Oracle® Retail XBR*i* Loss Prevention

Data Recall/Erase API Guide

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Contents

Data Portability and Right to Erasure

You can request private data, including employees, customers, and users, from the XBRi database using an API. You can also send a request to erase private data about a customer in the XBRi database via the API.

> **Important:** API Calls are available to users with corresponding privileges only.

The purpose of this guide is to provide instructions on how to create and send requests to the application using an external API. This document uses Restlet Client in request examples, however you can use other supported external APIs.

Supported external APIs

Postman

Restlet

SoapUI

Download the API

Prerequisite

You must have the latest version of the Chrome browser installed on your computer

The Restlet API is used for the examples in this guide. To download other supported APIs, following the instructions on their web sites.

To download the Restlet API:

1. In your Chrome browser, go to Restlet Client in the Chrome Web Store: https://chrome.google.com/webstore/detail/restlet-client-rest-api-t/aejoelaoggembcahagimdiliamlcdmfm?hl=en
2. Click Add to Chrome.
3. In the pop-up message, click Add Extension.
4. After a brief period, you will see a message that Restlet Client has been added to Chrome, and the Restlet Client icon R appears in your browser.

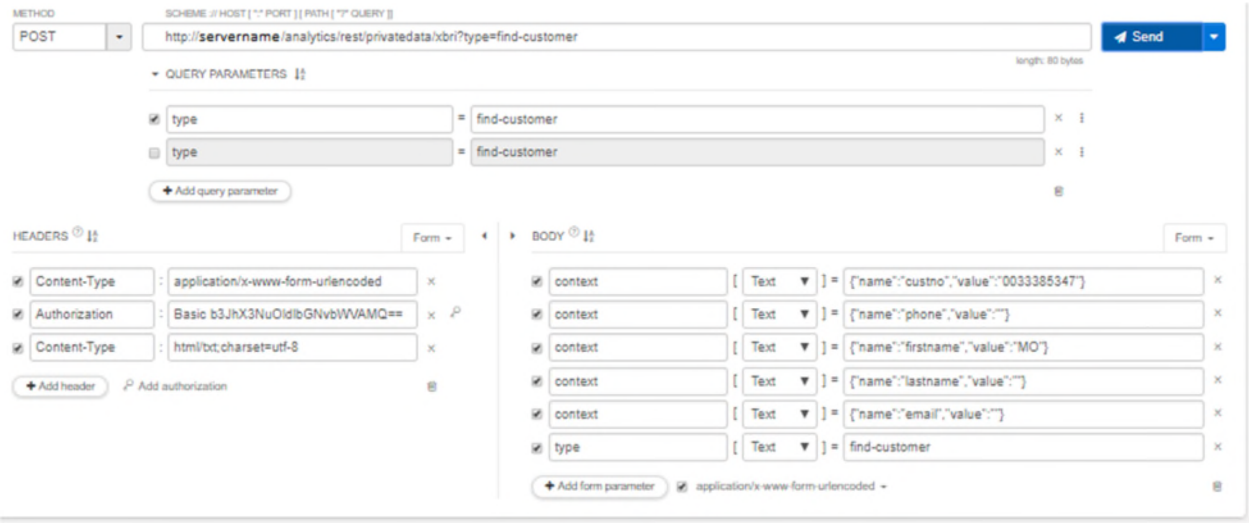
Send Request to Find Customer, Employee or User

In your Chrome browser, click the Restlet Client icon. R In the Restlet Client interface, follow the instructions below to query the XBRi database to Retrieve or Erase data.

Find Customer

To find customer records:

Populate the fields as shown in the screenshot below, replacing the text between the “” after “value” with your specific values. You can copy the text in the instructions below to populate values not selected from a drop-down list.



METHOD: POST

http://**servername**/analytics/rest/privatedata/xbri?type=find-customer

QUERY PARAMETERS

☑	type	=	find-customer
☐	type	=	find-customer

HEADERS

☑	Content-Type	:	application/x-www-form-urlencoded
☑	Authorization	:	Basic b3JhX3NuOldlbGNvbWVAMQ==
☑	Content-Type	:	html/txt;charset=utf-8

BODY

☑	context	[Text ▼]	=	{"name":"custno","value":"0033385347"}
☑	context	[Text ▼]	=	{"name":"phone","value":""}
☑	context	[Text ▼]	=	{"name":"firstname","value":"MO"}
☑	context	[Text ▼]	=	{"name":"lastname","value":""}
☑	context	[Text ▼]	=	{"name":"email","value":""}
☑	type	[Text ▼]	=	find-customer

☑ application/x-www-form-urlencoded

Find Customer Query in Reslet

Method – Select **Post** from the drop-down list. In the adjacent field, enter:
http://servername/analytics/rest/privatedata/xbri?type=find-customer

Query Parameters

1. Expand Query Parameters, if needed, to display parameters. Ensure that Form is the selected format Form ▾
2. In the first Query Parameter field, enter: type
3. In the adjacent field, enter: find-customer

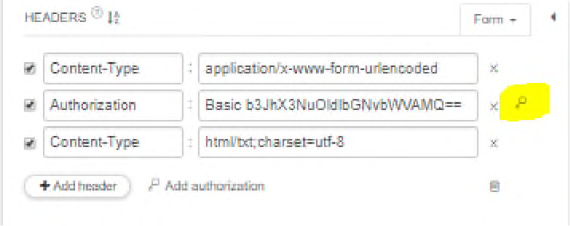
   Click + **Add query parameter** if you need to add more query parameters.

Headers

1. Under Headers, ensure that there are three rows, as in the screenshot above. If you need to add a Header, click **+ Add Header**.
2. Enter the following in the Header rows:

Content-Type	application/x-www-form-urlencoded
Authorization	Basic ZHBhZG1pbjpkcGFkbWlu
Content-Type	html/txt;charset=utf-8

3. In the Authorization field, click on the small Key icon. This displays the Authorization prompt.



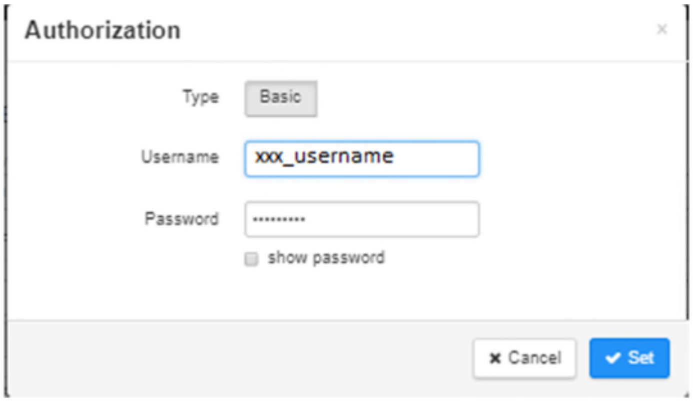
☑	Content-Type	:	application/x-www-form-urlencoded
☑	Authorization	:	Basic b3JhX3NuOldlbGNvbWVAMQ==
☑	Content-Type	:	html/txt;charset=utf-8

4. In the Authorization prompt, enter the username and password for the users with private data access to the application.

Notes:

- Place the Org code in front of the username. For example: xxx_username

- If the user doesn't have private data access, they cannot see private data in the screen and may receive an error message.



Authorization

Type: Basic

Username: xxx_username

Password: •••••••••

□ show password

Authorization Prompt

Body

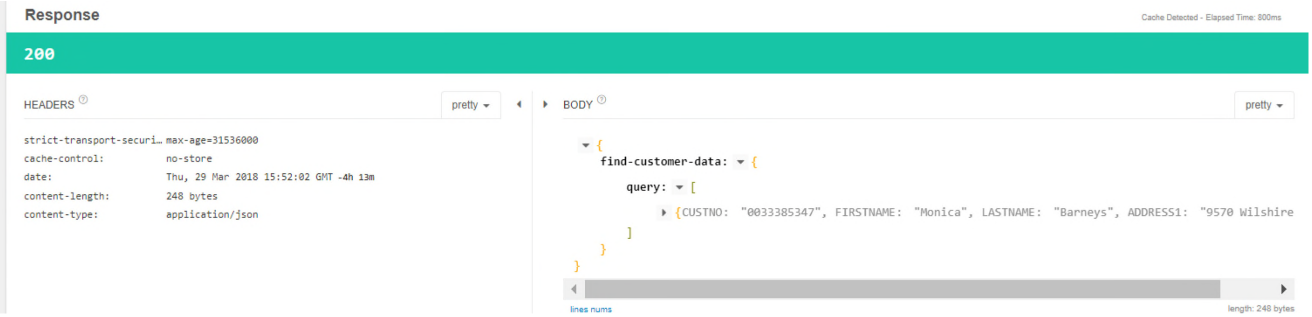
1. Under Body, ensure that there are six rows, as in the screenshot above. If you need to add a Body row, click **+ Add Form Parameter**. Ensure that Form is the selected format Form ▾ ☑ application/x-www-form-urlencoded ▾ is selected

2. In the Body Rows, enter your values between the final "". You must enter a value for custno, in combination with any of the following: phone or firstname and lastname, or email:

context	Text	{"name":"custno","value":""}
context	Text	{"name":"phone","value":""}
context	Text	{"name":"firstname","value":""}
context	Text	{"name":"lastname","value":""}
context	Text	{"name":"email","value":""}
type	Text	find-customer

3. When you are finished, click the **Send** Send ▾ button.

There should be a Response like the following that displays the retrieved Customer data in the Body panel:



Response

Cache Detected - Elapsed Time: 800ms

200

HEADERS

```
strict-transport-securi… max-age=31536000
cache-control:           no-store
date:                    Thu, 29 Mar 2018 15:52:02 GMT -4h 13m
content-length:          248 bytes
content-type:            application/json
```

BODY

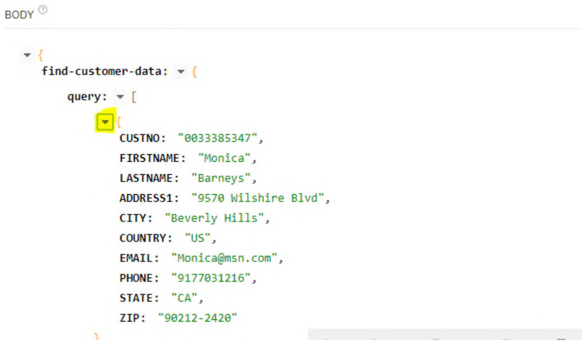
```
▾ {
  find-customer-data: ▾ {
      query: ▾ [
          ▸ {CUSTNO:  "0033385347", FIRSTNAME:  "Monica", LASTNAME:  "Barneys", ADDRESS1:  "9570 Wilshire
      ]
  }
}
```

lines nums

length: 248 bytes

Response

To see more detailed information, click the down arrow below the query as in the screenshot:



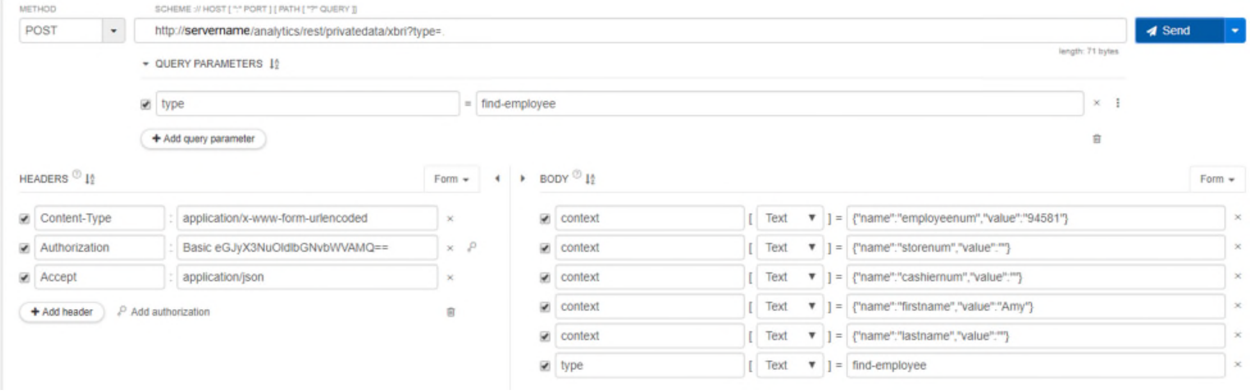
BODY

```
▾ {
    find-customer-data: ▾ {
        query: ▾ [
            ▾ {
                CUSTNO:  "0033385347",
                FIRSTNAME:  "Monica",
                LASTNAME:  "Barneys",
                ADDRESS1:  "9570 Wilshire Blvd",
                CITY:  "Beverly Hills",
                COUNTRY:  "US",
                EMAIL:  "Monica@msn.com",
                PHONE:  "9177031216",
                STATE:  "CA",
                ZIP:  "90212-2420"
            }
```

Find Employee

To find employee records:

Populate the fields as shown in the screenshot below, replacing the text between the “” after “value” with your specific values. You can copy the text in the instructions below to populate values not selected from a drop-down list.



METHOD: POST

SCHEME :// HOST [":" PORT] [PATH ["?" QUERY]]: http://servername/analytics/rest/privatedata/xbri?type=

☑ type = find-employee

HEADERS:

☑ Content-Type : application/x-www-form-urlencoded
☑ Authorization : Basic eGJyX3NuOldlbGNvbWVAMQ==
☑ Accept : application/json

BODY:

☑ context [Text ▾] = {"name":"employeenum","value":"94581"}
☑ context [Text ▾] = {"name":"storenum","value":""}
☑ context [Text ▾] = {"name":"cashiernum","value":""}
☑ context [Text ▾] = {"name":"firstname","value":"Amy"}
☑ context [Text ▾] = {"name":"lastname","value":""}
☑ type [Text ▾] = find-employee

Find Employee Query in Restlet

Method – Select **Post** from the drop-down list. In the adjacent field, enter:

http://servername/analytics/rest/privatedata/xbri?type=find-employee

Query Parameters

1. Expand Query Parameters, if needed, to display parameters. Ensure that Form is the selected format Form ▾
2. In the first Query Parameter field, enter: type
3. In the adjacent field, enter: find-employee

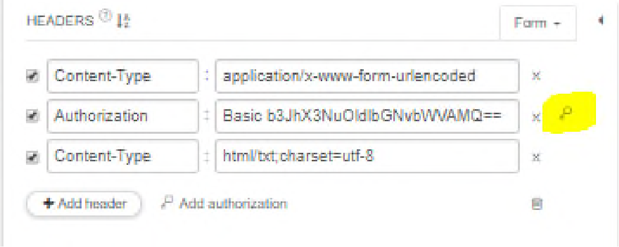
   Click **+ Add query parameter** if you need to add more query parameters.

Headers

1. Under Headers, ensure that there are three rows, as in the screenshot above. If you need to add a Header, click **+ Add Header**.
2. Enter the following in the Header rows:

Content-Type	application/x-www-form-urlencoded
Authorization	Basic ZHBhZG1pbjpkcGFkbWlu
Content-Type	html/txt;charset=utf-8

3. In the Authorization field, click the small key icon. This displays the Authorization prompt.



HEADERS	Form ▾

☑ Content-Type : application/x-www-form-urlencoded ×

☑ Authorization : Basic b3JhX3NuOldlbGNvbWVAMQ== ×

☑ Content-Type : html/txt;charset=utf-8 ×

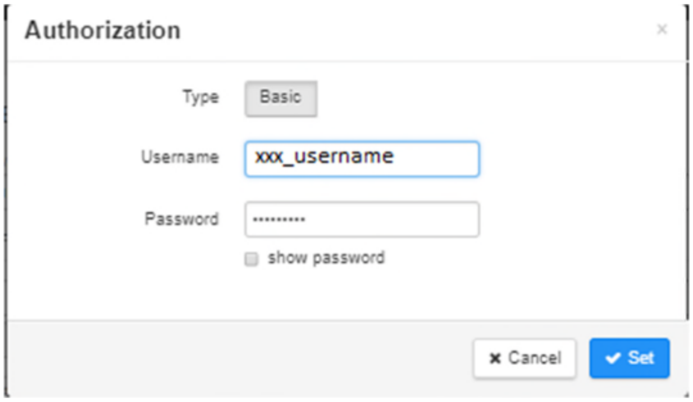
+ Add header   Add authorization

4. In the Authorization prompt, enter the username and password for the users with private data access to the application.

Notes:

- Place the Org code in front of the username. For example: xxx_username

- If the user doesn't have private data access, they cannot see private data in the screen and may receive an error message.



Authorization

Type: Basic

Username: xxx_username

Password: •••••••••

□ show password

Authorization Prompt

Body

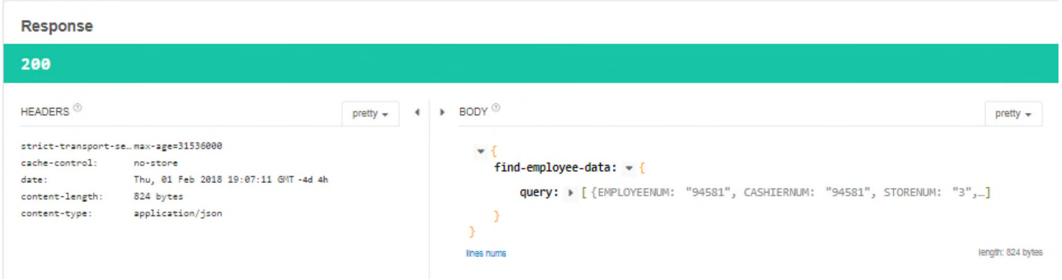
1. Under Body, ensure that there are six rows, as in the screenshot above. If you need to add a Body row, click **+ Add Form Parameter**. Ensure that Form is the selected format Form ▾ ☑ application/x-www-form-urlencoded ▾ is selected

2. Enter the following in the Body Rows:

context	Text	{"name":"employeenum","value":""}
context	Text	{"name":"storenum","value":""}
context	Text	{"name":"cashiernum","value":""}
context	Text	{"name":"firstname","value":""}
context	Text	{"name":"lastname","value":""}
type	Text	find-employee

3. When you are finished, click the **Send** Send ▾ button.

There should be a Response like the following that displays the retrieved Employee data in the Body panel:

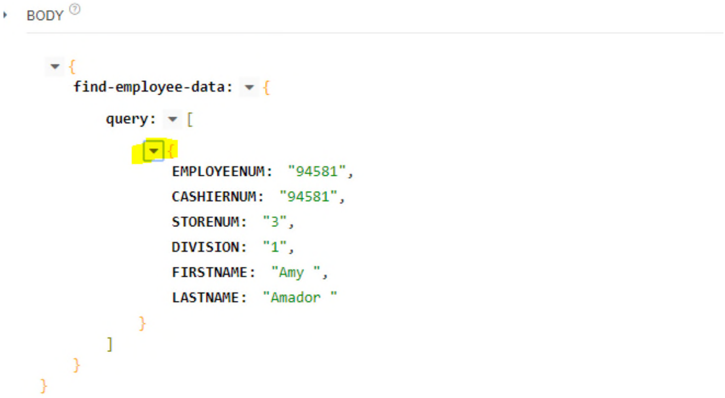


```
strict-transport-se… max-age=31536000
cache-control:       no-store
date:                Thu, 01 Feb 2018 19:07:11 GMT -4d 4h
content-length:      824 bytes
content-type:        application/json
```

```
{
  find-employee-data: {
    query: [ {EMPLOYEENUM: "94581", CASHIERNUM: "94581", STORENUM: "3",…]
  }
}
```

Response

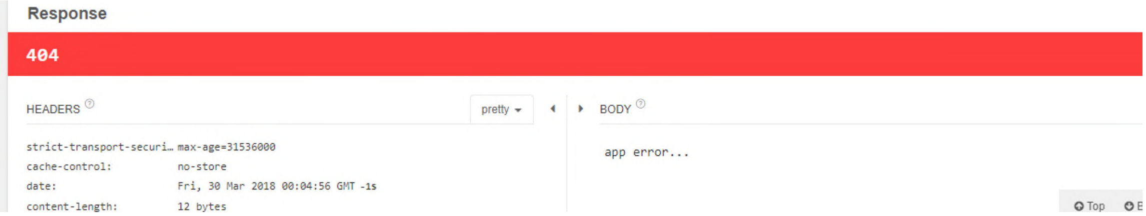
To see more detailed employee information, click the small arrow below the query as in screenshot:



```
{
  find-employee-data: {
    query: [
      {
        EMPLOYEENUM: "94581",
        CASHIERNUM: "94581",
        STORENUM: "3",
        DIVISION: "1",
        FIRSTNAME: "Amy ",
        LASTNAME: "Amador "
      }
    ]
  }
}
```

Find Data Errors

If the Find Data Request contains an error, the system returns a simple response with a description of the error.



```
strict-transport-securi… max-age=31536000
cache-control:           no-store
date:                    Fri, 30 Mar 2018 00:04:56 GMT -1s
content-length:          12 bytes
```

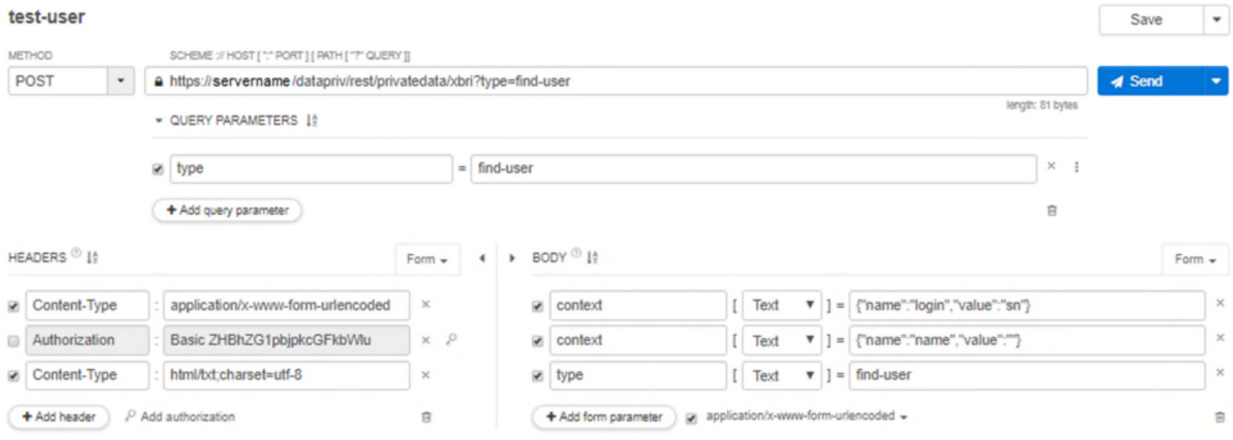
```
app error...
```

Error Response

Find User

To find user records:

Populate the fields as shown in the screenshot below, replacing the text between the “” after “value” with your specific values. You can copy the text in the instructions below to populate values not selected from a drop-down list.



test-user

METHOD: POST

SCHEME :// HOST [":" PORT] [PATH ["?" QUERY]]: https://**servername**/datapriv/rest/privatedata/xbri?type=find-user

length: 81 bytes

QUERY PARAMETERS

☑ type = find-user

HEADERS (Form)

☑ Content-Type : application/x-www-form-urlencoded

☐ Authorization : Basic ZHBhZG1pbjpkcGFkbWlu

☑ Content-Type : html/txt;charset=utf-8

BODY (Form)

☑ context [Text] = {"name":"login","value":"sn"}

☑ context [Text] = {"name":"name","value":""}

☑ type [Text] = find-user

☑ application/x-www-form-urlencoded

Find User Query in Restlet

Method – Select **Post** from the drop-down list. In the adjacent field, enter:

http://servername/analytics/rest/privatedata/xbri?type=find-user

Query Parameters

1. Expand Query Parameters, if needed, to display parameters. Ensure that Form is the selected format Form ▾
2. In the first Query Parameter field, enter: type
3. In the adjacent field, enter: find-user

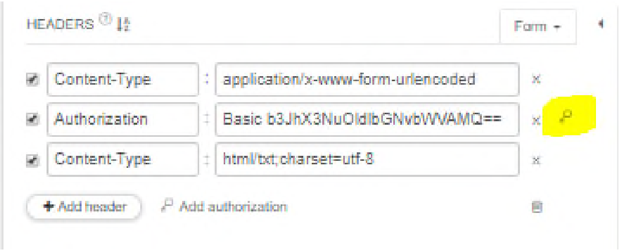
   Click **+ Add query parameter** if you need to add more query parameters.

Headers

1. Under Headers, ensure that there are three rows, as in the screenshot above. If you need to add a Header, click **+ Add Header**.
2. Enter the following in the Header rows:

Content-Type	application/x-www-form-urlencoded
Authorization	Basic ZHBhZG1pbjpkcGFkbWlu
Content-Type	html/txt;charset=utf-8

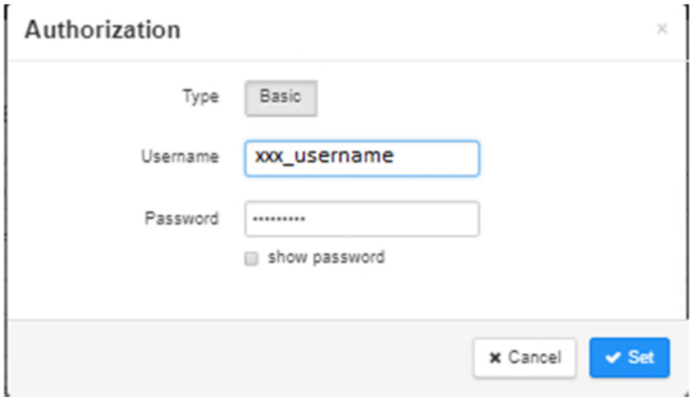
3. In the Authorization field, click the small key icon. This displays the Authorization prompt.



☑ Content-Type	application/x-www-form-urlencoded	×
☑ Authorization	Basic b3JhX3NuOldlbGNvbWVAMQ==	×
☑ Content-Type	html/txt;charset=utf-8	×

4. In the Authorization prompt, enter the username and password for the users with private data access to the application.

> **Notes:**
>
> - Place the Org code in front of the username. For example: xxx_username
>
> - If the user doesn't have private data access, they cannot see private data in the screen and may receive an error message.



Type: Basic

Username: xxx_username

Password: •••••••••

□ show password

Authorization Prompt

Body

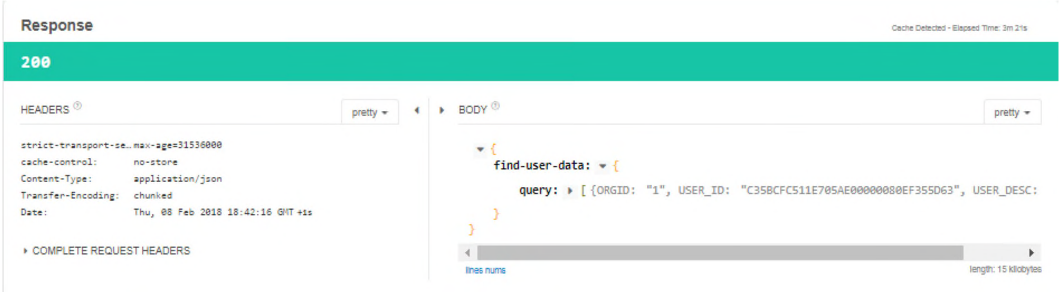
1. Under Body, ensure that there are three rows, as in the screenshot above. If you need to add a Body row, click **+ Add Form Parameter**. Ensure that Form is the selected format Form ▾ ☑ application/x-www-form-urlencoded ▾ is selected

2. Enter the following in the Body Rows:

context	Text	{"name":"login","value":"sn"}
context	Text	{"name":"name","value":""}
type	Text	find-user

3. When you are finished, click the **Send** Send ▾ button.

There should be a Response like the following that displays the retrieved User data in the Body panel:



Response

Cache Detected - Elapsed Time: 3m 21s

200

HEADERS

```
strict-transport-se… max-age=31536000
cache-control:       no-store
Content-Type:        application/json
Transfer-Encoding:   chunked
Date:                Thu, 08 Feb 2018 18:42:16 GMT +1s
```

▸ COMPLETE REQUEST HEADERS

BODY

```
▾ {
   find-user-data: ▾ {
      query: ▸ [ {ORGID: "1", USER_ID: "C35BCFC511E705AE00000080EF355D63", USER_DESC:
   }
}
```

lines nums

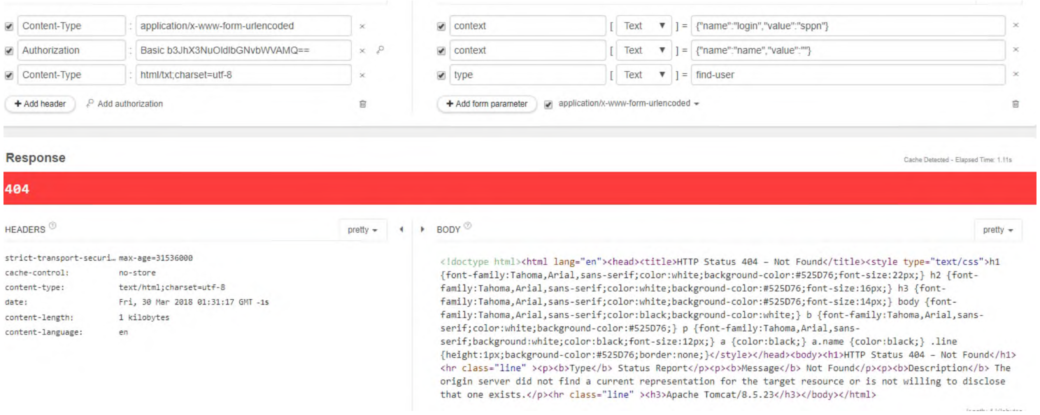
length: 15 kilobytes

Find Data Errors

If the Find Data Request contains an error, the system returns a simple response with a description of the error.

Example:

If data is incorrect, or not in the table, the following error is displayed:



☑	Content-Type	application/x-www-form-urlencoded
☑	Authorization	Basic b3JhX3NuOldlbGNvbWVAMQ==
☑	Content-Type	html/txt;charset=utf-8

☑	context	Text	{"name":"login","value":"sppn"}
☑	context	Text	{"name":"name","value":""}
☑	type	Text	find-user

☑ application/x-www-form-urlencoded

Response

Cache Detected - Elapsed Time: 1.11s

404

HEADERS

```
strict-transport-securi… max-age=31536000
cache-control:           no-store
content-type:            text/html;charset=utf-8
date:                    Fri, 30 Mar 2018 01:31:17 GMT -1s
content-length:          1 kilobytes
content-language:        en
```

BODY

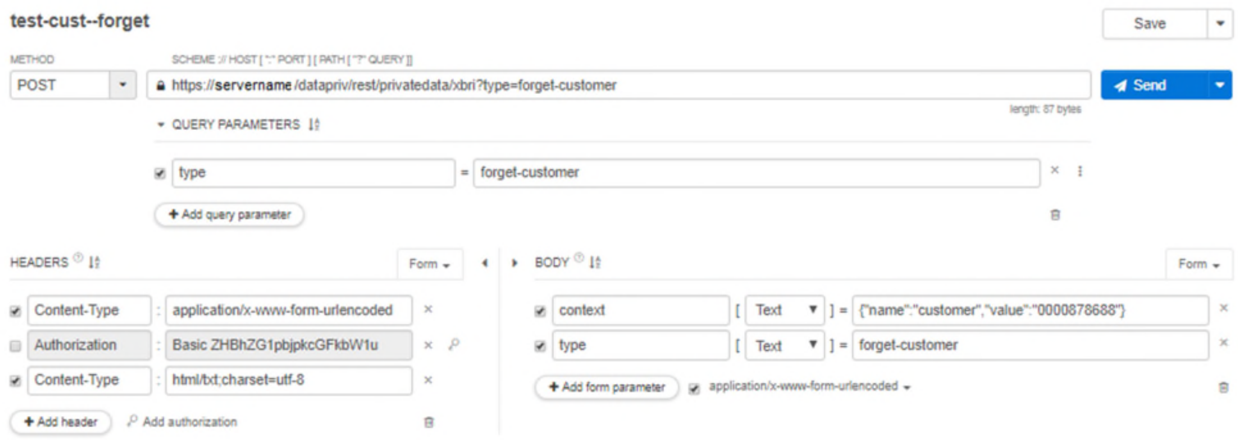
```
<!doctype html><html lang="en"><head><title>HTTP Status 404 – Not Found</title><style type="text/css">h1
{font-family:Tahoma,Arial,sans-serif;color:white;background-color:#525D76;font-size:22px;} h2 {font-
family:Tahoma,Arial,sans-serif;color:white;background-color:#525D76;font-size:16px;} h3 {font-
family:Tahoma,Arial,sans-serif;color:white;background-color:#525D76;font-size:14px;} body {font-
family:Tahoma,Arial,sans-serif;color:black;background-color:white;} b {font-family:Tahoma,Arial,sans-
serif;color:white;background-color:#525D76;} p {font-family:Tahoma,Arial,sans-
serif;background:white;color:black;font-size:12px;} a {color:black;} a.name {color:black;} .line
{height:1px;background-color:#525D76;border:none;}</style></head><body><h1>HTTP Status 404 – Not Found</h1>
<hr class="line" ><p><b>Type</b> Status Report</p><p><b>Message</b> Not Found</p><p><b>Description</b> The
origin server did not find a current representation for the target resource or is not willing to disclose
that one exists.</p><hr class="line" ><h3>Apache Tomcat/8.5.23</h3></body></html>
```

Send Request to Erase Customer

Erase Customer

To erase or delete customer records:

Populate the fields as shown in the screenshot below, replacing the text between the “” after “value” with your specific values. You can copy the text in the instructions below to populate values not selected from a drop-down list.



test-cust--forget

METHOD: POST

SCHEME :// HOST [":" PORT] [PATH ["?" QUERY]]: https://servername/datapriv/rest/privatedata/xbri?type=forget-customer

length: 87 bytes

QUERY PARAMETERS

☑ type = forget-customer

HEADERS

☑	Content-Type	application/x-www-form-urlencoded
□	Authorization	Basic ZHBhZG1pbjpkcGFkbW1u
☑	Content-Type	html/txt;charset=utf-8

BODY

☑	context	Text	{"name":"customer","value":"0000878688"}
☑	type	Text	forget-customer

☑ application/x-www-form-urlencoded

Erase Customer Query in Reslet

Method – Select **Post** from the drop-down list. In the adjacent field, enter: http://servername/analytics/rest/privatedata/xbri?type=forget-customer

Query Parameters

1. Expand Query Parameters, if needed, to display parameters. Ensure that Form is the selected format

   Form ▾

2. In the first Query Parameter field, enter: type
3. In the adjacent field, enter: forget-customer

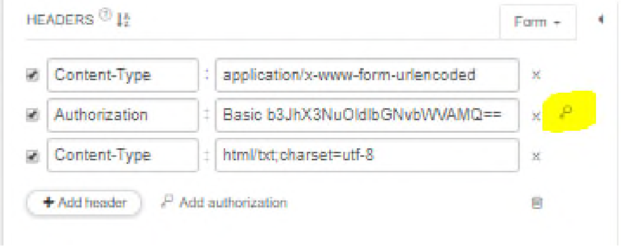
   Click **+ Add query parameter** if you need to add more query parameters.

Headers

1. Under Headers, ensure that there are three rows, as in the screenshot above. If you need to add a Header, click **+ Add Header**.
2. Enter the following in the Header rows:

Content-Type	application/x-www-form-urlencoded
Authorization	Basic ZHBhZG1pbjpkcGFkbWlu
Content-Type	html/txt;charset=utf-8

3. In the Authorization field, click the small key icon. This displays the Authorization prompt.



HEADERS

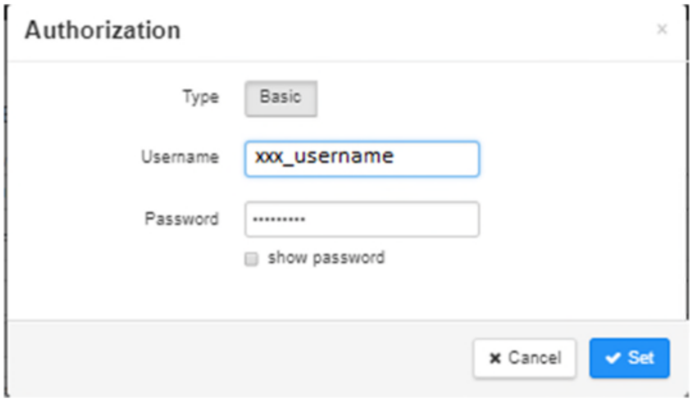
☑	Content-Type	application/x-www-form-urlencoded
☑	Authorization	Basic b3JhX3NuOldlbGNvbWVAMQ==
☑	Content-Type	html/txt;charset=utf-8

4. In the Authorization prompt, enter the username and password for the users with private data access to the application.

Notes:

- Place the Org code in front of the username. For example: xxx_username

- If the user doesn't have private data access, they cannot see private data in the screen and may receive an error message.



Authorization

Type: Basic

Username: xxx_username

Password: •••••••••

□ show password

Authorization Prompt

Body

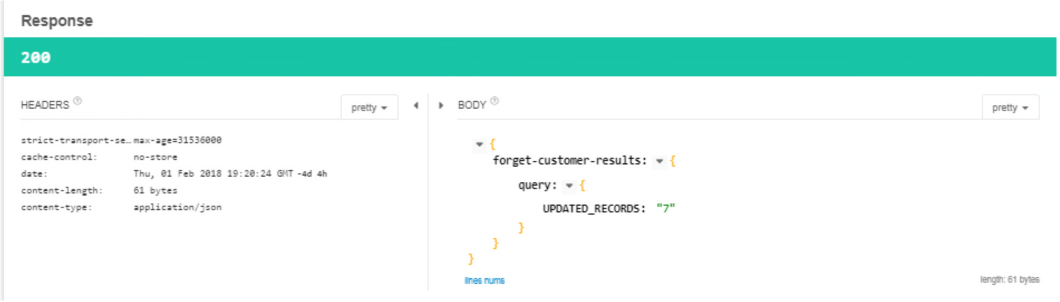
1. Under Body, ensure that there are two rows, as in the screenshot above. If you need to add a Body row, click **+ Add Form Parameter**. Ensure that Form is the selected format Form ▾ ☑ application/x-www-form-urlencoded ▾ is selected

2. Enter the following in the Body Rows:

context	Text	{"name":"customer","value":""}
type	Text	forget-customer

3. When you are finished, click the **Send** Send ▾ button.

There should be a Response like the following that displays the erased Customer data in the Body panel:



Response

200

HEADERS

```
strict-transport-se… max-age=31536000
cache-control:       no-store
date:                Thu, 01 Feb 2018 19:20:24 GMT -4d 4h
content-length:      61 bytes
content-type:        application/json
```

BODY

```
{
  forget-customer-results: {
    query: {
      UPDATED_RECORDS: "7"
    }
  }
}
```

When the Forget Customer request is successfully completed, these records are cleared in the database for the selected customer:

Customer First / Last Name,
Shipping Address
Email Address
Shipping First / Last Name
Phone Number
Zip code

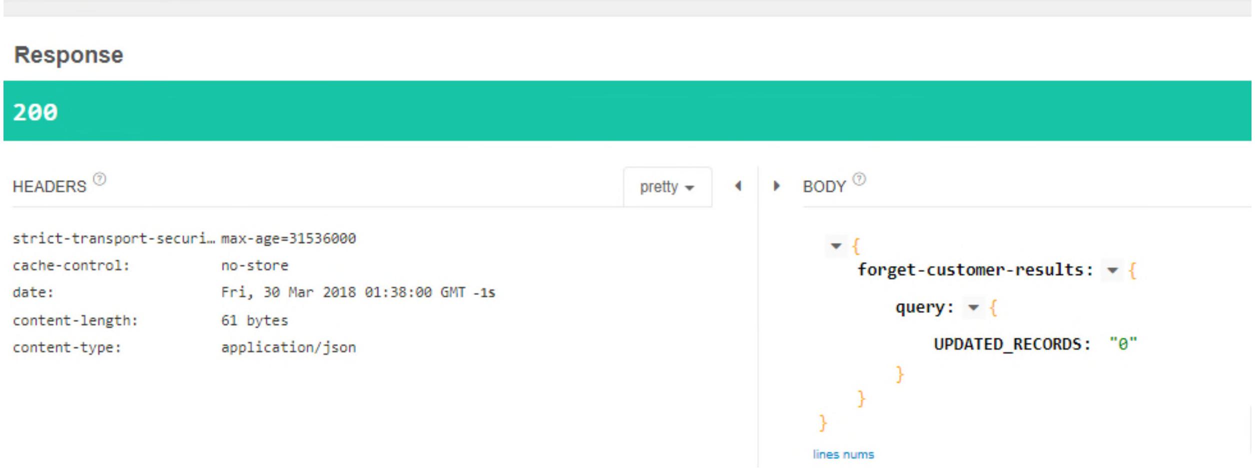
State
Country

Erase Data Errors

If the Forget Data Request contains an error, the system returns a simple response with a description of the error.

Example:

If the record was already deleted or not deleted, a message is displayed: Updated_Records = 0



Response

200

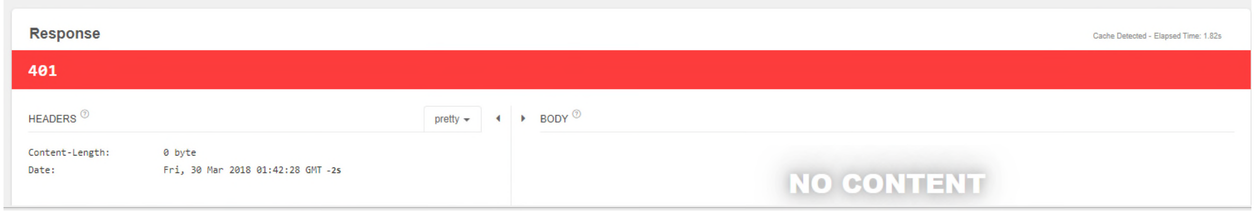
HEADERS

```
strict-transport-securi… max-age=31536000
cache-control:           no-store
date:                    Fri, 30 Mar 2018 01:38:00 GMT -1s
content-length:          61 bytes
content-type:            application/json
```

BODY

```
{
    forget-customer-results: {
        query: {
            UPDATED_RECORDS: "0"
        }
    }
}
```

If the user does not have private data privileges, parameters are incorrect, or there is any other network issue, the response below is displayed:



Response

Cache Detected - Elapsed Time: 1.82s

401

HEADERS

```
Content-Length:     0 byte
Date:               Fri, 30 Mar 2018 01:42:28 GMT -2s
```

BODY

NO CONTENT