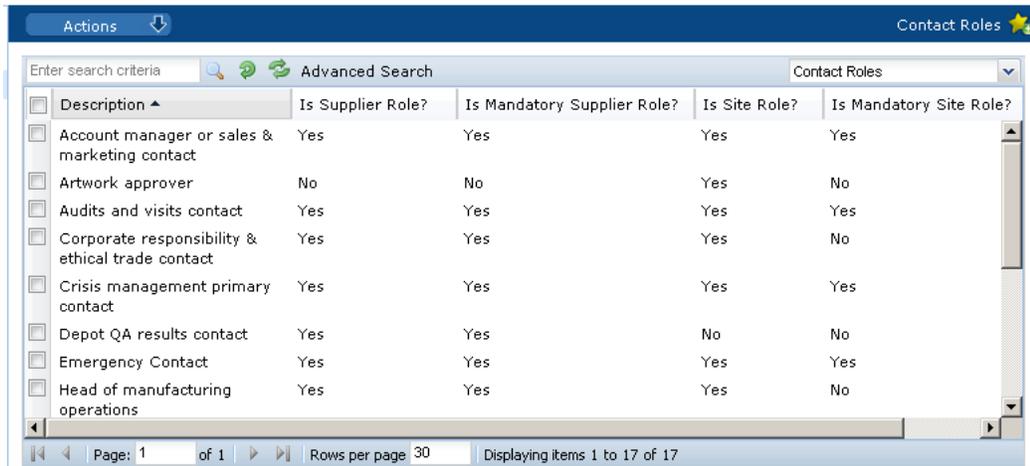
**Figure 7–37 Checklist Question Colours**



Colour
Black
Blue
Cyan
DarkGray
Green
LightGray
Magenta
Orange
Pink
Red
White
Yellow

## Roles and Permissions

Select the Contact Roles option in the left pane. The Contact Roles page opens.

**Figure 7–38 Contact Roles Page**


Description	Is Supplier Role?	Is Mandatory Supplier Role?	Is Site Role?	Is Mandatory Site Role?
Account manager or sales & marketing contact	Yes	Yes	Yes	Yes
Artwork approver	No	No	Yes	No
Audits and visits contact	Yes	Yes	Yes	Yes
Corporate responsibility & ethical trade contact	Yes	Yes	Yes	No
Crisis management primary contact	Yes	Yes	Yes	Yes
Depot QA results contact	Yes	Yes	No	No
Emergency Contact	Yes	Yes	Yes	Yes
Head of manufacturing operations	Yes	Yes	Yes	No

The set of contact roles is configurable. Each portal can build their own set of roles that contacts are to be recorded for at the supplier and site levels. The roles may be set as mandatory, in which case, a contact must be assigned to that role for the supplier/site account to be approved.

Some roles are mandatory because they are used by the system to automatically notify the relevant users as part of the system's workflow, for example, an Audits & Visits Main Contact would be notified when an audit requires action.

Where there are mandatory roles that have not been assigned a contact, the supplier/site administrator is alerted through the Urgent Item Manager (UIM) app.

For more information on adding and editing contact roles, see "[Managing Contact Roles.](#)"

## System Parameters

To maintain the parameters used to support Supplier, select the System Control option and then System Parameters.

[Table 7–3](#) shows the specific system parameters, by subtab on the System Parameters page, used to support Supplier.

**Table 7–3 System Parameters to Support Supplier**

Subtab	Parameter	Description
Audits & Visits	Allow creation of Audits from Audits List	If set to Yes, users may create new audits/visits from within the Audits & Visits area (in which case, they select the supplier and site) as well as through the Site record.  If set to No, new audits/visits are created through the Site record (in which case there is no need to select the supplier and site).  Default is No.
Audits & Visits	Max Time Spent (hours)	Sets the maximum value a user may record as the time spent on an audit/visit. This prevents excessive time being accidentally entered. Default is 20.

**Table 7-3 (Cont.) System Parameters to Support Supplier**

Subtab	Parameter	Description
Audits & Visits	Use Risk Levels	<p>Determines whether levels of risk are being assigned to Sites (based on the type of product produced).</p> <p>If set to Yes, a Risk Level classification can be set on the Site record, and the frequency of an audit/visit may be set differently per risk level; thus allowing an audit/visit to be scheduled more (or less) frequently for sites that supply particular types of products.</p> <p>Default is No.</p>
Audits & Visits	Days to show Scheduled in Tasks App	Used to control when Scheduled audits/visits appear in the user's Task App in order to limit the list of audit/visits to just those that will become due in the next 28 days, for example, thereby excluding those that are currently scheduled but not due for a number of months. Default is 28.
Audits & Visits	Edit Score on Completion	<p>If set to Yes, where an audit/visit is scored, the score can be assigned or changed when the audit/visit is completed (through the completion confirmation dialog box).</p> <p>If set to No, any scoring has to be assigned directly within the Audit/Visit record.</p> <p>Default is No.</p>
Log On	Site Details Update Reminder	<p>Number of working days between a reminder being shown in a user's UIM when a user has logged in. It is used to ensure that Mandatory Contact details are kept up to date on both the supplier and sites. Default is 90 days.</p> <p>When the first supplier user logs in, they see an entry in the UIM drawing their attention to this. If they use the Confirm Details action, this stamps the date onto the record so that the next time a user logs in, the system checks if the current date is greater than the stamped date.</p>
Registration	Notify Lead Technologist	If set to Yes, the Product Technologist is notified by email when a supplier completes the registration for a site for which they are the Lead Technologist. Default is No.
Registration	Notify Others	User roles, with Role Type equal to Retailer, for which users should be copied on the email sent to a Technologist when a supplier completes registration. For example, it is used to notify Auditors when sites are ready to be audited. Parameter is linked to the user roles.
Registration	Create Initial Audit	If set to Yes, additional fields are made available to allow the user to create the initial audit when a site is approved. Default is No.
Registration	Notify Accounts	If set to Yes, the Account Administrator is automatically notified by email (REG3) that an order has been created when the supplier has completed their part of the registration process (for a standard supplier registration). Default is Yes.

**Table 7–3 (Cont.) System Parameters to Support Supplier**

Subtab	Parameter	Description
Registration	Create initial scorecard	If set to Yes, additional fields are made available to allow the user to create the initial scorecard when a site is approved. Default is No.
Registration	Registration Ts & Cs Active	If set to Yes, suppliers are required to accept the portal's terms and conditions during the supplier registration process. Default is Yes.  This parameter can only be seen and maintained by users with the Oracle Authorized Administrator authority profile.
Registration	Supplier Code Allocation (See 1.)	If Auto, the system will automatically assign supplier codes to new Suppliers.  If Auto/Edit, the system will automatically assign supplier codes, however the auto-allocated code may be manually changed to a unique alternative during the creation process.  If Manual, the retailer user must assign a unique supplier code during the creation process.  Default is Auto.
Registration	Supplier Code Editable (See 1.)	If checked, the supplier code may be edited in the Supplier record after the account has been created.  If Supplier Code Allocation is set to Auto, this parameter is set as unchecked and cannot be changed. Default is unchecked.
Registration	Site Code Allocation (See 1.)	If Auto, the system will automatically assign site codes to new Supplier sites.  If Auto/Edit, the system will automatically assign site codes, however the auto-allocated code may be manually changed to a unique alternative during the creation process.  If Manual, the retailer user must assign a unique site code during the creation process.  Default is Auto.
Registration	Site Code Editable (See 1.)	If checked, the site code may be edited in the Site record after the account has been created.  If Site Code Allocation is set to Auto, this parameter is set as unchecked and cannot be changed.  Default is unchecked.
Registration	Site Code Format (See 1.)	If Numeric, the site coding will follow an incrementing number sequence, starting at 1 for each supplier (with leading zeroes), such as, 0001 > 0002 ... 9999 > 10000 ...  If Alpha, the site coding will follow an incrementing alpha code sequence, starting at AAAA for each supplier, such as, AAAA > AAAB ... AAAZ > AABA ... AZZZ > BAAA ...  This parameter cannot be changed once the first site has been created. Default is Numeric.

**Table 7-3 (Cont.) System Parameters to Support Supplier**

Subtab	Parameter	Description
Registration	Prefix Site Code with Supplier Code (See 1.)	If checked, the supplier code is automatically prepended to the site code when creating a Site account, with a hyphen, such as A0001-AAAB.  This parameter cannot be changed once the first site has been created. Default is checked.
Registration	Site Code Unique Across Portal (See 1.)	If checked, the system will continue incrementing the site code across the entire portal rather than just within the supplier, to ensure the uniqueness across the portal. For example:  If site codes are not required to be unique across the portal, the coding may be: <b>Supplier Site</b> A0001 0001 or AAAA A0001 0002 or AAAB B0001 0001 or AAAA  If site codes are required to be unique across the portal, the coding would be: <b>Supplier Site</b> A0001 0001 or AAAA A0001 0002 or AAAB B0001 0003 or AAAC  This parameter cannot be changed once the first site has been created. Default is unchecked.
Registration	Minimum Site Code Length (See 1.)	The minimum number of digits or characters in the site code.  This parameter cannot be changed once the first site has been created. Default is 5.
Registration	Registered Company Number Mandatory at Registration	Use this to control whether the Registered Company Number is mandatory or optional when the supplier completes the Registration wizard.  Default is checked/Yes (mandatory).
Scorecards	Allow creation of Scorecards from Scorecards list	If checked, scorecards can be created from the scorecards list views. If not checked, scorecards can only be created directly from within a Site record.
Scorecards	Grace period	Select if the scorecard completion overdue grace period is in days or weeks.
Scorecards	Email Agent run on	Controls which days of the week reminder emails are generated for overdue scorecards. Specific days can be selected. Buttons are available to select or clear all days.
Scorecards	Allow ad hoc (non glossary) questions	If checked, scorecard templates have the option to have questions added that do not appear in the questions glossary.
Scorecards	Allow removal of universal questions	If checked, whether universal questions may be removed from a scorecard template (if not, all universal questions will appear on every scorecard type)
Urgent Items	Show Alert Items	If set to Yes, Alert KPIs are shown in the UIM. Default is Yes.

**Table 7–3 (Cont.) System Parameters to Support Supplier**

<b>Subtab</b>	<b>Parameter</b>	<b>Description</b>
Urgent Items	No. Days Before Alert Response is overdue	Number of days before this KPI is shown. Default is two days.
Urgent Items	Show scorecards	If set to Yes, scorecards are shown in the UIM. Default is Yes.
Urgent Items	Scorecard Overdue Off-set days	Number of days before an overdue scorecard is shown. Default is two days.
Urgent Items	No. Days Before Audits & Visits Overdue	Used to control if and when the overdue audits/visits message appears in the user's UIM. When blank, no overdue notifications appear. Also used to control overdue email notifications to retailer and supplier users.
Urgent Items	No. Days Before Audits & Visits Issues Overdue	Used to control if and when the overdue audits/visits issues message appears in the user's UIM. When blank, no overdue notifications appear. Also used to control overdue email notifications to retailer and supplier users.
1. This parameter is only editable by users with the Power Administrator authority profile.		

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## Product Administration

The following topics are covered in this chapter:

- [Global Glossaries](#)
- [Spec Glossaries](#)
- [Spec Configuration](#)
- [Business Category Configuration](#)
- [Surveillance](#)
- [System Parameters](#)
- [Combined Specifications](#)

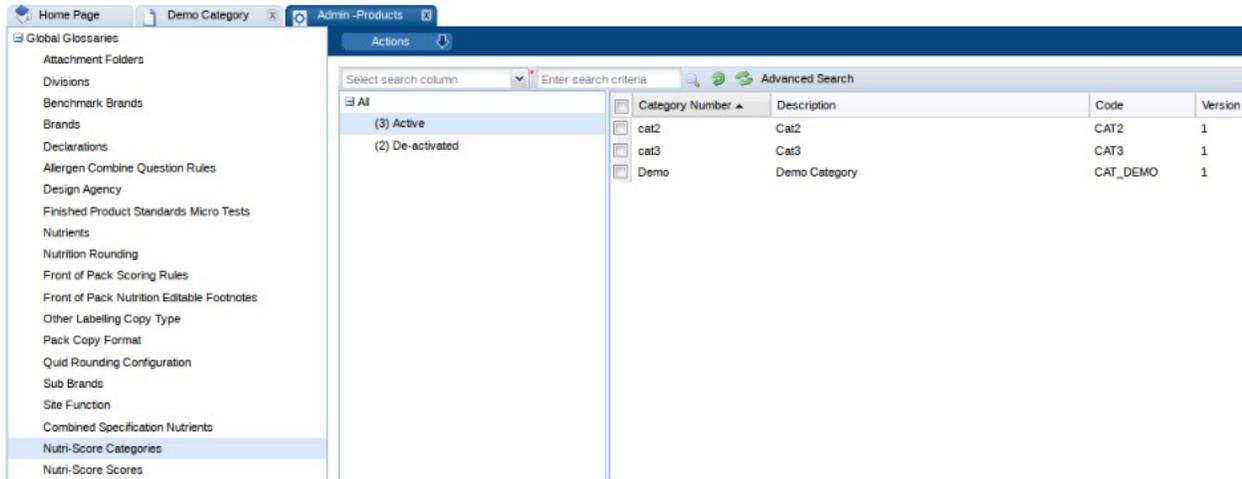
### Global Glossaries

The Global Glossaries define the keywords and order of those keywords in pick-lists available for selection throughout Product.

Simple keyword glossaries are maintained through a list of the single values, plus their translations. The more complex glossaries, that combine multiple fields, such as Nutrients, are maintained as individual records presented in a list view. If translations are provided for a glossary, pick-list options are presented to the user in the user's language. If no translation is present for that language, the options are shown in the portal's base language.

To access Global Glossaries, select Products from the Admin drop-down list. The Admin - Products tab opens. [Figure 8-1](#) shows an example of the expanded Spec Glossaries in the left pane with the Declarations glossary open.

Figure 8–1 Global Glossaries Options



## Nutri-Score Glossaries

Two glossaries are provided for Nutri-Score functionality:

- [Nutri-Score Categories Glossary](#)
- [Nutri-Score Scores Glossary](#)

### Nutri-Score Categories Glossary

This glossary is used to configure the scoring rules for the Nutri-Score functionality. The glossary defines the Nutrients to be used for the Nutri-Score calculation, their incremental quantities, the points that each nutrient will contribute to the Nutri-Score calculation, and the Scores that will be derived from the calculated value.

The glossary allows separate scoring rules to be created for different product types. The scoring rules are configured by assigning sets of incremental bandings to specified *baseline* nutrients, based on per 100g/ml nutrient content, with points assigned to each banding. The points can be dynamically adjusted based on the content of other nutrients, by defining *modifying* nutrient rules.

When a product specification's Nutrition values are calculated, if the product has been assigned a Nutri-Score category, the configured values are used to calculate the total number of points based on the per 100g/ml nutrient values.

The points total is converted into a Nutri-Score score, which can be configured as a numeric score (such as 1 to 5), a grading (such as A to E), or a classification (such as Red, Amber Green).

### Baseline Nutrients

The Baseline nutrients table is built by adding the nutrients to be scored, and defining the points bandings for each. Any nutrient can be scored, however typically it would be Energy, Sugars, Saturated Fats, and Sodium.

The Nutrient per 100g/ml (>) and Nutrient per 100g/ml (<=) columns form the points banding ranges. The <= value must be greater than the > value. The Points value is mandatory. Any blank rows in the table are ignored.

Figure 8–2 Baseline Nutrients Table

Nutrient:	Energy (MAINENERGYKJ)
<input type="checkbox"/> [ ]	
<input type="checkbox"/> 335	
<input type="checkbox"/> 670	
<input type="checkbox"/> 1005	
<input type="checkbox"/> 1340	
<input type="checkbox"/> 1675	
<input type="checkbox"/> 2010	
<input type="checkbox"/> 2345	
<input type="checkbox"/> 2680	
<input type="checkbox"/> 3015	
<input type="checkbox"/> 3350	

### Modifying Nutrients

Modifying nutrients can optionally be defined, to adjust the baseline nutrient points calculation based on the presence of another nutrient. The maintenance of the table is similar to the Baseline Nutrients table.

Figure 8–3 Modifying Nutrients Table

Nutrient:	Alcohol (MAINALCOHOL)
<input type="checkbox"/> 23	

The adjustments can optionally have conditions, to determine whether or not they are to be applied. The conditions are defined by building a structured statement in a table, similar to how clauses are constructed in the Advanced Search facility for list views.

The Used If column defines the condition type, which can be based on the number of points calculated for another nutrient (by selecting the nutrient), and/or the calculated total baseline nutrient points (by selecting the fixed *Total Baseline Points* entry).

---

**Note:** If a nutrient row is removed from the Baseline Nutrients table, any corresponding nutrient row in the Modifying Nutrients table or Use If column is automatically removed.

---

## Scores

The conversion of the total calculated points to a score is achieved by defining ranges of points in the Scores table. The maintenance of the table is similar to the Baseline Nutrients and Modifying Nutrients tables.

**Figure 8–4 Scores Table**

	Points (>)	Points (<=)	Score
<input type="checkbox"/>	-5.9	-5	4.5
<input type="checkbox"/>	-4.9	-4	4
<input type="checkbox"/>	-3.9	-3	3.5
<input type="checkbox"/>	-2.9	-2	3
<input type="checkbox"/>	-1.9	-1	2.5
<input type="checkbox"/>	-0.9	0	2
<input type="checkbox"/>	0.1	1	1.5
<input type="checkbox"/>	1.1	2	1
<input type="checkbox"/>	2.1		0.5

The Points > and Points <= columns form the total points range. The > value must be greater than the <= value (unless the > value is left blank; for example, to specify *if less than or equal to -1*, the > value can be left blank and the <= value set to -1). The Score column is a selection from the Nutri-Score Scores glossary. Any blank rows in the table are ignored.

For more information on Nutri-Score calculations, see the *Oracle Retail Brand Compliance Management Cloud Service Product User Guide*.

## Exporting the Glossary

When the Nutri-Score Category glossary is exported, the Modifying Nutrients table (columns J to T) is nested beneath the associated Baseline Nutrients table (columns F to I) with the corresponding columns left blank. The following figure shows an example. It has the baseline nutrients MAINENERGYKJ and MAINSUGARS, with modifying nutrients MAINFIBRE and MAINPROTEIN.

**Figure 8-5 Example Of Exported Nutri-Score Category Glossary**

F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
* Baseline Nutrient	Baseline Nutrient per 100g/ml (From)	Baseline Nutrient per 100g/ml (To)	* Baseline Points	* Modifying Nutrient	Modifying Nutrient per 100g/ml (From)	Modifying Nutrient per 100g/ml (To)	* Modifying Points	Use If Left Parenthesis	Use Baseline Points	Use If	* Use If Condition	* Use If Points	Use If Right Parenthesis	Use If And/Or
A MAINENERGYKJ	335	335	0	FVNL		2	0							
	335	670	1											
	670	1005	2											
	1005	1340	3											
	1340	1675	4											
	1675	2010	5											
	2010	2345	6											
	2345	2680	7											
	2680	3015	8											
	3015	3350	9											
	3350		10											
MAINSUGARS	5	5	0											
	5	10	-3											
	10		-21.3											
					2	15	2.5							
					15		4							
				MAINFIBRE	1	0		true		LESS_THAN		5000		true
					1	5	2.15							
					5		3.4							
				MAINPROTEIN	5	0		(	true	LESS_THAN_OR_EQUALS		11	)	false
					5	10	5	(	true	LESS_THAN_OR_EQUALS		11	)	true
					10	20	10	(	false	FVNL	GREATER_THAN_OR_EQUALS	5	)	true
					20		100							

### Nutri-Score Scores Glossary

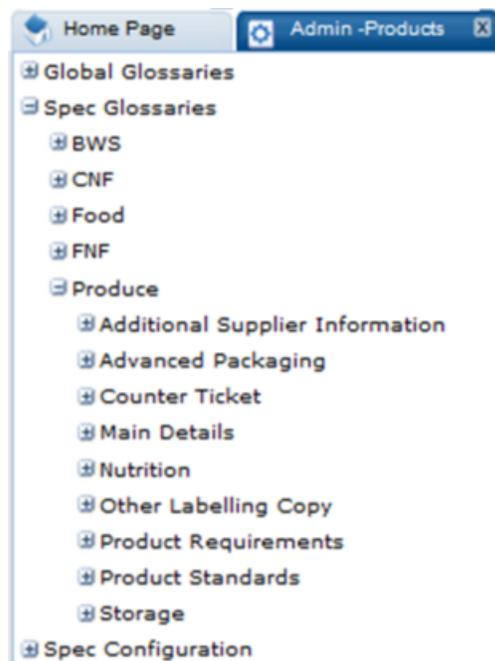
This glossary is used to configure the list of available scores that can be used within the Nutri-Score Categories glossary when defining the scoring rules.

## Spec Glossaries

The Spec Glossaries define the keywords and order of those keywords available for selection in pick-lists when working with specification records. A glossary folder is available for each section of a specification. The glossaries are grouped by specification type and are maintained either as a list of single values or a separate record per glossary entry for the more complex entries.

To access Spec Glossaries, select Products from the Admin drop-down list. The Admin - Products tab opens. Figure 8-6 shows an example of the expanded Spec Glossaries in the left pane.

**Figure 8-6 Spec Glossaries Options**



## Spec Configuration

Spec Configuration is used to define the following for each stage of the Product workflow process:

- Which specification fields become mandatory in order to progress to a certain status, that is, data must be entered for these fields.
- The rules that determine when specification fields become locked due to a certain status being reached, that is, the data becomes read-only.

To access Spec Configuration, select Products from the Admin drop-down list. The Admin - Products tab opens.

The following options are available in the left pane for Spec Configuration:

- Mandatory Field Rules
- Specification Locking Rules
- Manage Mandatory Field Rules
- Manage Specification Locking Rules

There are other options, currently only available to Brand Compliance Management Cloud Service/Oracle Administrators, to set the specification types available for the portal and which sections are mandatory or optional within each specification type.

## Pack Copy Templates

Each type of product specification has a Pack Copy or Counter Ticket file that contains the product's labelling information. A set of templates are provided for the system-delivered formats:

- Food Pack Copy
- Formulated (FNF) Pack Copy
- Constructed Non Food (CNF) Pack Copy
- Beers, Wines & Spirits (BWS) Pack Copy
- Produce Pack Copy
- Food Counter Ticket
- Produce Counter Ticket

The Pack Copy and Counter Ticket files are generated by BI Publisher, using Rich Text Format (RTF) templates, which is the same concept behind the Reports module. Retailer administrator users can design a custom RTF file in a similar way to other reports. It is therefore possible to override the system-delivered layouts with custom formats, with alternative content and formatting.

The process for overriding a system-delivered Pack Copy or Counter Ticket file with a custom template is described below. The template is an RTF file, which could be created from scratch, but is recommended that an existing Pack Copy File (or other report template that uses the Specifications API data source) be copied and adapted as required.

To download an existing Pack Copy template:

1. Select the Manage Pack Copy Templates option in Products / Spec Configuration group in the Admin area.

Figure 8–7 Pack Copy Templates Page

Description	Code	Version	System Delivered
CUSTOM_BWS_TEMPLATE	CUSTOM_BWS_TEMPLATE	1	No
CUSTOM_CNF_TEMPLATE	CUSTOM_CNF_TEMPLATE	1	No
CUSTOM_COUNTER-FOOD_TEMPLATE	CUSTOM_COUNTER-FOOD_TEMPLATE	1	No
CUSTOM_FNF_TEMPLATE	CUSTOM_FNF_TEMPLATE	1	No
CUSTOM_FOOD_TEMPLATE	CUSTOM_FOOD_TEMPLATE	1	No
Custom_FOOD_TEMP_New	65	1	No
CUSTOM_PRODUCCE_COUNTER_TEMPLATE	CUSTOM_PRODUCCE_COUNTER_TEMPLATE	1	No
CUSTOM_PRODUCCE_TEMPLATE	CUSTOM_PRODUCCE_TEMPLATE	1	No
Default BWS Pack Copy	BWS_DEFAULT	1	Yes
Default CNF Pack Copy	CNF_DEFAULT	1	Yes
Default FNF Pack Copy	FNF_DEFAULT	1	Yes
Default Food Counter Ticket	FOOD_COUNTER_TICKET_DEFAULT	1	Yes
Default Food Pack Copy	FOOD_DEFAULT	1	Yes
Default Produce Counter Ticket	PRODUCE_COUNTER_TICKET_DEFAULT	1	Yes
Default Produce Pack Copy	PRODUCE_DEFAULT	1	Yes

2. Select the row that contains the template to be copied and then select the Edit action. For an example of this page, see Figure 8–8.
3. Select the Download Template action to save the RTF template file locally.
4. Select the Download Sample XML action to save the XML data file locally.
5. Open the RTF file in a suitable editing tool, such as Microsoft Word with the BI Publisher Template Builder plug-in installed. Import the XML file to provide the available data elements.

---

**Note:** For details on building custom reports, see the *Oracle Retail Brand Compliance Management Cloud Service Reports User Guide*.

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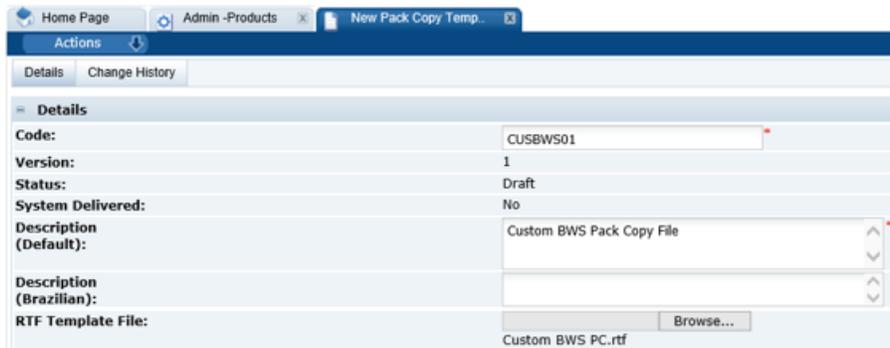
Some considerations when designing custom templates:

- The Pack Copy XML data file is similar to that used by the Product Requirement reports (CR42 to CR46) in the Reports module, where the Specifications API is the data source. This allows for fields from any section of the specification to be included in the template.
- The Pack Copy XML data file includes additional elements of data from the Product Record, Supplier and Site records that the specification is linked to, such as contact details, business categories, and surveillance classifications.
- The default date format is dd-mmm-yyyy.
- The XML includes an xxxFormatted element for all date fields, where xxx is the name of the associated element, for example, firstProductionDate will have a firstProductionDateFormatted element. The xxxFormatted element will contain the date, formatted appropriate to the locale of the specification's Pack Copy Language.
- The format of the core templates is fixed, with tables showing empty cells where no data is present. If required, it is feasible to create a custom template that contains logic to hide rows or tables that have no data to output.
- The system-delivered templates are effectively the master copies of the core templates. They cannot be updated or deleted.

To upload a custom Pack Copy template:

1. Select the Manage Pack Copy Templates option in the Products / Spec Configuration group in the Admin area and then select the New action.
2. Enter a unique code, and a suitable description.

**Figure 8–8 Pack Copy Template Details Page**



3. Click **Browse** to search for the RTF template file.
4. Select the Save action and then select the Activate action.

To apply a custom Pack Copy template override:

1. Select the Spec Types option in the Spec Configuration group in the Products Admin area.
2. Select the row for the appropriate type of specification and then select the Edit Specification Type action.
3. Scroll down to the Pack Copy Template Overrides field set and click **Add** to add a row to the table.

**Figure 8–9 Spec Type Details Page**



4. Select the Spec Type and Pack Copy Language. This allows for alternative templates per language.
5. Check the Counter Ticket box if the override is for a Counter Ticket.
6. Select the Pack Copy Template that contains the custom RTF file.
7. Select **Save & Exit**.

---

**Note:** To revert back to the system-delivered template, remove the appropriate rows from the Pack Copy Template Overrides using the Delete button.

---

## Business Category Configuration

This configuration controls the number of levels that can be maintained within the actual glossary of Business Categories. The glossary is maintained under the Suppliers & Sites Admin option. For more information on that option, see "[Business Categories](#)."

To configure the Business Categories used within Product, select the System Control option and then select Business Category Configuration in the left panel. The Business Category Configuration page opens.

**Figure 8–10 Business Category Configuration Page**

Site Selection Level	Depth	Label	Show level in myProduct views	Use level in Scorecards	Use level in Product Record
<input type="radio"/>	1	Category	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/>	2	Sub Category	<input type="checkbox"/>	<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	3	Sub-sub Category	<input type="checkbox"/>	<input type="radio"/>	<input checked="" type="radio"/>

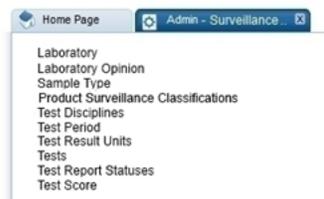
To change the configuration, select the Edit action. The page is changed to edit mode. The labels and the number of rows can be changed. To select a category level to be shown in the Product views, check the box for that level. The maximum number of levels is five.

The Use level in Product Record radio button controls the number of levels of business category used within the Product Record.

## Surveillance

The configuration of the Product Surveillance module is administered within its own section in the Admin section of Product. It is only accessible to those users with Product Surveillance Administrator authority profile.

Select Product Surveillance to open the Product Surveillance Admin tab.

**Figure 8–11 Admin - Surveillance Options**

## Test Disciplines

The Test Disciplines within Product Surveillance are the categories of testing carried out on products.

**Figure 8–12 Surveillance Test Disciplines**

Name	Status
Chemical	Active
Microbiological	Active
Physical	Active

Each individual discipline record contains the configuration of the tests which can be applied, the associated costs, and the mapping for laboratory opinion and score. By default, there are three entries, disciplines can be added or deleted but only by the Oracle Brand Compliance Management Cloud Service administrator.

**Figure 8–13 Surveillance Discipline Record**

The screenshot shows the configuration page for a Surveillance Discipline. It includes the following sections:

- Details:**
  - Active:
  - Code: SURV\_DISCIP\_CHEMICAL
  - Description (Default): Chemical
  - Description (English (American)):
  - Description (French):
- Tests:** (Empty table with an 'Add' button)
- Costs:**

Country	Sample Charge Increment (%)	Analysis Charge Increment (%)
<input type="checkbox"/> United Kingdom, Poland		
- Defaults and score mapping:**

Supplier Action Required	Test Score	Laboratory Opinion
<input type="checkbox"/>	PASS	PASS

The tests table defines what tests can be used for any classification under the Discipline. The tests available are held in the Tests glossary.

The Costs table determines the incremental percentage to be added to the laboratory supplied charges associated with any sample testing. Charges can be configured on a Country or multi-Country level. The country to be used for the calculation is selected on import. If there is no configuration for the country selected, no costs are calculated and the costs tab is hidden from the test report record. There is a validation check when saving the record to check that the same country does not appear in two or more rows in the table. If the check fails, the record cannot be saved.

The Default and Score Mapping table defines the default for the Test Score and Supplier Action Required fields in the Results Summary when a result is imported into the system. The available values are held in the respective Laboratory Opinion and Test Score glossaries. There is a validation check when saving the record to check that the same value does not appear in two or more rows in the table. If the check fails, the record cannot be saved.

## Product Surveillance Classifications

Under each Test Discipline, the Product Surveillance Classifications categorize products that require the same Product Surveillance testing. In core, by default, there is a 3-tier classification hierarchy. Classifications can be assigned to one or more specification types.

The following figure shows an example product surveillance classification hierarchy for Raw Meat under the product surveillance discipline of Microbiological.

**Figure 8–14 Product Surveillance Classification Example**

Each classification record can be assigned to one of more specification type. By default, the number of Product Surveillance classification levels is set to three. However, this can be configured for individual client needs, as with the Business Categories, within the System Control administration section.

**Figure 8–15 Surveillance Classification Configuration Page**

Depth	Label
1	Classification Level 1
2	Classification Level 2
3	Classification Level 3

To change the configuration, select the Edit action. The page is changed to edit mode. The labels and the number of rows can be changed.

## Other Glossaries

The following keyword glossaries are also maintained in the Product Surveillance administration area:

- Tests
- Laboratory Opinion
- Test Score
- Test Result Units
- Test Period
- Sample Type
- Laboratory

## System Parameters

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**Note:** Before using Surveillance, ensure that the parameters listed in this section have been set up.

---

To maintain the parameters used to support Product, select the System Control option and then System Parameters.

Table 8–1 shows the specific system parameters, by subtab on the System Parameters page, used to support Product.

**Table 8–1 System Parameters to Support Product**

Subtab	Parameter	Description
Products	Notify Supplier on Product Creation	If Yes, generate an email for the supplier when a product is created. Default is Yes.
Products	Notify Retailer on Product Creation	If Yes, generate an email for the retailer when a product is created. Default is Yes.
Products	Retain D&A Answers When Copying a Specification tab within Spec	If set to Yes, the answers to D&A questions are carried across when a new version of a Specification is created. If set to No, the answers are cleared. Default is Yes.
Products	Retain D&A Answers When Creating a New Version of a Spec	If set to Yes, the answers to D&A questions are carried across when a Specification is copied. If set to No, the answers are cleared. Default is Yes.
Products	Pack Copy Format	Data file format used for a Produce specification's pack copy file.
Products	Show Specification Section Attachments table by Default	If set to Yes, attachments are not listed within the Attachments field-set within each section of a Specification, but instead are controlled through the use of the Show Attachments button. Default is No.
Products	Show Codes in Product Record	If set to Yes, the EAN/Barcode and Shipping Case code fields are present in the Product Record. If set to No, they are hidden. Default is No.
Products	Enable Recipe & Formulation Import/Export	If set to Yes, the Import Recipe and Export Recipe buttons appear in the Food Specification's Recipe and Raw Materials section and the Import Formulation and Export Formulation buttons appear in the FNF Specification's Formulation and Raw Materials section. If set to No, the buttons are not shown. Default is No.
Products	Allow Creation of multiple Products (See 1.)	Allows multiple products to be associated to a single Product Record. Default is off (single product per Product Record).  This is locked once the first Product Record or Specification is created.
Products	Capture Declarations (See 1.)	Controls whether a reason for not declaring a table appears in the Specification. Default is on (the table appears).

**Table 8–1 (Cont.) System Parameters to Support Product**

<b>Subtab</b>	<b>Parameter</b>	<b>Description</b>
Products	Set Pack Copy Language (See 1.)	Control whether Pack Copy files can be created in alternative languages. Default is off (Pack Copy files are solely created in the system's business language).
Products	System Uses Single Legislation (See 1.)	If set, the system uses a single legislation. Default is off (the required legislation can be selected).
Products	Legislation (See 1.)	If the System Uses Single Legislation parameter is set on, this field must be set to one of the legislations available for the portal.
Products	Product Record Controls Countries Field (See 1.)	Allows the Countries Where Sold to be specified in the Product Record and automatically cascaded to the associated Specifications. Default is off (the Countries Where Sold field is hidden in the Product Record and is editable in the Specification).
Products	Show Lead Business Category in Product Record (See 1.)	If set on, the system will show a Lead Business category field in the Product Record and Specification, and relabel the Business Category field to Other Business Category in both records. This approach is also taken in the Site record.
Products	Are Nutrient Targets Used? (See 1.)	Controls whether Nutrient Targets (such as Salt Targets) are enabled within the Specification's Nutrition section. Default is off.
Products	FoP Nutrition Labelling Used? (See 1.)	Controls whether Front of Pack Nutrition (such as Traffic Lights) is enabled within the Specification's Nutrition section. Default is off.  If set on, the relevant glossaries become visible, the FoP table is present in the Specification for the data entry and calculations to take place, and the FoP data is included in the Pack Copy file.
Products	Legislations Supporting Nutrition Targets (See 1.)	The legislations used in the calculation of Nutrition Targets. Must be set to one or more if Nutrition Targets are used. Default is EU.
Products	Enable Sustainability	If a specification type is selected, the ability to capture sustainability-related information is enabled for that type of product specification (additional columns and pages appear in the Recipe/Formulation sections).  Only Food and/or Formulated Non Food specification types may be selected.  The initial default for new implementations is Food; otherwise none are selected.  If a specification type is deselected, after previously being enabled, any Sustainability data that has already been entered will no longer be shown on screen, but will remain accessible through reports.

**Table 8–1 (Cont.) System Parameters to Support Product**

Subtab	Parameter	Description
Products	Barcode Regular Expression Validation (See 1.)	Validation rule for Barcodes. The default is: (^[0-9]{8}\$) ^[0-9]{13}\$) Validation is applied to ensure the entered value is a valid regular expression. If a value is present, validation is applied to Barcodes in the Product Record and Specification.
Products	OLC Shipping Case Code Regular Expression Validation (See 1.)	Validation rule for Shipping Case code. The default is: ([0-9]{14})\$ Validation is applied to ensure the entered value is a valid regular expression. If a value is present, validation is applied to Barcodes in the Product Record and Specification.
Products	Validate Bar Code Check Digit	A checkbox which defaults to checked, that is, On.
Products	Validate Shipping Case Code Check Digit	A checkbox which defaults to checked, that is, On.
Products	Validate for Cutter Guide Attachment? (See 1.)	If switched on, when a Specification is validated to move from Collaborative Draft to Pack Copy Sent, a check is made to ensure a Cutter Guide attachment is present, resulting in an error if not present. Default is off (the Cutter Guide is optional). For Produce Specifications, if switched on, the validation is applied when the Specification is progressed from Draft to Draft - Pack Copy Sent status, or from Draft to Approved status (if the Specification has an OLC section).
Products	Exclude FPS As Sold Page from Spec Types	Select specification types to have the page hidden in the Finished Product Standards section for that specification type.
Products	Exclude FPS As Consumed Page from Spec Types	The selection is specification type (such as Food or BWS), not specification format (such as Pre-packed Food or Counter Ticket).
Products	Exclude FPS Benchmarks Page from Spec Types	
Products	Supplier Can Edit Benchmark	If No, only Retailer users can edit the Benchmark fields on Product Records. If Yes, both Retailer and Supplier users can edit the Benchmark fields on Product Records. <b>Note:</b> This does not apply to Produce Product Records. Default is No.
Products	Allergen Override Approval fields not Mandatory at Status	Use this to control at which statuses the approval of allergen overrides (that is, completion of the Allergen Override Approval and Comments fields) becomes mandatory in the D&A specification section. Any prior statuses must be specified, for example, for the status Collaborative Draft, statuses Supplier Draft and Retailer Draft must also be included. Default is Supplier Draft, Retailer Draft, Collaborative Draft.

**Table 8–1 (Cont.) System Parameters to Support Product**

<b>Subtab</b>	<b>Parameter</b>	<b>Description</b>
Products	Product Number read only in Product Record at Status	<p>Use this to enable the ability to make the Retailer Product Number in the Product Record read-only to Supplier users when it is linked to a product specification of a certain status. This prevents the Supplier changing the product number beyond a certain stage in the workflow.</p> <p>Select one or more specification statuses; none are selected by default. If none are selected, the feature is not enabled.</p>
Products	Show Alt. Product No. in Product Record and Specification (See 1.)	<p>If set to Yes, the Alt. Product No. field will be enabled within the Product Record and the Product Specification, which is typically used to hold an alternative product identifier such as a GTIN code. Default is No.</p> <p>If enabled and subsequently disabled, any values previously saved in the fields are retained; if then re-enabled, the values will then reappear.</p>
Products	Show Division in Product Record and Specification (See 1.)	<p>If checked, the Division field will be enabled within the Product Record and the Product Specification, which is typically used to provide an additional categorization of the product by selecting from a glossary of Division. Default is No.</p> <p>If enabled and subsequently disabled, any values previously saved in the fields are retained; if then re-enabled, the values will then reappear.</p>
Products	Cascade Product Number from Non-Produce Product Record to Specification (See 1.)	<p>If Yes, the Retailer Product Number is updated in a Specification if it is changed in the associated Product Record. Validation prevents this being set if the show Alt. Product Number and Show Division parameters are not checked. Default is No.</p> <p>This would typically be used where the Retailer Product Number holds the product's identifier from an external system, such as an Article Number. If this updating is enabled, when a Product Record is saved, any rows in associated Specifications that have the same Alt. Product Number/GTIN and Division values have the Retailer Product Number/Article Number replaced with the corresponding value from the Product Record.</p>

**Table 8–1 (Cont.) System Parameters to Support Product**

Subtab	Parameter	Description
Products	Cascade Product Number from Produce Specification to Product Record (See 1.)	<p>If Yes, the Retailer Product Number is updated in a Produce Product Record if it is changed in the associated Specification. Validation prevents this being set if the show Alt. Product Number and Show Division parameters are not checked. Default is No.</p> <p>This would typically be used where the Retailer Product Number holds the product's identifier from an external system, such as an Article Number. If this updating is enabled, when a Product Specification is saved, any rows in associated Product Records that have the same Alt. Product Number/GTIN and Division values have the Retailer Product Number/Article Number replaced with the corresponding value from the Product Record.</p>
Products	Enable Combined Specification (See 1.)	<p>Use this to enable or disable the Combined Specifications facility.</p> <p>Options are Yes or No. Default is Yes (enabled).</p> <p>If set to Yes, the following is enabled for users who have the requisite access rights:</p> <ul style="list-style-type: none"> <li>■ The option to create a new product specification by combining sections from other existing specifications becomes available in the Specification Creation wizard.</li> <li>■ The option to combine sections into an existing draft specification becomes available in the Specification Actions menu.</li> <li>■ The options to extract details of specifications that have had sections combined into them, or have themselves been combined into other specifications become available in the Specifications list view Action menu.</li> </ul> <p>If set to No, the above options are hidden.</p> <p>For further details, see "<a href="#">Combined Specifications</a>."</p>
Products	Use Advanced Packaging Recycling Advice	A multi-select pick list of the specification types will provide control as to which specification types the Recycling Advice table will appear on, under the Advanced Packaging section for a specification.
Products	Enable Advanced Packaging Component Detail Import/Export	<p>Use this control to enable or disable the Import and Export functionality for the Advanced Packaging section of a specification.</p> <p>When set to Yes, the Import Packaging Component and Export Packaging Component buttons will appear in the Advanced Packaging section of a specification. If set to No, the buttons are not shown.</p> <p>Default is No.</p>
Products	Advanced Packaging Component Attribute Table Column Limit	Use this control to manage the maximum number of columns on the read-only pivot table for the Packaging Attributes. This is located in a specification's Advanced Packaging section under the Packaging Attributes tab.

**Table 8–1 (Cont.) System Parameters to Support Product**

Subtab	Parameter	Description
Products	Nutri-Score Spec Types (See 1.)	<p>If a specification type is selected, the Nutri-Score functionality is enabled for that specification type. When creating a new specification, a Nutri-Score field-set is included in the Nutrition section.</p> <p>Only the Food and Produce specification types may be selected.</p> <p>Default is no specification type is selected.</p>
Products	Default Use Nutri-Score on Pack (See 1.)	<p>This checkbox sets the default for the Nutri-Score Use on Pack option in the specification's Nutrition section.</p> <p>If checked, the Nutri-Score data will be carried through to the selected specification's Pack Copy File when Nutri-Score functionality is enabled for the specification.</p> <p>Default is not checked.</p>
Products	Use Material Transparency (See 1.)	<p>If a specification type is selected, the ability to capture Material Supplier Connections within the Recipe / Formulation Raw Materials table is enabled for that type of product specification (all formats).</p> <p>The available options are Food and Formulated Non Food (FNF).</p> <p>The initial default for new implementations is for none to be selected.</p> <p>If a specification type is deselected, after previously being enabled, any material supplier connections data that has already been entered will no longer be shown on the screen, but will remain accessible through reports and data exports.</p>
Products	Material Transparency Mandatory Status (See 1.)	<p>Used in conjunction with the Use Material Transparency parameter, to set the status at which the Material Supplier Connections data in the Recipe / Formulation Raw Materials table becomes mandatory.</p> <p>The available options are derived from the Product Specification Statuses glossary.</p>
Global	Show Business Language Fields	<p>If set to Yes, the system does the following:</p> <ul style="list-style-type: none"> <li>■ Adds Spec Name in Bus Language to Spec Main Details (and Pack Copy).</li> <li>■ Adds Prod Title in Bus Language to Product Record.</li> <li>■ Adds Supplier and Site Name in Bus Language to Registration Wizard.</li> <li>■ Adds extra text to email templates.</li> <li>■ Adds Name in Bus Language to Supplier and Site records.</li> <li>■ Shows two addresses in the address component.</li> </ul> <p>Default is No.</p>

**Table 8–1 (Cont.) System Parameters to Support Product**

Subtab	Parameter	Description
Global	Background Polling Interval (ms) (See 1.)	This is the time in milliseconds which the system will use to poll to the server to check for updates.  May be set to greater than 500, however the default of 500 is the recommended setting.
Global	Portal Code (See 1.)	The portal's identifier.  If the allocation of Supplier and Site account codes is configured to include a prefix, the portal code is used as the prefix.
Global	Use Alternative Code for Product SOAP API (See 1.)	Use this to enable a facility that provides a means of cross-referencing supplier codes when creating or updating Product Records using the Product Inbound SOAP API. This feature is of use where the external system does not hold the ORBC supplier codes.  Options are Yes and No. Default is Yes (enabled).  If enabled, it allows alternative supplier codes to be added to the Invoicing Information table in the Supplier record; when transactions are submitted to the API, if the Supplier record cannot be located using the ORBC supplier code, a secondary lookup is performed to locate the Supplier record using the alternative codes.
Global	Allow Duplicate Product Codes for Product SOAP API (See 1.)	Use this to control whether multiple Product Records can have the same product identifier when submitted using the Product Inbound SOAP API.  Options are Yes and No. Default is Yes (enabled).  If enabled, when Product Records are created using the API, the same Retailer Product Number may be present on multiple Product Records (as long as the supplier is different); otherwise the API will validate that the Retailer Product Number is unique across all suppliers.
Surveillance	Task App External Contact Roles	Allows administrators to select which Contact Roles for external users should be able to see the number of reports relevant to them, that is, the number for their Supplier or their Site depending on the role in the Task App. This is a multi-select selector that shows the Contact Roles set up on the system.  If the global parameter Use Site Code is False, any Site Contacts selected will be ignored.
Surveillance	Use Site Codes (See 1.)	This is set when the portal is implemented. The options are Yes and No. Default is No.  When set to Yes, the import of Surveillance test results will validate the site code to ensure it is associated to the respective Product Record, resulting in an error if not.  If this parameter is set to No, the site code is ignored during the import, and the site code and site name will be blank in the imported test report.
1. This parameter can only be seen and maintained by a user with the Oracle Authorized Administrator authority profile.		

Retailer users with the Oracle Authorized Administrator authority profile will see a Settings parameters tab. This tab displays core parameters, what their purpose is, which area of the system they are used in, and what value they are set to.

**Note:** These parameters are read-only; they cannot be edited.

**Table 8–2 Settings Parameters**

Subtab	Parameter	Description
Products	Specification Draft Statuses	The statuses at which a Specification is considered to be a draft specification. These states influence field locking and snapshotting as well as validation.  Default is Supplier Draft, Retailer Draft, Collaborative Draft, Produce Draft.
Products	Specification Private Draft Statuses / Allergen Override Non Approval Statuses	These are the specification statuses at which an allergen override does not have to be approved in order to reach this status.  The default setting is: Supplier Draft, Retailer Draft.
Products	Specification Public Draft Statuses	The specification states that are considered to be draft, but visible to both parties.  Default is Collaborative Draft, Gate Step.
Products	Specification Statuses where Nutrition Sections are editable	The specification statuses at which the Nutrition section is editable.  Defaults is: Supplier Draft, Retailer Draft, Collaborative Draft, Produce Draft, Part Pack Copy Sent.
Products	Business Categories Mandatory Status (Non-Produce)	Controls at which status the business category becomes mandatory within a Specification (all specification types other than Produce).  The default setting is that it becomes mandatory at and beyond Gate Step.
Products	Business Categories Mandatory Status (Produce)	Controls at which status the business category becomes mandatory within a Produce Specification.  The default setting is that it becomes mandatory at Produce Pack Copy status.
Products	CNF Component Decimal Precision	Sets the number of decimal places shown in the Components table of a CNF Specification.  Default is 2.
Products	FPS Product Attribute Columns	This is used to control which of the three columns (red, amber, and green) are used within the Finished Product Standards section, and in which order they are shown.  Default is Red, Amber, Green.
Products	Require Active Ingredient Statuses	The statuses of the Specification where ingredients must be active for the Specification to reach that status.  Default is Supplier Draft, Retailer Draft, Collaborative Draft, Gate Step.

**Table 8–2 (Cont.) Settings Parameters**

Subtab	Parameter	Description
Products	Report Missing Benchmark Message as a Warning?	If this is switched on, the system will report a missing Benchmark within a Product Record as a warning, not an error. Default is off.
Products	OLC Quantities Mandatory Status (Non-Produce)	Missing mandatory fields from the Quantities page in Specifications are raised as a warning before this status and as errors at or after this status.  This parameter is for all specification types other than Produce. Default is Gate Step.
Products	OLC Quantities Mandatory Status (Produce)	Missing mandatory fields from the Quantities page in Specifications are raised as a warning before this status and as errors at or after this status.  This parameter is for Produce specifications. Default is Produce Pack Copy.
Products	Pack Copy Generation Statuses	The specification states that can generate a Pack Copy file.  Default is Pack Copy Sent, Part Pack Copy Sent, Produce Pack Copy, Produce Approved.
Products	Product Record Other User Roles	Enables additional user roles to be used within a Product Record.  Default is Buyer, Product Development Manager.
Products	Product Record Technologist List Config	The List Configs used to show the names in the Product Technologist selector.
Products	Product Record Technologist Role Code	The code used within a Product Record that is considered to be the Product Technologist.  The Product Technologist user role plays an important role within the system. As the description may be changed to suit a portal owner's terminology, this code provides the system with a static identifier.  Default is: PRODUCT TECHNOLOGIST.
Products	Show Ingredient Separator After Forced Addition?	Modifies the formatting of the Ingredient Declaration. Default is off.  If switched on, a comma is added after a forced addition group finishes and there are further ingredient in the generated output.  Example with the ingredient separator: Water, Colourings: Apricot, Magenta;, Sugar  Example without the ingredient separator: Water, Colourings: Apricot, Magenta; Sugar

**Table 8–2 (Cont.) Settings Parameters**

Subtab	Parameter	Description
Products	Suppress Forced Addition Closing Character If Last In Group	<p>Modifies the formatting of the Ingredient Declaration. Default is off.</p> <p>If switched on, a closing character is applied when the forced addition group is the last member of the ingredient list or of a compound.</p> <p>Example with the closing character present: Water, Filling (Meat, Colourings: Apricot, Magenta;), Sugar</p> <p>Example without the closing character present: Water, Filling (Meat, Colourings: Apricot, Magenta), Sugar</p>
Supplier	Supplier Linking Enabled	If switched on, a Supplier Linking page will be shown in the Supplier record. Default is off.

## Upload Product Record Data

Retailer users with the Upload Administrator authority profile have access to the Upload Data option within the Admin menu for the upload of products.

To upload new Product Records:

1. Select the Import option in the left hand pane. The Data Upload dialog box opens.

**Figure 8–16 Data Upload Dialog Box**

2. Click Browse to search for the upload file.
3. Enter any comments to describe the reason for the upload.
4. To upload the file, select either the **Submit** or **Submit Go to Manage Batch Jobs** action. At this point the system will create a background job to process the spreadsheet. The spreadsheet used to upload the data will be stored within the Attachments tab of the batch job.

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**Note:** An email will be sent to the job submitter if the data within the upload file fails validation.

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## Download Product Record Upload Spreadsheet

Retailer users with the Upload Administrator authority profile also have access to the option to download a blank spreadsheet.

To download the latest version of the upload spreadsheet:

1. Select the Download Blank Spreadsheet action from the Product Records View actions menu. An operating system specific dialog box opens with the option to either open or save the file.
2. Select the save option to download the ZIP file to your desktop.

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**Note:** The ZIP file contains a spreadsheet workbook with the first tab used to upload the data. The second tab contains guidance notes and the remaining tabs contain the valid glossary values.

The column heading text shown on the first tab is in the user's language. If translations are not present for the user's language, the system the portal's default language is substituted. An asterisk (\*) is shown in a column heading if an entry is mandatory.

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## Combined Specifications

The Combined Specifications facility is administered using the following configurations:

- [System Parameter](#)
- [Declaration Glossary](#)
- [Allergen Combine Question Rules Glossary](#)
- [Combined Specification Nutrient Glossary](#)

### System Parameter

The use of the Combined Specifications feature is enabled or disabled for the portal using the Enable Combined Specification system parameter - see "[System Parameters](#)." The parameter is accessible to users with the Oracle Authorized Administrator authority profile.

To maintain the system parameter, select the System Control option and then System Parameters.

The following scenarios show the effect the Combined Specifications feature being enabled, disabled, and re-enabled:

**Table 8–3 Combined Specification Scenarios**

Scenario	Handling
The Combined Specifications feature is enabled.	<ul style="list-style-type: none"> <li>■ The options to combine sections when creating a new specification, or editing an existing draft specification are available.</li> <li>■ The Combined Section Details field-set and options to view the source specifications will be present in a combined specification; and if it is locked the unlock button is available.</li> <li>■ The options to extract details of combined specifications are available.</li> </ul>
The Combined Specifications feature is disabled.	<ul style="list-style-type: none"> <li>■ The options to combine sections when creating a new specification, or editing an existing draft specification are hidden.</li> <li>■ The Combined Section Details field-set and options to view or unlock the source specifications are hidden.</li> <li>■ The options to extract details of combined specifications are hidden.</li> <li>■ The new combined specification fields are available to Reports and APIs regardless of whether the feature is enabled or disabled.</li> <li>■ The new glossaries and configuration fields are available, but do not have any effect within the system.</li> </ul>
The Combined Specifications feature is enabled, and subsequently disabled.	<ul style="list-style-type: none"> <li>■ The options to combine sections when creating a new specification, or editing an existing draft specification are hidden.</li> <li>■ Any existing combined specifications will still show the Combined Section Details field-set, complete with the options to view the source specifications, and unlock if the section is locked.  Therefore, if a combined specification is created and the feature is subsequently disabled, it will still be possible to view the source specifications and unlock it.</li> <li>■ The options to extract details of combined specifications are hidden.  If the feature is subsequently re-enabled, the options to create combined specifications or sections and extracts become available.</li> </ul>

## Declaration Glossary

The Default Priority for Combined Specs field in the Declaration Glossary is used to assign a priority to the declarations (May Contain, Does Not Contain, and so on), so that when D&A/Additional Product Info sections are combined into a specification, if there are numerous label declarations, the priority determines which is to be used.

If no priority has been set, no default will be set, so it will be necessary to manually unlock the specification and assign a label declaration before it can be progressed (the usual specification validation will trap this error).

To set the default priority value:

1. Open the Declaration Glossary record for editing (found in Products/Global Glossaries).
2. Set the Default Priority for Combined Specs field to a numeric value to represent the priority. 1 represents the highest priority.

3. Save the record.

When saving the record, the system will check if another Declaration glossary record has the same priority value, and if so, will issue a warning message.

## Allergen Combine Question Rules Glossary

The Allergen Combine Question Rules glossary is used to define the rules for determining how the Allergy & Dietary Advice section in a Food specification, and the Additional Product Information section in a non-Food specification is to be populated when using the Combined Specifications facility.

The approach for applying the rules is based on determining a worst case answer for each question by comparing the answers for that question across all specifications being combined.

If for example there are five specifications to be combined, the system will process the specifications, comparing the same question in each of the specifications as follows:

1. Specification 1 question compared to Specification 2 and a result is derived.
2. The derived result is compared with Specification 3 and a result is derived.
3. The derived result is compared with Specification 4 and a result is derived.
4. The derived result is compared with Specification 5 and a result is derived.
5. The derived value is used in the target specification (as specified by the result part of the rule).

The rules are applied in the order of source specification percentage breakdown (highest first), however the rules are not applied to the first source specification, as that is the starting point of the combined specification. For example, applying the core default rules specified in [Table 8-5](#):

- If Specification 1 has a breakdown of 75%, the combined specification starts as Present in Product = Yes and Declared = Yes. The first rule (10) does not match as Specification 1 is not present in product. The second rule (20) also does not match as it is required both to be set to Not Present in Product. The result is the combined specification is Present in Product = Yes and Declared = No.
- When reversed, Specification 2 is the starting point for the combined specification, rule 10 matches as Specification 1 is Present in Product = Yes and Declared = Yes, as the declared rule is *Prefer Yes*.

The Declared result is used if the rule *wins*.

To maintain the rules:

1. Open the glossary from within the Products/Global Glossaries group in the Admin area. The option is available to users with the Product Administrator authority profile.

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**Note:** The glossary will be pre-populated in new installations and upgrades from release 18.1 onwards with the core default rules.

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2. Select an existing entry in the list view, or select New to create a new record.

Opening the record presents as follows:

Allergen Combine Question Rule Details	Change History	
<b>- DETAILS</b>		
Specification Type: <input type="text"/>		
Code: <input type="text"/>	** Active: <input type="checkbox"/>	
Section: <input type="radio"/> Allergens <input type="radio"/> Contains <input type="radio"/> Suitable For		
Rule Sequence: <input type="text"/>		
<b>- RULE</b>		
<b>Specification 1</b>		
Highest risk of Present in Product	Formal Control Program	Declared
<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Specification 2</b>		
Highest risk of Presence in Product	Formal Control Program	Declared
<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Result</b>		
Highest risk of Presence in Product	Formal Control Program	Declared
<input type="text"/>	<input type="text"/>	<input type="text"/>

**Table 8-4 Information Needed to Create an Allergen Combine Question Rule**

Field	Description
Specification Type	Select one or more specification types. This field is mandatory.
Code	Enter a unique identifier for this rule in uppercase. This field is mandatory.
Active	Check the box if this rule is set active when created.
Section	Select the section this rule applies to. The options are Allergens, Contains, and Suitable For. This field is mandatory.
Sequence	Enter a numeric value to signify the order in which this rule is to be applied. The value must be unique for the specification type/section combination. This field is mandatory.
<b>Specification 1 - Question from Specification 1</b>	
Highest risk of Present in Product	Select the answer for comparison 1. The options are Present in Product, Not Present in Product, Possibly Present in Product, Present on the Production Line, Present in Factory, and Any.
Formal Control Program/Declared	Select the answer for comparison 1. The options are Yes, No, and Any.
<b>Specification 2 - Question from Specification 2</b>	
Highest risk of Present in Product	Select the answer for comparison 2. The options are Present in Product, Not Present in Product, Possibly Present in Product, Present on the Production Line, Present in Factory, and Any.
Formal Control Program/Declared	Select the answer for comparison 2. The options are Yes, No, and Any.
<b>Result - see below for further details</b>	

**Table 8–4 (Cont.) Information Needed to Create an Allergen Combine Question Rule**

Field	Description
Highest risk of Present in Product	Select the answer for the result of the comparison. The options are Present in Product, Not Present in Product, Possibly Present in Product, Present on the Production Line, Present in Factory, and Any.  Other options include: As per Specification 1 (the field will be set to the same value as the question from Specification 1); As per Specification 2 (the field will be set to the same value as the question from the Specification 2); Prefer Yes (if either of the questions is set to Yes; the result will be set to Yes; otherwise it is set to No); Prefer No (if either of the questions is set to No, the result is set to No, otherwise it is set to Yes).
Formal Control Program/Declared	Select the answer for the result of the comparison. The options are Yes, No, and Any.

**Note:** A spreadsheet containing the core default rules (for EU legislation) can be downloaded from the System Control /Core Glossary Download admin area by users with the Oracle Authorized Administrator authority profile.

Below are examples of how the core default rules will be configured. It is not recommended that these be changed without consulting Oracle.

**Allergen Rules**

The table below shows how these four rules are configured:

Rules 1 and 2 - If any specification is Present in Product, the combined result is Present in Product.

Rule 3 - If all specifications are Not Present in Product, the combined result is Not Present in Product.

Rule 4 - Otherwise, the combined result is Possibly Present in Ingredients.

**Table 8–5 Allergen Rules for Food and BWS Specifications**

Field	Rule 1	Rule 2	Rule 3	Rule 4
Specification Type	Food BWS	Food BWS	Food BWS	Food BWS
Code	FOOD_ PRESENT_IN_ PRODUCT1  BWS_ PRESENT_IN_ PRODUCT1	FOOD_ PRESENT_IN_ PRODUCT2  BWS_ PRESENT_IN_ PRODUCT2	FOOD_NOT_ PRESENT_IN_ PRODUCT  BWS_NOT_ PRESENT_IN_ PRODUCT	FOOD_ POSSIBLY_ PRESENT  BWS_ POSSIBLY_ PRESENT
Section	Allergens	Allergens	Allergens	Allergens
Rule Sequence	10	20	30	40

**Table 8–5 (Cont.) Allergen Rules for Food and BWS Specifications**

Field		Rule 1	Rule 2	Rule 3	Rule 4
Spec 1	Highest Risk of Present in Product	Present in Product	Any	Not Present in Product	Any
	Formal Control Program	Any	Any	Any	Any
	Declared	Any	Any	Any	Any
Spec 2	Highest Risk of Present in Product	Any	Present in Product	Not Present in Product	Any
	Formal Control Program	Any	Any	Any	Any
	Declared	Any	Any	Any	Any
Result	Highest Risk of Present in Product	Present in Product	Present in Product	Not Present in Product	Possibly Present in Product
	Formal Control Program	No	Any	No	No
	Declared	Prefer Yes	Any	No	Prefer Yes

**Contains Rules**

The table below shows how these three rules are configured:

Rule 1 and 2 - If any specification is Present in Product = Yes, the combined result is Yes.

Rule 3 - If all specifications are Present in Product = No, the combined result is No.

**Table 8–6 Contains Rules for Food and BWS Specifications**

Field		Rule 1	Rule 2	Rule 3
Specification Type		Food BWS	Food BWS	Food BWS
Code		FOOD_CONTAINS1 BWS_CONTAINS1	FOOD_CONTAINS2 BWS_CONTAINS2	FOOD_DOES_NOT_CONTAIN BWS_DOES_NOT_CONTAIN
Section		Contains	Contains	Contains
Rule Sequence		10	20	30
Spec 1	Highest Risk of Present in Product	Present in Product	Any	Not Present in Product
	Formal Control Program	Any	Any	Any
	Declared	Any	Any	Any

**Table 8–6 (Cont.) Contains Rules for Food and BWS Specifications**

Field		Rule 1	Rule 2	Rule 3
Spec 2	Highest Risk of Present in Product	Any	Present in Product	Present in Product
	Formal Control Program	Any	Any	Any
	Declared	Any	Any	Any
Result	Highest Risk of Present in Product	Present in Product	Present in Product	Not Present in Product
	Formal Control Program	No	Any	No
	Declared	Prefer Yes	Prefer Yes	No

**Table 8–7 Contains Rules for FNF and CNF Specifications**

Field		Rule 1	Rule 2	Rule 3
Specification Type		FNF CNF	FNF CNF	FNF CNF
Code		FNF_CONTAINS1 CNF_CONTAINS1	FNF_CONTAINS2 CNF_CONTAINS2	FNF_DOES_NOT_CONTAIN CNF_DOES_NOT_CONTAIN
Section		Contains	Contains	Contains
Rule Sequence		10	20	30
Spec 1	Highest Risk of Present in Product	Present in Product	Any	Not Present in Product
	Formal Control Program	Any	Any	Any
	Declared	Any	Any	Any
Spec 2	Highest Risk of Present in Product	Any	Present in Product	Not Present in Product
	Formal Control Program	Any	Any	Any
	Declared	Any	Any	Any
Result	Highest Risk of Present in Product	Present in Product	Present in Product	Not Present in Product
	Formal Control Program	No	Any	No
	Declared	Prefer Yes	Prefer Yes	No

**Suitable For Rules**

The table below shows how these three rules are configured:

Rules 1 and 2 - If any source specification is Suitable For = No, the combined result is No.

Rule 3 - If all source specifications are Suitable For = Yes, the combined result is Yes.

When applying the Suitable For questions, Present in Product = Yes equates to Suitable For = Yes.

**Table 8–8 Suitable for Rules for Food and BWS Specifications**

Field		Rule 1	Rule 2	Rule 3
Specification Type		Food BWS	Food BWS	Food BWS
Code		FOOD_NOT_SUITABLE_FOR1 BWS_NOT_SUITABLE_FOR1	FOOD_NOT_SUITABLE_FOR2 BWS_NOT_SUITABLE_FOR2	FOOD_SUITABLE_FOR BWS_SUITABLE_FOR
Section		Suitable For	Suitable For	Suitable For
Rule Sequence		10	20	30
Spec 1	Highest Risk of Present in Product	Not Present in Product	Any	Present in Product
	Formal Control Program	Any	Any	Any
	Declared	Any	Any	Any
Spec 2	Highest Risk of Present in Product	Any	Present in Product	Present in Product
	Formal Control Program	Any	Any	Any
	Declared	Any	Any	Any
Result	Highest Risk of Present in Product	Not Present in Product	Not Present in Product	Present in Product
	Formal Control Program	No	No	No
	Declared	No	No	Prefer Yes

### Combined Specification Nutrient Glossary

The Combined Specification Nutrition glossary is used to define a set of core default nutrients used to populate the Nutrition section of Food specification when using the Combined Specifications facility.

1. Open the glossary from the Products/Global Glossaries group in the Admin area. The option is available to users with the Product Administrator authority profile.
2. Select an existing entry in the list view, or select New to create a new record.
3. The record presents as follows:

**Table 8–9 Information Needed to Create a Combined Specification Nutrient**

Field	Description
Code	Enter a unique identifier for this rule in uppercase. This field is mandatory.
Active	Check the box if this rule is set active when created.
Legislation	Select the legislation that this set of nutrients applies to. This is a mandatory field, which must be unique, so that there is only one record per legislation.
Comments	Optionally enter any comments to explain the purpose of this record.
<p>The Combined Specification Nutrients table specifies the nutrients that are considered to be the core set.</p> <p>The table shows the selected nutrients' name, code, unit of measure, and status from the main Nutrients glossary.</p>	

The nutrients to be assigned to a Combined Specification Nutrient record would typically be the mandatory nutrients for a specific legislation.

The following validation checks are also applied:

- If saving as active, there cannot already be an active record for the same legislation.
- At least one nutrient must be selected.
- All selected nutrients must be active.

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**Note:** A spreadsheet containing the core default rules (for EU legislation) can be downloaded from the System Control /Core Glossary Download admin area by users with the Oracle Authorized Administrator authority profile.

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## Project Administration

Administration activities are performed by the Project Administrator and Project Manager.

### Project Administrator Authority Profile

This Authority Profile can be assigned to Retailer users who need to have the ability to configure Project, Product, and Activity templates and the associated administration options:

- View what has been set up for Project, such as, templates, teams, and pick list values.
- Create, amend, or delete Projects, Activities, and Briefs.
- Schedule projects.
- Unlink records from a project.
- Access and maintain the system calendar.
- Access the Global Changes option in order to reassign the project manager for a project. Mass changes to project managers and users can be made using the Change Project Project Manager and Change Project User Names Global Changes options.

### Project Manager Authority Profile

This Authority Profile can be assigned to users who need to be able to create projects and edit schedules:

- View what has been set up for Project, such as, templates, teams, and pick list values.
- Create, edit, or delete Projects, Activities, and Briefs.
- Schedule projects.
- Unlink records from a project.

To access the administration options for Project, select the Project Management Admin option. The Admin - Project Management tab opens. In the left pane, select an option and a page opens for that option. For more information on each option, see the following topics in this chapter:

- [Project Folders](#)
- [Activity Status](#)
- [Activity Sub-Status](#)

- [Activity Type](#)
- [Activity Template](#)
- [Brief Templates](#)
- [Project Status](#)
- [Project Type](#)
- [Project Template](#)
- [Team](#)

## Project Folders

This list of folders is used in the Project and Activity templates to allow lists to be filtered when selecting templates to be used in Projects or templates. To edit the list of folders, select the Edit action. The page opens in edit mode. From this page, you can update the translations, add a folder, or delete an existing folder.

**Figure 9–1 Project Folders Page**

Actions		Project Folders					
Code	Folder name (Default)	Folder name (Australia and New Zealand)	Folder name (English (American))	Folder name (French)	Folder name (German)	Folder name (Italian)	Folder name (Spanish)
REVIEW	Review	-	-	-	-	-	-
MARKETING	Marketing	-	-	-	-	-	-
DEVELOPMENT	Development	-	-	-	-	-	-
SELECTION_&_LAUNCH	Selection & launch	-	-	-	-	-	-
TOP_LINE	Top line	-	-	-	-	-	-

## Activity Status

The list of activity statuses is defined by the system. The Status ID and default status description cannot be changed. To edit any of the translated descriptions, select the Edit action. The page opens in edit mode.

**Figure 9–2 Activity Status Page**

Actions		Activity Status					
Status Id	Status (Default)	Status (Australia and New Zealand)	Status (English (American))	Status (French)	Status (German)	Status (Italian)	Status (Spanish)
NOT STARTED	Not Started	-	-	-	-	-	-
STARTED	Started	-	-	-	-	-	-
COMPLETED	Completed	-	-	-	-	-	-
APPROVAL REQUIRED	Approval Required	-	-	-	-	-	-

## Activity Sub-Status

Activity Sub-Status is a configurable list of sub-status codes that may be used as a secondary, but separate field option, to the system workflow status. The Activity Sub-Status page has the same format as the Activity Status page shown in [Figure 9–2](#).

To edit the sub-statuses, select the Edit action. The page opens in edit mode. From this page, you can update translations for the sub-status codes, add a new sub-status, or delete an existing sub-status.

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**Note:** The general sub-statuses for COMPLETED, MESSAGE SENT, MESSAGE ACCEPTED, and MESSAGE FAILED must be configured. If these sub-statuses are not present, integration with the Artwork module will fail.

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## Activity Type

An activity is a defined task or link. Activities can be used to link to other elements within the system (such as, Specification request) and can be auto-completed using the status changes of linked elements. Activity Type names appear in the Activity Type pick-list on the Activity Template record.

The Activity Type page lists the defined Activity Type names and record numbers. To edit an existing activity type, select the activity type and then select the Edit action. A tab opens in edit mode.

To create a new activity type:

1. Select the New action. The New Activity Type tab opens.

**Figure 9–3 New Activity Type Page**

The screenshot shows the 'New Activity Type' page. At the top, there are browser tabs for 'Home Page', 'Admin - Project Ma...', and 'New Activity Type'. Below the tabs is a navigation bar with 'Actions' and a dropdown arrow. The main content area is divided into sections: 'Activity Type Details' and 'Attachments'. The 'Details' section is expanded and contains the following fields:

- Code:** [Text input field]
- Activity Type Name (Default):** [Text input field with a red asterisk and a dropdown arrow]
- Activity Type Name (Australia and New Zealand):** [Text input field with a dropdown arrow]
- Activity Type Name (English (American)):** [Text input field with a dropdown arrow]
- Activity Type Name (French):** [Text input field with a dropdown arrow]
- Activity Type Name (German):** [Text input field with a dropdown arrow]
- Activity Type Name (Italian):** [Text input field with a dropdown arrow]
- Activity Type Name (Spanish):** [Text input field with a dropdown arrow]
- Status:** Draft
- Record:** [Dropdown menu with a red asterisk]

The 'Status Change Details' section is also expanded and contains:

- Started Status:** - [Dropdown menu]
- Completed Status:** - [Dropdown menu with a red asterisk]

The 'Comments' section is expanded and contains a large text area for entering comments.

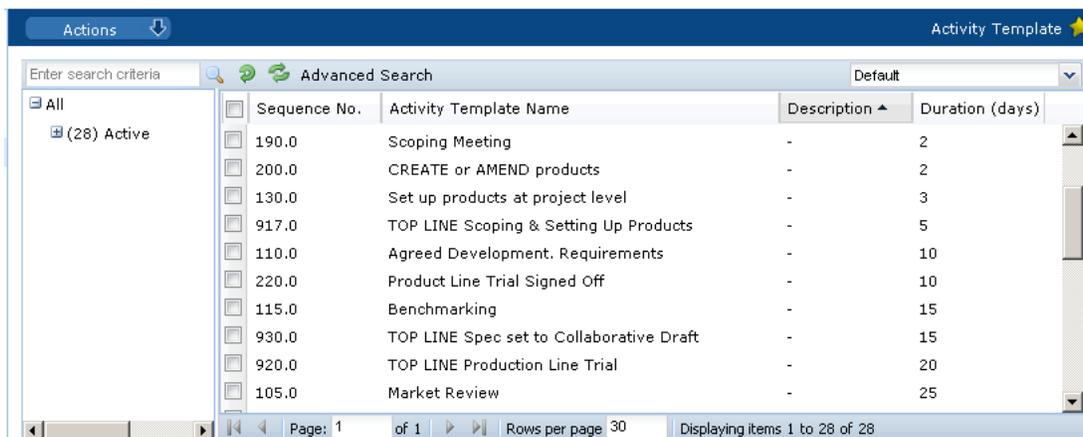
2. Enter the Activity Type name in the default language. This field is mandatory. Enter any translations.
3. In the Status Change Details section, select the record type from the drop-down list.

4. In the Status Change Details section, select the states that trigger the activity to be set to Started or Completed. Whenever the status of a record that has been linked to the activity changes, the system checks for the selected states. If there is a match, it changes the activity's status. Where the status selected in both fields matches the record's state, the system changes the Activities status to Completed. These fields are mandatory:
  - To select the triggers for Started status, click the icon. The Select Started Statuses dialog box appears. Select the statuses and then click **Ok**.
  - To select the triggers for Completed status, click the icon. The Select Completed Statuses dialog box appears. Select the statuses and then click **Ok**.
5. Enter a code and comments. These fields are not mandatory.
6. In the Attachments tab, add attachments to the activity type.
7. Select the Save action.

## Activity Template

Templates for activities can be created and then assigned to Project Templates. These are single elements which can form part of the critical path or run in parallel to the main time-line. The Activity Template page shows the list of defined activity templates. For each activity, the sequence number, name, description, and duration in days are shown.

**Figure 9–4 Activity Template Page**



Sequence No.	Activity Template Name	Description	Duration (days)
190.0	Scoping Meeting	-	2
200.0	CREATE or AMEND products	-	2
130.0	Set up products at project level	-	3
917.0	TOP LINE Scoping & Setting Up Products	-	5
110.0	Agreed Development. Requirements	-	10
220.0	Product Line Trial Signed Off	-	10
115.0	Benchmarking	-	15
930.0	TOP LINE Spec set to Collaborative Draft	-	15
920.0	TOP LINE Production Line Trial	-	20
105.0	Market Review	-	25

To edit an existing template, select the template and then select the Edit action. A tab opens in edit mode.

To create a new Activity Template:

1. Select the New action. The New Activity Template page opens.

Figure 9–5 New Activity Template Page

The screenshot shows the 'New Activity Template' page. The 'Details' section includes the following fields:

- Activity Template Name (Default): [Text Field] \*
- Activity Template Name (Australia and New Zealand): [Text Field]
- Activity Template Name (English (American)): [Text Field]
- Activity Template Name (French): [Text Field]
- Activity Template Name (German): [Text Field]
- Activity Template Name (Italian): [Text Field]
- Activity Template Name (Spanish): [Text Field]
- Status: Draft
- Sub Status: [Select Icon]
- Sequence No.: [Text Field] \*
- Folder: [Select Icon]
- Checkpoint Only:  Yes  No
- Critical Path?:  Yes  No \*
- Duration (days): [Text Field] \*
- Is this a Key:  Yes  No
- Is this a Gate:  Yes  No
- Activity Type: [Select]
- Brief Template: [Select Icon]
- Use myArtwork:  Yes  No

The 'Roles' section includes:

- Owner: [Select Icon]
- Responsible: [Select Icon] \*
- Viewer: [Select Icon]
- External Role: [Select]

2. In the Details section:

- Activity Template Name: Enter the template name for the default language. This is a mandatory field. Enter any translations.
- Status: The status is set to Draft.
- Sub Status: Select the icon. Select the allowed sub-status in the Select Allowable Sub-Statuses dialog box and click **Ok**.
- Sequence No: Enter a sequence number. This field is mandatory.
- Folder: Select the icon. Select the folder in the Select Folder dialog box and click **Ok**. This field is mandatory.
- Checkpoint Only: Check whether this template is only for checkpoint activities.
- Critical Path: Check whether this template is for critical path activities. This field is mandatory.
- Duration (days): Enter the duration in number of days. This field is mandatory.
- Is this a Key: Check if this is a key activity.
- Is this a Gate: Check if this is a gate activity. If Yes is selected, the Gate Type field appears. Select whether the gate type is Auto Complete or Approval Required.

- Activity Type: Select the activity type associated with this template from the drop-down list.
  - Brief Template: Select the icon. Select the Brief Template that provides the questions for this activity in the Select Brief Template dialog box and click **Ok**.
  - Use Artwork: Select whether the Artwork module is used.
3. In the Roles section, select the Owner, Responsible, and Viewer roles from the list of portal owner roles. Responsible is a mandatory field. The options for External Role are Supplier Responsible and Supplier Viewer.
  4. In the Email Rules subtab, the rules used to trigger email are listed.
  5. In the Attachments tab, add attachments to the template.
  6. Select the Save action.

## Brief Templates

A Brief is a questionnaire which is held in either the activity or product (can be linked to specifications) and is completed as part of an activity by either the solution owner's user or supplier. A Brief Template pulls together the sections, questions, and answers and defines the order in which these appear on the screen. To edit an existing template, select the template and then select the Edit action. A tab opens in edit mode.

To create a new template:

1. Select the New action. The New Brief Template tab opens.

**Figure 9–6** *New Brief Template Page*

The screenshot shows the 'New Brief Template' page with the following details:

- Actions:** Home Page, Admin - Project Ma..., New Brief Template
- Subtabs:** Brief Template Details, Sections, Questions
- Details Section:**
  - Brief Template Name (Default): [Text Field]
  - Brief Template Name (Australia and New Zealand): [Text Field]
  - Brief Template Name (English (American)): [Text Field]
  - Brief Template Name (French): [Text Field]
  - Brief Template Name (German): [Text Field]
  - Brief Template Name (Italian): [Text Field]
  - Brief Template Name (Spanish): [Text Field]
  - Status: Draft
  - Description: [Text Field]

2. In the Brief Template Details subtab:
  - Enter the template name for the default language. This is a mandatory field. Enter any translations.
  - The status of the template is set to Draft.
  - Enter a description. This is not a mandatory field.

3. In the Sections subtab, to add a section to the Brief, select **Add** and enter the description and any translations. You can define multiple sections.
4. In the Questions subtab, you can define questions for each section:
  - a. Select the type of answer from the drop-down list.
  - b. To select the possible answers, click the icon in the Answers column. The Select Allowable Answers dialog box opens. Enter the answers and click **Ok**.
  - c. Enter the question in the default language. This is a mandatory field. Enter any translations.
  - d. To see what the questions will look like on a screen, select **Preview**. This displays a preview of the questions for that section.

**Figure 9–7 New Brief Template Questions Page**

The screenshot shows a web application interface for defining questions. At the top, there are browser tabs for 'Home Page', 'Admin - Project Ma...', and 'New Brief Template'. Below the browser tabs is a navigation bar with 'Actions' and a dropdown arrow. The main content area is divided into subtabs: 'Brief Template Details', 'Sections', and 'Questions'. The 'Questions' subtab is active, showing 'Section A'. Above the table, there are buttons for 'Reorder', 'Add', 'Delete', 'Insert', 'Move Up', 'Move Down', 'Copy Row', 'Copy Table', 'Paste', and 'Preview'. The table has the following structure:

	Move to	Type	Answers	Question (Default)	Question (Aus)
<input type="checkbox"/>	1	CheckBox	...	What quantities can you produce? Small Medium Large	

Below the table, there is a 'Section A - Preview' section showing the question and its possible answers:

1. What quantities can you produce?

Small

Medium

Large

5. Select the Save action.

## Project Status

The list of project statuses is defined by the system. The Project Status page has the same format as the Activity Status page shown in [Figure 9–2](#). The Status ID and default status description cannot be changed. To edit any of the translated descriptions, select the Edit action. The page opens in edit mode.

## Project Type

Project Type is a configurable list of project type codes. The Project Type page has the same format as the Activity Status page shown in [Figure 9–2](#).

To edit the project types, select the Edit action. The page opens in edit mode. From this page, you can update translations for the codes, add a new project type, or delete an existing project type.

## Project Template

A Project Template is used to define a set of activities and associated roles so that different processes and project schedules can be configured. It contains general project information, project details, key personnel involved, and activities. The Project Template page lists the available templates and the folder for each. To edit an existing template, select the template and then select the Edit action. A tab opens in edit mode.

To create a new project template:

1. Select the New action. The New Project Template opens.

**Figure 9–8 New Project Template Page**

The screenshot shows the 'New Project Template' page in a web browser. The browser tabs include 'Home Page', 'Admin - Project Ma...', and 'New Project Template'. The page has a navigation bar with 'Actions' and a subtab menu with 'Project Template Details', 'Activities', 'Briefs', and 'Attachments'. The 'Project Template Details' subtab is active, showing a form with the following fields:

- Project Template Name (Default):** Text input field with a red asterisk indicating it is mandatory.
- Project Template Name (Australia and New Zealand):** Text input field.
- Project Template Name (English (American)):** Text input field.
- Project Template Name (French):** Text input field.
- Project Template Name (German):** Text input field.
- Project Template Name (Italian):** Text input field.
- Project Template Name (Spanish):** Text input field.
- Status:** Set to 'Draft'.
- Folder:** Dropdown menu showing a folder icon and a red asterisk.
- Description:** Text area.
- Template Type:** Radio buttons for 'Project' and 'Product', with 'Product' selected and a red asterisk.
- Master Project:** Radio buttons for 'Yes' and 'No'.
- Comments:** Text area.

2. In the Project Template Details subtab:
  - **Project Template Name:** Enter the name of the project template in the default language. This field is mandatory. Enter the translations for any supported languages.
  - **Status:** The status of the template is set to Draft.
  - **Folder:** Select the icon. Select the folder in the Select Folder dialog box and click **Ok**. This field is mandatory.
  - **Description:** Enter a description. This field is not mandatory.
  - **Template Type:** Select the template type. This field is mandatory.
  - **Master Project:** Select whether this template is for a master project. If set to Yes, these template can be used to identify projects in the following records of the system:
    - The initial or the start project in a hierarchy.

- As an indicator to export to third-party systems, for example, Artwork.
  - The initial project which can be the top level project for reports.
  - Comments: Enter any comments. This field is not mandatory.
3. In the Activities subtab, add the activities to the template. Select the Add action. The Select Activity dialog box opens. Choose the activities and click **Ok**.
  4. In the Briefs subtab, select the Brief templates to be added to this Project Template.
  5. In the Attachments tab, add attachments to the template.
  6. Select the Save action.

## Team

Team administration can help a Project Manager by populating and adding users to roles which then populate the roles listed in an activity. On the Team page, the list of teams and roles associated with each team are shown. To edit an existing team, select the team and then select the Edit action. To create a new team:

1. Select the New action. The New Team tab opens.

**Figure 9–9** New Team Page

Team Details	
Details	
Team Name (Default):	<input type="text"/>
Team Name (Australia and New Zealand):	<input type="text"/>
Team Name (English (American)):	<input type="text"/>
Team Name (French):	<input type="text"/>
Team Name (German):	<input type="text"/>
Team Name (Italian):	<input type="text"/>
Team Name (Spanish):	<input type="text"/>

Add Delete Insert Move Up Move Down

User Roles	Users
<input type="checkbox"/> System Administrator	-

2. Team Name: Enter the team name for the default language. This is a mandatory field. You can also define the translated team names.
3. User Roles: This field is mandatory. To add a role to the team:
  - a. Select **Add**. The Select User Role dialog box appears.
  - b. Select the roles and click **Ok**.
  - c. To add users for a role, select the icon. The Select Users dialog box. Select the specific users for the team and click **Ok**.
4. Select the Save action.

## System Parameters

To maintain the parameters used to support Project, select the System Control option and then System Parameters.

Table 9–1 shows the specific system parameters, by subtab on the System Parameters page, used to support Project.

**Table 9–1 System Parameters to Support Project**

Subtab	Parameter	Description
Urgent Items	Show Project Activities	If set to Yes, Project activities are shown in the UIM. Default is Yes.

## Email Templates

The email templates used to notify users as projects and activities they are associated with progress through their workflow stages are:

- Activity Status Change email template (PROJECT1)
- Activity Notification email (PROJECT2)

The contents of the emails can be amended by the administrator in the Notifications / Email Templates page in Admin area.

The following parameters are also available for use in the Project email templates:

- \$supplier\_name - The name of the supplier, in the business language.
- \$supplier\_local\_name - The name of the supplier, in the local language.
- \$site\_names - The names of the sites, in the business language.
- \$site\_local\_names - The names of the sites, in the local language.
- \$showInternationalNames - Whether international names are used.
- \$project\_id - The id of the project.
- \$recipients - The list of recipients.
- \$recipients.personName - The names of the recipients.
- \$recipients.email - The email addresses of the recipients.

Table 9–2 shows an example of the parameters being used in the email template.

**Table 9–2 Usage of Parameters in Project Emails**

Example Use in Template	Example Output in Email
Status: \$activity_status	Status: Started
Use international names: \$showInternationalNames	Use international names: true
Supplier Name: \$supplier_name Supplier Name Local: \$supplier_local_name	Supplier Name: ABC Supplies Ltd. Supplier Name Local: ABC Supplies Ltd.
Site Names: \$site_names	Site Names: ABC Nottingham, ABC Leicester
Site Names Local: \$site_local_names	Site Names Local: ABC Nottingham, ABC Leicester
Project ID: \$project_id	Project ID: PR000009

**Table 9–2 (Cont.) Usage of Parameters in Project Emails**

<b>Example Use in Template</b>	<b>Example Output in Email</b>
Recipients: #foreach( \$recipient in \$recipients ) \$recipient.personName (\$recipient.email) #end	Recipients: John Smith (john.smith@example.com) Joe Bloggs (joe.bloggs@example.com) Joan Doe (joan.doe@example.com)



# 10

## Library Administration

Users with the Library Administration authority profile use Library to manage the library structure and publish documents to the user base. Access to documents can be managed based on internal retailer users and external supplier users. The logging and tracking of user readership is also available.

To access Library, select Library on the main navigation bar. The list of published documents that can be accessed by the user is shown. [Figure 10–1](#) shows an example of this page.

**Figure 10–1** Library Tab



### Document Folder Pane

The contents of the document library are presented as a structured hierarchy where documents are organized within a tree of libraries that contain any number of folders and sub-folders.

A user only sees the folders and sub-folders that contain documents to which the user has access. Clicking a folder or sub-folder name displays the list of all documents in the folder or sub-folder and all its sub-folders.

When a user puts focus on the lowest level folder, the number of documents is shown in brackets:



Archive shows the folder and sub-folder structure of archived documents. It is only available to users with the Library Administrator authority profile.

### Permissions

Permissions control whether a user has access to the document library. Generally, all users are granted access. Access to individual documents can be granted or refused on a user basis. The Library Reader authority profile provides reader access to the library.

## Locating a Document

To display all the documents within and beneath a folder, click the folder name in the Document Folder pane area. Only those documents to which the user has access are shown.

**Figure 10–2 Folder Content Display**

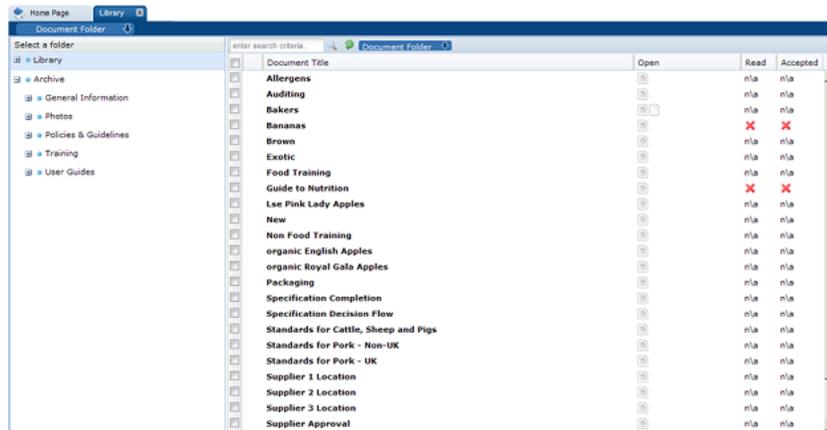


Table 10–1 describes the columns displayed for the selected folder.

**Table 10–1 Columns Displayed for a Selected Folder**

Column	Icons	Description
First		This document is only visible to internal users, that is, the retailer’s users. The document title in the next column is shown in red.
		This document is mandatory. This icon is only shown for supplier users.
		This document has not been published and is therefore only visible to users with the Library Administrator authority profile.
Document Title		The list of document titles is sorted by the icon in the first column. Clicking a document title opens the summary document as a new tab.
Open		Indicates the type of attachments to the document, if any. If there are more than three attachments, an ellipsis is appended to the icon for the third attachment.
		Microsoft Excel spreadsheet
		Microsoft Word document

**Table 10–1 (Cont.) Columns Displayed for a Selected Folder**

Column	Icons	Description
Read		Indicates if this document has been read by the user.
	✘	User has not read the document.
	n\a	Indicates the document has Log Readership set to NO.
	✔	User has marked the document as read.
Accepted		Indicates the acceptance of the document by the user.
	✘	User has not accepted the document.
	n\a	Indicates the document has Log Readership set to NO.
	✔	User has accepted the document.

The following actions are available in this pane:

- Mark as read
- Mark as accepted

## Managing Folders

The actions for managing folders are available to users with the Library Administrator authority profile. A hierarchy of folders can be formed by selecting an existing folder and creating a new folder beneath it.

This section covers the following actions available to manage folders:

- [Creating a Folder](#)
- [Editing a Folder](#)
- [Deleting a Folder](#)
- [Managing Archive Folders](#)

### Creating a Folder

To create a new folder:

1. Select a folder in the left pane and select the New Folder action. A dialog box appears for entering the folder names.

**Figure 10–3 New Folder Dialog Box**



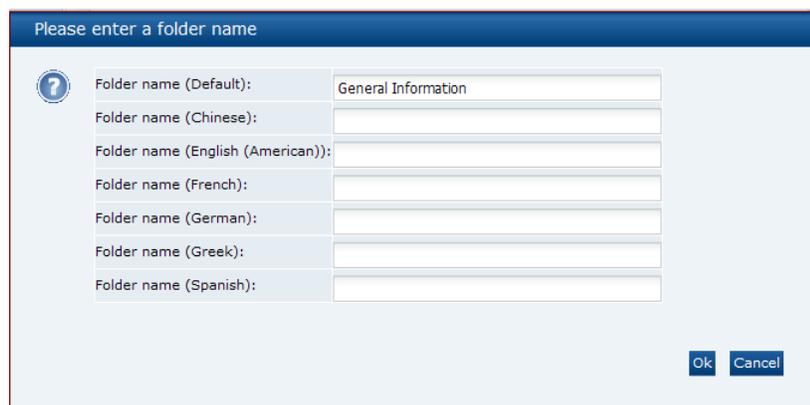
2. Enter a folder name in any of the languages as needed. Select **Ok**.  
If there are no errors, the folder is created in the Archive area.
3. If a folder name is entered for the Default language and that folder name is not unique, the Cannot Save Folder dialog box appears. Select **Ok** in the dialog box and reenter the folder name for the Default language.  
If there are no errors, the folder is created in the Archive area.

## Editing a Folder

To edit a folder:

1. Select a folder in the left pane and select the Edit Folder action. A dialog box appears for changing the folder names.

**Figure 10–4 Edit Folder Dialog Box**



2. Enter any changes. Select **Ok**.  
If there are no errors, the folder names are updated.
3. If a folder name is not unique, the Cannot Save Folder dialog box appears. Select **Ok** in the dialog box and reenter the folder name.  
If there are no errors, the folder names are updated.

## Deleting a Folder

A folder can only be deleted if it does not contain any documents. To delete a folder:

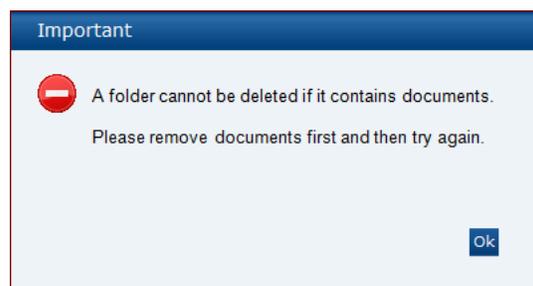
1. Select the folder in the left pane and select the Delete Folder action. The Confirm Delete Folder dialog box appears.

**Figure 10–5 Delete Folder Dialog Box**



2. To delete the folder, select **Ok**.  
If there are no errors, the folder is deleted.
3. If the folder contains documents, the following dialog box appears. Select **Ok** in the dialog box. Remove the documents and then try to delete the folder again.

**Figure 10–6 Cannot Delete Folder Dialog Box**



## Managing Archive Folders

The archive area is only visible to Library Administrators. It is shown at the same level, but beneath the root node. For an example, see [Figure 10–1](#).

The folder structure of the Archive area mirrors that of the Library area above it. Documents that have been set as archived are no longer visible to the general user, but remain accessible through this area. If an archived document is then un-archived, it reappears in the Library area within its original file structure.

The Read and Accept document actions are not available from this area. The option to delete a folder in the archive area is only available if the folder contains no documents.

## Managing Documents

This section covers the following operations available to manage documents:

- [Creating a New Document](#)
- [Copying a Document](#)
- [Deleting a Document](#)

- Archiving a Document

## Creating a New Document

To create a new document, select a folder in the archive area and select the New Document action. The New Document tab opens.

**Figure 10–7** New Document Tab

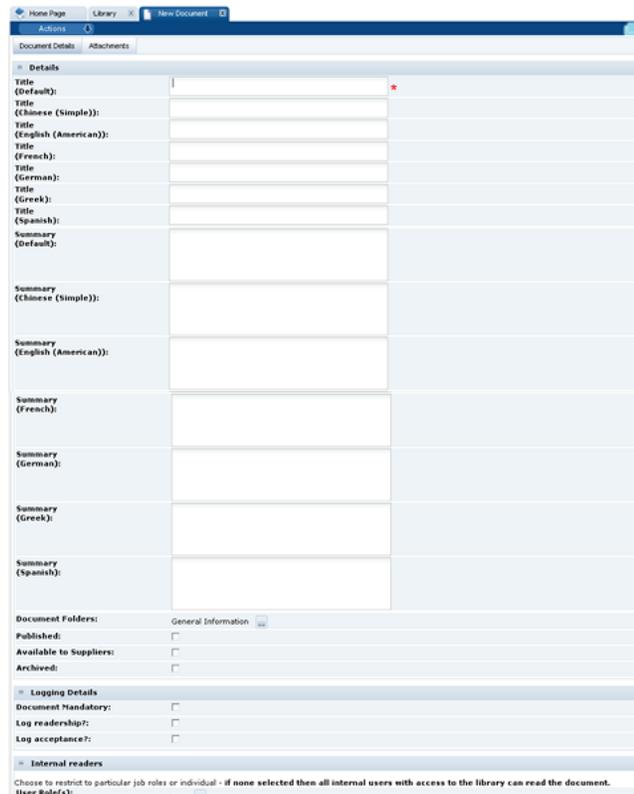


Table 10–2 describes the fields for this tab.

**Table 10–2** Fields in the New Document Tab

Field	Description
Title	The completion of the Title in the default language is mandatory in order to save the document.  The document title can be added for the other supported languages so that users logged in with an alternative language can see documents in their own language.
Document Folders	This shows where this document is to appear and is used to assign the document to one or more folders within the library.
Published	This controls if the document can be seen by non-administration users.
Available to Suppliers	This controls if the document can be seen by supplier (External) users. This field is only available to users with the Library Administrator profile authority. For more information, see " <a href="#">Available to Suppliers Field.</a> "

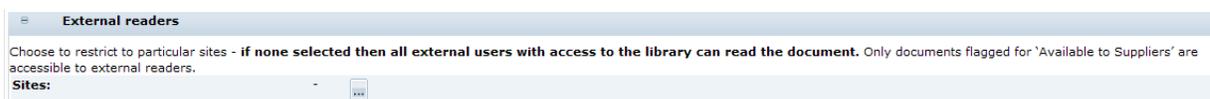
**Table 10–2 (Cont.) Fields in the New Document Tab**

Field	Description
Archived	This is used to archive the document when required. If this is checked, the document moves to the archive area and vice versa.
Logging Details	<p>If Document Mandatory is checked:</p> <ul style="list-style-type: none"> <li>■ Log Readership is checked and greyed out.</li> <li>■ A Read By field becomes visible to enable the user to enter a date by which the document is to be read. If required, this is used by the Urgent Items Manager (UIM). For information on the UIM, see <i>Oracle Retail Brand Compliance Management Cloud Service User Guide</i>.</li> </ul> <p>If Document Mandatory is not checked:</p> <ul style="list-style-type: none"> <li>■ Log Readership will not be greyed out and remains checked.</li> <li>■ The Read By field is no longer visible.</li> </ul> <p>To log that users are to read this document, check Log Readership. To log that users are to accept this document, check Log Acceptance.</p> <p>Documents are only shown as mandatory for external users. Documents can be set as mandatory for specific external users by assigning contact roles.</p> <p>This field is only available to users with the Library Administrator profile authority.</p>
Internal Readers	This controls if all internal readers can see and read this document. This field is only available to users with the Library Administrator profile authority. For more information, see " <a href="#">Internal Readers Field</a> ."

**Available to Suppliers Field**

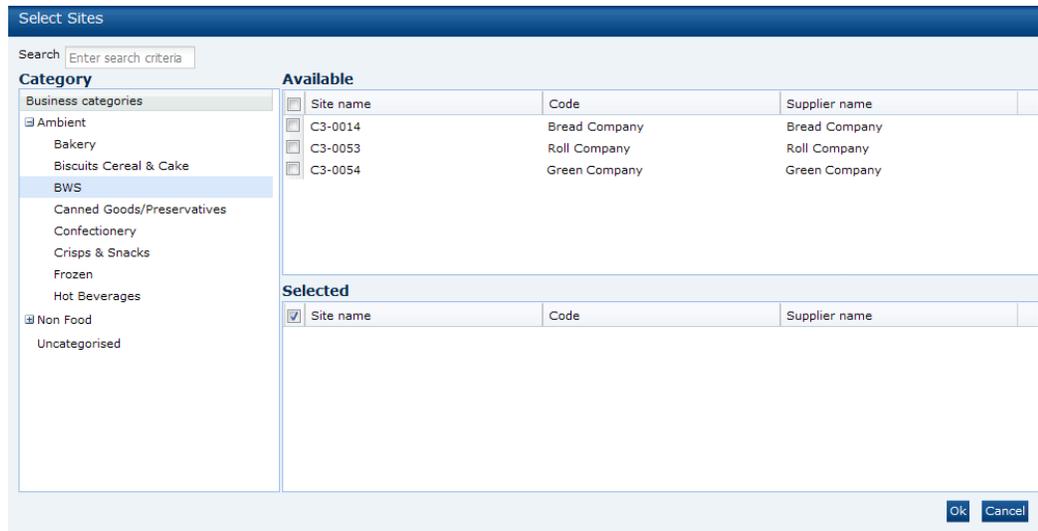
If this field is checked, the following field becomes available:

**Figure 10–8 External Readers Field**



The Sites field is used to target the visibility of the document to specific sites. This is done using the Select Sites dialog box.

**Figure 10–9 Select Sites Dialog Box**



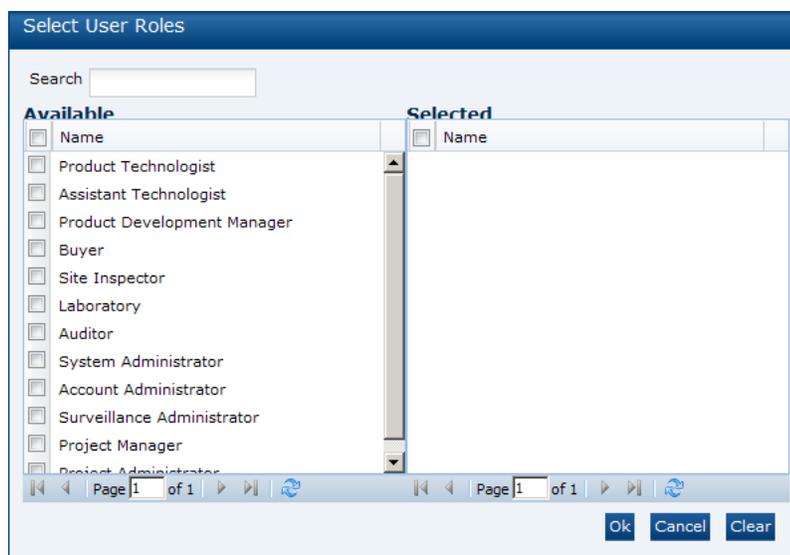
Any sites that have not been assigned a Business Category can be found by selecting Uncategorised shown at the bottom of the Category pane. Sites can be identified using the business categories shown in that pane. If there are no sites selected, all sites have visibility to the document.

**Internal Readers Field**

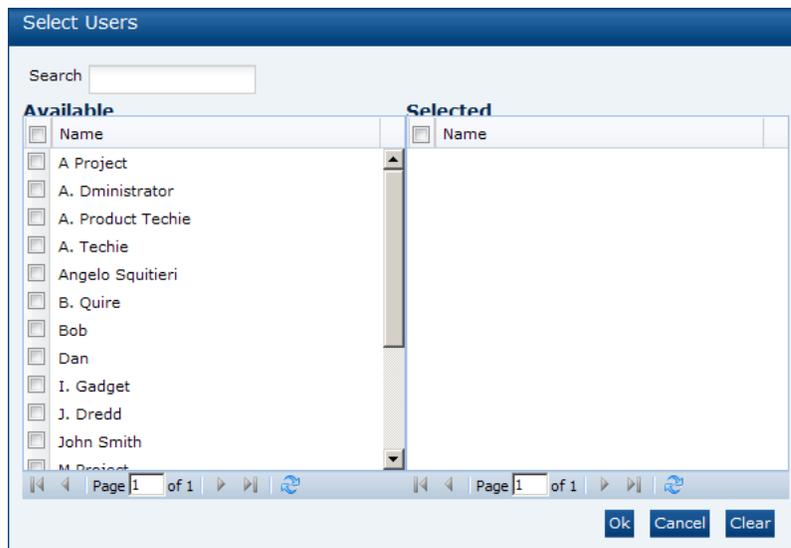
Internal readers can be assigned based on user roles or users.

User Roles can be specified if the document is targeted to users with a particular user role. If none are selected, all internal users are able to read and see the document. The Select User Roles dialog box is used.

**Figure 10–10 Select User Roles Dialog Box**



Users can be specified if the document is targeted to specific internal users. If none are selected, all internal users are able to read and see the document. The Select Users dialog box is used.

**Figure 10–11** *Select Users Dialog Box*

## Attachments

The Attachment Manager component is used to upload the actual documents as file attachments.

**Figure 10–12** *Attachments*

## Copying a Document

To create a copy of a document in the selected folder, select the Copy action. The Copy Document dialog box appears. Select **Ok**. A copy of the document is created:

- The whole record is copied, except attachments and readership logs.
- The words, Copy of, are added to the document title.
- The copied document appears in the same folder.

## Deleting a Document

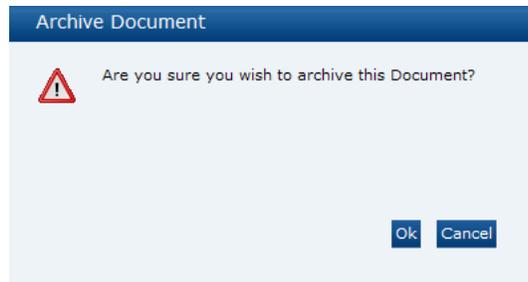
A document can be deleted if it does not contain any readership log details, other than the record of which users have opened it, or has been archived. To delete a document, select the Delete action. The Delete Document dialog box appears. Select **Ok**. The document is deleted:

- The document is physically deleted.
- If there are no more documents left in the folder, the folder is no longer visible within the main library for non-Library Administrator users.

## Archiving a Document

To archive a document, select the Archive action. The Archive Document dialog box appears.

**Figure 10–13** Archive Document Dialog Box



Select **Ok**. The document is archived:

- The document is no longer be visible in the main library.
- The document is visible in the same folder location within the archive area.
- If there are no more documents left in the folder, the folder is no longer visible within the main library for non-Library Administrator users.

## Translating Folders and Documents

The Document Administrator has the ability to create translations for folders and documents in the document library to the supported languages.

### Translating Folders

The folder title and subject fields can be translated. Translations can be added when creating or editing a folder. For more information, see ["Creating a Folder"](#) and ["Editing a Folder."](#)

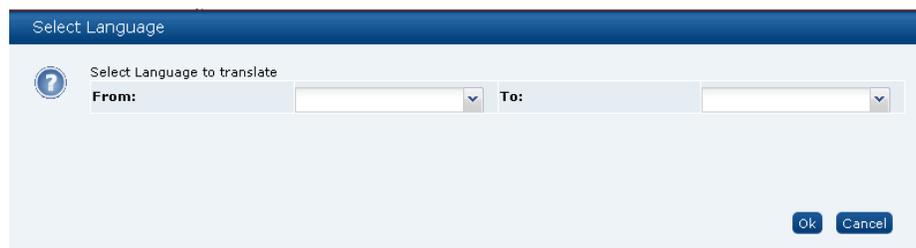
Translations for folders and documents can also be entered directly when the record is being edited.

### Translating Documents

Users with the Library Administrator authority profile can add translations for documents. To add a translation to a document:

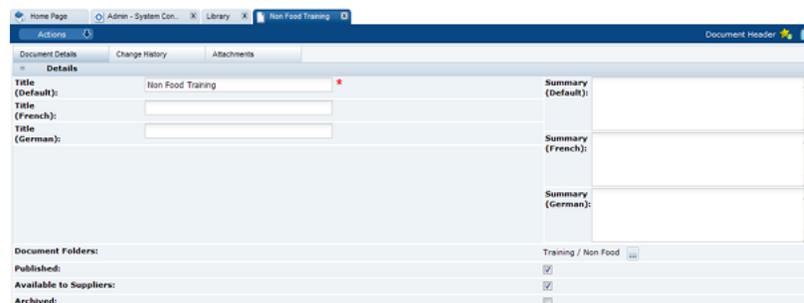
1. Open the document in Read mode. Select the Translate action. The Select Language dialog box appears.

**Figure 10–14** Select Language Dialog Box



2. Select the languages from the drop-down list and select **Ok**. The document details appear. The file is open in Edit mode. The fields for Title and Summary appear for each selected language.

**Figure 10–15 Document Details for Translation**



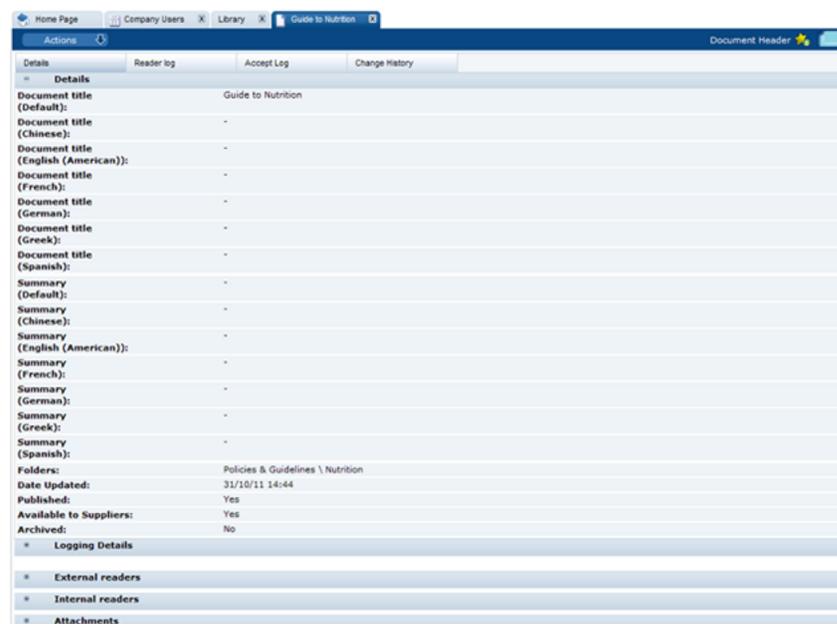
3. Enter the translations for the Title and Summary fields. Select **Ok** when completed.

## Viewing Translations

The View Translations action is used to see all the translations for a document. This action is available to all users.

To see the available translations for a document, open the document in Read mode and select the View Translation action. The translation details appear.

**Figure 10–16 View Translations**



## System Parameters

To maintain the parameters used to support Library, select the System Control option and then System Parameters.

Table 10-3 shows the specific system parameters, by subtab on the System Parameters page, used to support Library.

**Table 10-3 System Parameters to Support Library**

<b>Subtab</b>	<b>Parameter</b>	<b>Description</b>
Urgent Items	No Days Before Read By Date	Used to populated the UIM with items that are near to the expiration date that have not yet been read by the user.
Urgent Items	Show Documents	If set to Yes, document items are shown in the UIM. If set to No, document items are not shown.

---

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## Glossary Administration

The chapter deals with the administration of glossaries used within the system. The following topics are covered in this chapter:

- [Bulk Glossary Export](#)
- [Single Glossary Export](#)
- [Bulk Glossary Import](#)
- [Single Glossary Import](#)
- [Using Glossary Import/Export to Populate a Clean System](#)

### Bulk Glossary Export

Retailer users with the Glossary Administrator authority profile have access to the Import/Export option within the Admin menu.

To export all glossaries:

1. Select any glossary and then select the Export action from the actions menu. The Glossary Export dialog box opens.

**Figure 11–1** *Glossary Export Dialog Box*

Confirm	
Please use the following options to begin an export	
<b>Export Selection:</b>	<input checked="" type="radio"/> This Glossary Only <input type="radio"/> Bulk Glossary Export
<b>Export Type:</b>	<input checked="" type="radio"/> Base Only <input type="radio"/> Base and Translations <input type="radio"/> Translations Only
<b>Output to include Translations that are:</b>	N/A
<b>Languages to Export:</b>	N/A
<input type="button" value="Ok"/> <input type="button" value="Cancel"/>	

2. Set the Export Selection option to Bulk Glossary Export.
3. Set the following filters as required:

- Using the *Export Type* filter:

This defaults to Base Only which means that all base files will be exported, and the following filters are set and locked to N/A:

  - Output to include Translations that are
  - Limit Languages to Export

If set to Translations Only, this will export all translations files for any of the selected languages.
- Using the *Output to include Translations that are* filter:

This defaults to Populated and Blank, which exports all glossaries that have a value for any of the selected languages.

If set to Populated, the system will export all glossaries that have a value for any of the selected languages.

If set to Blank, the system will export all glossaries that have no value for any of the selected languages.
- Using the *Languages to Export* filter:

This always begins with no languages shown as it is assumed the export will be for all languages.

Selecting one or more languages will limit the export to only those languages.

---

---

**Note:** Selecting more than five languages will result in an error.

---

---

4. Click **Submit** or **Submit Go to Manage Batch Jobs**. A batch job is submitted to export glossaries using the filters set. All the relevant glossaries will be exported as XLS files which are compressed into a ZIP file and stored as an attachment on the job.

## Single Glossary Export

To export a single glossary:

1. Select the required glossary and then select the Export action from the actions menu. The Glossary Export dialog box opens.

**Figure 11–2 Glossary Export Dialog Box**

Confirm

Please use the following options to begin an export

**Export Selection:**

This Glossary Only

Bulk Glossary Export

**Export Type:**

Base Only

Base and Translations

Translations Only

**Output to include Translations that are:** N/A

**Languages to Export:** N/A

Ok Cancel

2. Set the following filters as required:

- Using the *Export Type* filter:

This defaults to Base Only which means that all base files will be exported, and the following filters are set and locked to N/A:

- Output to include Translations that are
- Limit Languages to Export

If set to Base and Translations, this will export all base and translations files for any of the selected languages.

If set to Translations Only, this will export all translations files for any of the selected languages.

- Using the *Output to include Translations that are* filter:

This defaults to Populated and Blank, which exports all glossaries that have a value for any of the selected languages.

If set to Populated, the system will export all glossaries that have a value for any of the selected languages.

If set to Blank, the system will export all glossaries that have no value for any of the selected languages.

- Using the *Languages to Export* filter:

This always begins with no languages shown as it is assumed the export will be for all languages.

Selecting one or more languages will limit the export to only those languages.

---

**Note:** Selecting more than five languages will result in an error.

---

3. Click **Ok**. This will initiate the download of a ZIP file containing files according to the filters set.

## Bulk Glossary Import

Retailer users with the Glossary Administrator authority profile have access to the Import/Export option within the Admin menu.

To import glossaries:

1. Select any glossary and then select the Import action from the actions menu. The Glossary Import dialog box opens.

**Figure 11–3 Glossary Import Dialog Box**

---

**Note:** As the upload of files is limited to 10 MB, this may not be sufficient if you are attempting to upload all the glossaries for the system. An Administrator may therefore need to temporarily increase the *File attachment size limit* parameter.

---

2. Click **Browse** to locate and attached the file containing the glossary files.

---

**Note:** The file being imported may be a single base file or a ZIP file containing one or more base and translation files. The system accepts CSV, XLS, or XLXS file formats.

---

3. Set the Import Selection option to Bulk Glossary Import.
4. Set the following filters as required:
  - Using the *Import Type* filter:
    - This defaults to Base Only which means that all base files will be imported, and the following filter will be set and locked to N/A:
      - Limit Languages to Import
    - If set to Base and Translations, this will import all base and translation files for any of the selected languages.

If set to Translations Only, this will import all translations files for any of the selected languages.

- Using the *Languages to Import* filter:

This always begins with no languages shown as it is assumed the import will be for all languages.

Selecting one or more languages will limit the import to only those languages.

5. Enter a suitable comment into the comment field.
6. Click **Submit** or **Submit Go to Manage Batch Jobs**. A batch job is submitted to import glossaries using the filters set. All the relevant glossaries will be imported which will be stored within a ZIP file and as an attachment on the job.

---

**Note:** If using the Glossary Import facility to load large numbers of additional ingredients to an Ingredients glossary that is already populated, the processing time may be significant due to the validation checks that are applied.

For example, uploading 4,000 additional ingredients could feasibly take around 2 hours to complete the processing.

In such a scenario, it may be desirable to split the uploads over multiple smaller batches.

---

## Single Glossary Import

Retailer users with the Glossary Administrator authority profile have access to the Import option within the actions menu of any glossary list view.

To import a single glossary:

1. Select the glossary in the Admin area and then select the Import action from the actions menu. The Glossary Import dialog box opens.

**Figure 11–4** *Glossary Import Dialog Box*

2. Click **Browse** to locate and attached the file containing the glossary files.

---

---

**Note:** The file being imported may be a single base file or a ZIP file containing one or more base and translation files. The system accepts CSV, XLS, or XLXS file formats.

---

---

3. Set the Import Selection option to This Glossary Only.
4. Set the following filters as required:
  - Using the *Import Type* filter:

This defaults to Base Only which means that only the base file will be imported, and the following filter will be set and locked to N/A:

    - Limit Languages to Import

If set to Base and Translations, this will import a base file and translation files for any of the selected languages.

If set to Translations Only, this will import all translations files for any of the selected languages.
  - Using the *Languages to Import* filter:

This always begins with no languages shown as it is assumed the import will be for all languages.

Selecting one or more languages will limit the import to only those languages.
5. Enter a suitable comment into the comment field.
6. Click **Submit** or **Submit Go to Manage Batch Jobs**. A batch job is submitted to import a glossary using the filters set. All the relevant files will be imported which will be stored within a ZIP file and as an attachment on the job.

---

---

**Note:** If using the Glossary Import facility to load large numbers of additional ingredients to an Ingredients glossary that is already populated, the processing time may be significant due to the validation checks that are applied.

For example, uploading 4,000 additional ingredients could feasibly take around 2 hours to complete the processing.

In such a scenario, it may be desirable to split the uploads over multiple smaller batches.

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## Using Glossary Import/Export to Populate a Clean System

The bulk import/export facility can be used to populate a new system with the glossary entries and their translations from another system, for example to load a UAT test system with data from the Live system.

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**Note:** Remember to set system parameters as required prior to loading glossaries into a new system.

---

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### Single Language Glossaries

The following steps and typical timings are for exporting, amending, and importing a single language glossary:

1. Log in as a user that has the Oracle Authorized User authority profile.
2. Open the glossary list view.
3. Select the Export action.  
Set the selection as Bulk Glossary Export and Base Only.
4. Click **Submit**.
5. Go to Batch Jobs / Manage Batch Jobs to check for completion of the export.  
The export should complete within a few minutes.
6. Save the ZIP file to your local drive and extract the glossary CSV file.
7. Make any updates, additions, or deletions to the glossary contents within the CSV file, then save, and optionally compress to a ZIP file.
8. Select the Import action within the glossary's list view.
9. Click **Browse...** and select the CSV or ZIP file to import.  
Set the selection as Bulk Glossary Import and Base Only.
10. Click **Submit**.
11. Go to Batch Jobs / Manage Batch Jobs to check for completion of the import.  
The job may take around 10 to 20 minutes, depending on volume of glossary data.  
Fix any errors and resubmit before moving on to import translations.
12. Refresh the glossary list view to see the new entries listed.

## Multi-Language Glossaries

The following steps and typical timings are for exporting, amending, and importing a multi-language glossary:

1. Log in as a user that has the Oracle Authorized User authority profile.
2. Open the glossary list view.
3. Select the Export action.  
Set the selection as Bulk Glossary Export, Translations Only, and Populated.  
Select the desired languages. A maximum of five languages can be selected for each Export. If more than five are required, run the export again to export the languages in batches of five.
4. Click **Submit**.
5. Go to Batch Jobs / Manage Batch Jobs to check for completion of the export.  
The job may take around 10 to 20 minutes, depending on volume of glossary data.
6. Save the ZIP file to your local drive and extract the glossary CSV file.
7. For the Ingredients glossary, remove unwanted translation files for the bwsIngredient, ingredient, fnfIngredient, and produceIngredient files. These glossaries contain a large amount of data and applying translations can be a lengthy process. Save and optionally compress to a ZIP file.
8. Select the Import action within the glossary's list view.
9. Click **Browse...** and select the CSV or ZIP file to import.  
Set the selection as Bulk Glossary Import and Base Only.

- 10.** Click **Submit**.
- 11.** Go to Batch Jobs / Manage Batch Jobs to check for completion of the import.  
The job may take around 10 to 20 minutes, depending on volume of glossary data.  
Fix any errors and resubmit before moving on to import translations.
- 12.** Repeat the process to import the translations by setting the selection as Translations Only.  
Each set of five language translations should import in around 10 to 30 minutes depending on the volume of glossary data.

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## Internationalization

Internationalization is the process of creating software that can be translated easily. Changes to the code are not specific to any particular market.

The Oracle Retail Brand Compliance Management Cloud Service modules have been internationalized to support multiple languages.

### Translation

Translation is the process of interpreting and adapting text from one language into another. Although the code itself is not translated, components of the module that are translated may include the following, among others:

- Graphical user interface (GUI)
- Error messages

The following components are not translated:

- Documentation (online help, release notes, installation guide, user guide, operations guide)
- Batch programs and messages
- Log files
- Configuration tools
- Demonstration data
- Training materials

The user interface for the Oracle Retail Brand Compliance Management Cloud Service modules have been translated into the following languages:

- Chinese-Simplified
- Dutch
- French
- German
- Italian
- Japanese
- Portuguese-Brazilian
- Russian
- Spanish-Worldwide

- Swedish

There is a provision for some specific overrides to the base language (English (British)) for English (American) and English (Australia and New Zealand). Any number of additional languages can be configured as required in a portal, subject to the client supplying the necessary translations. The translations apply to system text (User Interface field labels, buttons, menu options, error messages, and so on) plus glossary pick-list entries.

The Artwork add-on module provides a digital asset management solution for managing the design of product label artwork. The product label data is sourced from the Pack Copy files that are created in Brand Compliance for Product Specifications.

## 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 the Artwork module to be enabled, and configured for single sign on (SSO) between Brand Compliance and the Artwork solution (using IDCS authentication), the following self-service process must be followed by the Customer or their Partner, in collaboration with Oracle AMS:

1. The Customer or Partner creates the MYARTWORK external system in the PROD and STAGE environments.
2. The Customer or Partner raises a service request, requesting the following:  
Create the Artwork application for PROD and STAGE.
  - a. Specify the PROD IDCS URL.  
Specify the PROD Artwork Call Back URL.
  - b. Specify the STAGE IDCS URL.  
Specify the STAGE Artwork Call Back URL.
3. Oracle Support raises a Collab SR service request for AMS.
4. AMS completes the Artwork application creation per their SOP and closes the Collab SR service request.
5. Oracle Support notifies the Customer or Partner that the Artwork application has been created.
6. The Customer or Partner obtains the required Client ID and Client Secret from IDCS.
7. Any further issues that the Customer or Partner has should then be raised as a new service request.



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## Appendix: SSL Certificate Management

This appendix contains additional information related to the configuration of ORBC environments, such as the process for setting up SSL certificates for Production and UAT environments.

All Oracle Cloud Services must be securely accessed by using SSL Certificates. Oracle will accept individual Web Server Certificates or SAN Certificates. The use of wildcard certificates is not permitted.

### Domain (URL) Management

The Oracle Brand Compliance service (ORBC) typically requires four internet domains (URLs) to be registered in order to access the service:

- **Production**

Domain 1: URL to access the primary ORBC web portal.

Domain 2: URL to access the ORBC Reporting portal (this portal is only accessed from within the ORBC web portal).

- **UAT**

Domain 3: URL to access the UAT primary ORBC web portal.

Domain 4: URL to access the UAT ORBC Reporting portal (this portal is only accessed from within the ORBC web portal).

The above domains are registered and managed by you, the customer.

### Domain Mapping Example

Below is an example of how each domain is mapped in a DNS configuration.

There is a Common Name, which will be the primary domain name, such as `orbc-customerdomain.com` and then sub-domains. Each domain is then mapped to point to the Oracle CNAME record for each of the ORBC web portals.

#### Domain Mapping Overview for `orbc-customerdomain.com`

- **Production**

Customer External Domain
<code>www.orbc-customerdomain.com</code>
<code>rep.orbc-customerdomain.com</code>

Oracle Domain - CNAME Record
<code>coul-orbc-prod.retail.oracleindustry.com</code>
<code>coul-orbc-prod-rep.retail.oracleindustry.com</code>

- **UAT**

<b>External Domain</b>	<b>Domain - CNAME Record</b>
uat.orbc-customerdomain.com	coul-orbc-uat.retail.oracleindustry.com
uatrep.orbc-customerdomain.com	coul-orbc-uat-rep.retail.oracleindustry.com

The above is for guidance purposes only; you are free to choose the naming of your domains and the associated configuration.

## Procedure Summary

This procedure assumes the use of SAN based SSL certificates.

1. Ensure your DNS configuration is configured and propagated to the internet.
2. Provide Oracle with your domain registrant information and the Common Domain name to Oracle. See the required information format below.
3. Oracle will generate a Certificate Signing Request (CSR) file and will issue it to you, based on the information you provided in Step 2.
4. You will need to procure the SSL Certificate with your preferred SSL Certificate Authority (CA) vendor.
5. Ensure you request a SAN SSL Certificate and include all the required subdomains you have registered for the ORBC service to the certificate.
6. Once you have the CA signed SSL certificate, send the signed SAN Certificate (including any intermediate key chain certs) or URL web address (recommended) to retrieve the SSL, to Oracle.
7. Oracle will publish the SSL certificate and will inform you when completed.

### SSL Information Format Example

Organization Name: Acme UK Ltd.

Organization Unit: Logistics

State: Leicestershire

Locality: Leicester

Country Code: GB

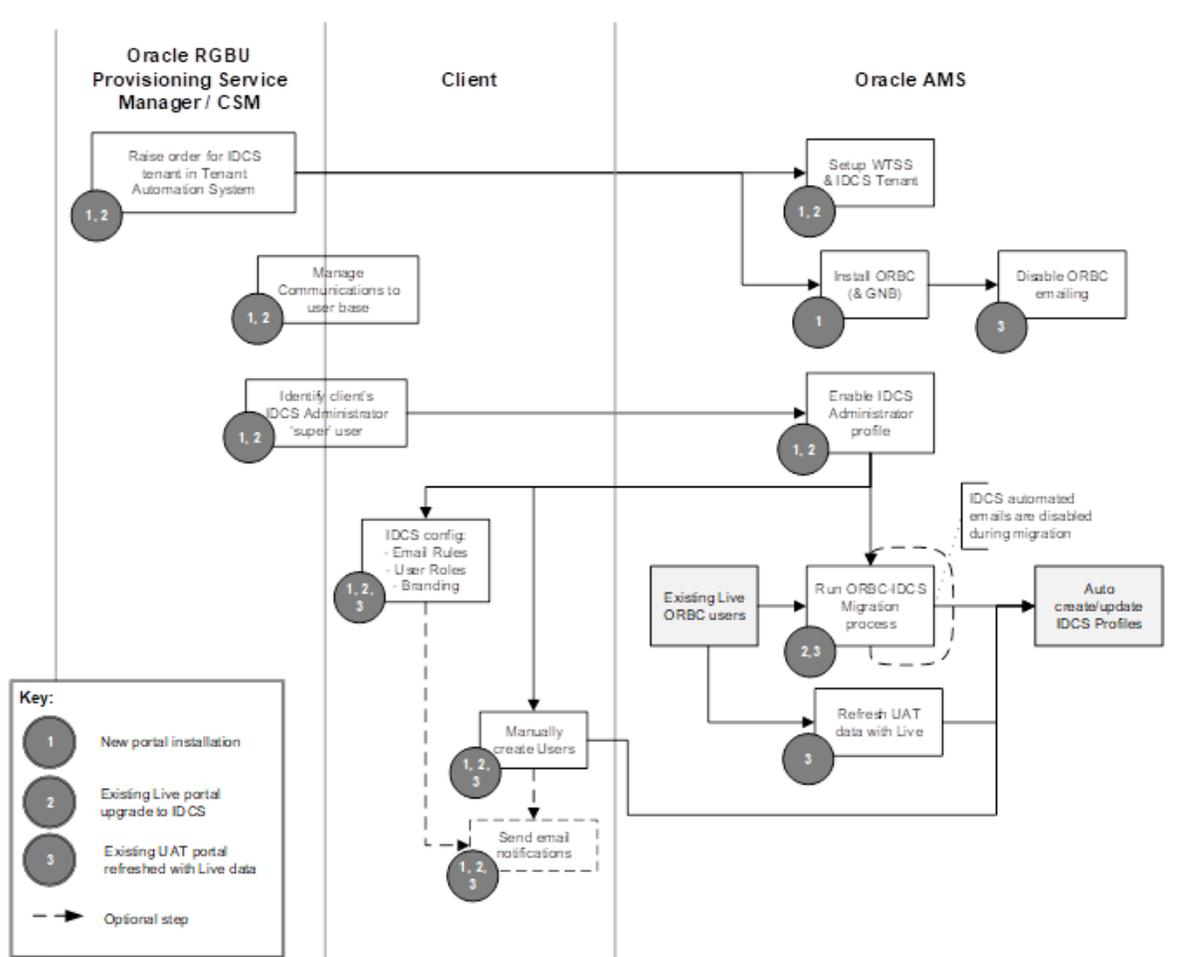
Common Name: orbc-acme-logistics.com

The above information must be completely identical to the registrant information you have registered with your SSL Certificate Authority vendor.

## Appendix: Provisioning a New System with IDCS

This appendix summarizes the *cloudification* process for provisioning an environment with IDCS integration for a new installation, an upgrade of an existing system, and the refresh of data in a staging/UAT test environment.

Figure B-1 Provisioning Process



Notes:

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- Raising the order in the Tenant Automation System creates a JSON file containing the necessary configuration settings.
  - AMS completes the configuration of the Web Tier Security Service (WTSS) and the IDCS tenant.

If a new installation, the Brand Compliance portal (including Global Network Bus if appropriate) is installed.

- For new installations and upgrades, the CSM should include steps in the project plan for the client to manage communications with their user base, with regard to the activation of their IDCS profiles. This may be a combination of a mail-merge type mailing program, or use of the News and Alerts facilities during the run-up to go-live.

The CSM will liaise with the client to identify the individual the initial client *super user* administrator; AMS creates for them the IDCS Administrator profile. The corresponding Brand Compliance User record is assigned the ORACLE AUTHORIZED USER, POWER USER and SYSTEM ADMINISTRATOR permissions.

The client administrator can then configure the IDCS tenant's branding, emailing rules, and user groups as required.

- For upgrades, the migration process is run (using the runbooks/installation scripts provided by Development), to create an IDCS profile for all existing Brand Compliance users. The migration may be run multiple times; subsequent runs will create IDCS profiles for any new users since the previous run, and any updates to existing users' roles.

The migration process disables the IDCS email templates, so **no automated emails are generated during migration**. The emailing remains disabled after migration until the client chooses to enable it.

Reasons for having the automated emailing disabled during migration include:

- Users may be being introduced in stages.
  - The user may not be permitted to access the environment (staging/UAT).
  - A failure of the migration or implementation process results in a roll-back, with the environment not being available.
- When refreshing staging/UAT with Live data, IDCS profiles will be automatically created for new users; existing users will have their profiles updated with any changes to their roles. The migration tool is used to create the staging/UAT user profiles in IDCS.
  - Subsequent new users are then manually created in Brand Compliance, with their IDCS profile being automatically created. If emailing is enabled, notifications will be automatically generated.

If IDCS emailing is enabled, the client administrator can choose to manually send notification emails to users individually, to notify that their IDCS profile has been created.

As part of the administration of users in Brand Compliance, the client administrator will need to configure any external systems that are to access the Brand Compliance APIs, assigning an email address and a unique login id.