

Oracle® Retail Sales Audit Operational Insights

Reports User Guide

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Oracle Retail Sales Audit Operational Insights Reports User Guide, Release 14.1.

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- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
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- Do you need different information or graphics? If so, where, and in what format?
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Preface

The *Oracle Retail Sales Audit Operational Insights 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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Related Documents

For more information, see the following documents:

- *Oracle® Retail Merchandising System Installation Guide*
- *Oracle® Retail Merchandising System Operations Guide*
- *Oracle® Retail Merchandising System User Guide and Online Help*
- *Oracle® Retail Merchandising System Release Notes*
- *Oracle® Retail Merchandising System Custom Flex Attribute Solution Implementation Guide*
- *Oracle® Retail Merchandising Security Guide*
- *Oracle® Retail Trade Management User Guide and Online Help*
- *Oracle® Retail Sales Audit User Guide and Online Help*
- *Oracle® POS Suite/Merchandising Operations Management Implementation Guide*
- *Oracle® Retail Merchandising Batch Schedule*

- *Oracle® Retail Merchandising System Data Model*
- *Oracle® Retail Merchandising System Data Access Schema Data Model*
- *Oracle® Retail Merchandising Implementation Guide*
- *Oracle® Retail Merchandising Data Conversion Operations Guide*
- *Oracle® Retail Enterprise Integration Guide*

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<https://support.oracle.com>

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- Product version and program/module name
- Functional and technical Description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 14.1) or a later patch release (for example, 14.1.1). If you are installing the base release and additional patch releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times not be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

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 Technology Network

Documentation is packaged with each Oracle Retail product release. Oracle Retail product documentation is also available on the following Web site:

http://www.oracle.com/technology/documentation/oracle_retail.html

(Data Model documents are not available through Oracle Technology Network. These documents are packaged with released code, or you can obtain them through My Oracle Support.)

Documentation should be available on this Web site within a month after a product release.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	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 screen, or text that you enter.

Introduction to ReSA Operational Insights

This chapter introduces the role of operational business intelligence in a retail environment. It briefly describes the implementation of Oracle Retail Sales Audit (ReSA) Operational Insights reports through Oracle Business Intelligence Enterprise Edition (Oracle BI EE).

Operational Business Intelligence Overview

Operational Business Intelligence (BI) embeds business intelligence into the fabric of the business, intertwining it with operational processes and applications that drive thousands of daily decisions. In essence, operational BI merges analytical and operational processes into a unified whole. Operational BI delivers the right information to the right people at the right time so that they can take action. This not only streamlines processes and reduces costs, but also improves service and gives organizations a competitive advantage in the marketplace.

Operational Business Intelligence (BI) in a Retail Environment

The Merchandising suite of products is a proven, integrated solution with a rich data set. Oracle BI EE reports utilize this data to provide insights into the retailer's operations and enables users in a retail organization to focus their work effort, quickly identify areas of concern, analyze their areas, and take actions based on their findings.

Operational BI embedded into ReSA has the following salient features:

- Rich underlying data as the base for BI insights
- Proven, integrated solution that supports best practices
- A modern user interface with dashboard insights, in-context launch, and embedded BI throughout the process using Oracle BIEE
- Actionable BI which enables the user to act on information gathered from reports without leaving the application or having to record the action in another interface
- Pervasive BI to reduce lag or latency between events and the subsequent action hence driving the workforce efficiency in business

Operational Insights Overview

Starting with the 14.1 release, Operational Insights provides integration of Oracle BI EE reports into the ReSA user interface. ReSA provides the tools to evaluate point-of-sale data, to ensure the accuracy and completeness of information exported to downstream systems used in optimization processes, financial reporting, and analysis.

ReSA Operational Insights dashboards and reports provide pervasive business intelligence and are designed to be embedded within the ReSA ADF application.

An auditor can use operational business intelligence embedded within ReSA to help in day-to-day activities as follows:

- View store days that are ready for audit and complete the workflow by launching the appropriate ReSA screen from the report
- Identify and escalate high issue stores that are late polling on a continuous basis
- View errors and fix them by launching the appropriate ReSA screen from the report
- Identify and report fraudulent behavior in stores that report overage or shortage of monetary amounts
- Draw comparisons and study patterns for a type of error that has multiple occurrences across days
- View income generated across different tenders

Operational Insights Data Source

Operational insights uses Retail Merchandising System (RMS) as the data source for foundation data and ReSA tables as the data source for transactional data.

Supported Languages

The reports are displayed in the same language as set up in the ReSA user preferences for the logged-in user. The following languages as supported by ReSA are also supported by Operational Insights:

- Chinese (Simplified)
- Chinese (Traditional)
- Croatian
- Dutch
- English
- French
- German
- Greek
- Hungarian
- Italian
- Japanese
- Korean
- Polish
- Portuguese (Brazilian)
- Russian
- Spanish
- Swedish

- Turkish

User Roles and Responsibilities

In the standard operational insights installation, the predefined reports are organized in the dashboard to facilitate role-based implementation. Oracle Retail Sales Audit (ReSA) Operational Insights dashboards and reports are designed for different categories of users such as:

- Auditor
- Auditor Manager
- Finance Manager
- Administrator

In addition to role based security Operational Insights is also built to provide data level security which controls the visibility of data (content rendered in subject areas, dashboards, Oracle BI answers, and so on) based on the user's association to data in the transactional system.

See the *Oracle Fusion Middleware Security Guide for Oracle Business Intelligence Enterprise Edition* to learn about authentication and user role configurations for an enterprise.

See the Oracle Retail Sales Audit (ReSA) chapter of the Oracle Retail Merchandising Security Guide for ReSA and Operational Insights data level security implementation.

ReSA Operational Insights Reports

ReSA operational insights reports can be divided into the Dashboard Reports and Contextual BI Reports. These reports are embedded within the ReSA ADF application. Ad-hoc creation of reports and dashboards in a standalone OBIEE environment is not an out of box feature.

Dashboard Reports

The dashboard surfaces information in a manner that will help users - Sales 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 ReSA screens to take an action. The Dashboard Reports show data across the user assigned stores i.e the stores assigned to the logged in user.

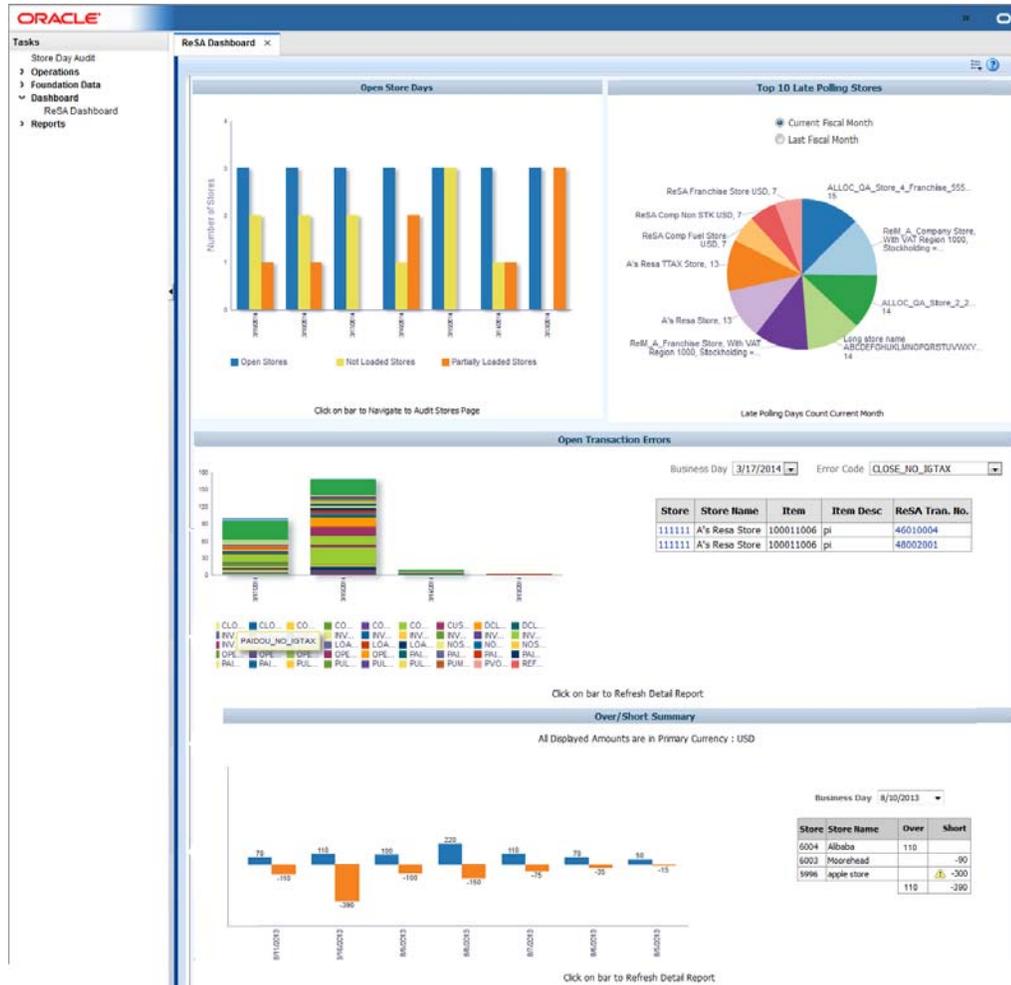
Via the dashboard, a Sales Auditor can at a glance identify store days that are still open due to errors or late polling by stores and can resolve or escalate the issues.

A view of all open transactional errors across his stores for the last seven days is available that helps him see error patterns and helps estimate his workload in fixing them. The auditor can then start fixing the errors by launching the respective ReSA screens directly from the links provided in the dashboard reports.

The over short summary report helps the sales auditor in the important function of tracking the overages or shortages at his stores and identifying fraudulent behavior.

The dashboard reports can be viewed by navigating to Tasks > Dashboard > ReSA Dashboard in ReSA.

Figure 2–1 ReSA Dashboard



ReSA Sales auditor Dashboard Reports:

- [Open Store Days Report](#)
- [Top 10 Late Polling Stores Report](#)
- [Open Transaction Errors Report](#)
- [Over/Short Summary Report](#)

Open Store Days Report

The open store days report indicates a sales auditor's open store days and color codes them by whether they have not been audited, not been loaded or only partially loaded for the last seven days. There are three different actions that can be taken from this report:

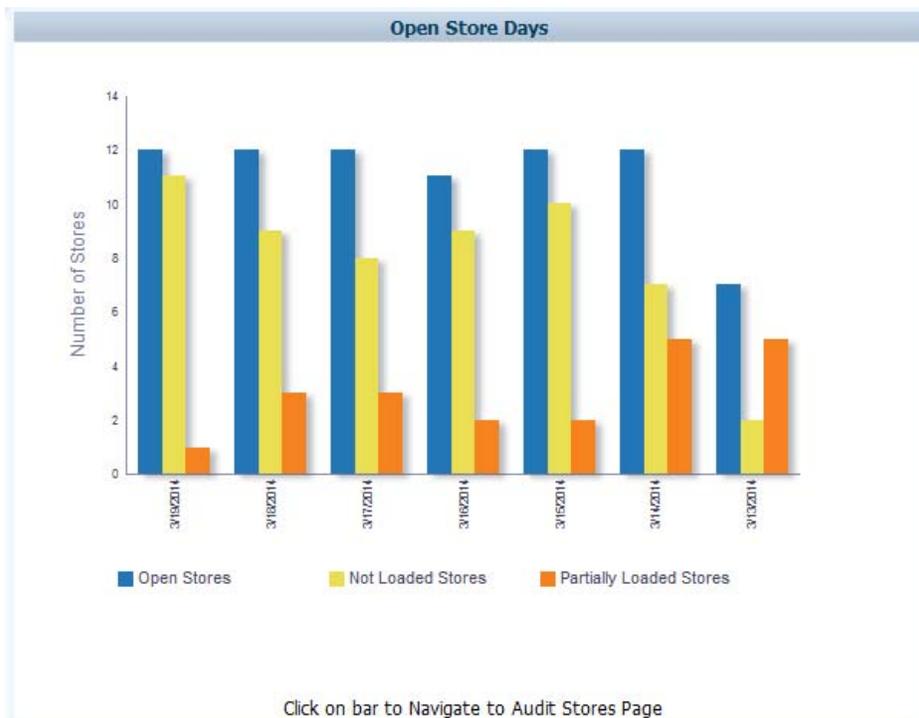
The user is able to click on an 'Open Stores' bar in the report and will be contextually launched into the ReSA Store Day Search screen. Therefore, the ReSA screen will be auto-populated for all the user's store-days with a status of 'Sales Audit In-Progress'.

The user is also able to click on a 'Not Loaded Stores' bar in the report and will be contextually launched into the ReSA Store Day Search screen. Therefore, the ReSA screen will be auto-populated for all the user's store-days with a status of 'Ready for Import.'

The user is able to click on a 'Partially Loaded Stores' bar in the report and will be contextually launched into the ReSA Store Day Search screen. Therefore, the ReSA screen will be auto-populated for all the user's store-days with a status of Partially Loaded.

Note: Only days for which data exists will be shown in the report.

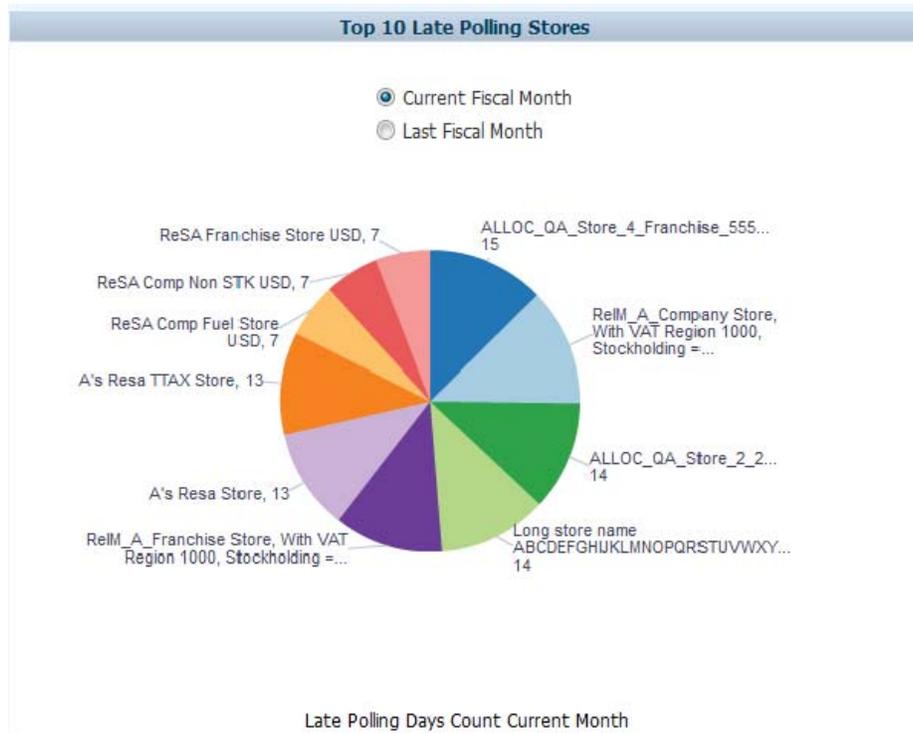
Figure 2–2 Open Store Days Report



Top 10 Late Polling Stores Report

The top 10 late polling report gives the auditor a view of top 10 auditor stores that have the highest number of late polling days in a given fiscal month. This report shows the count of store days in status 'Ready to Import' or 'Partially loaded' per store for the Current Fiscal Month or Last Fiscal Month based on the user view selected. This will display the auditor stores that have the maximum number of data loading issues for a given time period. Based on this analysis the Auditor can contact these stores or escalate them as high issue stores to management.

Figure 2-3 Top 10 Late Polling Stores Report



Open Transaction Errors Report

The Open Transaction Errors report displays the number of open transactional errors across all auditor stores color coded by error code over the last seven days.

The user can hover over a section of the stacked bar to see the count of errors for a given error code on a given business date.

The user is able to click on the stacked bar for a specific error code and business day to refresh the tabular detail report on the right. The tabular report shows the store, item and transaction number details of all errors existing for the given business date and error code. The user can also view the appropriate detail data in the tabular report by choosing the business date or error code from the user prompts provided.

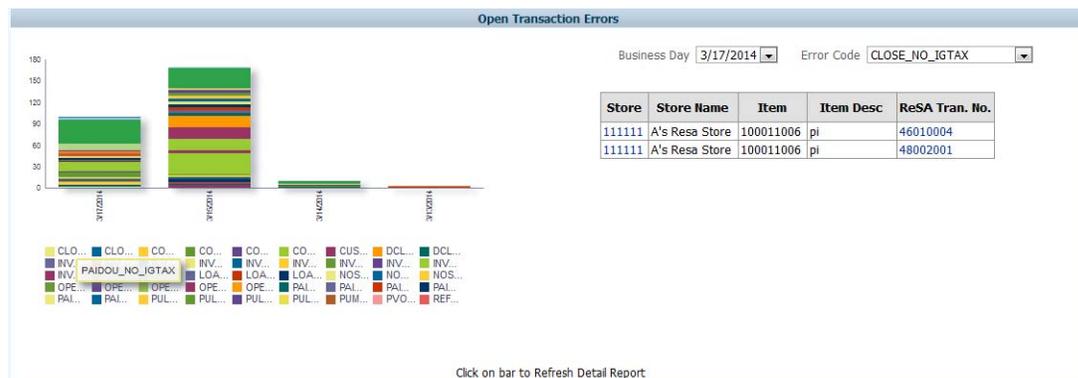
Note: Item details are displayed in the tabular report only for item level errors (i.e. errors with rec_type = TITEM, IDISC, IGTAX>).

The user can click on the data in the Store column in the open transaction error detail table and will be contextually launched into the ReSA Transaction Search screen. The ReSA screen will be auto populated with all transactions for the given store and business date where transaction level errors exist.

The user can click on the data in the ReSA Tran. No. column in the open transaction error detail table and will be contextually launched into the ReSA Transaction Maintenance screen for the given transaction. The screen will be launched either in the 'View' mode or 'Edit' Mode based on the ReSA privileges that the user role has.

Note: Only days for which data exists will be shown in the report.

Figure 2-4 Open Transaction Errors Report



Over/Short Summary Report

The Over/Short Summary report displays the sum of overage amounts for all auditor stores that have an over amount and the sum of shortage amounts for all auditor stores that have a short amount per business day for the last seven days.

The user is able to click on the over or short bar for a given business day which refreshes the tabular detail report on the right. The tabular report shows the store and the corresponding over amount or short amount for the store and given business day. The user can also view over and short amounts across stores for a given business day in the detailed tabular report by choosing the Business Day in the prompt provided.

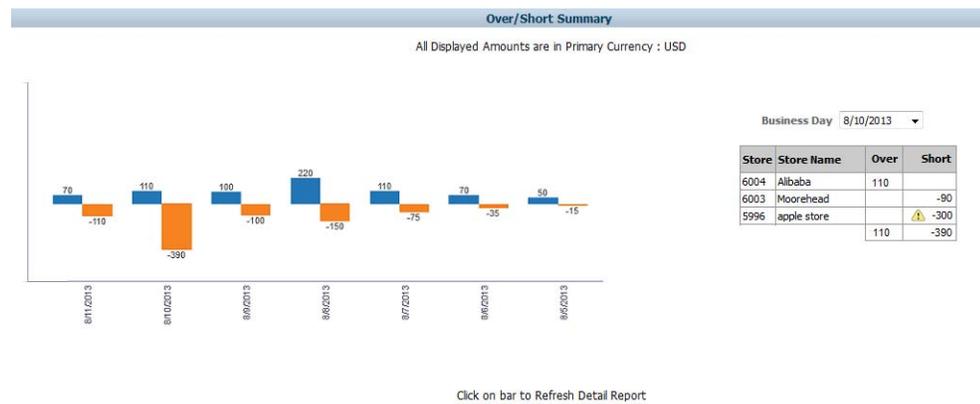
If the over amount or short amount at a store exceeds the configured threshold amount, a warning symbol is displayed against the given row.

Note: The threshold for over amount and short amount can be configured through the Oracle BI administration tool through two session variables; Ovr_Thres and Short_Thres>.

If the auditor stores have varied local currencies, the amounts are displayed in primary currency only. If all auditor stores have the same common local currency, the amounts are displayed in local currency.

The user is able to click on the data in the Store column in the over/short detail report and will be contextually launched into the ReSA Store Day Audit screen with the Over/Short Totals tab highlighted for the selected store and business day. The screen will be launched either in the 'View' mode or 'Edit' Mode based on the ReSA privileges that the user role has.

Note: Only days for which data exists will be shown in the report.

Figure 2-5 Over/Short Summary Report

Contextual Business Intelligence (BI) Reports

Contextual BI Reports are displayed in the contextual pane of some ReSA screens. Contextual BI reports provide additional in context insights to the data being viewed in the ReSA screen.

The BI reports embedded into the ReSA screens help the sales auditor grasp data displayed in a graphical format and also helps see pattern across last seven business days giving him an insight into the occurrence of similar kinds of issues in the past.

The following ReSA screens have contextual BI reports displayed in the right pane:

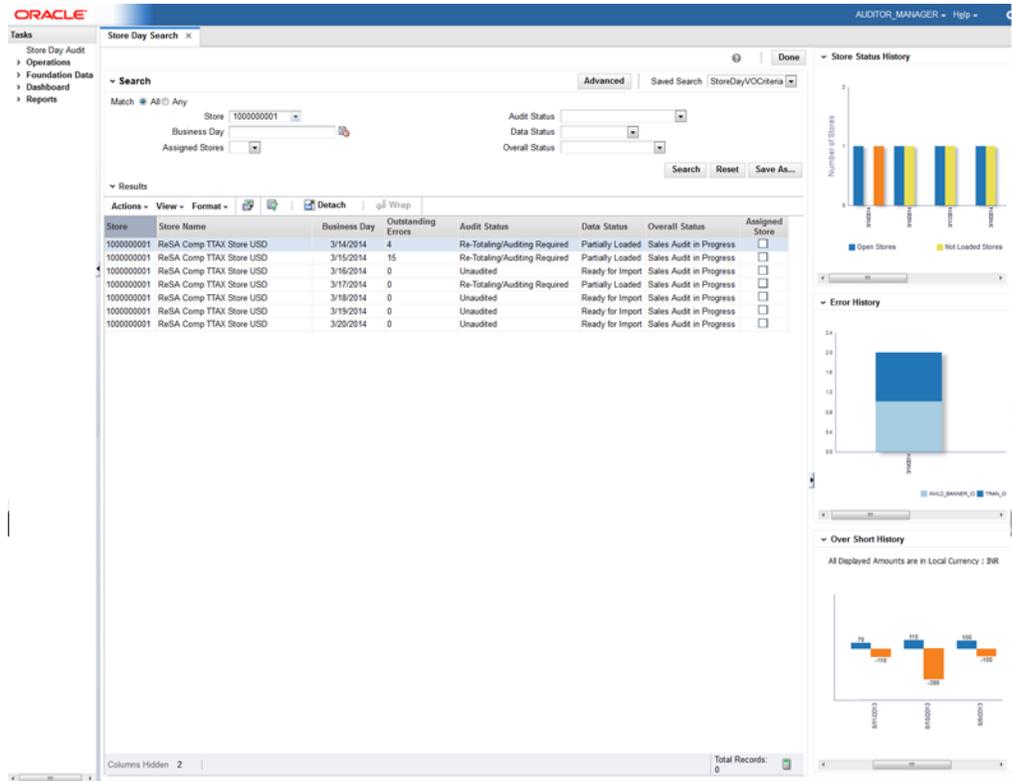
- Store Day Search Screen
- Store Day Summary Screen
- Transaction Maintenance Screen
- Tender Summary Screen

Contextual BI Reports on Store Day Search Screen

The following are the contextual BI reports displayed on the Store Day Search Screen of ReSA:

- [Store Status History Report](#)
- [Error History Report](#)
- [Over/Short History Report](#)

Figure 2-6 Store Day Search Screen



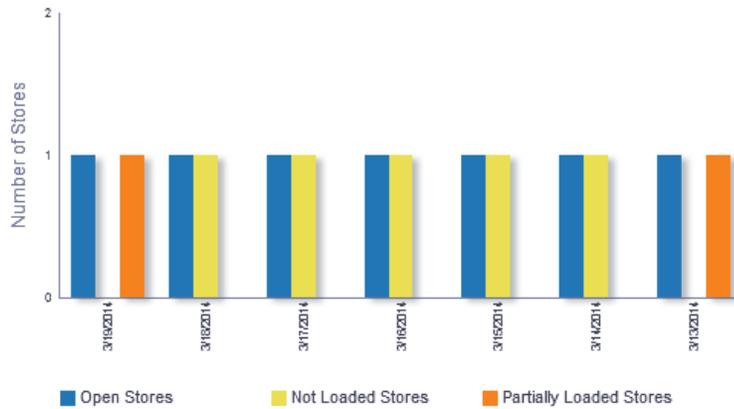
Store Status History Report

The store status history report on store day search screen indicates a sales auditor's open store days and color codes them by whether they have not been audited, not been loaded or only partially loaded for the last seven days. The user can also hover over the bar charts to view the count.

Note: Only days for which data exists will be shown in the report.

Figure 2–7 Store Status History Report

▼ Store Status History



Error History Report

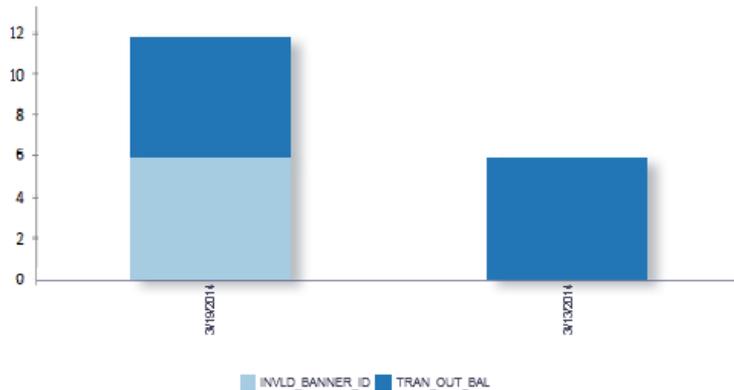
The Error History report on store day search screen of ReSA indicates the total number of errors for all auditor stores per business day for the last seven days. The error count includes current open errors and errors that were resolved. This would give the auditor insight into the occurrence of similar kinds of errors in the past that were resolved or that are still open. The errors are color coded by error code.

The user can hover over the respective section of the chart to view the error count for the given error code.

Note: Only days for which data exists will be shown in the report.

Figure 2–8 Error History Report

▼ Error History



Over/Short History Report

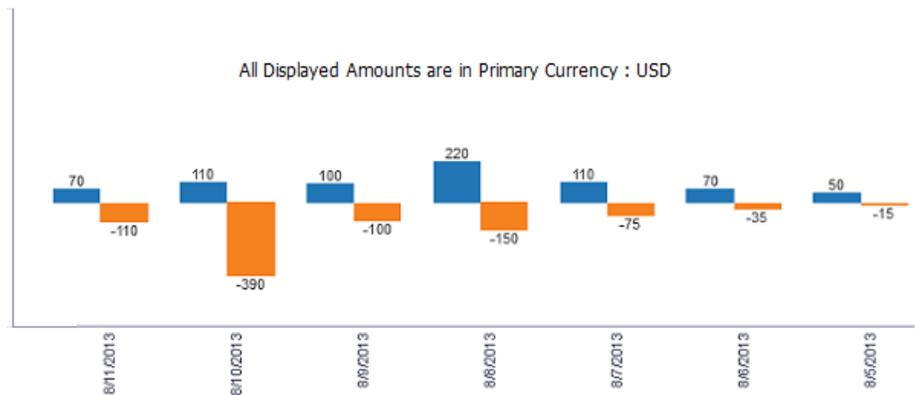
The Over/Short Summary report displays the sum of overage amounts for all auditor stores that have an over amount and the sum of shortage amounts for all auditor stores that have a short amount per business day for the last seven days.

If the auditor stores have varied local currencies, the amounts are displayed in primary currency only. If all auditor stores have the same common local currency, the amounts are displayed in local currency.

Note: Only days for which data exists will be shown in the report.

Figure 2-9 Over/Short History Report

~ Over Short History

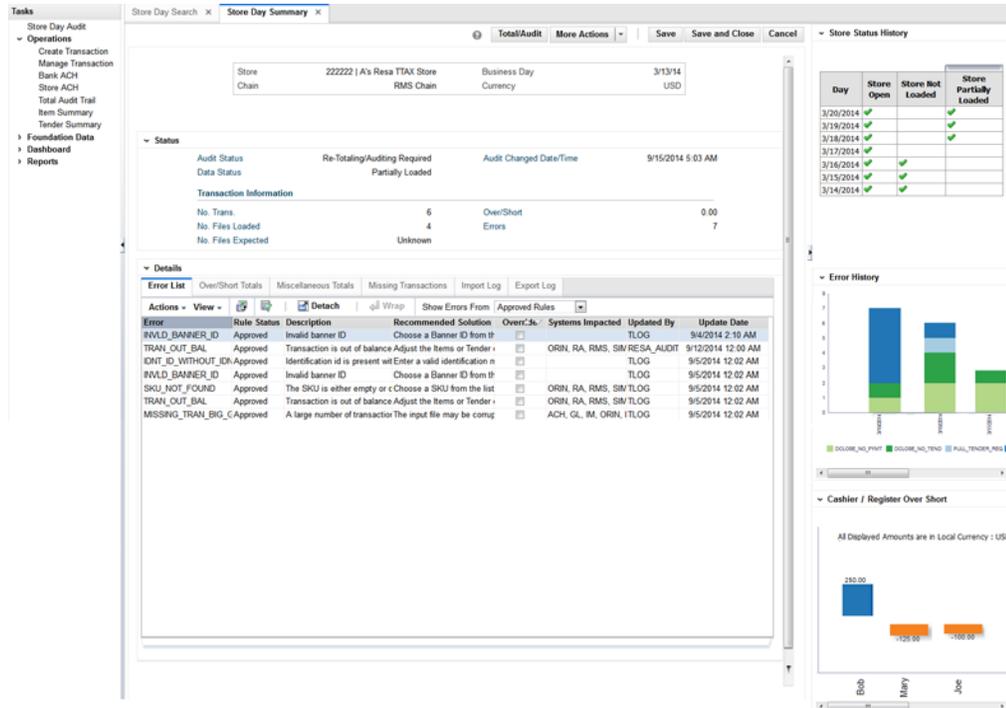


Contextual BI Reports on Store Day Summary Screen

The following are the contextual BI reports displayed on the Store Day Summary Screen of ReSA:

- [Store Status History Report](#)
- [Error History Report](#)
- [Cashier/Register Over Short Report](#)

Figure 2–10 Store Day Summary Screen



Store Status History Report

The store status history report on store day summary screen indicates the presence of not audited store days, not loaded store days, and partially loaded store days across the last seven days for the store that is being viewed in store day summary screen. An indicator signifies if the given store is not audited, is not loaded or is partially loaded for the last seven business days.

Note: Only days for which data exists will be shown in the report.

Figure 2–11 Store Status History Report

▼ Store Status History

Day	Store Open	Store Not Loaded	Store Partially Loaded
3/19/2014	✓	✓	
3/18/2014	✓	✓	
3/17/2014	✓		✓
3/16/2014	✓	✓	
3/15/2014	✓		✓
3/14/2014	✓		✓

Error History Report

The error history report on store day summary screen indicates the pattern of the errors existing for the store day being viewed in the store day summary screen of ReSA over that last seven days.

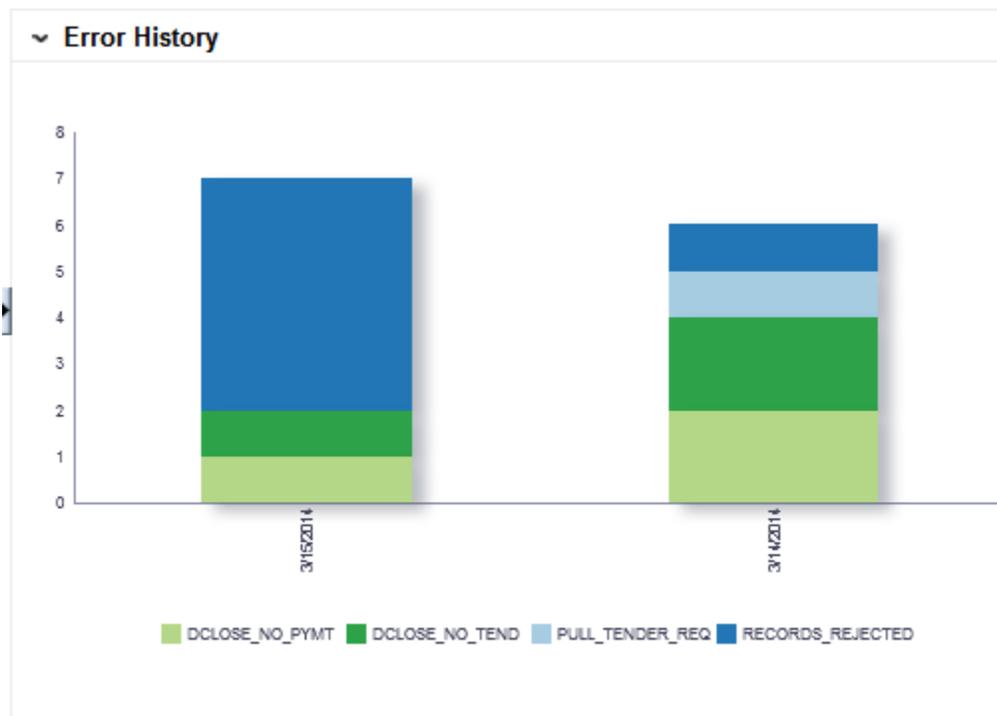
The report indicates the number of occurrences of errors similar to the errors open for the selected store day over the last seven days.

The error count includes both open errors and errors that were resolved for the store days. This would give 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 grouped and color coded by error code.

The user can hover over a section of the chart to view the error count for the given error code and business day.

Note: Only days for which data exists will be shown in the report.

Figure 2–12 Error History Report



Cashier/Register Over Short Report

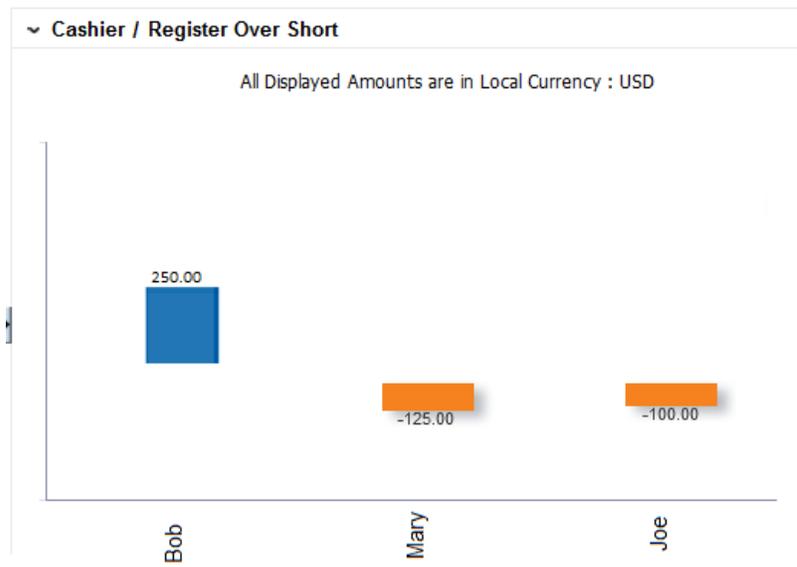
The cashier/register over short report on store day summary screen displays the overage or shortage amounts by cashier for the given store - business day being viewed in the store day summary screen of ReSA if the ReSA system option - Balance Level Indicator is set to cashier.

The report displays the overage or shortage amounts by register for the given store - business day being viewed in the store day summary screen of ReSA if the ReSA system option - Balance Level Indicator is set to register.

The amounts in the report are displayed in the RMS primary currency or the store's local currency based on the currency toggle in the store day summary screen.

Note: Only days for which data exists will be shown in the report.

Figure 2–13 Cashier/Register Over Short Report

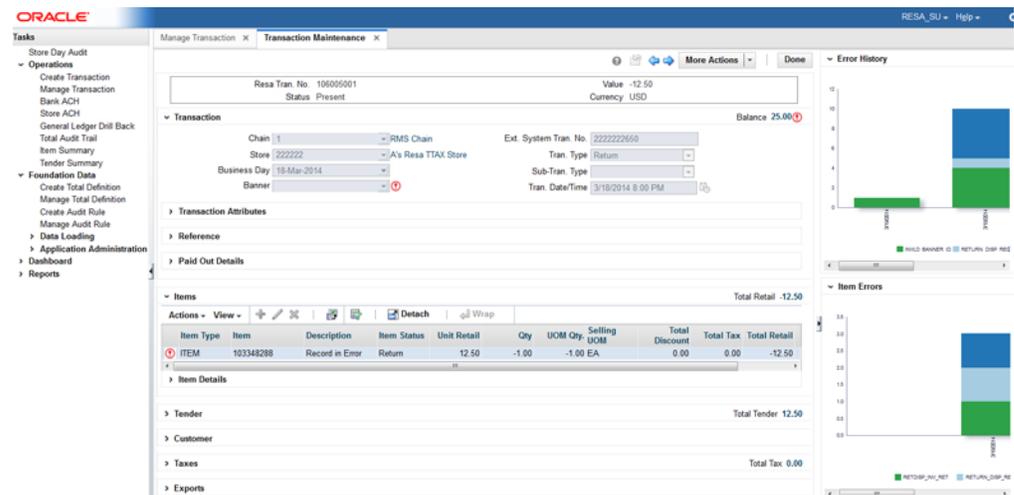


Contextual BI Reports on Transaction Maintenance Screen

The following are the contextual BI reports displayed on the Transaction Maintenance screen of ReSA:

- [Error History Report](#)
- [Item Errors Report](#)

Figure 2–14 Transaction Maintenance Screen



Error History Report

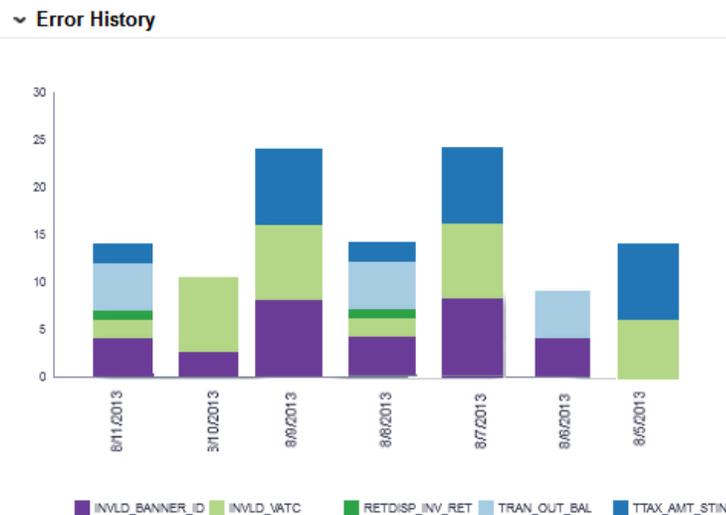
The error history report on transaction maintenance screen indicates the pattern of the errors existing for the transaction being viewed over the last seven business days. The report indicates the number of occurrences of errors similar to the errors open for the selected transaction for the given store over the last seven days.

The error count includes both open transactional errors and transactional errors that were resolved. This would give 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 grouped and color coded by error code.

The user can hover over a section of the chart to view the error count for the given error code and business day.

Note: Only days for which data exists will be shown in the report.

Figure 2–15 Error History Report



Item Errors Report

This item errors report on transaction maintenance screen indicates the pattern of the errors existing for the item selected on the ReSA screen 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.

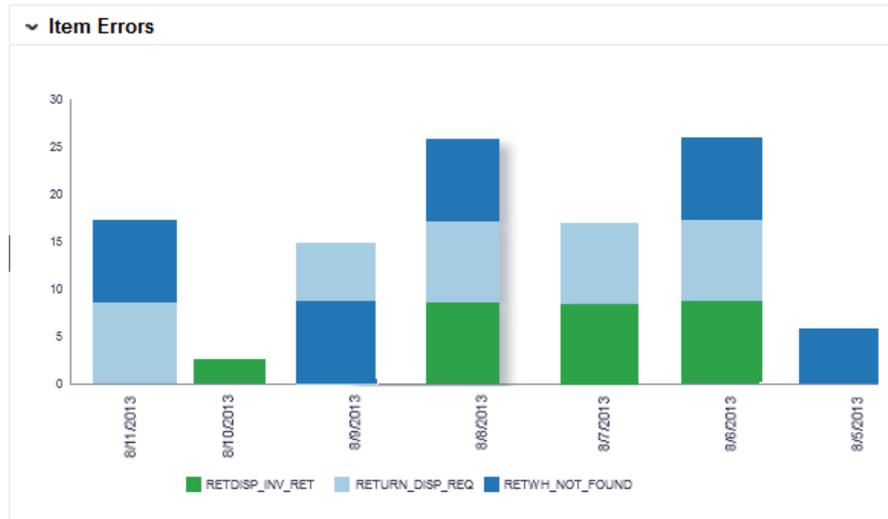
The user can hover over a section of the chart to view the error count for the given error code and business day for the selected item.

Note: Only Item level errors (that is, errors with rec_type = TITEM, IDISC, IGTAX) are considered in this report.

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

Note: Only days for which data exists will be shown in the report.

Figure 2–16 Item Errors Report

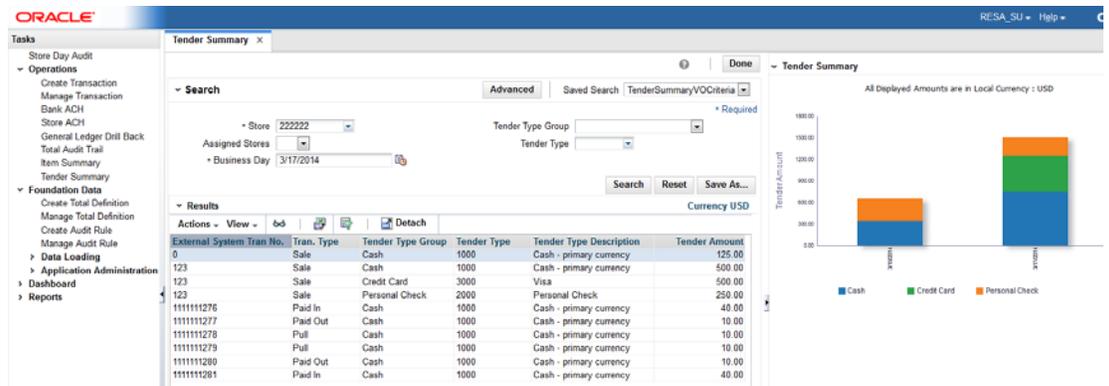


Contextual BI Reports on Tender Summary Screen

The following are the contextual BI reports displayed on the Tender Summary screen of ReSA:

- [Tender Summary Report](#)

Figure 2–17 Tender Summary Screen



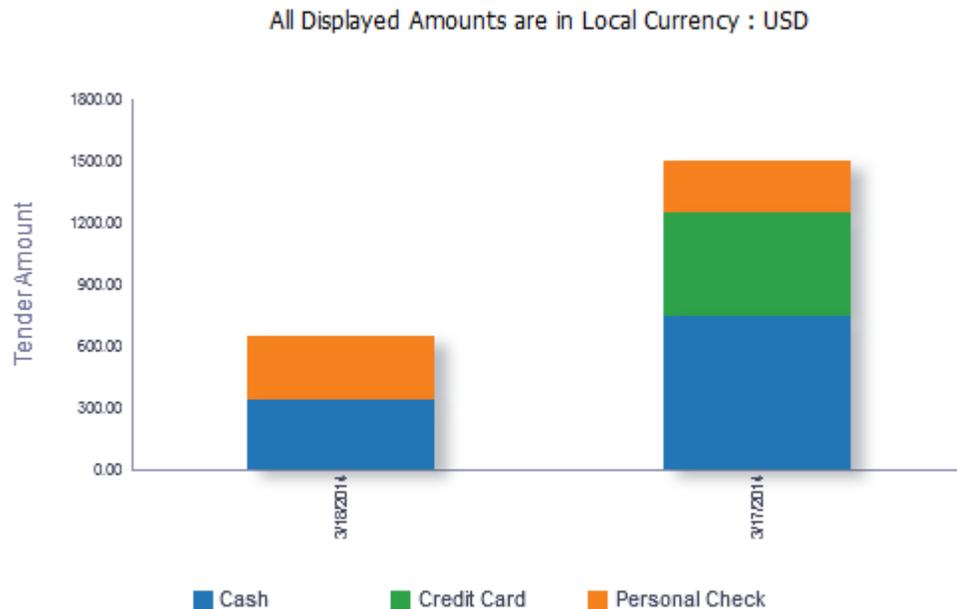
Tender Summary Report

The tender summary report on tender summary screen displays the net tender amount by tender types -Cash, Credit Card and Check per business day over the last seven days for the store selected in tender summary screen.

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

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

Note: Only days for which data exists will be shown in the report.

Figure 2–18 Tender Summary Report**▼ Tender Summary**

Support for Primary Currency and Local Currency

ReSA supports viewing amounts both in RMS primary currency and in the store local currency. The Operational insights reports support this in the following way.

For the following reports where amounts are aggregated across stores, if the auditor has stores assigned that have varied local currencies, the amounts are displayed in primary currency only. If all auditor stores have the same common local currency, the amounts are displayed in local currency.

- Over/Short Summary Report on Dashboard
- Over/Short History Report on Store Day Search Screen

For the following reports where amounts are displayed for a single store selected in the ReSA screen, the values are displayed in the currency selected in the currency toggle of the corresponding ReSA screen (Primary or Local). On screen launch, Local Currency is the default.

- Cashier/Register Over Short Report on Store Day Summary Screen
- Tender Summary Report on Tender Summary Screen

Metrics

Metrics (measures) are measurements that allow you to analyze business. They are usually numeric values. A metric can be as simple as the count of rows in a fact column or a highly complex calculation that contains mathematical operators. The values displayed in the reports are calculated by the use of these metrics.

The tables below contain a complete list of ReSA Operational Insights metrics with their definition and the reports that utilize them.

Store Day

The following table lists the Store Day metrics.

Table 3-1 Store Day Metrics

Metric	Definition	Report
Open Stores	The count of user stores still not audited and unable to close for a given period of time.	Open Store Days Store Status History
Not Loaded Stores	The count of stores that have not yet loaded any files for Audit for a given period of time.	Open Store Days Store Status History
Partially Loaded Stores	The count of stores that have loaded some but not all files for audit for a given period of time.	Open Store Days Store Status History
Late Polling Days Count Current Month	The count of business days that were not polled on time (late polling) for a given store for the current fiscal month.	Top 10 Late Polling Stores
Late Polling Days Count Last Month	The count of business days that were not polled on time (late polling) for a given store for the last fiscal month.	Top 10 Late Polling Stores

Open/Closed Errors

The following table lists the Open/Closed Errors metrics.

Table 3-2 Open/Closed Errors Metrics

Metric	Definition	Report
Open and Closed Error Count	The count of open and resolved errors.	Error History
Open and Closed Item Error Count	The count of open and resolved Item level errors.	Item Errors

Open Transaction Errors

The following table lists the Open Transaction metrics.

Table 3–3 Open Transaction Errors Metrics

Metric	Definition	Report
Open transaction Error Count	The count of open transaction level errors.	Open Transaction Errors

Over/Short

The following table lists the Over/Short metrics.

Table 3–4 Over/Short Metrics

Metric	Definition	Report
Over	Positive (over) balance amount in store local currency for a store.	Over Short Summary Over Short History
Over Primary	Positive (over) balance amount in RMS primary currency for a store.	Over Short Summary Over Short History
Short	Negative (short) balance amount in store local currency for a store.	Over Short Summary Over Short History
Short Primary	Negative (short) balance amount in RMS primary currency for a store.	Over Short Summary Over Short History
Cashier/Register Over Amt	Positive (over) balance amount in store local currency for a cashier or register of a particular store for a given fiscal day.	Cashier/Register Over Short
Cashier/Register Over Amt Primary	Negative (short) balance amount in RMS Primary currency for a cashier or register of a particular store for a given fiscal day.	Cashier/Register Over Short
Cashier/Register Short Amt	Negative (short) balance amount in store local currency for a cashier or register of a particular store for a given fiscal day.	Cashier/Register Over Short
Cashier/Register Short Amt Primary	Negative (short) balance amount in RMS Primary currency for a cashier or register of a particular store for a given fiscal day.	Cashier/Register Over Short

Transaction Tender

The following table lists the Transaction Tender metrics.

Table 3–5 Transaction Tender Metrics

Metric	Definition	Report
Tender Amt	The amount of tender in stores local currency done against the tender types CASH, CREDIT CARD, CHECK.	Tender Summary
Tender Amt Primary	The amount of tender in RMS Primary Currency done against the tender types CASH, CREDIT CARD, CHECK.	Tender Summary