Oracle® Retail Merchandising Foundation Cloud Service

Release Notes

Release 16.0.21

E84240-02

May 2017

This document highlights the major changes for Release 16.0.21 of Oracle Retail Merchandising Foundation Cloud Service.

Note: The non-sequential version number of this Oracle Retail application is intentional.

Overview

Retailers leverage Oracle Retail Merchandising Foundation Cloud Service functionality to execute core merchandising activities, including merchandise management, inventory replenishment, purchasing, import processes, sales auditing, and financial tracking.

Merchandising Foundation Cloud Service also includes Trade Management, Sales Audit, and Pricing modules.

The Trade Management module is used to manage the import process, including automating the steps necessary to import goods, managing file exchanges with trading partners, and providing a central database of critical import order information.

The Sales Audit module evaluates sales transaction from all channels, identifying any missing, duplicate, or erroneous data and highlighting any suspicious transactions, to ensure errors are resolved so that downstream systems operate off the same cleansed sales information.

The Pricing module provides the ability to define, maintain, and review price changes and clearances, as well as provides the ability to pass approved price events onto downstream selling systems for execution.

Oracle Retail Cloud Services and Business Agility

Oracle Retail Merchandising Foundation Cloud Service is hosted in the Oracle Cloud with the security features inherent to Oracle technology and a robust data center classification, providing significant uptime. The Oracle Cloud team is responsible for installing, monitoring, patching, and upgrading retail software.

Included in the service is continuous technical support, access to software feature enhancements, hardware upgrades, and disaster recovery. The Cloud Service model helps to free customer IT resources from the need to perform these tasks, giving retailers greater business agility to respond to changing technologies and to perform more value-added tasks focused on business processes and innovation.

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

Client System Requirements

The following technology is supported:

- Operating Systems
  - Microsoft Windows 7
  - Microsoft Windows 10
- Browser Support
  - Mozilla Firefox ESR 52
  - Internet Explorer 11.0
  - Google Chrome (Desktop) 55+

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

Functional Enhancements

The functional enhancements below are included in this release.

Merchandising Foundation Cloud Service Pricing

With this release, new pricing functionality has been included in RMF Cloud Service. This functionality provides support for initial pricing, regular price changes, and clearance markdowns. It also provides for the execution of these price events to update the selling systems, such as the Oracle Retail Xstore Point of Service, and to update the item/location price and stock ledger when the price changes go into effect.

Enhanced user Interface

Throughout the Merchandising product suite, the focus has been on providing an enhanced user experience through the use of process driven workflows and user-centric design, intended to improve overall user efficiency. To deliver these capabilities, Oracle Retail has been adopting a Java platform built using Oracle's Application Development Framework (ADF). The release of pricing capabilities on this platform continues this evolution.

The benefits of the modernization of merchandising are many, including a common look and feel across applications and a common security model based on rules, which allows flexibility for retailers to configure the application at both the screen and task level. Pricing also leverages the notification framework available as part of the platform to provide for exception-management of conflicts which result from the price approval process.

Pricing Foundation Data

To support the price event creation and to assist in consistent pricing across locations, Pricing requires several key pieces of foundation data.

These include the following:

- Zone Groups and Zones allow you to define groupings of locations for pricing purposes and eliminates the need to manage pricing at the most granular, location, level.
- Rounding Rules assist retailers in creating a uniform pricing strategy by applying "ends in" logic to retail values. Rounding rules are defined globally, but can also include exceptions or exclusions based on merchandise hierarchy and/or currency.
- Initial Price Zone Definition allows you to specify the zone structure that is used when pricing new items added in a particular department, class, or subclass. The functionality also includes the initial markup and type that is used to suggest a retail based on the item's cost, and allows for rounding rules to be defined to ensure it meets pricing standards, if desired.

Regular Price Changes

Regular price changes functionality allows the selling price of an item/location to be increased or decreased for a specific date. Pricing supports the ability to create these price changes at the parent item, parent/diff, or transaction item level for one or more zones or locations. A two-level approval process provides for both systematic and operational review of the price change to ensure that invalid prices, or prices out of alignment with your pricing strategy, are not sent down to the selling systems.

Price change groups are used to group together multiple price change events for easier management of the individual events, such as facilitating mass approval of item/locations in the group.

Clearance Price Changes

Clearance events, which can consist of a single markdown or a series of markdowns, are also enabled by Pricing. Similar to price changes, clearance events can be created for parent items, parent/diffs, or transaction items, and the locations where the markdown applies can be selected by zone or individual location. The functionality also supports a similar two-level approval process.

Clearance groups are used to group together multiple clearance events for easier management of the individual events. This is particularly helpful for items that have multiple markdowns throughout their lifecycle, to provide visibility to the various markdown prices and dates together for easier management. This can also help facilitate a mass update of the events in the group, such as approving multiple events together.

Emergency Price Changes

Both clearance and regular price changes support the ability to create an emergency price change. An emergency price change is one that is created within the usual price event processing day window, which could be the same date, to correct a price error in the selling systems. Usually an exception process, these types of price events can only be created by users with special privileges in the system.

Pricing Execution

Pricing also supports two types of price execution for price changes and clearance.

The first type includes execution down to the selling systems, such as Xstore Point of Service or ecommerce systems, as well as Oracle Retail Store Inventory Management (SIM) upon approval. This integration ensures that the selling systems are prepared for price changes on their effective date. Pricing also is responsible for executing the price change in Merchandising to update the unit retail and the clearance flag for the item/location (if needed), to record the markup or markdown in the stock ledger, and to record the price history for the item so that sales can be correctly classified when they occur as either regular or clearance.

Notifications for Foundation Data Uploads

When uploading foundation data using the Data Upload capability in RMF Cloud Service, if there is an issue with the upload process, such as invalid data in the file, the user who initiated the upload receives a notification that alerts them to the issue. This ability means there is no longer a need to manually monitor for any issues. The user is able to launch in context from the notification directly into the Review Status screen to review the errors so that the data can be corrected and re-processed.

Label Customization Tool

This release introduces a new tool that can be used by application administrators to customize the resource strings (labels) used throughout the application. Previously, these actions could only be performed through a backend process.

This capability, accessed through Oracle Retail Application Administration Console (ORAAC) in the application's menu, allows retailers to configure the system to use terms that are specific to their business, as needed. If more than one language is used for a retailer's user base, different values can also be defined by language.

For more information, see the *Oracle Retail Merchandising Cloud Services Implementation Guide*.

Sales Processing for 3rd Party Promotions

Modifications have been made in the system to ensure that the sales history recorded for an item/location indicates a promotional sale, in addition to the recording of the promotional markdown in the stock ledger, when sales are processed in the RMF Cloud Service that indicate a promotion was applied to a sales transaction created in a third-party pricing tool or a promotion was created in the selling system (such as, a POS, ecommerce, and so on). Previously, a promotional markdown would have been recorded in the stock ledger, but the sales history would have been recorded as regular sales.

Technical Enhancements

The technical enhancements described below are included in this release.

Process Orchestration and Monitoring

This release of RMF Cloud Service includes an automated scheduler for batch processing, referred to as the Process Orchestration and Monitoring (POM) tool.

A majority of POM tool functionality is leveraged by Oracle internal teams managing the RMF Cloud Service environment, but POM also includes monitoring capabilities usable by customer administrators. POM provides customers with real-time

monitoring visibility into batch cycle, which includes statuses of both scheduled intraday cycles as well as during the nightly batch run.

For more information on these and other capabilities, see the latest *Oracle Retail Process Orchestration and Monitoring Guide*.

Like Store Processing

Modifications have been made to the Like Store process to prevent an excessive number of item/location records from being processed asynchronously during the business day, which can impact user performance. When a large number of records is involved, processing is automatically set to run overnight.

Integration Enhancements

The integration enhancements described below are included in this release.

New Foundation Data Publication

Integration has been added in this release to publish additions, updates, and deletes for the organizational hierarchy, including chain, area, region, and district, along with seasons and phases to the Retail Integration Bus (RIB) for use in external systems. The primary recipient of this information is Oracle Retail Store Inventory Management (SIM).

POS Downloads for Coupons and Product Restrictions

In previous releases, a download existed for coupons and product restrictions created in RMS to selling systems. This download ability was retired in RMS 16.0 because it was not integrated with the Xstore POS Suite. However, because the functionality to create these entities still exists in the application, the integration is being re-introduced in RMF Cloud Service to be used for integration with other POS applications.

Allocation Web Service

The existing Allocation Subscription API, which allows allocations to be sent to the RMF Cloud Service from an external source, has been service-enabled to allow it to be accessed through a Web service call, in addition to the RIB. The Web service receives a collection of allocations and returns success and/or failure through the service response object.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at `http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc`.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit `http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info` or visit `http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs` if you are hearing impaired.

Oracle Retail Merchandising Foundation Cloud Service Release Notes, Release 16.0.21
E84240-02