

This document highlights the major changes for Release 15.0 of Oracle Retail Open Commerce Platform Cloud Service.

Overview

Oracle Retail Open Commerce Platform Cloud Service (OCP) is a mid-tier e-commerce solution that supports retailers' "order anywhere, fulfill anywhere" strategy. OCP provides retailers with a single view of the customer and enables retailers to provide a consistent experience across all channels and all touch points.

Oracle Retail Cloud Services and Business Agility

Oracle Retail Cloud Services are hosted in the Oracle Retail Cloud with the security features inherent to Oracle technology and a data center classification, providing significant uptime. The Oracle Cloud team is responsible for installing, monitoring, patching, and upgrading retail software. Included in the service is continuous technical support, access to software feature enhancements, hardware upgrades, and disaster recovery. The Cloud Service model frees customer IT resources from the need to perform these tasks, giving retailers greater business agility to respond to changing technologies and to perform more value-added tasks focused on business processes and innovation.

Oracle Retail Software Cloud Service is acquired exclusively through a subscription service (SaaS) model. This shifts funding from a capital investment in software to an operational expense. Subscription-based pricing for retail applications offers flexibility and cost effectiveness.

Supported Web Browser and OS Requirements

Operating System – Desktop Storefront	Browser
Windows 7	Chrome 44+
Windows 7	Firefox 38+
Windows 7	IE 10,11
Mac	Firefox 28+
Mac	Safari 7
Operating System – Desktop Site Manager	Browser
Windows 7	IE 11
Windows 7	Firefox 29+
Operating System – Tablet/OS	Browser
iPad 3+ / ios9+	Safari
Kindle Fire / Android 4.4 KitKat	Silk

Samsung Galaxy / Android4.4 KitKat	Android
Operating System – Phone	Browser
iPhone / ios9+	Safari
Samsung Galaxy S5 / Android	Android
Samsung Galaxy S5 / Android	Chrome

Supported Oracle Retail Products

Product	Version
Oracle Retail Customer Engagement Cloud Service (Relate) - Oracle Retail Customer Management and Segmentation Foundation Cloud Service - Oracle Retail Campaign Deal Management Cloud Service - Oracle Retail Loyalty and Awards Cloud Service - Oracle Retail Gift Cards Cloud Service	15.0
Oracle Retail Order Broker Cloud Service (Locate)	15.0
Oracle Retail Order Management System Cloud Service (Serenade)	15.0

Supported 3rd Party Products

Product	Version
SOLR	4.10
CyberSource	1.51
QAS	V6 SaaS model
PayPal	NVP API 74.0
AddThis	250
Google Analytics	N/A
Omniure	15
Bazaarvoice	4.9
Scene7	7.4.3
Gigya	2.15.5

Functional Enhancements

The functional enhancements below are included in this release.

Configure Payment Authorization

New site parameters *paymentservice.cc.enable.authorization* (Credit Card) and *paymentservice.gc.enable.authorization* (Gift Card/EGC) have been added. When these configurations are enabled OROCP authorizes the payment with the appropriate system and submits the necessary authorization information to OROMS. When the configuration is disabled OCP places the order without authorizing and assumes that OROMS is responsible for payment authorization. Credit Card payments are authorized with CyberSource and Gift Card/EGC payments are authorized with the Customer Engagement Cloud Service. These configurations are enabled by default.

Configure Credit Card Tokenization

A new site parameter *paymentservice.cc.enable.tokenization* has been added. When the configuration is enabled OROCP will tokenize the credit card data and send it to OROMS in place of the credit card number. The credit card number and CVV are not stored in OROCP. When the configuration is disabled, the credit card number and CVV are passed to OROMS. Tokenization is supported with CyberSource only. If tokenization is enabled, then OROCP must also authorize the payment. This configuration is enabled by default.

Google Analytics Upgrade

Upgraded to the latest version of Google Analytics analytics.js. OCP 15.0 uses the Ecommerce plugin to asynchronously send transaction and item data to Google Analytics.

Saved Card linked to Shipping Addresses in Checkout

When tokenization is enabled the customer must re-enter the full credit card number and security code whenever a saved credit card is used with a shipping address for the first time. This is to ensure that the customer has the card in their possession. It is not required on subsequent orders using that same card and shipping address, or when shipping items to the customer's billing address. This functionality is disabled if tokenization is also disabled. Saved cards can be deleted but not be edited in My Account when tokenization is enabled.

New Site Manager Login and Landing pages

Alta is an all-new Oracle UI system used to develop the most recent Oracle Cloud products, the latest versions of Oracle Fusion Applications, and a number of innovative mobile applications, with many more to come. Some of its conventions have been applied to the Site Manager login and landing pages, as well as the header.

Use My Location button added to Change Store Layer

The Change Store layer now includes the "Use My Location" button.

Technical Enhancements

The technical enhancements described below are included in this release.

Migration to Oracle database

For Oracle red stack compliance, OROCP migrated from Microsoft SQL Server 2012 to Oracle Database 12c. Every spring batch job and shell command was updated with Oracle Database 12c SQL syntax. Every report was updated with Oracle Database 12c SQL syntax. When the context file parameter “database.name” is set to “ORACLE” and the context file parameter “database.platform” is set to “org.hibernate.dialect.Oracle12cDialect”, the spring JPA DAOs switch over to the correct syntax. When the context file environment value “database.name” is set to “ORACLE”, all of the OCP DAOs switch to Oracle DB specific classes and/or the Oracle SQLDialect implementation. Please note, the Oracle Database doesn’t support the previous OCP isolation level of READ UNCOMMITTED, so please set the context file environment value “default.isolation.level” to “TRANSACTION_READ_COMMITTED” when working with the Oracle database.

Migration to Spring Batch Report Transformations

To address concerns over the third party library Clover ETL, OROCP migrated the report transformations from Clover ETL to Spring Batch. As part of this migration, we’ve moved from one large shell command to a separate job per transformation. This setup allows better monitoring by singling out the problematic transformation and allows scenarios where only a single report is affected by a job failure.

Accessibility Enhancements

To address accessibility guideline WCAG 2.0 - 3.1.1, the default language of each Web page is specified via the ‘lang’ attribute. The ‘lang’ attribute is based on the locale and language selected in the locale selector. WAI-ARIA landmarks were added to provide improved information about the structure of each page (per accessibility guideline WCAG 2.0 - 1.3.1).

Integration Enhancements

The integration enhancements described below are included in this release.

Import Serenade Products job

OROMS is the system of record for product data. The Import Serenade Products job makes a direct database connection to import the OROMS limited product information. Only the product name, style, gift wrap indicator, SKU, size, color and item sku attributes are provided. The batch job uses the Offer(s) configured in OROMS to support source based pricing. Offer Codes are mapped to the appropriate locale via the *serenade.sourcecode* site parameter. Products are inactive by default since images and product descriptions are not provided by OROMS.

Import Inventory batch job

OROMS is the system of record for inventory data. The Import Inventory batch job makes a direct database connection to OROMS to import DC inventory. Only the product SKU, On Hand Quantity, and Next Available Date are provided. A new Sold Code value of '20' was defined in OROMS to indicate preorder products. Backorder and Preorder On Hand Quantities are not provided by OROMS so limiting order quantities on backorder and preorder items is not supported in this release. This batch job also imports store pickup inventory when OROB is enabled.

Deprecated Export Locate Products job

The Export Locate Product job has been deprecated. Product information is now provided to OROB directly from OROMS.

Configure Item Identifier for OROB/ORCE

New site parameters *locate.product.code* and *relate_item_id* have been added to enable communication with OROB and ORCE about products. All omni channel products will use this value to refer to products in a uniform way. The parameter is set to 'ITEM SKU' by default. The new item sku attribute is a concatenation of the style, color and size attributes and is obtained from OROMS during the Import Serenade Products job.

Customer Integration with OROCP/OROMS

When ORCE is not integrated, OROMS is the system of record for customer data. A new table has been added called `USER_TO_EXTERNAL_SYSTEM` in which a record is added when a new user is created in OROCP. The `EXTERNAL_SYSTEM_TYPE_ID` column in `USER_TO_EXTERNAL_SYSTEM` replaces the `EXT_CUST_ID` and `SERENADE_ID` columns from the `USERS` table. The `EXTERNAL_SYSTEM_TYPE_ID = 1` indicates an OROMS customer. OROCP calls OROMS' `CWCustomerIn` message to create/update customers after a billing address has been provided and saves the customer ID from the response. The same customer ID is passed in when subsequent updates are made to customer data. Customer updates made in OROMS are not passed back to OROCP.

Customer Integration with OROCP/OROMS/ORCE

When ORCE is integrated it is the system of record for customer data. In this case, the `EXTERNAL_SYSTEM_TYPE_ID` is set to '2' to indicate an ORCE customer. In this integration, customers are first created/updated in ORCE using the `addOrUpdateCustomer` message and then passed to OROMS as part of the `CWOrderIn`

message during checkout. OROCP passes its USER_ID in the e_commerceid field in the CWOrderIn message, along with a new field, relate_cust_sync_success set to Y or N based on whether or not OROCP was successful in communicating with ORCE. For existing customers, OROCP gets the OROMS customer ID from ORCE upon login and passes it to OROMS in the customer_number field in CWOrderIn message. The e_commerceid field is not sent. The CWCustomerIn message is used to send customer updates made in My Account or Site Manager to OROMS. Customer updates made directly in OROMS are passed to OROCP by ORCE upon login. The Export Relate Member shell command should not be used in this integration. OROMS is responsible for updating ORCE with customer data when OROCP is not able to do so.

Split Buy Online/Store Pickup Orders

When there are both buy online and store pickup items in the cart, OROCP splits the order and submits two separate orders to OROMS. OROMS creates two orders with unique order numbers and send two confirmation emails to the customer. The Order Confirmation page also displays both order numbers. OROCP no longer sends order confirmation emails by default.

Modifications to Order History/Order Detail pages

The Order History page was modified to display the data available from the OROMS CWCustHistOut message. OROCP also obtains limited order history information for in store purchases from ORCE when it is part of the integration. The Order Detail page was modified to reflect the data available in the CWOrderOut message; discounts are no longer broken out in the order summary. Cancelling orders from the store front is not supported for 15.0.

Related Documentation

For more information, see the following documents in the Oracle Retail Open Commerce Platform 15.0 documentation set:

<https://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

- Feature Highlights
- Storefront Base Features
- Mobile App Storefront Base Features
- Site Manager Online Help

Supplemental Documentation on My Oracle Support

The following documents are available through My Oracle Support under My Oracle Support Doc ID 1991161.1. Access My Oracle Support at the following URL and search for Doc ID 1991161.1:

<https://support.oracle.com>

Functional Overviews

- B2C Starter Store Base User Interface Specification
- Login Process with Gigya and Oracle Retail Customer Management and Segmentation Foundation Cloud Service Integration
- Mobile Application Storefront Functional Overview
- Payment Features
- Responsive Design Functional Overview

Implementation Guides

- Administration Guide
- Modifying Core Features Implementation Guide
- Site Customization Implementation Guide
- Webservices Implementation Guide
- OROCP/Oracle Retail Integrations Implementation Guide
- OROCP/Third Party Integrations Implementation Guide

Technical References

- Core Technical Reference
- Database Data Model
- OROCP Integrations Technical Reference
- Pipeline Session Keys
- OROCP Site Manager Options Technical Reference

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<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Accessibility of Code Examples in Documentation

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