

**Oracle® Retail Sales Audit**

Reports User Guide

Release 22.1.201.0

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Oracle® Retail Sales Audit Reports User Guide, Release 22.1.201.0.

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# Preface

The *Oracle® Retail Sales Audit Reports User Guide* describes the reports available through the Oracle Retail Sales Audit Reports functions.

## Audience

This Reports User Guide is for users and administrators of Oracle Retail Sales Audit. This includes merchandisers, buyers, business analysts, and administrative personnel.

## Documentation Accessibility

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- Detailed step-by-step instructions to re-create
- Exact error message received
- Window shots of each step you take

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This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

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

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of a document with part number E123456-01.

If a more recent version of a document is available, that version supersedes all previous versions.

## Oracle Retail Documentation on the Oracle Help Center (docs.oracle.com)

Oracle Retail product documentation is also available on the following Web site:

<https://docs.oracle.com/en/industries/retail/index.html>

(Data Model documents can be obtained through My Oracle Support.)

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the window, or text that you enter.

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# Sales Audit Reports

Sales Audit has several types of reports - dashboard reports, contextual reports, and BI Publisher reports.

Dashboard reports are role-based and intended to highlight actionable or frequently monitored activities in order to help the auditor prioritize their work for the day. Actions taken from dashboard reports launch into Sales Audit screens, passing parameters in a specific format.

Contextual reports are displayed in selected Sales Audit pages and allow for an extension of information available in the associated screen, providing further details about a transaction or entity that is not present on the screen. It dynamically refreshes when certain actions (called contextual events) are performed.

BI Publisher reports are also available to provide summaries of key data areas that can be delivered in a more static report format.



## Dashboard Reports

The Sales Auditor dashboard presents information in a manner that helps auditors prioritize their day-to-day activities as well as quickly identify areas of concern. The dashboard allows a user to look at a consolidated view of their 'to-dos' and then directly and contextually launch into the corresponding Sales Audit workflows to take an action. The reports in the dashboard show data across assigned stores for an auditor.

The dashboard reports can be viewed by navigating to Reports menu > ReSA Dashboard in Sales Audit.

**Figure 2–1 Sales Audit Dashboard**



### Open Store Days Report

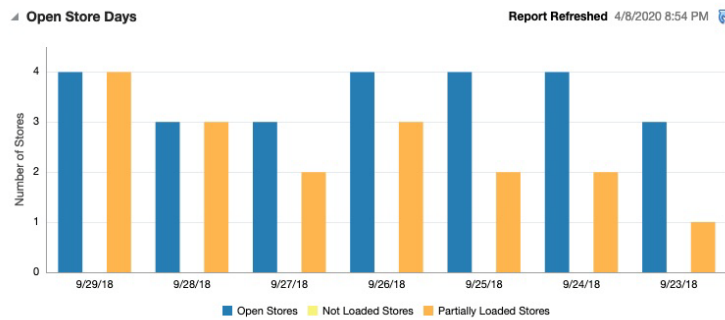
The Open Store Days report indicates a sales auditor's open store days and whether they have been audited, and whether sales have been loaded or partially loaded for the last seven days. There are three different actions that can be taken from this report:

- Clicking the **Open Stores** bar in the report contextually launches the Store Day Search screen, with search auto-executed for all store-days with a status of **Sales Audit In-Progress**.
- Clicking the **Not Loaded Stores** bar in the report contextually launches the Store Day Search screen, with search auto-executed for all store-days with a status of **Ready for Import**.

- Clicking the **Partially Loaded Stores** bar in the report contextually launches the Store Day Search screen, with search auto-executed for all store-days with a status of **Partially Loaded**.

The report can be configured to show data for up to 14 days. The number of days that will be displayed in the report can be specified in the System Options screen in Sales Audit.

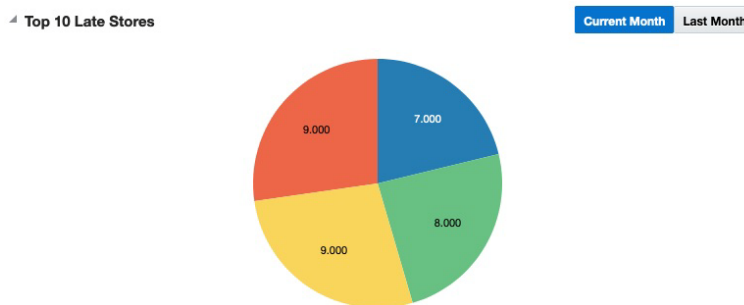
**Figure 2–2 Open Store Days Report**



## Top Ten Late Stores Report

The Top 10 Late Stores report provides a view of up to 10 stores that have the highest number of late polling days in the current or last month. This report shows the count of store days with **Ready to Import** or **Partially Loaded** status per store for the current month or last month, based on the view selected. Based on this information, an auditor can choose to contact these stores to investigate further.

**Figure 2–3 Top Ten Late Stores Report**



## Open Transaction Errors Report

The Open Transaction Errors report displays the count of open transactional errors by error code across all stores by business day. Hovering over the stacked bar shows the count of errors for a given error code on a given business date. The following actions can be performed from this report:

- Clicking the stacked bar for a specific business day refreshes the tabular detail report on the right of the bar chart. The tabular report shows the store, item, transaction number and error details of all errors existing for the given business date.

- Clicking the **Store ID** in the Store column of the Open Transaction Error table contextually launches the Transaction Search screen with search auto-executed for all transactions for the given store and business date where transaction level errors exist.
- Clicking the **Transaction ID** in the Transaction column of the Open Transaction Error table contextually launches the Transaction Maintenance screen for the given transaction in View or Edit mode based on the user's privileges.

The report can be configured to show data for up to 14 days. The number of days that will be displayed in the report can be specified in the System Options screen in Sales Audit.

**Figure 2–4 Open Transaction Errors Report**



**Figure 2–5 Open Transaction Errors Table**

Report Refreshed 4/8/2020 8:55 PM

Business Day 9/23/18

Store	Item	Item Description	Transaction ID	Error
44031			35033024	Transaction out of balance
44031			35033025	Transaction out of balance
44031	150001000	*Gordon's Gin 750 ml	35033050	Invalid promotion
44031	100146568	*Slim Fit Button Down Shirt:Beige:16":32" ...	35033058	Invalid offer ID
44031			35033062	Item not found
44031	100146656	*Slim Fit Button Down Shirt:French Blue:15 ...	35033071	Invalid offer ID
44031			35033088	Item not found

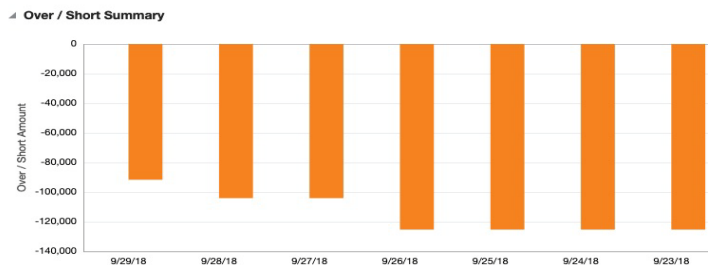
## Over/Short Summary Report

The Over/Short Summary report displays the sum of overage amounts for all stores that have totals with an over amount and the sum of shortage amounts for all stores that have totals with a short amount per business day. The following actions can be taken from this report:

- Clicking the over or short bar for a given business day refreshes the tabular detail report on the right of the bar chart. The tabular report shows the store and the corresponding over amount or short amount for the store and given business day. If all the stores have varied local currencies, the amounts are displayed in the primary currency.
- Clicking the **Store ID** in the Store column of the Over/Short summary table contextually launches the Store Day Summary screen with the Over/Short Totals tab highlighted for the selected store and business day either in View or Edit mode, based on the user's privilege.

The report can be configured to show data for up to 14 days and only above configurable thresholds for overage and short amounts. Only those overages and shortages that exceed the specified respective thresholds will be included in the report. The number of days that will be displayed in the report, over threshold and short threshold can be specified in the System Options screen in Sales Audit.

**Figure 2–6 Over/Short Summary Report**



**Figure 2–7 Over/Short Summary Table**

Report Refreshed 4/8/2020 8:54 PM

Business Day 9/23/18

Store	Name	Over	Short
1521	San Francisco	0	-33,621
3211	Monterrey	0	-37,537
33031	Osaka	0	-21,306
44031	Manchester Store	0	-32,852
		0	-125,316



## Contextual Reports

Contextual Reports are displayed in a collapsible pane of some Sales Audit pages to provide additional information to the auditor in the context of a particular workflow, to aid in decision making. The reports are considered contextual, as the data displayed in the page influences what is displayed in the report.

The contextual pane also offers opportunities for customization of the solution. See the *Merchandising Customization and Extension Guide* for more details on modifying the base reports displayed in the Sales Audit contextual panes or adding custom reports.

**Figure 3–1 Store Day Search Page**

The screenshot displays the Oracle Sales Audit interface for a Store Day Search. The search criteria are set to Store 1521. The results table shows the following data:

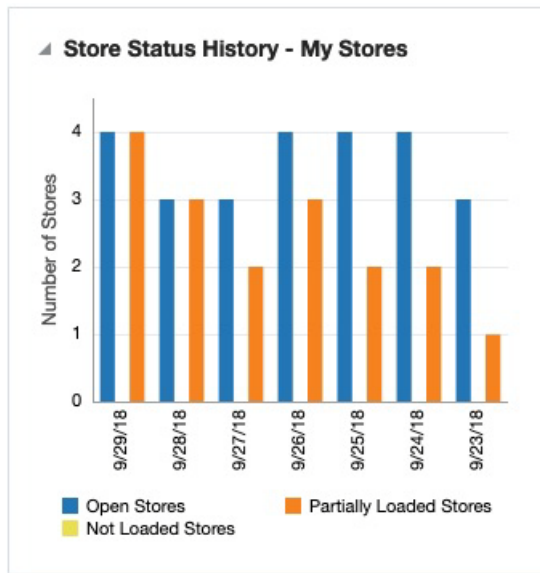
Store	Name	Business Day	Outstanding Errors	Audit Status	Data Status	Overall Status	Assigned Store
1521	San Francisco	9/20/18	14	Re-Totaling/Auditing Required	Partially Loaded	In Progress	✓
1521	San Francisco	9/21/18	11	Errors Pending	Partially Loaded	In Progress	✓
1521	San Francisco	9/22/18	12	Re-Totaling/Auditing Required	Partially Loaded	In Progress	✓
1521	San Francisco	9/23/18	12	Errors Pending	Fully Loaded	In Progress	✓
1521	San Francisco	9/24/18	1	Re-Totaling/Auditing Required	Fully Loaded	In Progress	✓
1521	San Francisco	9/25/18	12	Errors Pending	Partially Loaded	In Progress	✓
1521	San Francisco	9/26/18	12	Re-Totaling/Auditing Required	Fully Loaded	In Progress	✓
1521	San Francisco	9/27/18	12	Re-Totaling/Auditing Required	Fully Loaded	In Progress	✓
1521	San Francisco	9/28/18	11	Re-Totaling/Auditing Required	Partially Loaded	In Progress	✓
1521	San Francisco	9/29/18	13	Errors Pending	Partially Loaded	In Progress	✓
1521	San Francisco	9/30/18	0	Unaudited	Ready for Import	In Progress	✓

The right-hand side of the page features two bar charts. The 'Store Status History - My Stores' chart shows the number of Open, Partially Loaded, and Not Loaded stores over the last seven days. The 'Error History - My Stores' chart shows the number of various error types (Invalid promotion, Invalid offer ID, Transaction out of balance, Invalid discount type, Items not found, Items transaction error) over the last seven days.

### Store Status History Report

The Store Status History report is displayed by default in the Store Day Search and Store Day Summary pages. It shows the sales auditor's open store days and whether they have been audited, not been loaded, or only partially loaded for the last seven days. There are two views for this report - one in Store Day Search, which shows information for all of the auditor's stores and another in Store Day Summary, for the store being viewed.

**Figure 3–2 Store Day Summary Report View**



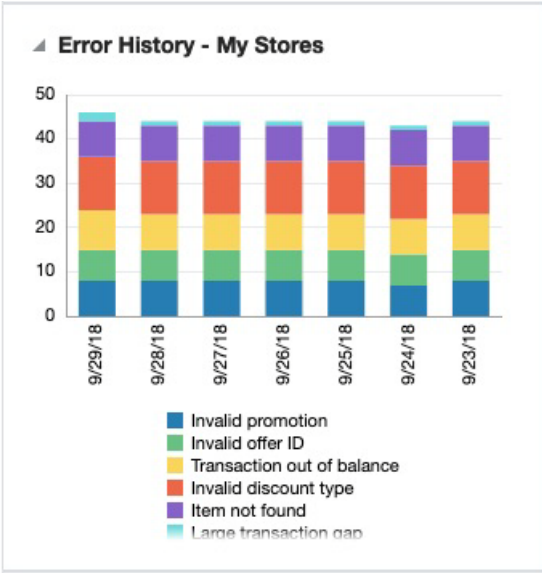
**Figure 3–3 Store Day Summary View**

Store Status History			
Day	Store Open	Store Not Loaded	Store Partially Loaded
9/29/18	✓		✓
9/28/18	✓		✓
9/27/18	✓		
9/26/18	✓		
9/25/18	✓		✓
9/24/18	✓		
9/23/18	✓		

## Error History Report

The Error History report is displayed on Store Day Search , Store Day Summary, and Transaction Maintenance screens. It indicates the total number of errors per business day for the last seven days. In the Store Day Search page, the errors are shown for all of the auditor's stores. In the Store Day Summary page, the errors are shown for the store being viewed. In the Transaction Search page, it shows the history of the errors in the current transaction over the last seven days. The error count includes current open errors and errors that were resolved. This gives the auditor insight into the occurrence of similar kinds of errors in the past that were resolved or that are still open. The errors are color coded by error code.

Figure 3-4 Error History Report



### Over/Short History Report

The Over/Short Summary report is displayed in the Store Day Summary and Store Day Search pages. It has two different views. The view when seen in the Store Day Search screen shows a summary of shortages and/or overages for the last seven days across all of the auditor's stores. The view when seen in the Store Day Summary screen shows the report for a single store summarized by either cashier or register, depending on the balancing level system option. The values are all shown in the primary currency if the currencies differ by store; otherwise in the local currency.

Figure 3-5 Store Day Search View



**Figure 3–6 Store Day Summary View**

## Item Errors Report

The Item Errors report is displayed on the Transaction Maintenance screen and indicates the pattern of the errors existing for the item selected on the page for the given store over the last seven business days. The report indicates the number of occurrences of errors similar to the errors open for the selected item for the given store over the last seven days.

The error count includes both open errors and errors that were resolved. The errors are grouped and color coded by error code.

Hovering over a section of the chart shows the error count for the given error code and business day for the selected item.

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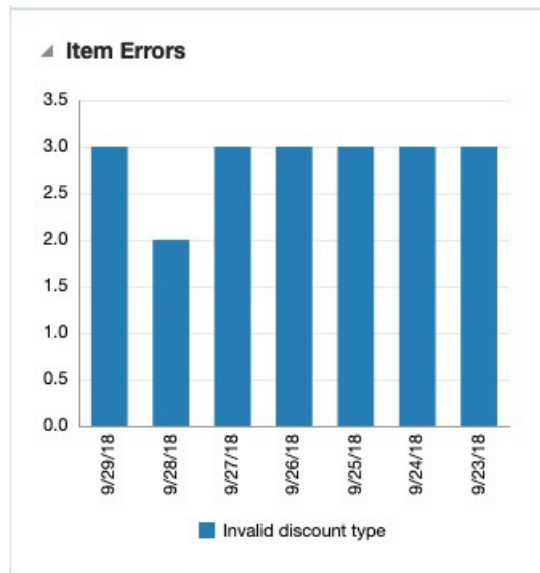
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**Note:** Only item level errors are considered in this report.

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The report appears only when an item is selected in the Items panel of the Transaction Maintenance window.

**Figure 3-7 Item Errors Report**

## Tender Summary Report

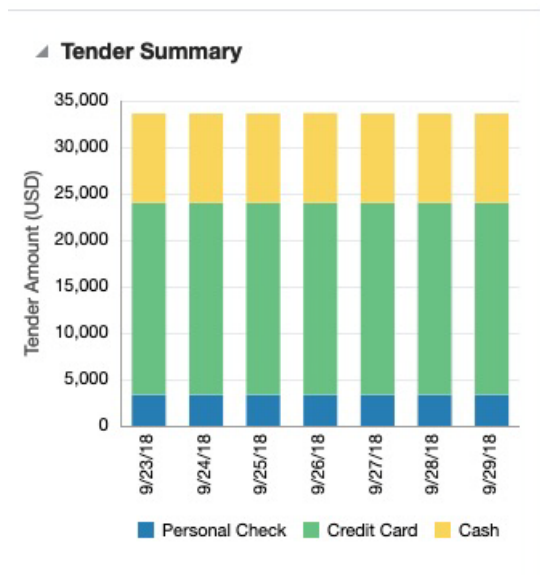
The Tender Summary report is displayed on the Tender Summary screen and displays the net tender amount by tender types per business day over the last seven days for the selected store.

The amounts in the report are displayed in the primary currency or the store's local currency based on the currency toggle in the Tender Summary screen.

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**Note:** The report appears only after the search has been executed.

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**Figure 3-8 Tender Summary Report**



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## BI Publisher Reports

This chapter describes the steps to view the Sales Audit Business Intelligence (BI) Publisher reports by accessing Reports from the task bar in Sales Audit.

1. Depending on the report, you can use prompts to select report parameters.
  - Some prompts allow you to filter the report contents and limit the information in the report. For example, you can filter on Store or Credit Card Type in the Credit Card Summary report.
  - Some reports require a parameter.
  - Some reports require no parameters, and no prompts are displayed.
  - Select values as needed from the list for the prompts displayed.
2. Select the report output you may want to view.
  - HTML (default, Web page format)
  - PDF (Adobe Acrobat Portable Document Format)
  - RTF (Rich Text Format, used by Microsoft Word and other programs)
  - Excel (Microsoft Excel format)
  - PowerPoint (Microsoft PowerPoint format)
  - CSV (comma-separated values file)
  - Data (XML)
3. Click **View**. The report is displayed in Oracle BI Publisher.

(If you select another output format, you have the option to save the report. You can also open the report with another program, such as Microsoft Excel).
4. Close the browser window when you are finish viewing, printing, or saving the report.

### Credit Card Summary Report

The Credit Card Summary report lists the credit card transactions for a specified type of credit card over a range of dates.

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**Note:** The masking character for data in the Card No. column depends on the setting of the Credit Card Masking Character system option.

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**Parameters:**

- Start date (this is a mandatory field)
- End date
- Store
- Credit card type (this is a mandatory field)

**Figure 4-1 Credit Card Summary Report**

Card Type	Tran Date/Time	Store	Register	POS Tran. No.	Tran. Type	Card No.	Auth. No.	Tran. Amt.
Visa	22-Sep-2018 15:21	1521	1	1000003257	Return	210210*****2102	11111	<139.97>
	22-Sep-2018 15:21	1521	1	1000003272	Return	210210*****2102	11111	<129.97>
	22-Sep-2018 15:21	1521	1	1000003315	Return			<599.99>
	22-Sep-2018 15:21	1521	1	1000003224	Return		210210*****2102	<84.90>
	22-Sep-2018 15:21	1521	2	1000003298	Return			<163.98>
	22-Sep-2018 15:21	1521	2	1000003301	Return	210210*****21021234	122333	<64.99>
	23-Sep-2018 15:21	1521	1	1000003372	Return	210210*****2102	11111	<129.97>
	23-Sep-2018 15:21	1521	1	1000003357	Return	210210*****2102	11111	<139.97>
	23-Sep-2018 15:21	1521	1	1000003434	Return		210210*****2102	<84.90>
	23-Sep-2018 15:21	1521	1	1000003418	Return			<599.99>
	23-Sep-2018 15:21	1521	2	1000003398	Return			<163.98>
	23-Sep-2018 15:21	1521	2	1000003401	Return	210210*****21021234	122333	<64.99>
	24-Sep-2018 15:21	1521	1	1000003515	Return			<599.99>
	24-Sep-2018 15:21	1521	1	1000003472	Return	210210*****2102	11111	<129.97>
	24-Sep-2018 15:21	1521	1	1000003534	Return		210210*****2102	<84.90>
	24-Sep-2018 15:21	1521	1	1000003457	Return	210210*****2102	11111	<139.97>
	24-Sep-2018 15:21	1521	2	1000003501	Return	210210*****21021234	122333	<64.99>
	24-Sep-2018 15:21	1521	2	1000003498	Return			<163.98>
	25-Sep-2018 15:21	1521	1	1000003562	Return	210210*****2102	11111	<129.97>
	25-Sep-2018 15:21	1521	1	1000003624	Return		210210*****2102	<84.90>
	25-Sep-2018 15:21	1521	1	1000003605	Return			<599.99>
	25-Sep-2018 15:21	1521	1	1000003657	Return	210210*****2102	11111	<139.97>
	25-Sep-2018 15:21	1521	2	1000003588	Return			<163.98>
	25-Sep-2018 15:21	1521	2	1000003591	Return	210210*****21021234	122333	<64.99>
	26-Sep-2018 15:21	1521	1	1000003662	Return	210210*****2102	11111	<129.97>
	26-Sep-2018 15:21	1521	1	1000003757	Return	210210*****2102	11111	<139.97>
	26-Sep-2018 15:21	1521	1	1000003705	Return			<599.99>
	26-Sep-2018 15:21	1521	1	1000003724	Return		210210*****2102	<84.90>
	26-Sep-2018 15:21	1521	2	1000003691	Return		122333	<64.99>
	26-Sep-2018 15:21	1521	2	1000003688	Return	210210*****21021234		<163.98>

## Flash Sales Report

The Flash Sales report provides a quick overview of the sales for a designated business day. The report includes passed transactions as well as failed transactions that are in the auditor’s queue for interactive auditing.

**Parameters:**

- Business date (this is a mandatory field)
- Store

**Figure 4-2 Flash Sales Report**

Store	Comp	Name	Today Weather	Today NetSales Proc	Today NetSales Susp	Today Total NetSales	Last Year Total Sales	Last Year Weather	%VAR
1	1521	Y San Francisco		0.00	0.00	0.00	0.00		

<> - denotes negative number  
 | - this data has not been exported to RMS

Total Sales: 0.00 0.00  
 Comp Stores: 0.00 0.00  
 Non-Comp Stores: 0.00 0.00

End of Report



## Flash Totals Report

The Flash Totals report displays any predefined totals of the type FTR (flash total reporting) for a designated business day.

**Parameters:**

- Business date (this is a mandatory field)
- Store

**Figure 4-3 Flash Totals Report**

Store	Total	Cash	Average
San Francisco	1,000.00	1,000.00	1,000.00
Mountain View	1,000.00	1,000.00	1,000.00
Menlo Park	1,000.00	1,000.00	1,000.00

## Voucher Activity Report

The Voucher Activity report provides issue and redemption information for vouchers of a designated type and for a designated business day. The voucher type may be credit voucher, manual credit, manual imprint, or gift certificate.

**Parameters:**

- Voucher type
- Voucher number
- Issue store (store where the voucher was issued)
- Start date (this is a mandatory field)
- End date
- Redeemed store (store where the voucher was redeemed)

**Figure 4-4 Voucher Activity Report**

Doc No.	Issued Store	Issued Cashier	Issued Date	Redeemed Store	Redeemed Cashier	Redeemed Date	Amount	Status
600*****0002				1111	0	27-Sep-2018	100.00	R
600*****4000				1111	0	Sep-2018	100.00	R
600*****4000				1111	0	Sep-2018	100.00	R
6003800000001	1111	0	27-Sep-2018	25.00			25.00	I
6003800000002	1111	0	27-Sep-2018	100.00			100.00	I
6003800000003	1111	0	27-Sep-2018	50.00			50.00	I
6003800000004	1111	0	27-Sep-2018	100.00			100.00	I
6003879000123	1111	0	27-Sep-2018	100.00			100.00	I
6003879000123	1111	0	27-Sep-2018	25.00			25.00	I
6003879111000	1111	0	26-Sep-2018	100.00			100.00	I
6003879111000	1111	0	27-Sep-2018	100.00			100.00	I
6003879222000	1111	0	26-Sep-2018	50.00			50.00	I
6003879222000	1111	0	27-Sep-2018	50.00			50.00	I
6003879333000	1111	0	26-Sep-2018	100.00			100.00	I
6003879333000	1111	0	27-Sep-2018	100.00			100.00	I
6003879444000	1111	0	26-Sep-2018	100.00			100.00	I
6003879444000	1111	0	27-Sep-2018	100.00			100.00	I
Sum Outstanding:							625.00	

